

# VAN WERT COUNTY COUNCIL ON AGING

## Outreach Services

An appointment may be needed before the COA can provide a service for a new client. The Executive Assistant is knowledgeable about many resources which help older people. She sees people by appointment in her office at the Van Wert Council on Aging. The Executive Assistant can make referrals to and/or give information about these and many other services:

- Senior Transportation
- Chore Services
- Congregate Meals
- Home Delivered Meals
- HEAP (Federal Program)
- Golden Buckeye
- Telephone Assistance
- Weatherization
- Emergency Home Repair (PSA III Lima)
- Information on Med Sup Insurance
- Alzheimer's Respite
- Health Service
- Passport
- Adult Protective Services
- Living Wills and Durable Power of Attorney

Speakers are available to discuss center activities, services, and issues concerning aging. A newsletter is published quarterly that reaches 1,400 households, telling of events, menus for the month and services available of interest to the aging population. Call the Van Wert Council on Aging at 419-238-5011 for more information.

**\*Your Information to keep**

## **Van Wert County Council on Aging** **Services for Senior Citizens Age 60+**

The Van Wert County Council on Aging provides the following services to Van Wert County residents ages sixty and over.

**Outreach Services:** Personal contact is made by the Executive Assistant who actively seeks out the elderly who need services, assesses their individual situation and encourages the use of services and benefits available. An appointment with the Executive Assistant may be necessary before the COA can provide services for a new client. The Executive Assistant is knowledgeable about many resources, which help older people. She sees people by appointment in her office at the Van Wert Council on Aging.

**Fuel Assistance:** Assistance is available in completing applications for the Home Energy Assistance Program (HEAP).

**Newsletter:** A newsletter is published quarterly which tells of events, services available, menus for the month, and other issues of interest to the aging population.

**Chore:** Chore workers help with yard work for the elderly who are no longer able to do the work themselves.

**Transportation:** Transportation is provided for essential appointments and trips such as: Local Medical, Dental, Banks, Lawyers, Grocery Stores, Social Service Agencies, and the COA. Drivers can assist with carrying purchases up to 25 pounds in weight. Transportation is provided out of the county within a 50 mile radius for medical appointments. Transportation is priority based, medical having top priority. To reserve your transportation it is important to schedule your trip in as far advance as possible, with a minimum of 24 hour notice for in town and 7 days for out of town appointment. You may schedule 90 days in advance.

**Social and Recreational Activities:** Many activities are scheduled daily at the COA such as: cards, bingo, jigsaw puzzles, board games, and exercise. There are other activities such as shuffle board, pool table, potlucks, parties, and movies or just watching TV and visiting with friends.

**Congregate Meal Site:** A hot nutritious meal is served at the senior center each day (Monday- Friday) at 11:00 a.m. Reservations must be made by 3:00 p.m. the day before as meals are catered. Home delivered meals can be arranged by calling "Senior Nutritious Services: Lock Sixteen" at 1-800-520-2905.

## Suggested Contribution List

The fees listed are suggested minimum and do not cover the full cost of providing the service. Participants are permitted to determine for themselves what they are able to contribute toward the cost of service.

### **Chore: (Summer Services)**

\$15: one small yard; in town yard

\$18- \$20: one large; in town yard

\$15.00 per hour for other outside chores; in town homes

\$20.00 per hour for other outside chores out of town (outside of city limits)

\$15.00 per hour for weeding, shrub trimming, etc. in town

\$20.00 per hour for weeding, shrub trimming, etc. out of town (outside of city limits)

### **Chore: (Winter Services)-** all services are \$15/hour unless otherwise noted

Leaf Mulching and Stick Removal

Fall Clearing of Flower Beds

Removal of Air Conditioning Unit (\$10 flat fee)

Changing of Furnace filters

Window Cleaning (interior and exterior)

Deep Cleaning of Bathroom (includes toilets, sinks, showers, and floor)

Insides and Outside Painting (no painting at a height over a step stool customer covers the cost of paint and necessary supplies)

Changing of Light Bulbs

Change Smoke Detector Batteries

Install Grab Bars

Light Interior and Exterior Household Repairs (no electrical work)

Carpet Cleaning (\$10/hour plus cost of renting machine)

Small scale painting jobs (customer covers the cost of paint and necessary supplies)

### **Outreach:**

\$7-\$10 per hour

### **Transportation:**

\$5: round trip-- Van Wert City destination and meal site

\$20: round trip – out-of-city medical appointments within Van Wert County

\$25: round trip – medical appointments outside of Van Wert County

Note: office visits less than 2 hours

\$30: round trip – medical appointments outside of Van Wert County

Note: office visits longer than 2 hours

### **Newsletter:**

\$10/yearly to have newsletter mailed to your home

### **Socialization:**

\$3 per month per client to participate in cards, bingo, pool, or other center activities.

