

UNIVERSITY OF ROCHESTER MEDICAL CENTER
PHYSICAL MEDICINE & REHABILITATION DEPARTMENT

SPINAL CORD INJURY and SPINAL CORD DISABILITY RELATED RESOURCES 2019 Volume 1

COMPILED BY

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MEDICINE *of* THE HIGHEST ORDER



This resource guide may not be all inclusive. Additional information will be added periodically.

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ADVOCACY, INDEPENDENT LIVING & LEGAL RIGHTS

CENTER FOR DISABILITY RIGHTS (CDR)

CDR offers a wide scope of services including; sign language interpreting, service coordination, advocacy, Independent living, PCA- Personal Care Aids, CDPAS- Consumer Directed Personal Assistance Services, deaf and blind services, disability employment resources. Contact CDR for additional information. Other CDR offices are located in Albany, Canandaigua, Corning, and Geneva.

497 State Street
Rochester, NY 14608

Website..... <http://www.cdrnys.org/>
Phone585-546-7510
TTY585-546-7512

LEGAL AID SOCIETY OF ROCHESTER

Legal Aid Society of Rochester is a non-profit organization that provides civil legal services to adults and children.

One West Main Street
Rochester, NY 1414

Website..... www.lasroc.org
Phone585-232-4090

MONROE COUNTY BAR ASSOCIATION-LAWYER REFERRAL SERVICE

One West Main Street
Rochester, NY 14614

Website..... <https://monroe.community.lawyer/>
Phone585-546-1817

REGIONAL CENTER FOR INDEPENDENT LIVING (RCIL)

RCIL is a group created to support independent living and disability resources by providing information and assistance. RCIL helps you recognize your disability rights and to serve as your advocate to ensure you live your life to its fullest potential.

Services include benefits advisement, youth leadership, home ownership, independent living skills, accessibility services, medical equipment loan closet, deaf services, housing advocacy, and healthcare advocacy. Call for further information. Sign up for their newsletter on their website.

497 State Street
Rochester, NY 14608

Website..... www.rcil.org
Phone585-442-6470

STARBRIDGE

The mission of Starbridge is to partner with people with disabilities, their families, and others who support them to realize fulfilling possibilities in education, employment, health, and community living resulting in the transformation of communities to include everyone.

1650 South Avenue, Ste. 200
Rochester, NY 14620

Website..... <http://www.starbridgeinc.org/>
Phone585-546-1700

EDUCATION & SUPPORT

INFORMATION RELATED TO SPINAL CORD INJURY OR DISABILITY

Christopher Reeve

Dedicated to curing spinal cord injury by funding innovative research, and improving quality of life for people living with paralysis.

Website..... www.christopherreeve.org

Kessler Rehabilitation Center

140 Rt. 10
West Randolph, NJ 07869

Website..... www.kesslerrehabilitationcenter.com
Phone.....973-366-2892

National Paralyzed Veterans Association (PVA)

Since 1946, PVA has advocated for Spinal Cord Research, VA Benefits and much, much more.

Website..... <https://www.pva.org/>

National Spinal Cord Injury Association

Founded in 1948, the National Spinal Cord Injury Association is the nation's oldest and largest civilian organization dedicated to improving the quality of life for hundreds of thousands of Americans living with the results of spinal cord injury and disease (SCI/D) and their families.

Website..... www.guthyjaksonfoundation.org

New Mobility Magazine

Free monthly magazine from United Spinal Association; extensive information; available in print or online; this is a must!

Website..... www.newmobility.com

Rochester Spinal Association

RSA is dedicated to enhancing the quality of life for all people living with spinal cord impairment. RSA Provides monthly social/support group, educational programs, fundraising, grant funding, networking, resource information. Join online and receive emails about upcoming events.

Website..... www.rochesterspinalassociation.org
Phone..... 585-234-3269 OR 585-275-3281

Shepherd Center

Shepherd Center is a private, not-for-profit hospital specializing in medical treatment, research and rehabilitation for people with spinal cord injury.

2020 Peachtree Road N.W.
Atlanta, GA 30309

Website..... www.shepherd.org
Phone.....404-352-2020

Shirley Ryan Abilities Center (Formerly Rehab Institute of Chicago)

355 East Erie Street
Chicago, IL 60611

Website..... <https://www.sralab.org/>
Phone.....312-238-1000

Spinal Cord Injury and Disorders Center at Syracuse VA Medical Center

Offers comprehensive specialty care to enrolled Veterans who have sustained a spinal cord injury or who have been diagnosed with a spinal cord disease process. The program is designed to provide a life-long continuum of care for eligible veterans and offers a number of inpatient and outpatient services. Referrals are made through the VA Primary Care provider. Look online for additional resources.

Website.....www.visn2.va.gov
Website.....www.sci.va.gov
Phone.....315-425-2682

Spinal Tips

Tips & Tricks from People with Spinal Cord Injuries

Website.....<http://www.spinalistips.se/>

The Miami Project to Cure Paralysis and the Buoniconti Fund

The Miami Project to Cure Paralysis is a research program targeting spinal cord and brain injuries.

Website.....<https://www.themiamiproject.org/>

University of Alabama SCI Model System Information Network

Website: www.uab.edu/medicine/sci/uab-scims-information/sci-infosheets

United Spinal Association

United Spinal Association is dedicated to enhancing the quality of life of all people living with a spinal cord injury or disease (SCI/D). Look online to join for free, sign up to receive their newsletter, and find information on all the following topics; ADA, Attorneys, Custody, Home Care, Legal, Medical records Medicare/Patient Rights, Scholarships, spasticity, financial assistance, medical abbreviations, video blog, and much more!

Website.....www.unitedspinal.org
Website (join)www.unitedspinal.org/ask-us

URMC, Department of Physical Medicine & Rehabilitation

Comprehensive services for individuals with spinal cord injury & disability.

601 Elmwood Avenue Box 664
Rochester, NY 14642

Website.....www.urmc.rochester.edu/physical-medicine-rehabilitation
Phone.....585-275-3271

Yes You Can!

A guide for self-care written by persons with spinal cord injury.

Website.....www.nxtbook.com/nxtbooks/pva/yesyoucan4

Wheels with Wings Foundation

Wheels with Wings Foundation is a nonprofit organization developed to assist individuals who have suffered a spinal cord injury and their families, to rise above and recover from this catastrophic injury. Individual grant awards, education, resources, awareness and advocacy are ways Wheels with Wings will work on improving the lives of people with this injury to become independent and productive and truly make a difference.

Western NY Chapter of United Spinal Association

P.O. Box 975
Cheektowaga, NY 14225

Website.....<https://wheelswithwings.org/>
Phone.....716-668-4SCI (4724)
Emailinfo@wheelswithwings.org

INTIMACY AND SEXUALITY INFORMATION RESOURCES

Paralyzed Veterans Association of America (PVA)

PVA provides excellent information. Go to this website and download this file. You need to sign up with your name and email address and it will be sent to you by email for free. Find Sexuality and Reproductive Health in Adults with Spinal Cord Injury: What You Should Know, A Guide for People with Spinal Cord Injury.

