NETWORKINAGING OF WESTERN NEW YORK, INC. EST 1981

Celebrating 4 Anniversary

Apr-Jun 2021



Network in Aging of Western New York, Inc.

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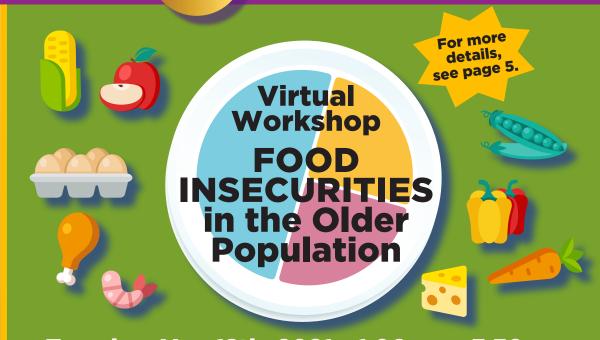
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Tuesday, May 18th, 2021 • 1:00pm - 3:30pm VIA ZOOM • COST: \$10.00

REGISTRATION OPEN

Featuring speakers from FEEDMORE WNY, MOM'S MEALS, & ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

Save The Date! REGISTRATION OPEN



Virtual Trivia Night

Thursday, April 22nd 4:00pm - 5:30pm

Details to follow prior to event!







Virtual "Painting With a Twist"

Tuesday, May 25th 6:00pm - 8:00pm

More details to follow!



Network in Aging of Western New York, Inc.

OFFICERS

President Angie Crawshaw The Dale Association

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V.P. — Community Relations Pamela Pace Amazing Home Care

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Sharon Plant
People Inc

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Jane Nogowski Park Creek Senior Living

Darlene Polak
Briarwood Manor

April Romanowski Lawley Insurance

Dot Swift *Elderwood Health Plan*

Paula Venne









"SAMPLING THE CITY" Virtual Wine Tasting Event

What a great night sampling three different NYS wines, while enjoying our charcuterie boxes made up especially by Board in Buffalo!

A big shoutout to our Jeannine Babcock from **Cordially Yours Wine & Spirts** in Depew, along with Nicholas Greco from **Opici Family Distributing!** Together they made it a fun and educational experience.

Thank you to Harris Beach PLLC for sponsoring the event!



HARRIS BEACH &

Thank you to Solstice Senior Living at East Amherst for donating the cloth wine bags.

Special thanks go out to Stephanie Mruczek for taking the time out of her day to put the bags together





PLATINUM MEMBERS!

Don't forget to take advantage of your promotional email blast! Emailed to the entire membership!



Take advantage of your MEMBERSHIP BENEFITS today!

- Submit an article in our quarterly newsletter
- Submit a business card size ad in the newsletter

Looking for ARTICLE AND AD SUBMISSIONS for the July-Sept 2021 edition!

Email Lisa Boron at lisa@networkinaging.org to reserve your half page article.

PRESIDENT'S MESSAGE ANGIE CRAWSHAW



Welcome Spring!!

As we mark the one-year anniversary of the COVID shutdown and a time that changed our lives forever, I thought I would briefly reflect on the past twelve months.

For those who lost a family member, friend, client, or coworker during this past year I send my condolences. We try to reason with the other things we have lost as humans. The simple embrace of a hug, a kiss or a handshake that we took for granted has been replaced with video communication and warm smiles covered by a

mask or shield.

The memories over the past twelve months will be forever an imprint on our lives and as distinct as we ourselves are. But as I stated in my first message shortly after shutdown last spring, we are finally seeing a ray of light at the end of the tunnel thanks to vaccines and diligent precautions we are still taking. I am so very pleased that the Network in Aging is helping to shed some of that light to our membership.

By hosting networking events like the wonderful wine event held just recently to the up and coming events being planned over the next few months, including the April 22nd Zoom *Trivia Night.* Two great educational workshops are in the works. Topics include – Food Insecurities in the Elderly on May 18th and Alcoholism: A Disease across the Ages, date (TBD).

We are slowly gaining ground on the road back to 'the new normal.'

Thank you to all our new and renewed members, sponsors, committees and board of directors for your continued support to the Network. We are just shy of reaching our membership goal.

Be sure to check out our new members-only Facebook page.

We become stronger knowing that we all share memories of what we were pre-COVID and what we are now gaining strength from our friendships we have in the Network.

"Out of suffering have emerged the strongest souls."

-Angie Crawshaw - Network in Aging President

WELCOME NEW MEMBER AGENCIES

















MAKE THE MOST OF YOUR NETWORK MEMBERSHIP BY JOINING A COMMITTEE TODAY

ALL MEETINGS VIA ZOOM AT THIS TIME

COMMITTEE CO-CHAIRS & MEETING INFORMATION

Please be sure to verify meeting date, time and location as there are occasional changes!

COMMUNICATIONS COMMITTEE

Establishes and directs the Network's print and online communications with its members and the public. Meetings are on the second Tuesday of the month at 10:00am at the Bee Group Newspaper Office, 5564 Main Street, Buffalo, NY 14221.

CHAIR

Pamela Pace (pamela@amazinghc.com) (716) 863-9035

EDUCATION COMMITTEE

Plans and carries out educational programs/workshops on aging related issues, along with planning and preparation for the annual meeting. Meetings are on the second Thursday of each month at 9:00am at Meals on Wheels for WNY, Inc., 100 James E. Casey Drive, Buffalo, NY 14206.



CO-CHAIRS

Beth Donner (bethcdonner@gmail.com) (716) 848-7600 Mike Ford (mford@broadwayhcwny.com) (716) 864-9544

MEMBERSHIP COMMITTEE

Reviews and recommends changes in membership dues and benefits; coordinates ongoing membership recruitment efforts. Meetings are on the fourth Thursday of each month at 8:00am at Panera Bread, 1593 Niagara Falls Blvd, Boulevard Consumer Square, Amherst, NY 14226. No meetings in August and December.

