



Complete Senior Care is
redefining the aging journey.

We are committed to
providing customized care
to help seniors live with
dignity and independence in
their own community.

Call us today to learn more
or to schedule a visit:

(716) 285-8248

Toll Free at:

888-303-4333

or TTY at:

800-662-1220

To see what we do, visit us at
completeseniorcare.org

1302 Main Street
Niagara Falls NY 14301



Complete SeniorCare

Program of All-Inclusive Care for the Elderly (PACE)



Aging with
independence –
live life on
your terms.

CUSTOMIZED CARE PLANS | DAY PROGRAM
MEDICAL CARE | HOME CARE | MEDICATION
TRANSPORTATION | DURABLE MEDICAL EQUIPMENT
SERVING NIAGARA COUNTY





It's a difficult decision

when you have to find services that will provide you with social, emotional and medical care that's needed on a daily basis. Complete Senior Care PACE is here to help! As a "Program of All-Inclusive Care for the Elderly," we provide all health, medical and social services needed to ensure our participants enjoy their independence while maintaining their quality of life.

Complete Senior Care PACE is designed specifically for those 55 years or older who reside in Niagara County and want to remain living independently and safely in their home and community. **Our team of medical professionals will work with you and your caregivers** to access your needs and develop a complete, personalized care plan just for you.

Our team consists of highly qualified health care professionals that specialize in elder care, including: physicians, a nurse practitioner, day center manager, nurses, social workers, rehabilitation therapists (occupational, speech, physical and recreational therapy), dietician, personal care assistants, and, most importantly, YOU! As a PACE participant, you and your caregivers will always have a say in your medical care. Your treatment plan will also be regularly reviewed by our care team to ensure we are meeting your evolving needs.

Complete Senior Care PACE offers programs and services that are individualized, integrated and innovative – where patients and caregivers are in control and always part of the process. Our goal is to help you age with dignity and independence – while providing peace of mind to caregivers.

Complete Senior Care Services include:

- Medical Care from physicians specializing in care for the elderly
- 24/7 access to a PACE nurse
- Home health care & personal care (including nursing, aide service, bathing, meal prep, house keeping, etc.)
- Adult day care at the PACE Day Center
- Recreational and educational activities
- Durable medical equipment and all needed supplies
- Prosthetics, orthotics and orthopedics
- Social work services
- Prescription & over-the-counter drugs
- Nursing services (both in home and on-site)
- Medical Specialists
- Nutritional services
- Rehabilitation therapies (physical, occupational, speech and recreational)
- Laboratory, X-ray and ambulance services
- Round-trip transportation to our Day Center and all medical appointments (we arrange for you!) Plus we provide transportation for two (2) events of your choice annually
- Hospital care and nursing home services (if necessary)
- Dental care
- Mental health services
- Respiratory therapy
- Optometry/Eyeglasses
- Podiatry (foot care)
- Hearing exams/hearing aides
- Alcohol & substance abuse services
- Meals, home delivered or in group setting (at our Center)
- Respite Care





Medical Care

The Complete Senior Care PACE team of medical professionals will work with you and your caregiver to assess your needs and develop a complete, personalized care plan just for you. Our team consists of a primary care physician, nurse practitioner, day center manager, nurses, social workers, rehabilitation therapists (occupational, speech, physical and recreational), dietitian, personal care assistants, drivers, and, most importantly, YOU! As our participant, you and your caregivers will always have a say in your care plan. Your treatment plan will also be regularly reviewed by our Care Team to ensure we are meeting your evolving needs. Also, as a participant, you will have a choice of providers in your neighborhood for many of our program's services.

Care in your own home

In addition to the complete medical and social services we provide, CSC also includes comprehensive home care that enables you to live safely and comfortably in your own home. Depending on the level of care required under your personalized care plan, your Complete Senior Care home care services may include:

- Nursing care
- Personal care (help with bathing, housekeeping, meal prep or getting dressed)
- Physical, speech and occupational therapy
- Social services
- Home delivered meals
- Medication delivery
- Durable medical equipment (shower benches, walkers, etc.)

The same as your medical care, these comprehensive services will be regularly evaluated by our Care Team, in collaboration with you and your caregivers to be sure your needs are being met.



Transportation

Complete Senior Care PACE schedules and provides transportation services for all of our participants to medical appointments and our CSC Day Center. All drivers are specially licensed by the State of New York and go through an extensive screening/training process to be certain they will provide safe and friendly service to our participants.

Our door-to-door wheelchair accessible transportation services include:

- Assisted transportation to and from all necessary medical appointments
- Assisted transportation to and from the CSC Day Center
- Free transportation for two (2) events of your choice annually





The Complete Senior Care PACE Day Center

Our Complete Senior Care Day Center not only provides medical care for our participants, it also provides social opportunities that might not be available for seniors living alone at home.

Some examples of activities at our Day Center include:

- Music therapy
- Exercise
- Field trips
- Lunch clubs
- Cooking, gardening & recreational therapy
- Individual art therapy sessions
- Craft projects
- Pet therapy
- Spiritual services
- Community entertainment

Eligibility

CSC participants must be 55 years or older, and meet the following criteria:

- Need a nursing home level of care
- Need CSC services for more than 120 days
- Be capable of residing safely in the community with CSC support services at the time of enrollment
- Reside in Niagara County

Upon determination of eligibility, you must complete the CSC enrollment process. Participation is voluntary and you can choose to enroll/dis-enroll at any time.

Here are the steps to enroll:

- **Call us at (716) 285-8248, Toll Free at 888-303-4333 or TTY at 800-662-1220**

We can answer any questions you might have and schedule a visit so you can learn more about our program and help with paperwork if needed.

Complete Senior Care will not discriminate on the basis of race, ethnicity, national origin, religion, sex, age, sexual orientation, mental or physical disability or source of payment.





Program Costs

Based on your Medicare and/or Medicaid eligibility, you may have to pay a fee if you have excess income as determined by the Department of Social Services (DSS). You can also pay privately. Further, some Long Term Care Plans also cover our program costs.

Our enrollment team will help guide you every step of the way – from arranging a tour, helping you complete your enrollment paperwork, assisting with your Medicaid application (if you are eligible), or answering any questions you might have. We are right here in Niagara County and are always available to help!

All services provided to CSC participants are provided by Complete Senior Care. A participant may be fully and personally liable for the costs of unauthorized or out-of-PACE program agreement services.