Your contributions are greatly appreciated. The Van Wert County Council on Aging is a non-profit agency and is heavily reliant on client contributions. No client will be denied service because of failure to contribute all or part of the cost of such services.

The Van Wert County Council on Aging is an Equal Opportunity Service Provider.

# How to Schedule Services at The Van Wert County Council on Aging

## All Calls:

The first thing to say is “I’m calling to schedule \_\_\_\_\_ service.” Answer all of the questions that are asked. Our staff needs to get all of the required information quickly and accurately. An initial meeting may be required for the first time service is requested. Prior to calling to schedule an appointment please be prepared with the information below.

## Transportation:

Please be prepared to answer all of the following questions:

- Your first and last name, address, and phone number
- Day, date, destination, and time

❖ **PLEASE NOTE:** In-town: Please give at least 24 hour notice; Out-of-town: Please give at least 7 days notice. Scheduling may only go out 90 days.

## Medical Appointments:

- Your first and last name, address, and phone number
- Name, address, and phone number of hospital, clinic, or doctor
- Passport? Just yes or no answer. You will know if you are on Passport.
- Wheelchair? If “yes,” your wheelchair or ours?
- Do you have a ramp? We will not bump wheelchairs up and down steps.

## Meal Site:

- Meals must be reserved by 3pm the day before you wish to eat
- Your name and phone number
- Day and date you wish to attend
- If you need transportation, please tell the program services manager

## Chore and Supportive Services:

- Your first and last name, address, and phone number
- All chore jobs and/or supportive services being requested

\* **PLEASE keep this for reference to use before calling.**

\* **PLEASE have all information ready before you call.**

Only a phone call away at 419-238-5011

# **TRANSPORTATION SERVICE POLICIES AND PRODECURES**

## **CLIENT RESPONSIBILITIES**

- A) Time and day of appointment should be double-checked before calling the Center. Our drivers transport many clients on a daily basis therefore we can only allow 5 minutes wait time before driver proceeds to the next pick up.
- B) Scheduling must be arranged by the office personnel at the Center.(Not the driver)
- C) At least 24 hour notice is preferred; if possible, for in town trips while at least 7 day notice is preferred and recommended for out of town trips. "Last minute" calls will be accommodated only as the scheduling permits. You may only schedule out 90 days in advance.
- D) Clients are not to ask the driver to make a series of other stops unless this has been prearranged.
- E) Clients are expected to be ready when the driver arrives. All necessary papers (insurance forms, etc.) should be collected and ready.
- F) When transportation has been arranged and someone else offers to take the client, the Center must be notified at once.
- G) Safety procedures must be observed:
  - 1) Seat belts are NOT optional. All drivers and riders are required to wear a seatbelt at all times.
  - 2) Clients must remain seated when the van is in operation
  - 3) Noise level should be kept low when approaching railroad crossings; reasonable conversational tones are O.K.; exceptionally loud talking is not permissible
  - 4) Do not talk unnecessarily to the van driver while he is driving.
- H) Reasonable behavior is expected at all times. (Profanity is unacceptable)
- I) Smoking is not permitted at any time in the vans.
- J) Everyone is expected to use common courtesy when entering or leaving the van as a group.
- K) Passengers needing assistance must wait for the driver to help them before getting on or off the van.
- L) Anytime the Center is closed because of weather; transportation service will be cancelled for that day. Clients cannot be individually notified. Local radio station (WERT) will give the announcements.
- M) When the van is scheduled to leave the center at a specific time, e.g., after bingo, all clients should be ready so that the van is not delayed.