Website..... www.pva.org
Website..... <http://sci.rutgers.edu/>
Website..... <https://facingdisability.com/>

For Women:

Website.... www.newmobility.com/2015/02/sex-women-sci/
Website. www.newmobility.com/2001/10/reclaiming-your-health/
Website..... <http://www.newmobility.com/?s=pleasure>

pleasureABLE:

Sexual device manual for persons with disabilities

Website:..... www.dhrn.ca

Books

- Enabling Romance: A Guide to Love, Sex and Relationships for People with Disabilities (and the people who care about them) by Ken Kroll and Erica Levy Klein (1992).
- Regain that Feeling: Secrets to Sexual Discovery by Mitchell Tepper (2015).

EMERGENCY CALL SYSTEMS & DISCOUNTED PHONE SERVICE

MEDICAL ALERT SYSTEMS

The medical alert systems website allows you to research various medical alert system choices and find one best for you.

Website..... www.eMedicalAlerts.com

NEW YORK STATE LIFELINE

NYS Lifeline offers discounted telephone service which is an assistance program offered by many telephone providers to help income eligible consumers save money. If you receive services such as Medicaid, SSI, or HEAP, you may be eligible.

Refer to website or call the
Public Service Commission

Website..... www.askpsc.com
Phone 1-888-ASKPSCI (275-7721)

URMC HOME CARE SERVICES

URMC Home Care Services offers several choices of Personal Emergency Response Service (PERS) alert buttons or call systems.

Phone 585-274-4186

Products Offered

- Cellular Two Way PERS
- GPS/Mobile PERS
- Fall Detection pendant
- Belle Mobile PERS
- Belle +Mobile PERS

In addition to these systems, they offer a Med Ready medication dispensing system. Call systems vary in cost, but, all are out of pocket not covered by insurance. Some have installation fees, some do not. The second household member is free.

Other Companies that offer Similar Services and Products

- Life Alert..... 1-800-830-9155
- Life Station 1-866-395-7106
- Life Line 1-800-882-2280
- Premiere Digital Cape 585-869-6373

EMERGENCY PREPAREDNESS – THINGS TO THINK ABOUT

ENTRANCE AND EXITS

Do you have more than one entrance or exit? Could you get out an exit that does not have a ramp? Can you lower yourself to the floor? Discuss this with your physical therapist.

SMOKE ALARM AND CO2 ALARM

Do you have these on each level of your home? This is recommended.

CALL YOUR POWER COMPANY

Let them know of any medical equipment powered by electricity. Do you have a generator?

CALL YOUR LOCAL FIRE DEPARTMENT

Let them know if you depend upon a wheelchair, or need assistance of a certain kind.

EVACUATION LOCATION

Where would you go? Is there a community facility, church, library, store, fire station, or police station, nearby? Could you go to a neighbor's home?

KEEP A “TO-GO-BAG” HANDY

Think about medications, supplies for personal care, doctor's names, lists of medications you take, personal contacts, and who could come to your aid right away. Include your health insurance information.

KEEP A CELL PHONE CHARGED AND WITH YOU AT ALL TIMES

Have emergency contact on speed dial and keep a working flashlight in an accessible spot. Stock some non-perishable food items and bottled water.

HOME CARE

CERTIFIED & LICENSED HOME CARE

All Metro Healthcare

MLTC and waiver programs. Call regarding counties served.

1350 University Avenue, Ste. C
Rochester, NY 14607

Website.....www.all-metro.com
Phone.....585-381-6240

Finger Lakes Home Care, Inc. (private)

Serving 10 Counties.

756 Pre-Emption Road
Geneva, NY 14456

Phone.....315-781-8551
Toll Free 1-800-766-3924

Home Care of Rochester

85 Metro Park
Rochester, NY 14623

Website.....www.homecarerochester.com
Phone.....585-272-1930

Home Care Plus (affiliated with Lifetime Care)

3111 Winton Road South
Rochester, NY 14618

Website.....www.lifetimecare.org
Phone.....585-214-1200

Sibley Nursing

3111 Winton Road South
Rochester, NY 14623

Phone.....585-235-3220

Signature Care (Affiliated with UPMC Home Care)

2180 Empire Blvd.
Webster, NY 14580

Phone.....585-787-2233

Unity at Home (Affiliated with Rochester Regional Health)

2180 Empire Blvd.
Webster, NY 14580

Phone.....585-787-2233

FUTURE CARE PLANNING

For assistance with Home Health Care planning:

Future Care Planning Services

A service of Lifespan and Al Sigl community of agencies and ARC of Monroe. Future Care Planning Services provides financial, medical, legal, residential, and other services for caregivers and their loved ones.

1000 Elmwood Avenue
Rochester, NY 14620

Website.....www.futurecareplanning.org
Phone585-325-2800

CARE MANAGEMENT SERVICES & CONSULTANTS

Care Consultants of Rochester (private)

Website..... www.careconsultantsofrochester.com
Phone585-82-8086

Lifespan/Elder Source

1900 South Clinton Avenue
Rochester, NY 14618

Website..... www.eldersource.org
Phone585-325-2800

Jewish Family Services (private)

441 East Avenue
Rochester, NY 14607

Phone585-461-0110

Marsha Raines & Associates (private)

95 Allen's Creek Road, #106
Rochester, NY 14618

Phone585-271-0040

COMPANION CARE

Limited physical assistance and non-medical private pay.

24 Hour Helping Hands

127 Cuyler Street
Palmyra, NY 14522

Website..... www.24hrhelpinghands.com
Phone315-502-0022

Assisting Angels

Rochester and Buffalo locations.
2959 Genesee Street
Buffalo, 14225

Website..... www.assistingangelseniorcare.com
Phone (Rochester)585-329-4476
Phone (Buffalo).....716-741-1330

At Your Home Senior Care, LLC

Dedicated, compassionate companion care for independent senior living in your home.

Website..... www.atyourhomeseniorcare.com
Phone585-485-9277
Email info@atyourhomeseniorcare.com

CareGivers

Call regarding programs throughout New York State.

2260 Lake Avenue, Bldg. 1, Ste. 1100
Rochester, NY 14612

Website..... <https://caregivershomecare.com/>
Phone585-458-2150

5297 Parkside Drive, Ste. 340
Canandaigua, NY 14424

Phone585-394-6090
Toll Free 1-800-388-8381

Comfort Keepers

1163 Pittsford-Victor Road
Pittsford, NY 14534

Website.....www.comfortkeepers.com
Phone.....585-204-6067

Happier at Home

153 North Main Street
Fairport, NY 14450

Website.....www.happierathome.com
Phone.....585-633-5555

Home Helpers

3400 Hylan Drive, Ste. 108
Rochester, NY 14623

Website.....www.homehelpers.com
Phone.....585-334-0999

Home Instead Senior Care

97 Canal Landing Blvd. #9
Rochester, NY 14626

Website.....www.homeinstead.com
Phone.....585-218-5200

Interim Health Care

1 South Washington Street
Rochester, NY 14614

Website.....www.interimhealthcare.com
Phone.....585-454-4930

Pride in Caring Senior Care Ltd.

