

# Service Available to Elders during the Winter season

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# Snow Removal

- ▶ What is Snow Removal?
  - ▶ Plow driveways
  - ▶ Shovel walks and steps
  - ▶ Clear ramps
  - ▶ Salt and Sand walks, steps, and ramps as necessary

# Snow Removal

- ▶ Who is eligible:
  - ▶ Clients must meet all of the following criteria:
    - ▶ Be 55 years of age or older
    - ▶ Live within the Southern portion of Akwesasne
    - ▶ Must be receiving home care services OR live alone OR lack the support of family, friends, or neighbors OR incapacitated due to accident, illness, or frailty
    - ▶ We do make exceptions for emergency situations such as, regular plow driver is unavailable and you need get to the hospital
    - ▶ You must complete an application and be notified that you are on the list

# Snow Removal

- ▶ How do I get on the snow removal list?
  - ▶ You must apply at the Office for the Aging
  - ▶ You must apply each year, even if you were on the list last year
  - ▶ You must complete an application and liability form
  - ▶ You will be notified if you are on the list, depending on availability you may be placed on a waiting list

# Snow Removal

- ▶ Snow plow guidelines
  - ▶ Plowing starts when there is at least 4 inches of snowfall
  - ▶ Driveways will be plowed once a day when there is 4 inches or more of snowfall, unless there a demonstrated emergency situation
  - ▶ Our staff is not responsible for any items left in driveways
  - ▶ We reserve the right to refuse service if there are items or cars in the driveway
  - ▶ Priority is given to an elder who requires snow removal for the purpose of receiving medical care in the home, or must leave the home for medical treatments
  - ▶ Once the priority clients are cleared, the driver will start in Racquette Point and work towards State Road to clear clients on the approved list. This means some clients may not be clear until the afternoon.
  - ▶ Depending on the severity of snowfall or ice, it may be the next day for everyone to get clear. We do our best to get thru the list as quickly as possible.
  - ▶ Our staff may plow first and then return later to clear your ramp

# Snow Removal

- ▶ How much does the service cost?
- ▶ The suggested contribution is \$5.00 for each time snow removal is done.
- ▶ You cannot be denied service if you are unable or unwilling to contribute.
- ▶ You can be denied if:
  - ▶ You did not complete an application and are not on the approved list
  - ▶ If you have vehicles or other items blocking your driveway

# How you can help

- ▶ Only call if there is a true emergency
- ▶ Have a backup plan. Vehicles breakdown, people get sick, and sometimes staff is pulled away for other emergencies.
- ▶ We are providing the service for health and safety of the elder residing in the home. We cannot provide a service if the elder is not residing in the home.

# Transportation

- ▶ **Bus transportation**
  - ▶ Provided Monday to Friday from client homes to the seniors center
  - ▶ Tuesday and Thursday to Massena for shopping
- ▶ **Vehicle Transportation**
  - ▶ Provided to medical appointments
  - ▶ For clients needing staff assistance to shop
  - ▶ For clients needing staff assistance at a medical appointment

# Transportation

- ▶ Who is eligible?
  - ▶ Elders age 55 years of age or older
- ▶ How do I sign up?
  - ▶ Elders wanting a ride to the seniors center need to call by 9am for pickup
    - ▶ Bus leaves the center by 9am to pick clients up, arrive around 10 am at the center
    - ▶ Time of pick up depends on the number of people riding the bus that day
    - ▶ Bus leaves the center by 1pm to drop clients off
  - ▶ Elders wanting to go on the shopping trip should call by 9am
    - ▶ Bus leaves the center by 1pm
    - ▶ Tuesdays: Banks, Post Office, Wal-mart
    - ▶ Thursdays: Aldi, Hannaford, Mall
    - ▶ Bus arrives back by 4:30pm

