



## Summary of Services

We offer access to an array of direct services to our clients: State Home Care, Adult Foster Care (AFC), Options Counseling, Group Adult Foster Care (GAFC), Nursing Home Long Term Care/Short Term Care Screenings, Family Caregiver Program, Personal Care Attendant (PCA) Program, Independent Living Center referrals (ILC), Meals on Wheels, Congregate Meal Sites, LGBT Programs, Senior Care Options (SCO) Program, Money Follows the Person & One Care Long Term Supportive Service Coordinator (LTSC) services.

### Home Care

- **Home Delivered Meals** - well-balanced meals that meet Federal and State nutritional standards and specific dietary needs.
- **Grocery Shopping** - provides and maintains an adequate supply of groceries in the home.
- **Chore Service** - helps ensure safety in the home and to correct or prevent environmental problems that are hazardous to an individual's health and safety.
- **Homemaking Services** - are activities that may include light housekeeping, cleaning the kitchen and bathroom, changing beds, laundry, menu planning, meal preparation, and training for in-home management skills.
- **Personal Care** - assists the individual with activities like bathing, dressing, grooming, bed pan routines, eating, ambulating, and transfers.
- **Laundry Service** - serves those who have no other means of having laundry cleaned.
- **Respite** - Short stays at selected facilities for elders whose 24-hour caregivers are unavailable.

### Specialized Assistants

- **Skilled In-Home Services** - provides services including: skilled nursing, physical therapy, occupational therapy, speech therapy, and more.
- **Home Health Aide Services** - provides personal care in the home under the supervision of a registered nurse.
- **Medical Escort** - provides companionship to and from any medical or dental appointment.
- **Money Management** - uses trained and insured volunteers to help balance checkbooks, budget monthly income, and run bank errands.
- **Companion** - provides socialization, escorts consumer to appointments and errands, and provides assistance with snacks.



### **Day Health**

- **Adult Day Health** - offers a variety of services in an activity based setting. It is an alternative to 24-hour, long-term institutionalization for individuals who are unable to live completely independent lives.
- **Dementia Day Health** - is similar to Adult Day Health but with specially trained staff, and a higher staff to client ratio.

### **Protective Services**

The Boston Elder Protective Services Program (800-922-2275) assists Boston elders 60 years and older who are at high risk and are suffering from either from self-neglect, neglect, physical abuse, emotional abuse, sexual abuse or financial exploitation.

### **SHINE**

The SHINE Program (Serving Health Information Needs of Everyone) is a state health insurance assistance program that provides free health insurance information, counseling and assistance to Massachusetts residents with Medicare and their caregivers. The SHINE Program is administered by the Massachusetts Executive Office of Elder Affairs in partnership with elder service agencies, social service and community based agencies and Councils on Aging. The program is partially funded by the federal agency Centers for Medicare & Medicaid Services.

### **Ombudsman Services**

The Long Term Care Ombudsman program is a federally funded program that protects the rights of all people in nursing homes and rest homes. Specially trained volunteers and staff visit each nursing facility and rest home in the City of Boston on a regular basis and meet with residents and their families.

### **Keeping you Connected**

- **Personal Emergency Response System** - is a medical communications system that allows an individual experiencing a medical emergency at home to contact a trained staff attendant.
- **Wanderer Locator Service** - activates a community support network to help reunite a lost person with his/her caregiver.

### **Additional Support**

- **Transportation** - transports eligible clients to and from community facilities.
- **Respite Bed** - provides short-term institutionalization (rest homes, nursing homes, hospitals, AFC) for clients whose caregivers need temporary relief.



- **Habilitation Therapy** - provides assistance to individuals and their caregivers trying to cope with Alzheimer's Disease
- **Evidence-based Programs** - covering a wide range of topics these classes help individuals of all ages better manage their chronic diseases, prevent falls, improve their balance and strength, and cope with the difficulty of providing care to a loved one.
- **Family Caregiver Support Program** - this program offers caregivers assistance and support to ease the strain and reduce the challenges of caregiving.
- **Supportive Housing** - this program allows individuals who live in elderly or subsidized housing buildings to receive support and social services in their communities. Individuals must live in certain buildings that currently house our program.

Contact an Information Specialist Monday thru Friday 9 am – 5 pm at:

**[bei@bshcinfo.org](mailto:bei@bshcinfo.org)**

**617-292-6211    TTY 617-451-6404**

**[www.elderinfo.org](http://www.elderinfo.org)**

For Information and Referrals outside of Boston call 1-800-AGE-INFO (800-243-4636)

TTY 800-872-0166



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