700 Linden Oaks
Rochester, NY 14625

Phone.....585-697-2900

Touching Hearts at Home

50 Prince Street
Rochester, NY 14607

Website.....www.touchingheartsNY.com
Phone.....585-271-7390

Traditions in Caring

1580 Elmwood Avenue
Rochester, NY 14620

Phone.....585-241-9580
Toll-Free Phone.....1-888-878-9295

Visiting Angels Senior Care

Call for information in your community or visit the website. Also, see information on How Home Care Works, Types of Care, and Life Care Knowledge Center in this pamphlet.

50 Prince Street
Rochester, NY 14607

Website.....www.visitingangels.com
Phone.....1-800-365-4189

Nursefinders

1900 S. Clinton Avenue
Rochester, NY 14618

Phone.....585-271-6960

Park Ridge at Home

Long-term home health care through Medicare and Medicaid

2300 Buffalo Road

Rochester, NY 14624

Phone585-368-6308

Sibley Nursing

3111 Winton Road South

Rochester, NY 14623

Phone585-325-3220

Signature Care (Affiliated with UPMC Home Care)

2180 Empire Blvd.

Webster, NY 14580

Websitewww.vnsnet.com

Phone585-787-2233

Unity at Home

89 Genesee Street

Rochester, NY 14611

Websitewww.rochesterregional.org

Phone585-368-6342 or 585-368-3440

HOME MODIFICATIONS OR REPAIRS

ACCESS TO HOME GRANTS

This program provides financial assistance to property owners to make dwelling units accessible to low and moderate income persons with disabilities. It is a part of the New York State Homes and Community Renewal Program. Funding is variable.

For information on how the program is administered in your area, call the 1800 number below or email.

Email ocrinfo@nyshcr.org

Phone 1-800-382-4663

One local agency that has previously been providing services is:

Bishop Sheen Ecumenical Foundation, Inc.

935 East Avenue, Rochester, 14607

Website www.sheenhousing.org

150 French Road, Rochester, 14618

Phone 585-461-4263

EDUCATIONAL VIDEO – COMMON HOME MODIFICATIONS

To find this educational video:

- Go to the URM C website
- Click the pull-down menu – ABOUT URM C
- Select DEPARTMENTS AND CENTERS
- Click letter P
- Scroll down and click PHYSICAL MEDICINE AND REHABILITATION
- On the left, click PATIENTS AND FAMILIES
- Scroll down and click EDUCATIONAL VIDEOS

FINDING CONTRACTORS

Equipment vendors may be able to recommend contractors. Another resource for recommendations is the Home Builders Association in your area, Better Business Bureau, or contact one of the Rochester Spinal Association members, for recommendations.

Better Business Bureau of Upstate NY

100 Bryan Woods South

Website <https://www.bbb.org/local-bbb/bbb-of-upstate-new-york>

Amherst, NY 14228

Phone 1-800-828-5000

CP Rochester Services

Accessible home renovations. Assisting individuals in identifying, locating, and acquiring the necessary adaptations to the home which will allow individuals to be as independent as possible. Talk with Tim Hiller, Accessible Home Renovations Coordinator and Certified Aging in Place Specialist.

Phone 585-334-6000, Ext. 1223

Rochester Home Builders Association

20 Wildbriar Road #D
Rochester, NY 14623

Website..... www.findthehomepros.com
Phone585-272-8222

LISTING OF CONTRACTORS

At Home Handyman Services – A program of Jewish Senior Life

2021 Winton Road South
Rochester, NY 14618

Website: <https://jewishseniorlife.org/home%20services/>
Phone315-502-0022

Barrier Free Living

41 West Main Street
Honeoye Falls, NY 14472

Website..... www.jefftallonenterprises.com
Phone585-624-5160

Cornell Construction Design

PO Box 18432
Rochester, NY 14618

Website..... www.cornellconstructiondesign.com
Phone585-737-7136

CP Rochester

3399 Winton Road South
Rochester, NY 14623

Website..... www.cprochester.org
Phone585-334-6000

Functional Interiors

20 Dorian Lane
Rochester, NY 14626

Website..... www.functionalinteriors.com
Phone585-227-1045

Home for Life Renovations

3399 Winton Road South
Rochester, NY 14623

Phone585-444-0300

HomeWorks / STAR

87 North Clinton Avenue
Rochester, NY 14604

Phone585-262-7050

James Albright Graduate Master Building

Aging in place specialist. Accessible home remodeling for people with disabilities.

5205 Johnson Hill Drive
Canandaigua, NY 14424

Website www.albrightbuild.com
Phone585-396-5879
Emailalbright1.j.s@gmail.com

Lifespan – Home-Safe-Home

1900 South Clinton Avenue
Rochester, NY 14618

Website..... www.lifespanrochester.org
Phone585-244-8400

MLP Contracting

Contact: Shawn Goodenough	Email shawngoodenough@gmail.com
	Phone585-490-1218

Mr. Grab Bar

18 Southwick Drive	Website..... www.GrabBarsofWNY.com
Webster, NY 14580	Phone585-872-0820

Patriot Construction

34 Lightfoot Street	Website..... www.nypatriot.com
Rochester, NY 14623	Phone585-720-0990

ReBath of Rochester

350 West Commercial Street	Website..... www.rebath.com
East Rochester, NY 14445	Phone585-381-1320

Regional Center for Independent Living

497 State Street	Website..... www.rcil.org
Rochester, NY 14608	Phone585-442-6470

Rochester Bath & Kitchen Remodeling – ADA Approved

180 Despatch Drive	Website..... www.rochesterbathandkitchen.com
East Rochester, NY 14445	Phone585-286-1183

INSURANCE, FINANCIAL, MEDICAID, ATTORNEYS, FUNDRAISING

BENEFIT REPRESENTATIVES OF AMERICA

Benefit representatives are non-attorney representatives who are certified by the Social Security Administration. Cases are taken on contingency basis for individuals who have been denied by Social Security, have not applied yet, or are somewhere in between. Their goal is to help you get benefits you deserve. Call for a consultation.

1577 Ridge Road West Ste. 114
Rochester, NY 14615

Website.....www.ssareps.com
Phone.....585-663-8971

FUNDRAISING

Consult your local Chamber of Commerce for civic group contacts. Many civic organizations will take on fundraising projects for a worthy cause. Also consider local churches and veterans associations.

Friends of Man

Contact the charity for application information. Applications are accepted only from referring professionals on behalf of people needing assistance. Limited assistance outside of Colorado.

5594 South Prince Street
Littleton, CO 80120

Website.....www.friendsofman.org
Phone.....303-798-2342

Go Fund Me

Free fundraising for the people and causes you care about.

Website.....www.gofundme.com

Help Hope Live

Supports community-based fundraising for people with unmet medical and related expenses due to cell and organ transplants or catastrophic injury or illness.

2 Radnor Corporate Center Ste. 100
Radnor, PA 19087

Website.....www.helphopelive.org
Toll Free Phone 1-800-642-8399

Ricky Palermo Foundation

An annual golf tournament raises funds for spinal cord injury research and some local community members.