## **Suggested Donation**

### **Transportation:**

\$5: round trip-- Van Wert City destination

\$20: round trip – out-of-city medical appointments within Van Wert County

\$25: round trip – medical appointments outside of Van Wert County

Note: office visits less than 2 hours

\$30: round trip – medical appointments outside of Van Wert County

Note: office visits longer than 2 hours

# Notice of Privacy Practices

## **POLICY**

The privacy practices of The Van Wert County Council on Aging, Inc. (VWCCOA) are designed to protect the privacy and use and disclosures of consumer protected health information. These privacy practices are clearly delineated in the VWCCOA's **Notice of Privacy Practices**. The VWCCOA's **Notice of Privacy Practices** was developed and is used in accordance with Federal requirements.

## **PROCEDURE**

- The privacy practices and requirements of The Van Wert County Council on Aging, Inc. are detailed in the VWCCOA's privacy policies and procedures.
- The privacy practices of The Van Wert County Council on Aging, Inc. are described in the Notice of Privacy Practices.
- The Notice of Privacy Practices is available to anyone who requests it.
- The Notice of Privacy Practices is posted in a public area at the VWCCOA meal site and office.
- The VWCCOA will post for consumers the availability of the Notice of Privacy Practices and directions on how to obtain the Notice at the meal site.
- The Notice of Privacy Practices will be revised as needed to reflect any changes in The Van Wert County Council on Aging, Inc. privacy practices.
- When revisions to the Notice of Privacy Practices are necessary, a revised copy will be posted at the VWCCOA facility with notation of the changes made within 60 days of the revisions.
- Revisions to the Notice will not be implemented prior to the effective date of the revised Notice.
- The Privacy Officer retains copies of the original Notice of Practices and any subsequent revisions for a period of six (6) years from the date of its creation or when it was last in effect, whichever is later.
- All workforce members and business associates of The Van Wert County Council on Aging, Inc. are required to adhere to the VWCCOA's privacy practices as detailed in the Notice of Privacy Practices, privacy policies and procedures, and business associate agreement.

# **Release of Information with Consumer's Consent**

## **POLICY**

Consumer information is released only with knowledge and written consent of the consumer and for the purpose of determining a consumer's eligibility, providing services, payment, and program evaluations.

The VWCCOA workforce shall maintain confidentiality of all consumer information in accordance with the confidentiality policy.

For purposes of this policy, consumer means any person applying for and enrolled in any VWCCOA Medicaid or non-Medicaid program, including but not limited to PASSPORT, RSS, Care Choice Ohio, Title III Services, or related state and local resources.

## **PROCEDURE**

The release of information shall be written in plain language and shall include the following information:

1. The consumer's name;
2. The name of the VWCCOA and/or agency's representative authorized to make the use or disclosure of information;
3. The name or identification of the person/agency to who the requested use or disclosure of information may be made;
4. A description of the information to be used/disclosed;
5. Purpose of the disclosure of information or a statement that the disclosure of information is at the request of the consumer;
6. The expiration date of the release of information or the date of a particular event. The date or event after which the release of information will expire and if and only if the release of information has not been previously revoked;
7. A statement of the consumer's right to revoke the release of information; in writing, at any time except to the extent that the VWCCOA has already acted on it and a description of how the consumer may revoke the release of information; and
8. The consumer's signature and the date of which the release of information is signed.

VWCCOA will share only the minimum necessary information. Please refer to the policy on minimum necessary information.

A copy of the release of information must be provided to the consumer authorizing the release of information.

A written copy of the release of information must be retained for a period of six (6) years from the expiration date of the release of information or the date the release of information was revoked.

# **Client Rights and Responsibilities**

## **Van Wert County Council on Aging**

It is the policy of the Van Wert County Council on Aging to admit and provide services to persons age 60 and older regardless of race, sex, color, creed, religion, disability, or natural origin.

### **Client Rights**

1. You have the right to request services for which you are eligible. Availability may depend on funding and/or service priorities.
2. You have the right to receive a timely response to request for service.
3. You have the right to be provided with the opportunity to participate in the decisions involved in developing and implementing your service plan.
4. You have the right to be informed about those service(s) you will be receiving from this agency.
5. You have the right to privacy and all communications and records pertaining to you will be held confidential, unless you sign a release for purposes of coordination and continuity of care.
6. You have the right to have your property and possessions treated with respect.
7. You have the right to feel comfortable in the presence of COA staff and workers. Our staff are prohibited from consuming alcoholic beverages or smoking in your home. They should not use your phone to make personal calls or request the use of your automobile. Workers may not solicit money or goods from you.
8. You have the right to be treated with respect and consideration.
9. You have the right to refuse service or withdraw from services you no longer want or need.
10. You have the right to be informed of anticipated termination of services by our agency.
11. You have the right to voice grievances, without fear of losing services for having done so.