# Transportation

- ▶ Elders needing a ride to a medical appointment without staff assistance
  - ▶ Need to call three days prior to appointment
  - ▶ Transportation provided to Massena, Malone, and on territory offices
  - ▶ Dependent upon availability of driver and vehicle
- ▶ Elders needing a ride to a medical appointment with staff assistance
  - ▶ Need to arrange with staff at least one week prior to appointment
  - ▶ Staff person will go with client to ensure they get to the correct office, help with registration if necessary. Registered Nurse or other staff can go in with client to meet with provider if needed.
- ▶ Elders needing a ride to shopping with staff assistance
  - ▶ Need to arrange with staff in advance of the trip
  - ▶ Staff will go with client and assist the client with getting items off the shelves, checking prices, checkout, carrying packages

# Transportation

- ▶ Does the service cost anything?
- ▶ The suggested donation is \$2.00 per trip.
- ▶ You cannot be denied for an inability or unwillingness to contribute.
  
- ▶ There are times during inclement weather or vehicle breakdown that other arrangements are made for the shopping trips.
- ▶ Transportation arrangements are dependent on driver and vehicle availability

# Nutrition Program

- ▶ Noon meal served Monday to Friday at the Seniors Center
  - ▶ Suggested donation is \$3.00 for elders over age 60, \$4.50 for elders and guests under age 60
  - ▶ You cannot be denied a meal for inability or unwillingness to contribute
  - ▶ Must call the center by 9:30am to reserve your meal. Calling to let us know you'd like a meal helps us reduce food waste and keep down costs.
    - ▶ If you do not call, we cannot guarantee a meal will be available
- ▶ Home Delivered Meals leave the center at 10:30am
  - ▶ Elders over the age 60
  - ▶ Elders wanting a home delivered meal must complete an assessment
    - ▶ The assessment will tell us if you are eligible for meal and what other services you might be eligible for
  - ▶ Suggested contribution for Home Delivered Meals is \$3.00 per meal
  - ▶ Elders age 55 to 59 maybe eligible for temporary delivery following hospitalization or surgery. Eligibility is determined on a case by case basis. Contact the center for more information.

# Home Repair & Maintenance

- ▶ We have two handypersons on staff who assist with minor home repairs and weatherization:
  - ▶ Putting Plastic on windows
  - ▶ Putting weather stripping on doors
  - ▶ Remove air conditioners
  - ▶ Replace batteries in smoke detectors and CO monitors

- ▶ **OUR STAFF CANNOT GO ON YOUR ROOF, FIX YOUR FURNACE, OR REPLACE WINDOWS or DOORS**

Suggested Contribution is \$5.00 for each repair. You cannot be denied service for an inability or unwillingness to contribute.

# Fuel Tank Replacement

- ▶ The Office for Aging has put aside funding to replace one fuel tank for an elder each year.
  - ▶ Along with furnace cleaning and repair, elders should have their fuel tank checked. Rusty and leaking tanks can shorten the life of your furnace and cause costly repairs.
- ▶ The elder must request the replacement and provide proof in writing from either a furnace repair person or fuel dealer that a replacement is needed and an written estimate of cost of replacement.
- ▶ The replacement must be to code. We highly suggest that elders consult with Compliance on requirements.
- ▶ If approved, a check will be written out to the business replacing the tank in the amount of the estimate. Any additional costs will be the elders responsibility.
- ▶ This is a one time only benefit.

# Winter Blues

- ▶ Isolation, loneliness, and depression can have adverse effects on the health and well-being of our elders.
- ▶ The seniors center offers a variety of activities, classes, and programs that encourage a healthy lifestyle and socialization.
  - ▶ Check the newsletter for our calendar and details on how to sign-up. The newsletter is also available on the SRMT website.
- ▶ If you are unable to eat the noon meal, you can always come in for a cup of coffee or tea and read the newspaper.
- ▶ Seniors Club offers a weekly bingo every Monday from 1 to 3pm and Ace to King on Saturday and Sunday from 6pm to 9pm. No sign-up needed, just stop by.

# Contact Information

- ▶ The SRMT Office for the Aging is open from 8am to 5pm Monday to Friday
- ▶ Our phone number is 518 358 2963