Website.....www.rickypalermo.org

Rochester Spinal Association

Raises funds for and awards grants to individuals with spinal cord injury or disability. See information in Appendix.

URMC, Physical Medicine and Rehabilitation Department
601 Elmwood Avenue, Box 664
Rochester, NY 14642

Website.....www.rochesterspinalassociation.org/
Phone585-624-5160

HEALTH INSURANCE INFORMATION AND COUNSELING & ASSISTANCE PROGRAM (HIICAP)

This program is part of the service provided through the local Offices for the Aging. You may consult regarding insurance questions for elderly or disabled individuals. In Monroe County, this program is managed by Lifespan, Inc. In other counties, contact your local Office for the Aging. Below is a partial list of county and Lifespan information.

Lifespan

Lifespan offers a variety of services, such as HIICAP, financial long term care consultation, future care planning services, future care pooled trust, and financial management.

NY Connects@lifespan is a phone-based information and guidance service for older adults, caregivers, and people with disabilities.

1900 South Clinton Avenue
Rochester, NY 14618

Website..... www.lifespan-roch.org
Lifespan Phone585-244-8400
NYConnects Phone585-235-2800

County Offices

Allegany County	585-268-9390
Genesee County	585-343-1611
Livingston County.....	585-243-7520
Ontario County.....	585-396-4041
Orleans County	585-589-3191
Schuyler County	607-535-7108
Seneca County	315-539-1769
Steuben County.....	607-664-2289
Wayne County.....	315-946-5624
Wyoming County	585-786-8833
Yates County	315-536-5515

MEDICAID AND ELDER LAW ATTORNEYS

A Medicaid or elder law attorney provides services around Medicaid planning, asset protection, estate planning and probate, guardianships, and more. This is a partial list of some firms that provide this service.

Website..... www.socialsecurity.gov
Toll Free Phone 1-800-772-1213

SOCIAL SECURITY DISABILITY

Dutcher & Zatkowsky

1399 Monroe Avenue
Rochester, NY 14618

Website.....www.dutcher-zatkowsky.com
Phone585-256-0090

Kroll Law Firm

2425 Clover Street
Rochester, NY 14618

Website.....www.kroll-lawoffice.com
Phone585-271-4470

Koldin Law Firm

120 Corporate Woods Ste. 130
Rochester, NY 14623

Website.....www.koldin.com
Phone585-292-0090

Lacy Katzen

See website for list of branch offices in Batavia, Bergen, Canandaigua, Charlotte, Greece, Ontario, and Pittsford.

130 East Main Street
Rochester, NY 14604

Website....www.lacykatzen.com/elder-law-and-medicaid-planning
Phone585-454-5650

Piede Law Firm

1100 Long Pond Road #214
Rochester, NY 14626

Website.....www.piedelaw.com/elder-care-lawyer
Phone585-678-1713

Pellittiere & Johnson

441 Penbrook Drive Ste. 12
Penfield, NY 14526

Website.....www.pjstatelaw.com
Phone585-347-2840

Woods, Oviatt and Gilman

Crossroads Office Building
2 State Street
Rochester, NY 14614

Website.....www.woodsoviattgilman.com
Phone585-987-2800

When starting an application for Social Security Disability, you may call for a telephone appointment, or, you may submit your application online. There is a Disability Starter Kit on the website that outlines the information you will need to submit. Using the checklist will help you gather the needed information. See the checklist in the Appendix.

URMC FINANCIAL ASSISTANCE PROGRAM APPLICATION

See application in the Appendix.

LEISURE, RECREATION & TRAVEL

ACCESSIBLE TRAVEL

Easy Access Travel

Specializes in accessible cruise vacations and land tours for persons with disabilities.

Toll Free Phone 1-800-920-8989

Physical Medicine & Rehabilitation, University of Rochester

A Certified Recreation Therapist is available in PM&R. The therapist has a broad knowledge of accessible travel options. Call for additional information.

Phone585-275-3281

Travelability, Beyond the Challenge

A leader in personal assistance and in tourism Travelability organizes assisted tours personalized for all with disabilities and dependencies or with certain diseases, offering high standard support services and a unique experience beyond the usual tourist spots. Providing excellence Travelability employs a team of doctors, nurses, assistants flanked by the most accredited facilities operating in the area.

Website..... www.travel-ability.com

Email info@travelability.com

Wheel Chair Traveling

“Come Across Your World” is their motto and the website is very helpful.

Website..... www.wheelchairtraveling.com

ACCESSIBLE CAMPGROUNDS

For a list of the best RV parks and campgrounds that provide a positive experience for people with disabilities, go to their website.

Website..... www.rvingaccessibility.org

DISABILITY RECREATION NEWS AND INFORMATION

Disabled World

Information on disabled entertainment, hobbies, recreation, competitive events, contests, camps games, etc.

Website..... <https://www.disabled-world.com/>

Empower Spinal Cord Injury (SCI)

Empower SCI is a non-profit corporation established to enable individuals with spinal cord injuries to lead happier, more meaningful and more independent lives. Empower SCI seeks to fill the gap in the rehabilitation industry that has been created by a decrease in the length of stays at rehabilitation hospitals and outpatient services during the recovery from a spinal cord injury. Visit this website to learn about a two week summer camp opportunity at SUNY Stony Brook.

PO Box 8631
Boston, MA 02114

Website..... www.empowersci.org

New Mobility Magazine

This is a free publication from United Spinal.

Website..... www.unitedspinal.org
Toll Free Phone 1-800-404-2898 Ext. 203

SportsNet

Affiliated with Rochester Rehabilitation and CP Rochester, Al Sigl community of agencies. Information on adaptive sports and recreation; see online calendar and sign-up for emails. Talk with Michael Cocquyt, Sports Net Supervisor.

3399 Winton Road South
Rochester, NY 14623

Website <https://www.rochesterrehab.org/sportsnet>
Phone 585-334-6000, Ext. 1120
Email mcocquyt@cprochester.org

ADAPTIVE RECREATION ACTIVITIES

Adaptive Canoeing

Genesee Waterways Center
149 Elmwood Avenue
Rochester, NY 14611

Website..... www.geneseewaterways.org
Phone 585-28-3960
Email geneseewaterways@gmail.com

Equicenter, Therapeutic Horseback Riding

3247 Rush Mendon Road
Honeoye Falls, NY 14472

Website..... <https://www.equicenterny.org/>
Phone 585-872-2540

Heritage Christian Stables

Therapeutic riding program for children and adults, accredited by North American Riding for the Handicapped, Inc. (NARHA).

100 Salt Road
Webster, NY 14580

Website..... <https://heritagechristianservices.org/>
Phone 585-872-2540

Lothlorien Therapeutic Riding Center, Inc.

15 Reiter Road
East Aurora, NY 14052

Phone..... 585-624-7777

Pieters Family Life Center

Affiliated with Heritage Christian Services. Their mission is to provide an environment that will strengthen community and nurture relationships through recreational, educational, social and spiritual health and wellness opportunities that are inclusive to all people.