### **Client Responsibilities**

1. You are responsible for cooperating with our staff. You are encouraged to ask questions when you do not understand information given.
2. You are responsible for informing our agency when you will not be home or no longer in need of service already scheduled.
3. You are responsible for treating our agency staff and other clients in a respectful and courteous manner.



## Client Rights and Responsibilities Continued (pg. 2)

4. You are responsible for scheduling all our services through the COA office. Clients should not call staff members at home or try to arrange transportation through van drivers.
5. Clients are expected to remain at home while receiving in-home services.
6. You should not offer gifts, tips, or bribes to the workers who provide service to you.  
NOTE: Contributions to the COA, for services received, are always welcome. However, you cannot be denied service(s) due to the inability or unwillingness to contribute all or part of the cost for that service(s).

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7. If you feel you have been denied service, have received poor service, or have been denied your client rights, you have the following options:
  1. Contact the Director of:  
Agency: Van Wert County Council on Aging  
Agency Address: 220 Fox Road Van Wert, Ohio 45891  
Director's Name: Kevin Matthews  
Phone Number: 419-238-5011  
Monday – Friday 8:00 a.m. – 4:00 p.m.
  2. Call the Long Term Care Ombudsman at 1-800-653-7788.  
Note: Calls will be confidential and your concern/problem will be handled in an impartial manner.
  3. Call the Affirmative Action Officer, PSA 3 Agency on Aging, at 419-222-7723, Lima, Ohio.

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### **Council on Aging Holiday Closures**

The Council on Aging will be closed in observance of the following holidays. Transportation services will not be held on these days.

**New Year's Day:** January 1

**Martin Luther King Jr. Day:** 3<sup>rd</sup> Monday of January

**Presidents Day:** 3<sup>rd</sup> Monday in February

**Good Friday:** April

**Memorial Day:** Last Monday in May

**Independence Day:** July 4

**Labor Day:** 1<sup>st</sup> Monday in September

**Columbus Day:** 2<sup>nd</sup> Monday of October

**Thanksgiving Day:** 4<sup>th</sup> Thursday in November

**Day After Thanksgiving:** 4<sup>th</sup> Friday in November

**Christmas Eve:** December 24 (1/2 day)

**Christmas Day:** December 25

**New Year's Eve:** December 31

If a holiday falls on Sunday, it will be observed on the following Monday. If a holiday falls on Saturday, it will be observed on the preceding Friday.

# Van Wert County Council on Aging Disclosure Statement

The Client Registration Form was designed to assist the Ohio Department of Aging to monitor the effectiveness of senior programs offered to the citizens of Ohio. Any client information obtained from this form will be kept confidential and no personal identifying information about the client (e.g. name, address, telephone number, ID No., etc.) will be released to the public without the client's prior written consent, or unless otherwise required under federal law.

The data collected (age, sex, race, low income status, ADL's and LADL's) will be forwarded to the Area Agency on Aging and the Ohio Department of Aging and summarized and reported to the Administration on Aging (AOA) in order to keep both state and federal legislators informed on the effectiveness of senior programs (as required by the 1992 Older Americans Act reauthorization). While all clients receiving services under the Older Americans Act are asked to complete the form in full, no client may be denied services for refusing any of the information requested, including social security number.

I hereby authorize the Van Wert County Council on Aging to release pertinent information as needed to other social service agencies, medical service providers, and/or medical insurance companies to effectively accomplish timely and efficient service delivery.

I also confirm that I have received a copy of:

- Client Rights and Responsibilities
- Cost Share Information
- Disclosure Statement
- HIPAA Medical Release
- HIPAA Privacy
- Council on Aging Transportation Service Policies and Procedures

I understand that I may cancel this authorization for the release of information at any time by contacting the office of the Van Wert County Council on Aging at 419-238-5011.

If you have any questions, ask the staff to explain why this release is necessary.

\_\_\_\_\_  
Signature of Client or Person Responsible and Relationship

\_\_\_\_\_  
Date

\_\_\_\_\_  
Van Wert County Council on Aging Staff Member

\_\_\_\_\_  
Date

