

# At Home

## Public gets first peek at Total Senior Care; *Program now enrolling participants*



Above: CEO Carol L. Mahoney (center) cuts the ribbon at the new Total Senior Care Center, 519 N. Union St. Olean. She is joined by (from left) Ann Monroe, president of the Community Health Foundation of Western and Central New York; Louis Magnano Sr. of Park Centre Development; State Sen. Catharine Young and Assemblyman Joseph Giglio. Inset: The Total Senior Care Center's cafe.

Before Total Senior Care began enrolling participants in March, about 200 people took a first look at the program's new Olean facility in November.

State, county and local officials, along with community members, toured the new home of PACE (Program of All-inclusive Care for the Elderly).

The program will provide the entire continuum of care and services to seniors with chronic care needs while maintaining their independence in their homes for as long as possible. The majority of services will be provided in participants' homes and at the Total Senior Care Center.

"This took years of dedicated work," said Carol Mahoney, president and chief executive officer.

She added, "With growth over the course

of the first several years, this first phase of PACE for Cattaraugus County residents is expected to serve up to 225 enrollees at any given time."

The center houses a large day facility that offers nursing; recreational therapies; meals; nutritional counseling; social work and personal care.

A clinic, operated in cooperation with Olean General Hospital, provides primary care and physical and occupational therapies. The program will also arrange treatment with medical specialists such as audiology, dentistry, optometry, podiatry, and speech therapy. Transportation to the Total Senior Care Center and to medical appointments is provided.

The program was developed under a U.S. Center for Medicare & Medicaid Services (CMS) grant awarded to HomeCare &

Hospice to create a rural PACE program. Additional grant funding by the Community Health Foundation of Central & Western New York was instrumental.

Funds were also provided by the Centers for Medicare and Medicaid Services, The John R. Oishei Foundation, The Western New York Foundation, the Cattaraugus County Legislature, Olean General Hospital, First Presbyterian Church of Olean/The Burt Memorial Fund, James Woodruff, the Cutco Foundation, Inc., the HomeCare & Hospice Foundation, Mel and Zella Cunningham, Richard Seymour, Michael MacWilliams, Jean Henzel and family, the HomeCare & Hospice Guild, Maureen Mooney-Myers, Chris Henzel, John Barrett, Eva Benedict, Pierre Dionne, M.D., Clarence Forness, Jay Gsell and Dana Hollis, OSF.

For more information call 716-379-8474 or 866-939-8613.

## From the CEO



CAROL L. MAHONEY, CEO

HomeCare & Hospice experienced a year of milestones in 2008. It was a year filled with growth and change – all in an effort to better serve seniors and others who may need specialized home care, hospice, and supportive services.

Early in the year, our clinical staff began using “point of care” laptop computers, enabling them to access and document patient data at the time and place where service occurs. Throughout the year, changes were made in our information and technology department to add functionality and efficiency to this new system.

Over the summer, two of our HomeCare & Hospice offices moved into new homes. First, the Wyoming County office moved from Perry to the village of Warsaw. The new site is within that county’s largest medical corridor and offers increased parking for employees and visitors. Second, the Little Valley office, in western Cattaraugus County, moved into the former offices of Dr. Arun Patel on Erie Street. This building offers increased accessibility and additional space that lends itself well to medical uses.

We celebrated these two moves with open house events during National Home Care and Hospice Month in November, inviting local officials, families we serve, and employees and their families to tour the new facilities.

During November we also invited the public to take a first look at the new Total Senior Care center on North Union Street in Olean. We were joined by several of the state and local officials who worked with us to turn the dream of a PACE (Program of All-inclusive Care for the Elderly) into a reality.

The creation of Total Senior Care is the result of years of planning and hard work that will soon pay great dividends in comprehensive care for up to 225 Cattaraugus County nursing-home eligible seniors. Total Senior Care will be enrolling its first participants very soon, with the goal of maintaining our frail seniors at home indefinitely with well-managed care and supportive services. Expansion to other geographic areas will be examined in the first year of operations as well.