Services include wellness classes, group exercises, aquatic wellness, PT, OT, SLP, Garden Café and The Arts, and so much more!

1025 Commons Way
Rochester, NY 14623

Website..... <https://www.pietersfamilylifecenter.org/>
Phone 585-487-3500

Rochester Accessible Adventures

“Inspiring Hope, Improving Ability” RAA partners with the community to create equity in recreation. They ensure individuals with disabilities are able to access active, inclusive recreational opportunities with family and friends. They provide adaptive equipment, train in the disability culture, and much more. Contact RAA and learn more about access to recreations such as adaptive cycling, canoeing, golf, sled hockey, pickle ball and much more! Sign up on-line for additional information.

2165 Brighton-Henrietta TL Road
Rochester, NY 14623

Website.....<https://rochesteraccessibleadventures.org/>
Phone585-491-6011
Email RAA@rochesteraccessibleadventures.org

Rochester Rookies

The Rochester Rookies is an organization that exists to promote and develop opportunities for children ages 2 – 21 to participate in competitive wheelchair sports.

11 Balsam Drove
Spencerport, NY 14559

Phone585-301-1144
Email RochesterRookies@gmail.com

Wreckers Wheelchair Rugby

Follow the Wreckers on Facebook, Twitter and YouTube!

Website..... www.wnywreckers.com
Email wnywreckers@gmail.com

YMCA of Greater Rochester and Canandaigua

These YMCA locations have adaptive exercise equipment for individuals who participate at a wheelchair level. Call or visit the individual locations for additional information.

Chester F. Carlson MetroCenter
444 E. Main Street
Rochester, NY 14604

Website..... www.rochesterymca.org/carlson/
Phone585-325-2880

Eastside Family Branch
1835 Fairport Nine Mile Point Road
Penfield, NY 14604

Website..... www.rochesterymca.org/eastside
Phone585-341-4000

Westside Family Branch
920 Elmgrove Road
Rochester, NY 14624

Website..... www.rochesterymca.org/westside
Phone585-247-3501

Greater Canandaigua YMCA
32 N. Main Street
Canandaigua, NY 14424

Website..... www.canandaigua-ymca.org
Phone585-394-6866

PRODUCTS TO AID TRAVEL

ADAPTS – Portable Transfer Sling

ADAPTS is a portable and affordable transfer sling for wheelchair users. Safe and swift emergency evacuations from planes, trains, busses, ships, etc.

Website..... www.adapts.org

Toll Free Phone 1-844-423-2787

FEAL Ramps

FEAL ramps are portable ramps in a variety of sizes and designs. Easy to take on trips. FEAL ramps is a Swedish company.

Website..... www.feal.se/

Phone +46 226-40075

MEDICAL SUPPLIES, EQUIPMENT & CLOTHING

ADAPTIVE CLOTHING

Adaptive/ Zappos

Website..... <https://www.zappos.com/e/adaptive>
Phone..... 1-800-927-7671

Adaptive Clothing Showroom

Website..... www.adaptiveclothingshowroom.com
Phone..... 845-352-1674

Buck and Buck

Adaptive clothing, free catalog, and online clothing guide.

Website..... www.buckandbuck.com
Phone..... 1-800-458-0600

Coloplast Bowel and Bladder Products

Website..... www.coloplast.us/products/bladder-bowel
Phone..... 1-855-430-9500

IZ Adaptive Apparel

New collection coming fall 2018.

Website..... www.izadaptive.com
Phone..... 1-888-776-0942

Silvert's Adaptive Clothing and Footwear

Adaptive clothing for people with disabilities and seniors.

Website..... www.silverts.com
Phone 1-800-387-7088

Tommy Hilfiger

Adaptive clothing for men, women, and children.

Website.... <https://usa.tommy.com/en/tommy-adaptive>

MEDICAL SUPPLIES & EQUIPMENT

101 Mobility

2395 Dewey Ave
Rochester, NY 14615

Website..... www.101mobility.com
Phone..... 585-270-5689

ACCESS Lifts and Ramps

For accessibility planning; chairlifts, ramps, wheelchair lifts, etc. Rent or purchase. **Call for an appointment.**

1523 Mt. Read Blvd
Rochester, NY 14606

Website..... www.accessliftsandramps.com
Toll Free Phone 1-800-515-5438

Byram Health Care

Call for information and advocacy regarding ordering urology and incontinence products, wound care, and more.

120 Bloomingdale Road, Ste. 301
White Plains, NY 10605

Website www.byramhealthcare.com
Phone 585-877-902-9726

Fonte Surgical Supply

For equipment sales and rentals, and supplies, etc. See online equipment rental chart. Two locations.

1900 South Clinton Avenue #320
Rochester, NY 14618

Website www.fontesurgical.com
Phone 585-244-4747

892 East Ridge Road
Rochester, NY 14621

Phone 585-338-1000

Hollister

Urology supplies, finding products, etc. Call or email for information on secure start services.

Website www.hollisterpeoplefirst.com
Toll Free Phone 1-888-740-8999
Email ccsecurestart@hollister.com

Mission Access

For home accessibility assessment, **call for an appointment**, deals with ramps, lifts, overhead systems, bathroom modifications, etc. Also may be able to recommend a certified contractor and funding resources. Sells equipment, also rents some items.

215 Mushroom Blvd. Bldg. 18
Rochester, NY 14623

Website www.missionaccess.com
Phone 585-902-3529

Monroe Wheelchair

Call for equipment needs, planning, insurance inquiries, custom orders, and much more.

2165 Brighton-Henrietta TL Road
Rochester, NY 14623

Website www.monroewheelchair.com
Phone 585-385-3920

Ramps USA

Contact for information on cost and shipping for ramps, lifts, etc.

Website www.discounttramps.com
Toll Free Phone 1-800-651-3431

Southside Medical

25 Bermar Park
Rochester, NY 14642

Phone 429-6270
Fax 429-6355

Upstate Home Care

200 Air Park Drive Ste. 100
Rochester, NY 14624

Website..... www.upstatehomecare.com
Toll Free Phone 1-800-642-4411

USA Ramps

Call for information and consultation on EZ Ramp products and more lightweight portable ramps. See online buying guide.

Website..... www.usarampstore.com
Fax..... 1-800-516-0077

Westside Medical Supplies

765 Elmgrove Road
Rochester, NY 14624

Phone585-337-8750

MEDICAL & THERAPY FOLLOW-UP RESOURCES

For a complete list of URMC medical specialties and service locations, go to our website at www.urmc.rochester.edu.

DENTAL INFORMATION

URMC Eastman Dental

See website for locations.

625 Elmwood Avenue
Rochester, NY 14620

Website.....www.urmc.rochester.edu/dentistry
Phone585-275-5051

SMILE Mobile

Mobile dentistry. Provides service for people with special needs, wheelchair accessible. Travels to nursing homes, housing complexes and other places to provide treatment to those who have transportation or other challenges.