CO-CHAIRS

Jane Nogowski (jnogowski@park-creek.com) (716) 632-3000 Dot Swift (dswift@elderwood.com) (716) 807-9708

NETWORKING COMMITTEE

Plans and carries out member-to-member functions, including Network with the Network events. Meetings are on the first Thursday of each month at 8:30am at Panera Bread, 1593 Niagara Falls Blvd, Boulevard Consumer Square, Amherst, NY 14226.

CO-CHAIRS

Stephanie Mruczek (eastamherstdsm@solsticeseniorliving.com) (716) 688-7880 Nancy Maira (nlmaira@verizon.net) (317) 727-7532

SPECIAL EVENTS COMMITTEE

Plans social functions for the Network, including the January Social, Taste of the Network and annual meeting venue. Meetings are on the fourth Tuesday each month at 8:30am. Locations vary, so contact Co-Chairs for more info. No meetings in January, July and December.

CO-CHAIRS

Sharon Plant (splant@people-inc.org) (716) 817-9229 Suzanne Desfosses-Gilliam (sdg@touchinghearts.com) (716) 898-8566

NOMINATING COMMITTEE

This committee solicits and accepts nominations for positions on the Network in Aging Board of Directors and presents a slate of officers and directors to the membership for their consideration.

CO-CHAIRS

Kashia Brosius (kbrosius@absolutcare.com) (716) 652-1560 April Romanowski (aromanowski@lawleyinsurance.com) (716) 572-6397



Tuesday, May 18th, 2021 • 1:00pm - 3:30pm VIA ZOOM • COST: \$10.00 • REGISTRATION OPEN

This year marks the 50th anniversary of the Senior Nutrition Program under the Older Americans Act. This is the program that funds meals on wheels programs and noonday senior dining programs across the country.

Nutrition and Social Determinants of Health:

The Intersection of Food Security and Quality of Life Presented by Colleen Miller (1.0 CEU credit for social workers, dieticians, and nurses)

FEEDMORE WNY

Kathy Graim, Chief Client Services Officer

Bonnie McMorrow, Director of Client Services

How FeedMore WNY serves our elderly neighbors in need.

Discussion includes info about how our home delivered meals, congregate dining and food bank programs tackle food insecurity in the elderly.

MOM'S MEALS

Collen Miller, MS RDN

Territory Manager Healthcare Partnerships - NY, NJ, MA

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

Minnie James, Chief Social Welfare Examiner

- Introduction and overview of the SNAP program
- Eligibility of the SNAP program
- Food Insecurity and overcoming myths, stigma, and barriers of SNAP participation within the aging community
- How to apply and suggested resources for SNAP



Virtual Trivia Night

Thursday, April 22nd • 4:00pm - 5:30pm (RSVP by 4/16)

Register now for our free Virtual Trivia Night! Details to follow prior to event! Members will have a chance to submit trivia questions about their own organization! Other fun topics included too! Put your thinking cap on! Register at: networkinaging.org/nia-event/networking-virtual-event-trivia-night/

REGISTRATION OPEN

Save The Date! REGISTRATION OPEN



VIRTUAL "Painting With a Twist"

Tuesday, May 25th • 6:00pm - 8:00pm (RSVP by 5/11)

Cost \$20.00 (BYOB)

Join us for an exciting night as we unwind and "twist" at home! Enjoy painting "Buffalooey" with our own personal instructor.

All supplies included in the cost.

Sponsorship \$100

(incl. 1 free ticket & exclusive marketing opportunities)

Insurance Plans

for Medicare and Medicaid Beneficiaries

Nascentia Health Plus

nascentiahealthplus.org

Nascentia Dual Advantage (D-SNP)
Nascentia Skilled Nursing Facility (I-SNP)

Nascentia Health Options

nascentiahealthoptions.org

Managed Long Term Care Plan (MLTCP)



We've reached over 500 Facebook FOLLOWERS!



THANK YOU to all our members for helping us reach this milestone!

BRISTOL VILLAGE

Bristol Village, an Assisted Living Residence & Memory Care Community located in Clarence Center, has been serving our older population in Western New York for 18 years, continuing the 150+ year tradition of The Bristol Home. We are excited to announce that we have just completed a \$9M expansion and renovation project, adding 26 additional assisted living apartments and 6 memory care studios. Each spacious assisted living apartment has a kitchenette with a full-sized fridge and microwave, and private bath. Our state-of-the-art Community Room serves as an activity space for residents as well as space for concerts, lectures, conferences, and other events that will be soon open to the community.

At Bristol Village, experience is the difference.

Services provided are:

- 24-hour nursing services for medication management.
- Personal care aides for assistance with activities of daily living
- Three gourmet meals a day provided in our restaurant-style dining room.
- A diverse and creative activities program for both assisted and memory care needs.
- Housekeeping provided weekly as well as laundry services.
- All utilities and apartment maintenance included.

Please visit our website at www.bristolhome.org or call us at 716-406-9500 to experience the difference.

Kathleen Back

Admissions Coordinator & Case Manager

Bristol Village

8455 Clarence Center Road Clarence Center, NY 14032 (716) 406-9532

www.bristolhome.org





Don't forget to update your profile on the website!

Login, select edit profile, then make changes to your address, phone numbers, and add a profile picture. All profiles can be viewed in the member directory.

HARMONIA COLLABORATIVE CARE

Harmonia Collaborative Care was awarded two regional grants to expand services. The BlueCross BlueShield of Western New York Blue Fund and the Garman Family Foundation have provided support for the growth of Harmonia programs in 2021.