In December, as the members of the HomeCare & Hospice Guild gathered for their annual holiday luncheon, they also marked a milestone anniversary. For 15 years, this group of dedicated men and women has worked alongside our employees every day, both in the office and at fundraising events, providing support for HomeCare & Hospice’s mission. Many also volunteer their time in patient’s homes. Mere words cannot express our gratitude for their efforts. We wish them many more years of success providing peace, comfort and dignity to those who need us.

So much was accomplished in 2008 that will increase our capacity to provide excellent care for patients, participants and their families. We look forward to the formal “launch” of Total Senior Care’s services and the continuation of our plans and steps to create hospice residences in the Batavia and Olean areas, forming our milestones of the future.

-- Carol L. Mahoney, CEO



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## At Home

is the quarterly newsletter  
of HomeCare & Hospice

Address inquiries to:

Laura Howard

Agency Relations Coordinator,

HomeCare & Hospice,

1225 W. State St.,

Olean, NY 14760

Email: [lhoward@homecare-hospice.org](mailto:lhoward@homecare-hospice.org)

# Agency celebrates two relocated offices



During National Home Care and Hospice Month in November, HomeCare & Hospice celebrated the relocation of two of its offices with ribbon-cutting ceremonies and open house events. Above: The Wyoming County office moved from Perry to Warsaw. CEO Carol L. Mahoney (center) is shown cutting the ribbon with agency staff and local Chamber of Commerce and economic development officials. Below: Mahoney (center) cuts the ribbon at Little Valley along with Village Mayor Norman Marsh, Deputy Mayor John Bedell, several members of the Cattaraugus County Legislature and agency staff.



## Loved ones remembered at Tree of Life ceremonies



Tree of Life ceremonies were held in six locations in HomeCare & Hospice service area during early December. Snowflake ornaments engraved with the names of loved ones were hung on trees in Batavia, Warsaw, Arcade, Little Valley, Olean and Wellsville. Agency staff and volunteers, along with the families of those who received hospice services, led the ceremonies. Pictured are: (clockwise, from top left) members of the Masi family hanging an ornament in memory of Rose Masi during the Olean ceremony; a family member hanging an ornament at the Batavia ceremony; a string ensemble from Pioneer Central School performing a holiday musical interlude during the Arcade ceremony; Arcade speaker Cheryl King lighting the remembrance wreath.



## Agency bids farewell to Pam Witter, welcomes Sharon Myers as development manager



During the past few months, HomeCare & Hospice bid former Development Manager Pamela Witter (above left) goodbye and welcomed her successor Sharon L. Myers (above right). Witter left the agency in October to accept a position at Houghton College. Myers stepped into the development manager role on Jan. 5 and immediately began preparing for 2009's fund-raising efforts. Myers recently moved to Olean with husband of 17 years, Craig. The Myers, who lived in England and Italy before returning to Craig's home turf in Cattaraugus County, care for two rescued dogs, Abbie and Sophie. Sharon said she loves to cook, sing and speak Italian.

## Aide, hospice patient spread 'love,' 'joy,' 'peace'



Home Health Aide Marcia Henderson (at left), along with a hospice patient she cares for, crafted several holiday decorations in December.

The decorations, made from ribbons, bells, suction cups, hand-cut felt bell shapes and letters, spelled out 'joy,' 'love,' 'peace' and 'noel.'

They were hung at the entrance of the Olean administrative offices, where Marcia also serves as morning receptionist.

The decorations were distributed to staff members prior to Dec. 25.

## Five Star Bank employees pay it forward by crafting blankets for hospice patients



Employees in Five Star Bank’s Olean offices helped spread holiday comfort and warmth this year by making fleece blankets and donating them to HomeCare & Hospice for use by hospice patients. At right: Chief Financial Officer Susan Nelson (third from right) accepts the blankets. The blankets were crafted by Miranda Tom, Becky Gilfert, Kate Bowen, Kate Coker, Julia Coller, Amy Schneggenburger and Tallena Smead.