1523 Mt. Read Blvd
Rochester, NY 14606

Phone585-275-9362
Toll Free Phone 1-800-515-5438

SPINAL CORD RELATED CARE INFORMATION

Department of Physical Medicine and Rehabilitation (URMC PM&R Department)

601 Elmwood Avenue Box 664
Rochester, NY 14642

Phone585-275-3271

URMC PM&R - Baclofen / Spasticity Clinic

601 Elmwood Avenue, 5th Floor
Rochester, NY 14642

Phone585-275-3271

URMC PM&R - Outpatient Spinal Cord Injury Clinic

4901 Lac de Ville Blvd. Bldg. D Ste. 250
Rochester, NY 14618

Phone (appointments).....585-27-3271 Option 3

URMC Urology Department

601 Elmwood Avenue
Ambulatory Care Facility, 2nd Floor
Rochester, NY 14642

For Pediatrics-Phone585-275-3342
For Adult Services-Phone585-275-2838

URMC Wound Healing Center

160 Sawgrass Drive Ste. 130
Rochester, NY 14620

Phone585-262-9100

Strong West
156 West Avenue
Brockport, NY 14420

Phone585-262-9100

Rochester Spinal Association & URMC PM&R Monthly Social/Support Group

For schedule of meetings, go to website. Most meetings are held at Monroe Community Hospital. Call Physical Medicine & Rehabilitation (PM&R) for information on next meeting.

Monroe Community Hospital, Fireside Lodge, 6th Floor

435 East Henrietta Road

Rochester, NY 14642

Website..... www.rochesterspinalassociation.org

PM&R Meeting Information585-275-3281

OUTPATIENT THERAPY FOLLOW-UP

URMC PM&R – Outpatient Physical and Occupational Therapy

4901 Lac de Ville Blvd. Bldg. D Ste. 250

Rochester, NY 14618

For Appointments585-341-9000

Integrated Cognitive Rehab585-275-3271

Neuropsychology Services585-276-3296

URMC PM&R - Outpatient Speech and Language Pathology

2365 South Clinton Avenue Ste. 200

Rochester, NY 14618

Phone585-275-3271

Phone585-758-5700

Ithaca College Spinal Cord Injury Labs, Department of Physical Therapy

Phone607-274-5824

Nazareth College

Located on the campus of Nazareth College. Supervised physical therapy by graduate students; evaluate, treat, and educate patients to improve or restore movement and function and to reduce pain.

Website..... www.naz.edu

Phone585-389-2913

EmailPTclinic@naz.edu

CAREGIVER CONSIDERATIONS

Individuals with spinal cord injury or disability may need personal care assistance. The nature of the assistance needed varies from person to person, but there are some common considerations. The amount of assistance required varies by the level of injury or disability, and may change throughout one's journey of recovery, aging, or changes in family life.

Certified Home Health Service Agencies (CHHAS) provide skilled services in the home such as Nursing, Physical Therapy, Occupational Therapy and Speech Pathology services. With those skilled services a limited amount of aid services are included. Typically these services are referred following an event such as a hospitalization. These home care services may meet a specific need, but phase out when one is ready to transition to outpatient therapy services. Aid services provided through the Certified Home Care may be insufficient to meet all the needs and one may need to obtain additional services.

Personal assistance comes from many sources, unpaid informal providers, as well as paid formal providers. Informal providers may be family members, friends, neighbors or volunteers. Formal caregivers are identified through different resources such as Licensed Home Health Agencies, Consumer Directed Personal Assistance (CDPAS), Personal Care Assistants (PCA), or a combination of these.

Some people are fortunate to have family members who are available and able to assist with care. And further, some people are able to hire private duty caregivers and pay privately.

If you already have Medicare and a Managed Medicaid and Long Term Care Program you can be referred for additional aid services through your MLTC Program. Contact your Plan to request an assessment. Or contact your Medicaid HMO to request an assessment for Medicaid Waiver services.

If this is not the case you may apply for Community Based Long Term Care Medicaid. Depending on your income and assets you may need to consult and Elder Law/Medicaid Attorney regarding how to qualify. Excess income can sometimes be deposited into a Supplemental or Special Needs Trust to enable you to qualify for Medicaid. For assistance with this process you may contact Center for Disability Rights- 585-546-7510, Lifespan of Greater Rochester- 1-866-454-5110, or an Attorney. A list of Attorneys is included in this guide. This process may take a few months depending on the complexity of your finances.

HIRING CARE GIVERS

Here are some resources from other Rehabilitation Programs that may be useful in this area.

"Personal Care Assistants, How to Find, Hire, and Keep Them"

Website: <https://craighospital.org/resources/personal-care-assistants-how-to-find-hire-keep>

"Personal Care Assistants, How Much Help Should I Hire"?

Website: <https://craighospital.org/resources/personal-care-assistance-how-much-help-should-i-hire>

"Rehab and Beyond"

Patient Handbook from the inpatients at the University of Washington Medical Center Rehab Unit, suggestions from others and sample interview forms

Website: <http://rehab.washington.edu/patientcare/pdfs/RehabAndBeyond.pdf>

If advertising on a website such as www.care.com you will need a job description that includes the hours of services you require, the level of assistance for mobility and activities of daily living needed, and any additional services such as housekeeping, accompanying to appointments, shopping, etc.

When interviewing potential aids, inquire about experience and particularly in relation to the specific assistance you require. Give a clear outline to providers about what you need and your daily routine. Inquire about someone's experience using the type of equipment you use such as a portable Hoyer lift. Ask about the person's access to reliable transportation to and from your home. Talk to other people who have aid services and ask what suggestions they have for the interviewing and hiring process. And most importantly, how comfortable do you feel in speaking with the candidate? You may wish to conduct a criminal background check on people you hire.

You will need to direct your care and train a caregiver to your specific needs. Written schedules, medication lists and training by another caregiver can be helpful.

Inform your aid of any boundaries you request such as private time, private areas of your home, etc. You may benefit from drawing up an employment contract.

RECOGNIZING ABUSE BY CAREGIVERS

Abuse or mistreatment of a disabled person is any behavior that is unwanted, hurtful, inappropriate, neglectful, frightening, insulting or demeaning. It includes physical, sexual, verbal, emotional or financial mistreatment by anyone in a "helping" role.

Does a family member or aid or helper:

- Get into personal stuff without permission?
- Steal money, medications, or belongings?
- Yell, scream, threaten or say insulting things?
- Show up under the influence of alcohol or drugs?
- Neglect needs, withhold medications?
- Deny access to someone's wheelchair, phone or other equipment?
- Hit, slap or hurt someone in any way?
- Touch someone in sexually unwanted ways?
- Manage medications improperly?
- Obtain Power of Attorney to exploit finances?

If you are concerned for your immediate physical safety, you may contact Adult Protective Services at your local Department of Social Services, or someone may call and make a report on your behalf. If calling on behalf of a person at risk, get as much information as possible on the signs of abuse, and if possible talk to the person in private. An APS worker will interview the person at risk to assess the situation and determine a plan to address the problem. The person receiving care must agree to some action.

In certain circumstances legal interventions may be appropriate, such as an Order of Protection. In the case of financial exploitation, charges may be filed and police may be called.