The BlueCross BlueShield Blue Fund has recognized the need for expansion of mental health and telemental health services in rural and native communities. The closing of TLC Health Network's Behavioral Health and Chemical dependency units in Irving, NY has devastated communities in southern Erie, Chautauqua and Cattaraugus counties. Patients are referred to already-overcrowded ECMC and providers north of Buffalo, creating a serious access barrier for low income and rural residents, many of whom have no transportation to services offered an hour from home. COVID-19 has exacerbated this situation hitting rural and marginalized populations hard.

Valerie Nowak, LMHC, MPA, CEO at Harmonia comments, "Through its physical and emotional devastation, COVID spurred a response to community needs, including telehealth. Harmonia intends to leverage this opportunity to reach areas most in need."

In fulfillment of the Blue Fund grant, Harmonia Collaborative Care will assess community assets and engagement, identify partners and collaborators, and build a 3-year business plan to bring mental health/telemental health outpatient services for clients ages 13 and up. Harmonia's objective is to reduce the number of clients needing acute care due to the escalation of their conditions while improving the quality of life for rural and Native American residents.

Megan Brautlacht, LMHC, Harmonia Director of Mental Health Clinics believes, "Increasing access to mental health counseling through a combination of in-person and telemental health services to rural and native populations can have a positive impact on the community. Our objective is to eliminate the

barriers of transportation and limited technology to support good mental health."

As seniors age, there is often an increased need to support independence while ensuring physical and mental wellbeing. The devastating impact of COVID-19 on seniors in nursing facilities has increased the urgency among family members to keep their seniors independent in their homes. Harmonia Collaborative Care has received a grant from the Garman Family Foundation administered by the Community Foundation of Greater Buffalo to expand their CarePanion program and create new opportunities for family members and friends to provide paid caregiver assistance.

Harmonia Collaborative Care's CarePanion program directly supports the mental health and physical wellness of seniors living independently in the community. CarePanions provide non-medical, in-home services to help individuals and their Caregivers keep seniors safe in their homes. The Consumer Driven Personal Assistance Program (CDPAP) supports Caregivers providing services to their loved ones in their homes. CDPAP is a New York State Medicaid program that allows chronically ill or physically disabled consumers who need help with everyday activities or skilled nursing to hire their home care assistants.

"Supporting and caring for our seniors and their caregivers is more important now that it has ever been. We are excited to be able to expand our program and help more seniors and their caregivers keep them independent in their homes and communities," says Cami Kent, MPA, CarePanion Coordinator.

Harmonia Collaborative Care is a non-profit mental health, senior services and Health Home agency headquartered in Derby, NY with offices in Hamburg, NY. Harmonia, formerly Community Concern of WNY, celebrates 50 Years of providing services to those in the community in 2021.



life. with balance.

Welcome!

WELCOME NEW BOARD MEMBER



Mike Ford Broadway Homecare of WNY

WELCOME NEW INDIVIDUAL MEMBERS

Colleen Miller Mom's Meals

Beth NelsonNY Statewide Senior Action Council

Mimi Piciullo Keller Williams

WELCOME TO OUR NEW MEMBER AGENCY

Symphony Circle Active Living, an upscale independent senior living community in the Allentown/ Elmwood Village area.

Immediate availability! Call 716-885-1090 to schedule your personal tour today!





Allegra is the Proud Print Provider for Network in Aging!

Be sure to Contact Us for ALL of vour COVID Signage, including Social Distancing Signage and Floor Stickers







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MARKETING

SIGNS



We're excited to invite you to our brand-new, MEMBERS ONLY Facebook group!

This is a great way to virtually meet and chat with network members, especially during times when we're not able to get together monthly.

Join us to engage in discussions about the health and senior living industries, what's going on locally in health & senior care, and more. Anyone who works for, or is associated with, a member agency is welcome to join.

Find our group, "request" to join, and make sure to answer the required question.

Our new group can be found at: https://www.facebook.com/groups/niamembers

PEREGRINE SENIOR LIVING AT ORCHARD PARK

Pioneering Care: The Peregrine Way

Pioneering Care: The Peregrine Way

Far too often, we see seniors labeled by an Alzheimer's or dementia diagnosis. Once that happens, basic needs are covered while their unique personality begins to fade. At Peregrine, we challenged this notion and found a way to revolutionize expectations of the aging process.

The Peregrine Way is our unique approach to memory care where we gently stimulate a person's long-term memory in a comfortable environment. This allows us to help forge connections between meaningful long-term memories and the current moment. It is our hope to use long-term memories to help transform your loved one into a more vivid person, so you can hold on to what makes them so special.

Peregrine Senior Living designs all their activities based around retrieving and reliving long term memories. We do this with our Celebrate a Life program, in this program we celebrate one of our residents through stories, testimonials, and longlasting friendships. We also do Radio Days, Old Time Movies, and Cooking Classes to name a few.

We believe that Alzheimer's or dementia does not mean the end of personal growth and fulfillment. Which is why the goal of The Peregrine Way is to provide ongoing opportunities to stimulate and comfort a person's mind, body, and spirit.

Alzheimer's and dementia are conditions that influence a personal and family level. That is why we are committed to helping families overcome this challenge through support groups, lectures, and other helpful resources.



WNY PRIDE CENTER

Everyone works with LGBTQ+ people

Healthcare providers, mental health facilities and aging services treating older adults are working with LGBTQ+ seniors – whether those seniors have chosen to disclose or not.

Providers should:

- Provide integrated systems of care that include the unique needs of LGBTQ+ seniors.
- Ensure their facility is welcoming to older LGBTQ+ people by assessing and implementing any necessary changes.
- Be sensitive to the histories and concerns of LGBTQ+ people.
- Be open-minded, affirming and supportive toward LGBTQ+ older adults to ensure accessible, competent and quality care.

How the Pride Center can help providers

We're here to increase the amount of LGBTQ+ culturally competent providers, businesses, academic institutions, government agencies, and organizations throughout Western New York. We offer LGBTQ+ Cultural Competency Trainings and presentations to those interested in having members of their staff trained on sensitivity towards the thoughts, feelings, and experiences of their LGBTQ+ customers/clients/students/patients and co-workers. We can accommodate in-person or virtual training for your organization, helping your workforce continue its professional development during the pandemic.

