

## CAUSE FOR CELEBRATION

*Total Senior Care marks five years of helping seniors*

Total Senior Care enrolled its first participants in March 2009. Five years later, a handful of those seniors still attend the center regularly. Many others who have been part of the Total Senior Care program for three and four years also remain as active participants.

In many ways, participants and staff members at Total Senior Care have become a close family. Together, they recently celebrated the five-year anniversary of Total Senior Care with live music and a big cake.

“When I sit at the front desk and look at the participants I see a lifetime of memories and lots of love surrounding them,” said administrative assistant Tammy Gardiner, who was one of the first employees of Total Senior Care. “I think only a few years ago we were developing policies and ordering new furniture, and now we have frail elderly with Alzheimer’s and dementia and some in their final stages of life. I know we have made a difference from the stories and the smiles on their faces”

See **ANNIVERSARY CELEBRATION**, next page



**Participants and staff members who have been with Total Senior Care from its beginning were recognized during a 5-year anniversary celebration in March. Pictured are front row, from left: Monica Meerdink and Lisa Metro. Middle: participants Doris Kess, Alice Phillips and Ann Daniels. Back: Tammy Gardiner, Gene Wild, Melody Zampogna and Ella Stives.**

# Snow Day

Total Senior Care participants and fifth-grade students from Olean joined to create paper snow flakes during an activity in January at the TSC center.



## Anniversary Celebration, continued

Participants arrive to a light breakfast and socialize with their peers in the bustling day center at Total Senior Care. Throughout the day, they take part in activities, exercise, eat a hot lunch and enjoy live entertainment. They also build lasting friendships with fellow participants and staff.

"The best thing about Total Senior Care is the activities," said Ann Daniels, who enrolled as a participant in April 2009. "I like the people here, too."

Total Senior Care arranges all care needs for participants, allowing them to maintain independence in their homes for as long as possible. This service has been especially valuable for Grace Skaggs, a participant since June 2010.

"I don't know what I would do without Total Senior Care," she said. "I had hip surgery and I had to rehabilitate, and they were right here to help me. They make sure you have wonderful doctors and wonderful care."

Virginia Schwartz, a participant

since August 2010, is grateful for the encouragement and support that Total Senior Care social workers, nurses and staff provide. When she was sick and not able to come to the center for a week, Total Senior Care employees kept in regular contact.

"There wasn't a day that went by that somebody didn't call me, or if I called in and needed something they were right there on the spot to do it," she said. "They're wonderful if you're upset and you need to talk to somebody."

Susan Ostrander, who has been a social worker at Total Senior Care since its doors first opened to participants, has closely witnessed the impact the program has had on seniors and their families.

"It is rewarding to see how much our participants and their caregivers appreciate us," she said. "I have family members tell me, 'I don't know what I'd do without Total Senior Care, that there's no way I could do this and have my loved one stay with me if it wasn't for this program.'"



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## *The PACe*setter

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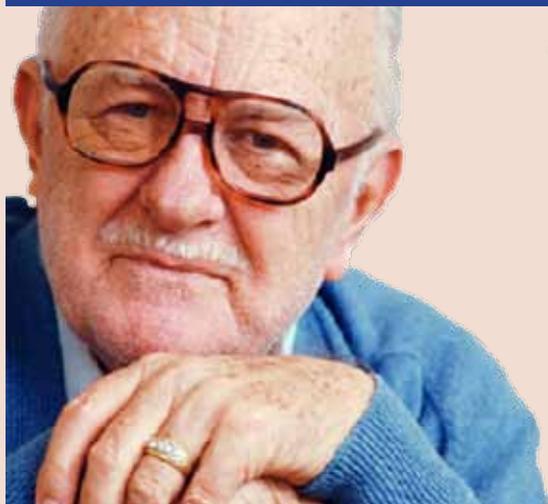
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## A nursing home alternative.

**Call 716-379-8474**

**Toll-free: 1-866-939-8613**

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All of the medical and long-term care services participants need are provided through Total Senior Care\*. One call connects you to all the services of the program that are medically necessary. Services include:

### ***Total Senior Care Center Services:***

- Team-based care management;
- Physician services, specializing in care for the elderly;
- Nursing;
- Rehabilitation therapies;
- Social work services;
- Nutritional services;
- Personal care;
- Recreational and educational activities;
- Round-trip transport to and from the PACE Center.

### ***Home Health Care:***

- Including nursing, rehabilitation therapies, social work and home health aide services;
- Durable medical equipment and all needed supplies.

### ***Hospital Inpatient and Emergency Services***

### ***Transportation to and from Medical Appointments***

### ***Outpatient Medical Services:***

- Dental care;
- Mental health services;
- Eye care including exams and glasses;
- Foot care;
- Hearing exams and hearing aids;
- Alcohol and substance abuse services;
- Diagnostic tests and lab services.

### ***Nursing Home Services:***

- Rehabilitation;
- Long-term care.

### ***Prescription Drugs:***

- No Part D donut hole, no co-pays.
- All authorized medications.

### ***Additional Services:***

- Social and environmental supports (such as home modification);
- Home-delivered meals;
- Respite care;
- Emergency transportation;
- Personal Emergency Response System.

*\*Participants may be liable for payment of services not authorized by the plan.*

# Total Senior Care

519 North Union St.

Olean, NY 14760



## Would you like more information on Total Senior Care?

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

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

Phone Number: \_\_\_\_\_

I am interested in learning more about the following:

- Enrolling in Total Senior Care
- General Information About This Organization

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

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