If you are working with an agency that provides caregivers you may also call the agency to file a complaint and discuss the matter with a supervisor and request a change. Keep in mind a backup caregiver plan may be needed.

AREA ADULT PROTECTIVE SERVICES CONTACT INFORMATION

Monroe County APS.....	585-753-6532
Ontario County APS	585-396-4111
Wayne County APS.....	315-946-4881
Livingston County APS.....	585-243-7300
Genesee County APS.....	585-344-2580
Wyoming County APS	585-786-8900
Orleans County APS	585-589-7000
Yates County APS	315-531-3417 Ext. 2
Seneca County APS	315-539-1850
Tompkins County APS	607-274-5323
Cayuga County APS	315-253-1377
Steuben County APS	607-664-2000
Tioga County APS	607-687-8550
Anywhere, NY State	1-844-697-3505

Lifespan

In addition to the local Departments of Social Services, Adult Protective Services, the agency Lifespan may also be contacted for their elder abuse prevention services.

1900 South Clinton Avenue
Rochester, NY 14618

Website..... www.lifespan-roch.org
Phone 585-244-8400 or 1-800-454-5030

Other Contacts

Monroe County District Attorney's Office
New York State Crime Victim's Hotline

Phone.....585-753-4500
Toll Free Phone 1-800-771-7755

TERMINATION OF A CAREGIVER

"Letting go of a caregiver is never fun. Families often make their employee a part of the family, so when it's time to let them go, it's important that everything goes as smoothly as possible. Believe it or not, there are several items families need to cover when terminating their employee."

This statement by Erik Johnson is taken from the Care.com website which provides details on what must be considered when terminating a caregiver. For additional information go to:

For example, if you have an employment contract you will need to follow the guidelines set forth there as long as they are in compliance with the law. You will need to give the employee the final paycheck according to your state law, and in NY a written notice of termination may be required. You may call Care.Com or Center for Disability Rights for additional information or reference their website.

Care.Com Phone 1-888-273-3356
Center for Disability Rights585-546-7510

Website: <https://www.care.com/homepay/how-to-handle-terminating-a-caregiver-professionally-20170908114455>

TRANSPORTATION & DRIVING DRIVER REHABILITATION

Rehabilitation programs offer clinical assessments and behind the wheel evaluations by a certified and licensed professional, equipment consultations, and driver training. It helps individuals facing challenges caused by a disability or age to achieve safe independent driving or transportation options. There is usually a fee charged for these services. Contact an agency to discuss this further. Sometimes funds for Driver Rehabilitation can be provided through ACCESS-VR if you qualify for those services.

“Drive-On” Driver Rehabilitation through Rochester Rehabilitation

1000 Elmwood Avenue, Door 5 Phone.....585-271-1894
Rochester, NY 14620

FLX Driver Rehabilitation Program

4144 High Banks Road Website.....www.flxdriverrehab.com
Geneva, NY 14456 Phone.....315-585-9198

VAN RENTAL OR SALES

Accessible Vans of America

Phone..... 1-888-433-3840

AGOR Enterprises

951 Panorama Trail Phone.....585-385-2556
Rochester, NY 14625

1241 Erie Blvd. West Phone.....315-510-4272
Syracuse, NY 13204

United Access

Wheelchair accessible vehicles and equipment.

72 Hinchey Rd Website.....www.unitedaccess.com
Rochester, NY 14624 Phone.....585-427-7220

2211 Erie Blvd. Phone.....315-373-0054
Syracuse, NY 13224

VEHICLE MODIFICATIONS

AutoCrafting Mobility Solutions, Buffalo, Rochester, Syracuse

72 Hinchey Road Website.....www.autocrafting.com
Rochester, NY 14624 Phone.....866-889-1867

Tim’s Trim

“The Options Store.” Driving Aids, transfer seats, lifts and hoists, and van seats

25 Berman Park Website www.theoptionstore.com
Rochester, NY 14642 Phone..... 429-6270/429-6355

WHEELCHAIR VENDORS TO HIRE

Aces Limousine Services	716-548-5586	
Apple Transportation, Inc.	585-427-7330	
ARC of Livingston/Wyoming Counties	585-658-2384	
Auburn Medical Transport, Inc.	315-237-2814	
Cameron Transport Corporation	877-241-2477	
CJ-MAC Medical Transport	315-789-7272	
Genesee Transport.....	585-256-1510	
Greenwood Medical Transport.....	585-509-2494	
Larson Medical Transport	315-651-5472	
Medi-Cab.....	585-342-7150	
Medical Motors.....	585-654-7030	
Metro Trans	585-328-8041	
Monroe Medi-Trans.....	585-327-7667	
Rochester Medical Transport.....	585-288-3444	
RTS Access.....	Email www.myRTS.com	
	General Information	585-288-1700
	Request Application.....	585-654-0618
	Schedule a Ride	585-224-8330
	Cancel a Ride.....	585-224-8529
Rural Metro.....	585-546-2525	
Safe and Reliable Transportation, Inc.	585-434-3545	
Speedy Transportation.....	585-266-2424	
Ultra Medical Transport.....	585-880-7688	
Union Wheelchair	716-433-2222	

VOCATIONAL REHABILITATION

AVAILABLE PROGRAMS

Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCESS-VR)

ACCESS-VR is a program through the New York State Education Department, with regional offices throughout the state.

The program assists individuals with disabilities to achieve and maintain employment and support independent living. Community information sessions are offered; attend a session to learn more about the opportunities through ACCESS-VR. Call for scheduling.

The Rochester Regional Office serves counties of Monroe, Ontario, Seneca, Wayne, and Yates.

109 South Union Street
Rochester, NY 14607

Phone585-238-2900
Toll Free 1-800-462-0178

Satellite Office
70 Elizabeth Blackwell Street
Geneva, NY 14456

For more information on Vocational Rehabilitation in this region, contact the main number or call directly to Judy Honan who works with individuals with spinal cord related disabilities. Judy can be reached at 585-238-2924.

Medicaid Buy-In Program

The Medicaid Buy-In program offers Medicaid coverage to people with disabilities who are working, and earning more than the allowable limits for regular Medicaid, the opportunity to retain their health care coverage through Medicaid. This program allows working people with disabilities to earn more income without the risk of losing vital health care coverage.

For more information call the Medicaid Help Line or contact your local Department of Social Services.

Medicaid Help Line 1-800-541-2831
Medicaid Help Line TDD 1-800-662-1220

Social Security Plan to Achieve Self-Support (PASS)

PASS is an SSI provision to help individuals with disabilities return to work. SSI eligibility and payment amount are based on income and resources. PASS lets disabled individuals set aside money and/or things he or she owns to pay for items or services needed to achieve a specific work goal. This can include school expenses, equipment, tools, transportation, uniforms, etc. PASS allows people to set aside money for installment payments as well as a down payment for things like a vehicle or a computer. Contact your local Social Security Office to get a PASS form (SSA-545-BK) to complete. Take it or mail it to your SS office. You may benefit from assistance through a Vocational Rehabilitation Counselor.