Why is this important?

More than 39 million people in the U.S. are age 65 years or older including 2.4 million people who identify as lesbian, gay,



bisexual, transgender or queer. As the babyboom generation ages, the older adult population will increase from 12.8 percent to an estimated 19 percent in 2030.

As a group, LGBTQ+

older adults experience unique economic and health disparities. They may be:

- Disproportionately affected by poverty and physical and mental health conditions due to a lifetime of unique stressors associated with being a minority.
- More vulnerable to neglect and mistreatment in aging care facilities.
- Subject to dual discrimination due to their age and sexual orientation, or gender identity.
- Less open about their sexuality due to generational differences and lack of legal protection.
- More likely to live alone and be single, and less likely to have children than their heterosexual counterparts.

All of the considerations above can be compounded by intersections of race, sex, ethnicity and disability.

Schedule a training today

Call us today at 716-852-7743 or email us at training@pride-centerwny.org.







WE PROVIDE ADDITIONAL CARE IN NURSING FACILITIES

1-800-958-4405 (TTY: 711)

Oct. 1 - Dec. 7: Mon. - Sun., 8 a.m. - 8 p.m. Dec. 8 - Sept. 30: Mon. - Fri., 8 a.m. - 8 p.m.





ACCOMPLISHMENTS & RECOGNITION!



Hats off to one of our Platinum members, **Ryan O'Connor** from Williams & O'Connor Financial Planning Group. He was recognized by the global independent association MDRT by meeting their standard of excellence in financial services.





WECK Radio – Pamela Pace, our Communications Committee Chair from Amazing Home Care and VP of Community Relations was recently featured on WECK Radio 1230AM. "Senior Matters" with host Buddy Shula. Check out the Feb. 20th podcast and give it a listen. https://weckbuffalo.com/podcasts/senior-matters



Welcome! Juniper Glen's new Administrator, **Kristin Crandall.**



Congratulations to Charlie Battaglia! Voted in as an Ex-officio member of the board of directors. He worked in the field of aging for over 40 years, is a past president of the Network, and is now retired from Erie County Senior Services and Ken-Ton Meals on Wheels.





People Inc.

Where your world opens up.

Buffalo Business First recently released their Power 250 list. We are proud to share that People Inc. **President and CEO Rhonda Frederick** was ranked #17. Power 250 recognizes the most influential people in Western New York. Congratulations, Rhonda!





Congratulations!
Brittany A. Kobee is the new Administrator at Elderwood Village. She can be reached by email at bkobee@elderwood.com

Congratulations to **Hospice &** Palliative Care Buffalo!

They continually rank in the topquality programs as evidenced by 4 consecutive years of achieving Hospice Honors status, based on caregiver satisfaction surveys. Amongst the 5,500 hospice programs in



the nation, they also ranked within the top 2% with respect to the number of patients and families cared for daily.

A big congratulations to Mave Milligan from Oasis Senior Advisors Buffalo for earning the certified dementia practitioner (CDP) designation. A CDP completes extensive training in Alzheimer's and Dementia including communication techniques, behaviors and an improved understanding of the Dementia patient and complications that arise with the diagnosis. Dementia is the number one diagnosis in the elderly and the CDP certification demonstrates the achievement of specialized training in the areas of Alzheimer's and Dementia.





WHEATFIELD COMMONS

Wheatfield Commons is a DePaul Senior Living Community in North Tonawanda, which provides both assisted living and memory care accommodations to families in and around Niagara County. Offering gracious, single-floor living in a well-appointed setting, the community features spacious, furnished private and semi-private suites with a choice of floor plan and fully equipped bathrooms in every resident room.

Close to shopping, restaurants and places of worship, Wheatfield Commons is nestled in a park-like suburban setting with inviting grounds and courtyards. In warmer weather, residents enjoy taking in the sights from a large covered front porch. Welcoming living areas with fireplaces and beautifully decorated dining areas are all part of an accommodating, enriching atmosphere where residents receive the highest quality services and care. A cozy family dining room is available for private use and special occasions and individual mailboxes are also provided.

"At Wheatfield Commons, we strive to enhance each residents' quality of life by providing engaging activities, a supportive and caring staff and personal care services that promote independence and dignity," said Administrator Kathy Hyland-Dion.

Wheatfield Commons provides seniors a lifestyle for their future, offering a personal approach to delivering support and services while encouraging family members to be actively involved in the care of their loved ones. Staff work closely with residents and family members to develop a personalized approach to delivering support and services which appropriately meet each residents' needs.

Technology is also being used to encourage increased engagement and higher quality interactions for seniors including video calls with loved ones, games requiring memory, strategy and skill, music therapy,



tual travel and cultural enrichment, spirituality connections and much more. Residents at Wheatfield Commons recently went on a virtual hot air balloon ride to destinations including the Bahamas and Florida using Rendever Virtual Reality Headsets.





Food is universal and connects us to cherished moments. Gathering around the table provides opportunities for conversations that matter.

The Alzheimer's Association is rallying the culinary community through Around Your Table, an initiative featuring shared experiences with food to raise awareness of Alzheimer's disease and its impact on individuals, families and communities. Whether it's a holiday meal, a celebratory dinner, an original recipe or a dish passed down through generations, food is universal and connects us to moments we never want to lose. Around Your Table engages our local culinary community in sharing meaningful moments related to food and asks others to do the same, creating conversation and engagement in the fight to #ENDALZ.

