



Otsego County OFFICE *for the* AGING



NY Connects
Your Link to Long Term
Services and Supports

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Updates for OFA Services

As of: April 1st, 2020

Otsego County OFA is actively responding to the needs of older adult residents during this time. We continue to receive updated guidance and information daily, adapting services as necessary to respond to changing needs. Because we serve the most vulnerable population impacted by COVID-19, we have the challenge of ensuring our seniors are safe and well protected, while also continuing to provide critical services that allow them to safely live independently. As a result, staff will be reaching out to all participants who have limited family and informal supports to ensure they have adequate food, prescriptions, no immediate unmet needs and also have our number to reach us if anything changes.

We encourage older adults in our community who find themselves in an isolated or vulnerable situation to call our office at (607) 547-4232 so we can connect them to services and resources. In addition to the services our office provides, we have also received offers of assistance from area residents, churches, organizations and businesses to help out. We are happy to coordinate and facilitate that assistance.

As of today, here is the status of our programs:

Office Visits: At this time, both the Cooperstown and Oneonta OFA offices are closed to the public. However, staff are still available to assist by telephone and will continue taking referrals for services, making home visits as necessary.

Congregate Dining: Effective Wednesday, March 18th, all congregate dining sites will be closed. Congregate participants who regularly attend the Richfield Springs, Cherry Valley, Nader Towers or Elm Park meal site will have the option of receiving home delivered meals as long as the congregate sites are closed in response to COVID-19.

Home Delivered Meals: This service will continue at regular capacity and is fully prepared to respond to anticipated increased need. Home delivered meal drivers are equipped with sanitizing products in the vehicles and are currently following all precautionary procedures to maintain a minimum 6 foot distance from participants when delivering the meal by either leaving the meal on a table or counter or on the front porch, per the participant's preference/direction, eliminating all physical contact, yet still verifying the individual is home and safe through visual contact. Daily well check calls are made to all participants.

Individuals who find themselves isolated, in need of food and with no family or friends to assist, can call the office to request meals to be delivered temporarily until they are able to resume normal practices.

Senior Transportation: Transportation will continue to be provided for essential transports only. Riders will be encouraged to contact their provider to determine if it is necessary that they attend their appointment or if rescheduling is recommended. Riders will be screened prior to transport and drivers are trained and equipped to take necessary precautions to properly sanitize the vehicle before and after all transports and protect both parties during transport.

Food and Rx Pick Up & Delivery: Staff are available to deliver food bags, provide shopping assistance for essential items and prescription pick-up and delivery to individuals who have no other way to obtain necessary items.

Personal Care In-Home Services: Services will continue at regular capacity with home care agencies taking extra precautionary measures.

Medicare Counseling: All Medicare counseling will be conducted by phone only. Individuals will also be offered the option of calling 1-800-Medicare, which is available 24 hours, 7 days a week for assistance.

Personal Emergency Response System (PERS): Referrals continue to be accepted for this service. Installation may be delayed.

Legal Services: Referrals continue to be accepted for legal aid. Legal consultations will be conducted by phone whenever possible and any necessary face-to-face contact will be determined between the parties with necessary precautions in place.

Community Presentations: All community presentations provided by OFA staff have been suspended until further notice.

Tai Chi and Exercise Classes: All planned and active classes are cancelled until further notice.

YMCA Senior Swim: Cancelled until further notice. Oneonta YMCA currently closed.

AARP Tax Preparation: AARP Tax Sites have been closed nationally. There is currently no plan or alternative to tax prep assistance, so it is recommended that individuals seek out traditional methods to have their taxes completed. It is also not know at this time if the IRS will extend the period to complete taxes.