## Spring Bouquet Sale set for March 3 & 4

Members of the HomeCare & Hospice Guild are continuing their 15th annual Spring Bouquet Sale.

Each bouquet sold translates into care for those who need Hospice. It could allow an exhausted caregiver to get out of the house for an hour, provide medication to a patient in severe pain, or offer financial assistance to a low-income family.

Traditional bouquets consisting of seven vibrant floral stems cost \$7 each. The Bouquet of Hope, equivalent in size to three traditional bouquets, costs \$15. Guild members and volunteer coordinators at local businesses took pre-sale orders throughout the month of January. Those who missed the February order deadline can still



purchase bouquets; flowers will be delivered to businesses on March 3 and 4.

On-site sales will take place at businesses throughout our service area. A complete listing of locations will be available by visiting our website: <http://www.homecare-hospice.org> or

by calling Sharon Myers, (800) 719-7129 in Cattaraugus or Allegany Counties, or Wendy Leffler, (877) 277-2615 in Wyoming and Genesee Counties.

The Guild serves as a fund-raising arm for HomeCare & Hospice. Through their annual Spring Bouquet sale, the Guild raises thousands of dollars to support the work of HomeCare & Hospice.

# HomeCare & Hospice Guild marks 15th anniversary

The members of the HomeCare & Hospice Guild celebrated their 15th anniversary at the Guild's annual holiday luncheon Dec. 10 at the Old Library Restaurant.

Chief Financial Officer Susan Nelson spoke on behalf of the HomeCare & Hospice Foundation, thanking Guild members for their countless hours of service raising funds and assisting staff.

The Guild started with 10 members at the first meeting on Sept. 13, 1993. Of the original 10, Zella Cunningham and Kay Severtson are still actively involved.

"Over the past 15 years the Guild has grown to over 30 members. Their fund raisers, such as the annual flower sale and the Spread the Comfort Quilt Raffle, have raised thousands of dollars for the HomeCare & Hospice Foundation. Their work helps many people and they do it tirelessly. Whenever they are needed to assist HomeCare & Hospice staff with campaigns, addressing and stuffing envelopes or helping with dinners and events, they are there. Hardly a day goes by when a Guild member is not lending a hand," said Nelson.

She added, "On behalf of the Foundation and the many patients and families who benefit from your efforts, I express our heartfelt thanks for your service. We congratulate you on your fifteenth anniversary and wish you many more successful years."



*Above: Guild President Jan Comstock (left) accepts a commemorative plaque (inset) from CFO Susan Nelson. Center: Guild members share memories during the luncheon. Bottom left: Madge Ash promoting a Sunflower Days fundraiser. Bottom right: Ann Padlo sells paper hearts at the Guild's first-ever fundraiser, which was held at Olean Center Mall.*



**HomeCare & Hospice**  
1225 West State St.  
Olean, NY 14760



Today, *make a difference.*

### ***Belief Statement***

We believe that HomeCare & Hospice:

- Offers essential care to our community;
- Combines dignity and comfort with compassion to create, strengthen and extend a supportive environment to our community;
- Recognizes integrity as the central element of every human interaction;
- Maintains an obligation to assure services into the future;
- Values and respects its employees and volunteers; and
- Enriches and respects quality of life for all.

### ***From that belief emanates this vision...***

It is the vision of HomeCare and Hospice to exceed the expectations of our community. As a result, we will be viewed as the premier choice for home care and hospice services, education, support and employment.

**Today, *make a difference.***

**[www.HomeCare-Hospice.org](http://www.HomeCare-Hospice.org)**

## **HomeCare & Hospice**

1225 W. State St., Olean, NY 14760

### **INFORMATION REQUEST**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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I am interested in learning more about the following:

- Hospice Care/Services     Home Care Services
- Hospice Friends             Memorials
- Financial Support           Planned Giving
- General Information About This Organization
- How I can help by volunteering

- Please ADD someone I know to your mailing list (name and address attached).
- Please CORRECT my information as per the enclosed mailing label.
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- Please SEND only one copy to this address.

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