Learn more and purchase dinners online at aytwny.givesmart.com

QUESTIONS? Contact Lynn Westcott

at Lwestcott@alz.org or 716.440.4251

Learn more about the Alzheimer's Association at alz.org/wny

Our free 24/7 Helpline is 1.800.272.3900















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- Managed Long Term Care Plan (MLTCP)

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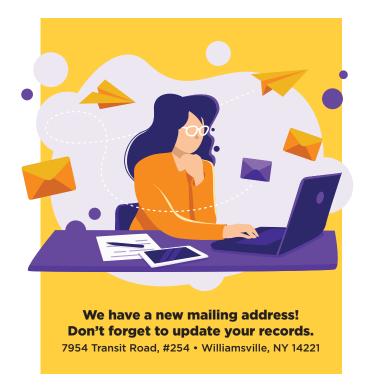
Call or visit us online for more information











BROTHERS OF MERCY

Brothers of Mercy NEW Memory Care and Assisted Living Community is now Open!

The Brothers of Mercy recently opened a new \$22 million Memory Care and Assisted Living Community. "We've always wanted to be able to serve this population. There is such a high need for this type of specialized care. The time is right for us to move forward and advance the mission of the Brothers even further" says Brothers of Mercy CEO Peter Eimer. This visionary campus expansion will satisfy a high demand for a much needed memory care and advanced care options in WNY, while also supporting the Brothers of Mercy's steadfast mission of charitable service through compassionate care.

What makes this project unique is its "Wellness Neighborhood" community design. This innovative and forward-thinking approach will aim to replace the regimented structure, and often clinical feel, of traditional assisted living and memory care facilities with a flexible environment of care; evoking a home-like experience and placing the resident at the center of quality of care.

Here, residents will live on their own terms, according to their personal preferences and natural rhythms. Each of the 6 "Wellness Neighborhoods" will be home to 16 residents and include their own living and dining spaces, country kitchen, fireside lounge, and patio or secured courtyard. Signature features include the combined comfort of private rooms and bathrooms with warm and personal shared common spaces, plus direct access to the outdoors.

In addition, each neighborhood is designed to evoke a family-like atmosphere where familial, social experiences will be nurtured over shared meals and activities in the common living and dining spaces. Nestled amongst 126 beautiful acres of wildlife, these 6 Wellness Neighborhoods will be connected under one roof, and named after the scenic nature views which they overlook.

In the Memory Care wing, specialized programming is offered in a safe environment, with a uniquely trained staff to manage the challenges associated with memory loss. Services and features will also include 24-hour care, medication monitoring wellness programs, and enhanced care. In addition, Circadian rhythm lighting will be a part of our Memory Care community. Circadian Rhythm lighting offers numerous health and wellness benefits to the residents. The project helps Brothers of Mercy address an important community need by expanding its capacity to serve seniors requiring advanced specialized care, and by offering their current population every level of care needed to age in place on their campus.

The Brothers of Mercy is the largest facility in Western New York to earn the Centers for Medicare & Medicaid Services' exceptional 5-star distinction and has been ranked on US News & World Report's "Best Nursing Homes" list since 2014. For more information, visit www.brothersofmercy.org.



CCOR, COMPANION CARE OF ROCHESTER

Social Sensitivity for Home Care Workers

by Katie Reed, RN - CCOR Education Manager

Most Americans would agree that the country is more divided than ever before. In the midst of the current unrest, the aim of home care remains the same: to enable older adults and people with disabilities to remain safe at home. Regardless of their cultural, religious, political, or social beliefs, our clients deserve to

feel respected and cared for. That's why, as a caregiver, it is important to practice sensitivity and respect.





professional growth.

Tips for Caregivers:









- Try to avoid bringing up potentially controversial topics such as politics, religion, etc.
- If client brings up one of these topics, it's okay to listen, but avoid sharing your personal feeling - do not pass judgment or debate.
- Communicate acceptance and understanding; the client should feel safe to be who they are.
- · You are not there to impose your lifestyle or beliefs.
- Maintain boundaries and keep all communication positive and respectful.

The Rights of the Client

We all have different beliefs and views of the world based on our life experiences. No two people, no matter how alike, will hold exactly the same set of beliefs. Despite our differences, all people have an innate worth and value. Our clients are in a vulnerable position, receiving care in their homes. It important to remember this and to honor the dignity and worth of our clients.

The Role of the Caregiver

As a caregiver, you are responsible for protecting both the physical and emotional well-being of the client. No matter what the client's beliefs may be, showing acceptance helps meet the emotional needs of the client and improves their sense of selfworth.

Respecting clients' beliefs communicates acceptance, builds trust, and promotes a positive working relationship. The client will flourish in such an environment. Additionally, embracing personal differences can provide you opportunities for learning. Listening

As we navigate current events, it is especially important to practice social and political sensitivity. Politically charged headlines and opinions are everywhere. Despite this, your job is not to change the client's mind or challenge their beliefs. Your job is to show compassionate respect for the clients entrusted to your care.

to others with an open mind can encourage both personal and

• You do not have to agree with others to be kind and respectful.

Remember you are a professional; you are there to support the client. Showing empathy, being able to share and understand the feelings of others, can help you to treat the client with compassion. Your job as a CCOR home care aide is to provide quality care even when you disagree or are working through challenging circumstances.





WE'RE LOOKING FOR MEMBERS FOR OUR COMMUNICATIONS COMMITTEE!

Are you creative? Do you like to write or come up with fun ideas? How about proof reading or savvy with social media? Are you good with photoshop or other editing software? The Communication Committee is looking for anyone interested in the above to come and join us! Meetings are the 2nd Tuesday of the month at 10:00 am via Zoom.

Contact Pam Pace at pamela@amazinghc.com for more info.

PEOPLE INC.