Local Social Security office
200 E. Main Street, 2nd Floor
Rochester, NY 14604

Website..... www.socialsecurity.gov
Website.... www.ssa.gov/disabilityresearch/wi/pass.htm
Phone..... 1-800-772-1213

For assistance finding other local offices of the Social Security Administration.

Social Security Work Incentive Programs

For more information call or your local Social Security Office.

Toll Free Phone 1-800-772-1213

To locate a community work incentive coordinator near you, call Statewide Technical Assistance (numbers below) or call the regional independent living center.

Toll Free Phone 1-888-224-3272

TTD Phone.....716-847-1322

CHECKLIST FOR ONLINE ADULT DISABILITY APPLICATION



Social Security Administration

Checklist For Online Adult Disability Application

This checklist will help you gather the information you may need to complete the online adult Disability application process. We recommend you print this page to use while you gather your information. We hope you find our online application easy and convenient.

Birth and Citizenship Information If you were born outside the United States or its territories: - Name of your birth country at the time of your birth (it may have a different name now) - Permanent Resident Card number (if you are not a U.S. Citizen)	
Marriage and Divorce - Name of current spouse and prior spouse (if the marriage lasted more than 10 years or ended in death) - Spouse(s) date of birth and SSN (optional) - Beginning and ending dates of marriage(s) - Place of marriage(s) (city, state or country, if married outside the U.S.)	
Names and Birth Dates of Children Who - Became disabled prior to age 22, or - Are under age 18 and are unmarried, or - Are aged 18 to 19 and still attending secondary school full time	
U.S. Military Service - Type of duty and branch - Service period dates	
Employer Details for Current Year and Prior 2 Years (not self-employment) - View your Social Security Statement online at: www.ssa.gov/myaccount - Employer name - Employment start and end dates - Total earnings (wages, tips, etc.)	
Self-Employment Details for Current Year and Prior 2 Years - View your Social Security Statement online at: www.ssa.gov/myaccount - Business type and total net income	
Direct Deposit Domestic bank (USA) - Account type and number - Bank routing number	International Bank (Non-USA) - International Direct Deposit (IDD) bank country - Bank name, bank code, and currency - Account type and number - Branch/transit number
Name, address and phone number of someone we can contact who knows about your medical condition(s) and can help you with your claim	
List of your medical conditions	
Information about Doctors, Healthcare Professionals, Hospitals and Clinics - Names, addresses, phone numbers, patient ID numbers, and dates of examinations and treatments - Names and dates of medical tests you have had and who sent you for them - Names of medications (prescriptions and non-prescriptions), reason for medication and who prescribed them	
Information about other medical records that may be available from vocational rehabilitation services, workers compensation, public welfare, prison or jail, an attorney or lawyer, or another place	
Job History - Date your medical condition began to affect your ability to work - Type of jobs (up to 5) that you had in the 15 years before you became unable to work because of your medical condition - Dates you worked at those jobs, if available - Type of duties you did on the longest job you had	
Education and Training - Highest grade in school completed and date you completed it - Name of special job training, trade school or vocational school and date completed - Special education school name, city and state, and date completed	

We may contact you for additional information after you submit your online application.

UR MEDICINE FINANCIAL ASSISTANCE APPLICATION

Page 1 of 2

UR MEDICINE FINANCIAL ASSISTANCE APPLICATION

Application Completed By: _____ Date: ____/____/____

Patient Name: _____ Patient Date of Birth: ____/____/____
Mailing Address: _____ Phone #: Home: () _____
City, State, Zip _____
Home Address if different from mailing address: _____
Patient or Parent Employer: _____ Spouse or 2nd Parent Employer: _____
Number of members in the family: _____

Please list all household dependents including minor children under 21 who lives with you (even if they are not applying for Financial Assistance at this time. Use extra sheet if necessary.)

First and last name	Date of Birth	Relationship	Medical insurance

Medicaid Statement

I/We (☐ have / ☐ have not) applied for Medicaid, Child Health Plus, or other health insurance to cover these services.

If yes, please provide a copy of the notice received from the Department of Social Services or the NYS of Health Exchange programs.

If not, please explain why you have not applied or would you like assistance in applying for any of these programs?

Return Form

PLEASE PROVIDE ANY OF THE AVAILABLE DOCUMENTATION BELOW THAT APPLY TO YOU:

- Four current consecutive paystubs
- Social Security Income
- Pension Information
- Unemployment or workers compensation award letters
- Other documentation that explains current household gross income
- Federal Tax Return (This is not required, but helpful in making a determination of your application)

RETURN TO:
Financial Assistance Officer
Strong Memorial Hospital
601 Elmwood Avenue – Box 888
Rochester, NY 14642

To meet with someone regarding the program you may visit our Financial Assistance Officer Monday – Friday from 9:00 a.m. to 3:00 p.m.:

Strong Memorial Hospital
601 Elmwood Ave
Room 1-2315
Rochester, NY 14642

Your signature is required on page 2 of this application.

I understand that this application for Financial Assistance is confidential and will be used to determine my eligibility for uncompensated services under the Financial Assistance guidelines established by UR Medicine. If any information that has been given proves to be untrue, I understand that UR Medicine may re-evaluate my financial status and take whatever action becomes appropriate.

Signature of responsible party: _____

Date: _____

If you have any questions about completing this form, the Financial Assistance Officers can be reached at (585) 784-8889 or (800) 257-7049. Applications for the financial assistance program may take up to 30 days to be processed.

Thank you for your cooperation.

The following income guidelines may help determine if you are eligible for UR Medicine's Financial Assistance program. Applications may be submitted before, during, or after you receive care at UR Medicine. The intent of providing this information is to enable you to determine if you or your household may be eligible for this program. If you are in doubt, or if extenuating circumstances have occurred, we encourage you to submit this application for consideration. Other payment options may be available, even if you do not feel that your household qualifies for Financial Assistance. After a completed application has been submitted, bills may be disregarded while that application is being reviewed. During the review of a completed application bills will not be forwarded to a collection agency. If your application is turned down, the hospital will tell you why in writing and will provide you with a way to appeal this decision to a higher level within the hospital. The following guidelines are effective 2/1/2019.

UR MEDICINE FINANCIAL ASSISTANCE APPROVAL GUIDELINES

Financial Assistance Allowance %	Household Size	% of FPL	One Person	Two Person	Three Person	Four Person	Five Person	Six Person
	FPL -Annual Gross Income		12,490	16,910	2,1330	25,750	30,170	34,590
100%		up to 200%	24,980	33,820	42,660	51,500	60,340	69,180
80%		201 – 250%	31,225	42,275	53,325	64,375	75,425	86,475
60%		251 – 300%	37,470	50,730	63,990	77,250	90,510	103,770
40%		301 – 350%	43,715	59,185	74,655	90,125	105,595	121,065
20%		351 – 400%	49,960	67,640	85,320	103,000	120,680	138,360
0		over 401%						
	Each additional household member add \$4,420							

Example: A one person household with a gross annual income of \$28,000 would receive a Financial Assistance allowance of 80% as they would be below the 80% income limit of \$31,225 but above the 100% income limit of \$24,980.