Affordable Apartments Accepting Applications

Looking for an apartment for someone you assist? As part of its Affordable Apartments services, People Inc. is accepting applications for available apartments and waiting lists. The apartments include: Kitchen with refrigerator, stove and dishwasher; utilities for water and garbage removal; on-site laundry facilities; safety features; air-conditioning and on-site management. Amenities may vary. Tenants may have one small pet. Section 8 vouchers are accepted. Some apartments are designed specifically for people who may have mobility issues, are legally blind or who may be Deaf or hard of hearing. Here's the latest information about some of the apartments:

The **Olmsted Apartments** are now managed by People Inc. – all locations are accepting applications, with some immediate openings. These include one- and two-bedroom apartments for people 18 years of age and older, who meet income eligibility. Section 8 vouchers accepted (except for Bawny Excelsior/HUD Apartments). Preferences are provided to applicants who have physical disabilities and/or visual impairments. Learn more about rent and eligibility. **Info:** Email housing@people-inc.org or call (716) 880-3890.

Locations include:

- Austin Manor Apartments: 395 Tonawanda St., Buffalo, NY
- Bawny Excelsior/HUD Apartments: 130 Central Ave., Buffalo, NY
- Elizabeth Harvey Apartments: 525 Oliver

Now Accepting Recipients Enrolling is FREE and Easy To enroll or for more information, contact Alissa Yax at ayax@people-inc.org or call 716.768.2381 St., North Tonawanda, NY

- Gratwick Manor Apartments: 840 Tonawanda St., Buffalo, NY
- Haskell Stovroff Apartments: 30 Alpine Place, Cheektowaga, NY
- Nelson Hopkins Apartments: 5562 Davison Rd., Lockport, NY

Jefferson Ave. Apartments, located at 1140 and 1166 Jefferson Ave., Buffalo, NY: 18+ years of age who are income-eligible, physically disabled and/or intellectually/developmentally disabled (I/DD). One- and two-bedroom apartments available.

Rental applications are currently being accepted for one-bedroom units for people who are I/DD.

The apartments listed below, with requirements, have a waitlist for one- and two-bedroom units:

Grant St. Apartments, 25 Grant St., North Tonawanda, NY: 18+ years of age and who are income-eligible, physically disabled and/ or intellectually/developmentally disabled.

Highland School Apartments, 105 Highland Ave., Tonawanda, NY: 18+ years of age and who are income-eligible, traumatic brain injury (TBI), physically disabled and/or intellectually/developmentally disabled.

Linwood Lafayette Senior Apartments, 637 Linwood Ave., Buffalo, NY: 55+ years of age and who are income-eligible, physically disabled and/or intellectually/developmentally disabled.

For more information, email housing@peo-ple-inc.org or call (716) 880-3890

People Inc. Senior Living Locations in Southern Tier and Lockport Accepting Applications

NOW available: One-bedroom Tax Credit apartment unit at Academy Place Senior Apartments in Gowanda, managed by People Inc. The apartment building, ideal for older adults in the Southern Tier, is located at 1 School St. in Gowanda, NY. The HUD Section 202 Affordable Housing and NYS Tax Credit apartments provide housing for independent, older adults age 62 and up who meet income guidelines. Vouchers are accepted for Tax Credit units. Info: Call (716) 817-9090.

Additionally, People Inc. Pine Senior Living in Lockport, NY (border of Amherst), provides affordable apartments, with rent based on income and offers numerous safety features for independent, older adults age 62 and over who are income-eligible. The apartment building is located off Transit Rd. near Millersport Highway. Info: Call (716) 433-3381.

To learn more about other People Inc. Senior Living locations throughout Western New York, email Seniorliving@people-inc.org or call (716) 817-9090.



Now Accepting Recipients for People Inc. Senior Companion "Phone Connection"

The People Inc. Senior Companion Program is providing a free "Phone Connection" for recipients who qualify and would benefit from making regular connections. This initiative serves as an alternative to providing in-home visits, which are limited due to the COVID-19 pandemic. The program is now enrolling recipients who are 55 or older and living in Erie County. They will receive the benefit of socialization with a friendly voice.

Senior Companion volunteers will call recipients once a week and share any possible concerns with program staff, who then make referrals to family members or other resources, as needed. Registering for the program is free and easy. To recommend the program for an older adult whom you assist or to enroll, call (716) 768-2381.



TOUCHING HEARTS AT HOME

Touching Hearts at Home Receives 2021 Best of Home Care Provider and Employer of Choice Awards

Touching Hearts at Home has received both the 2021 Best of Home Care Provider of Choice and Employer of Choice Awards from Home Care Pulse. These awards are granted only to the top-ranking home care providers, based on client and caregiver satisfaction scores gathered by Home Care Pulse. We are now ranked among a small handful of home care providers across the country who have proven their ability to provide an exceptional working experience to employees and the highest quality care to clients.

These two awards are based on real, unfiltered feedback from clients and caregivers, Touching Hearts at Home has proven our





dedication to providing a great work environment and solid training to employees, while maintaining our focus on client and caregiver satisfaction.

Our office staff works hard at building a team of happy qualified caregivers who provide outstanding care and dedication to their clients. We are pleased to be recognized for our dedication to quality professionalism and expertise in home care.

To find out more about Touching Hearts at Home commitment to excellence, please visit touchingheartswny.com or call 716-898-8566



Share your story with the Facebook world!

Tell us about it!



NETWORK DAGING OF WESTERN NEW YORK, INC

Tell us!

- Has someone in your company recently joined or been promoted?
- Do you have updates about changes or growth your company is undertaking?
- Have you created better way of accomplishing tasks with a new service or product?
- Do you have a client who is satisfied with your services? Share their testimonial and...
- Are you running a seasonal campaign or tie-in promotion?

This is your invitation to share your stories to members and others via Network In Aging's Facebook page. We are in need of human interest and feature stories to share.

Please include photos and/or videos as you are able and send to Lisa at lisa@networkinaging.org.

UNLIMITED NUMBER OF POSTS at this time!

facebook

Three Ways to Avoid **COVID-19 Vaccine Scams**

While vaccination details are getting worked out, here's what you can be sure of:

- You can't pay to put your name on a list to get the vaccine. That's a scam.
- You can't pay to get early access to the vaccine. That's a scam.
- Nobody legit will call about the vaccine and ask for your Social Security. bank account, or credit card number. That's a scam.

Ignore any vaccine offers that say different, or ask for personal or financial information.

Learn more at

ftc.gov/coronavirus/scams





Social Worker Month

Is recognized and celebrated in the month of March. These workers are essential SOCIAL WORKERS community well-being



and should be considered true heroes.

Thank you! We appreciate all you do!



West Falls Center for the Arts - Memory Café

Our new member agency presents to us their Memory Café Concert Series. It provides a gathering place for caregivers and their loved ones to relax and enjoy socialization, refreshments, discussion, and entertainment.

Held on the 1st and 3rd Wednesday of each month from Noon-1:00pm. NO CHARGE. Call 716-570-6520 to RSVP or email westfallsartcenter@gmail.com Located at 1863 Davis Road, West Falls, NY 14170.



MOVING DAY USA

Saturday, May 22, 2021 Virtual Walk - 1:00 pm

For more info, go to www.movingdaywalk.org

> Contact: **Chelsea Cain**

305-537-9962

CALENDAR 2021



April 22nd • Earth Day



May 6th • National Nurses Day



M®M May 9th • Mother's Day



May 15-16th • Virtual 25th Annual Hospice Memorial Walk



🤼 May 16th • National Honor Our LGBT Elders Day



May 22nd • Parkinson's Moving Day • Virtual Walk 1pm



■ May 31 • Memorial Day



June 14th • Flag Day



June 14th • World Blood Donor Day



June 15th • World Elder Abuse Awareness Day



June 19th • Juneteenth



June 20th • Father's Day



A HUGE THANK YOU TO THE **FOLLOWING MEMBER AGENCIES WHO UPGRADED THEIR MEMBERSHIPS TO PLATINUM AND GOLD!**

PLATINUM







GOLD







NIA Forum











Looking for a place to chat with other members, looking for info on a senior or NIA related topic, or maybe your organization is looking to expand and you want to spread the word about a new job opportunity? Look no further. The NIA Members Only Forum is NOW ACTIVE.

NIA Forum can be accessed on our home page **networkinaging.org** (must be logged in). You will be able to reply to topics of interest, follow and post your own.

FIVE topics of interest were created to get you started! Feel free to post your own!

- COVID19 Info
- Job Opportunities
- Medicaid Changes
- Upcoming Events
- Member to Member Opportunities



To all of our MEMBER **AGENCIES and INDIVIDUALS** that renewed for 2021!

WE HIT OVER 97% OF OUR GOAL!

We promise to continue providing different ways to encourage virtual networking experiences.

Your continued support is more vital than ever for the health of our Network during these times.

DON'T FORGET: We're now offering UNLIMITED number of posts to our Facebook page at this time!

> Thank You! Membership Committee 🛞



POSITIONS AVAILABLE!

Touching Hearts at Home Job Opportunity

If you or someone you know does please contact Touching Hearts at Home by going on to http://www.touchingheartswny.com, click on the apply here tab and fill out an application. We are non-medical companion aides and we provide companionship, light housekeeping, transportation, shopping, and all other non-medical tasks. We pay above the going rate and treat our companion aides like family or better. Apply Now.



Heritage Manor of Lockport is now hiring!

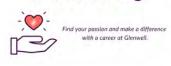


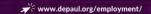
Heritage Manor of Lockport

Are you seeking fulfilling work? Do you have a passion for service? Join the team-oriented environment at Heritage Manor of Lockport, a Senior Living Community in Lockport, New York, as a **Universal Aide**: http://ow.ly/kDcT50DRpAq

Share your commitment to others as part of our mission-driven organization, where you will be a part of delivering the highest quality care that makes a difference.

Glenwell is now hiring!





Glenwell

Are you seeking fulfilling work? Do you have a passion for service? Join the team-oriented environment at Glenwell, a DePaul Senior Living Community in Cheektowaga, New York, as a **Personal Care Aide/Home Health Aide**: https://careers-depaul.icims.com/jobs/3263/job

Share your commitment to others as part of our mission-driven organization, where you will be a part of delivering the highest quality care that makes a difference.

The GreenFields

The GreenFields team is growing! We're currently looking to fill a variety of shifts for full- and part-time certified nurses aides. If you're looking for a new opportunity to provide personalized, compassionate care – that includes a sign-on bonus of up to \$1,800 – apply today by visiting https://bit.ly/TheGreenFields-Careers. Don't forget to ask about nurse aide training.



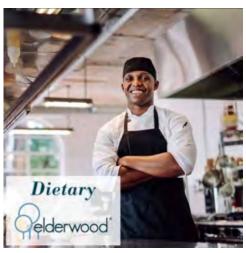


"Looking for private pay RN and LPNs to assist with care plans for B&C United Home Care working in homes and or Independent Facilities. Hours are flexible."

At B&C United Home Care, we approach home care from a holistic point of view that combines disease management care with lifestyle support.

Contact Shonda Brock at 716-633-7400 or email sbrock@bncunited.com





Elderwood Village at Bassett Park

Elderwood Village at Bassett Park is looking for Dietary Servers and Cooks! (Full Time)

Are you looking to make a career change and want to care for the elderly population? These might be the perfect positions for you!

We have a great Dietary Director that is looking for compassionate and caring staff.

To learn more and apply: https://careers-postacute-affiliates.icims.com/.../job

SOCIAL CASEWORKER Amherst Center for Senior Services

Town of Amherst residency requirement

The Amherst Center for Senior Services has a Full Time opening for a Social Caseworker. Candidates must meet the following requirements:

- a Master's Degree in Social Work and one year social casework experience involving older adults in a public or private social agency adhering to acceptable standards; or
- Bachelor's Degree and three years social casework experience involving older adults in a public or private social agency adhering to acceptable standards or
- an equivalent combination of training and experience

Duties to include evaluating individuals who appear to be experiencing social, emotional, or behavioral problems and assess the mental health status and need for further counseling to individuals. Works with and may provide psychotherapeutic counseling and/or referral to seniors and their family. Refers clients to appropriate resources; provides in service training; participates in staff meetings; develops and maintains required records and statistics; makes home visits to evaluate social, health, and psychological needs; refers clients to appropriate resources and provides follow through to assure services are provided.

Generous benefits package including health insurance and vacation time. Salary range \$39,976 – \$54,908.

Minorities, individuals with disabilities and veterans are encouraged to apply.

Town of Amherst residency requirement. Candidate will be provisional until successful completion of Civil Service Test.

The Town of Amherst Center for Senior Services is a human service agency serving the community's older residents and their families. The Department's mission is to foster the physical and mental well-being of senior citizens by providing educational and recreational activities, nutritional, health-related, and social and support services, and opportunities for volunteerism. The Department is an advocate for senior citizens and seeks to promote and sustain independence or optimal level of well-being.

Please send resume along with 3 references to:

Amherst Center for Senior Services 370 John James Audubon Parkway Amherst, NY 14228 Attention to: Melissa Abel, Deputy Director



POSITIONS AVAILABLE!

Send us your job posting or employment opportunities!

Wheatfield Commons is now hiring!



Wheatfield Commons

Are you seeking fulfilling work? Do you have a passion for service? Join the team-oriented environment at Wheatfield Commons, a DePaul Senior Living Community in North Tonawanda, New York, as an **LPN Supervisor**: http://ow.ly/hVxJ50DRpJD

Share your commitment to others as part of our mission-driven organization, where you will be a part of delivering the highest quality care that makes a difference.



Make a difference for our patients and their families!



Great work-life

Generous paid

Health insurance on first day

Open postions for:

Admissions Nurse • RN Case Manager
Hospice House RN • Home Health Aides

Enjoy a rewarding career with great benefits on an amazing team that provides expert care to families during challenging times.

"You will become your patient's best advocate and feel pride for your work unlike any other nursing focus." — Rachel, RN



"When I go home each day, I feel extremely rewarded that I made a difference in someone's life." — Donna, Home Health Aide

Visit us at NiagaraHospice.org/Careers or call 716-280-0799

f in

Clarity Group

Medicare Sales Representatives

Clarity Group is looking to add Licensed Sales Representatives to our team. We have 4 locations in Amherst, Depew, Blasdell and Batavia or you can work from home. Flexible hours, full or part time. Health insurance license required, but we can assist you in the licensing process. More importantly is a desire to help Medicare Beneficiaries.

Call Sally Stier at 716-860-3143 or email sallystier@claritygroupny.com.





LIFE LESSONS

What is your goal or your wish for 2021....?



Starting our 15th year working side by side with my true friend!

Community Liaisons Liz DeJac-Wirth and Deanne Kocol



January 2021 LIFE LESSON was "What is your goal or wish for 2021?"



Christina Yensan, Amherst Center for Senior Services



Debbie Vandewall Elderwood Greece



Ruth Mathewson-Hays Family Choice of NY



RB, Elderwood Village Greece



WB, Elderwood Village Greece



BK, Elderwood Village Greece



CN, Elderwood Village Greece



SG, Elderwood Village Greece



GS, Elderwood Village Greece



EF, Elderwood Village Greece

LIFE LESSONS

February LIFE LESSON "Showing support for American Health Month - Wear Red Day!"



Staff group picture from Solstice Senior Living at East Amherst



Memory Minders class picture, The Dale Association

March LIFE LESSON "National Nutrition Month"

Some healthy recipes sent in...check out our Facebook page for full recipe!

Pamela Pace - Amazing Home Care





Healthy Tilapia and Veggies (left) Low-Calorie Chocolate Chip Oatmeal Cookies (right)

Kristin Surdej - Laping Surdej & Associates



Energy Bites (no bake) chefsavvy.com/5-ingredient-peanut-butter-energy-bites/

Daryl Cronk - Elderwood's Regional Director of Dining Services



Fresh and Healthy Street Tacos elderwoodblog.com/2021/03/04/healthy-street-taco-recipe/

Hello April! Welcome sunshine! Spring is in the air! Everything is blooming and the green thumbs are getting ready! It's a time to embrace the sunshine, open your windows, stop and smell the flowers, hear the birds chirping, watch nature bloom, plant the seedlings and get our gardens ready.

Share with us your tips on gardening. Submit pictures of planting seeds, looking at flowers, riding a bike, decorating eggs, spring cleaning, bird watching or just enjoying the sunshine!

Please share your tips and photos to lisa@ networkinaging.org

We will post every photo/tip you send us on Facebook and tag your business or organization.





Network in Aging of Western New York, Inc.

7954 Transit Road, #254 Williamsville, NY 14221 NON-PROFIT ORG US POSTAGE PAID BUFFALO NY PERMIT 1180

The Network in Aging of Western New York, Inc. is a non-profit, voluntary corporation, which brings together individuals and organizations involved in aging and long-term care. Our diverse membership includes educators, health and social service professionals, community leaders, government agencies and area businesses. Our mission is "To help our members by providing opportunities for resource exchange, professional development and interdisciplinary collaboration through networking events, educational programs, strategic partnerships and promoting public awareness of the organization and its mission."

For more information about the Network in Aging of WNY, contact Lisa Boron at (716) 829-3712 or go online to www.networkinaging.org.

Virtual Workshop Food Insecurities in the Older Population

Tuesday, May 18th, 2021 • 1:00pm - 3:30pm

Virtual Trivia Night

Tuesday, April 22nd, 2021 • 4:00pm - 5:30pm

Virtual "Painting With a Twist"

Tuesday, May 25th, 2021 • 6:00pm - 8:00pm

We'll update our members on other virtual monthly events planned for 2021!