

# **TTN Caring Collaborative**

**HEALTH & WELLNESS RESOURCE DIRECTORY**

# HEALTH AND WELLNESS DIRECTORY

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## I. INTRODUCTION

**When you're sick, injured or surprised by a new diagnosis, it's difficult to find information you need in a hurry.** All sorts of questions may abound regarding the care you need and finding answers takes time you might not have and certain research skills.

**The Health Wellness Resource Directory was developed as part of the Caring Collaborative to help members cut through the clutter of health related information and resources available in New York City.** The Health Wellness Resource Directory was developed as part of the Caring Collaborative to help members cut through the clutter of health related information and resources available in New York City. A team of 10 volunteers sorted through an extensive array of programs and organizations that offer important information and services: associations which deal with various diseases and conditions (giving hot lines where available); doctor rating sites, food delivery services, transportation, – and much more. Here, you will find resources organized by category, a brief description of the program or service, and important details like eligibility, costs and direct contact information.

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## II. AIDS AND DEVICES (SOURCES)

Websites offering helpful products/aids/devices for seniors and those with temporary or permanent physical impairments.

- <http://www.activeforever.com>
- <http://www.aidsforarthritis.com>
- <http://www.arthritissupplies.com/>
- <http://www.dynamic-living.com/category/arthritis/>
- <http://www.goldviolin.com/> (Offering AARP Discounts)
- <http://www.lifesolutionsplus.com>
- <http://www.rehabmart.com/>
  
- **Falk Drug and Surgical Supplies**  
259 East 72<sup>nd</sup> Street  
NY, NY 10021  
212-744-8080  
[www.Falksurgicalsupplies.com](http://www.Falksurgicalsupplies.com)
  
- **Marburger Surgical Co.**  
34 Irving Place  
NY, NY 10003  
212-420-1166

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### III. DISEASES AND CONDITIONS ORGANIZATIONS

This listing identifies national non-profit organizations that deal with various diseases and conditions, along with some explanatory notes. Where available it gives phone (including Hot Line) and internet contact information for local chapters and support groups.

Resources are listed alphabetically by name of condition. If viewing on line, you may click on any letter to go directly to that section.

<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	<u>F</u>	<u>G</u>	<u>H</u>	<u>I</u>	<u>J</u>	<u>K</u>	<u>L</u>	<u>M</u>
<u>N</u>	<u>O</u>	<u>P</u>	<u>Q</u>	<u>R</u>	<u>S</u>	<u>T</u>	<u>U</u>	<u>V</u>	<u>W</u>	<u>X</u>	<u>Y</u>	<u>Z</u>

#### A

#### AIDS

See: HIV/AIDS

#### ALCOHOLISM

#### Alcoholics Anonymous

Alcoholics Anonymous website:

<http://www.aa.org/>

- Manhattan  
Intergroup Association  
307 Seventh Avenue 2nd Floor  
New York, NY 10001  
212- 647-1680  
email: [generalinformation@nyintergroup.org](mailto:generalinformation@nyintergroup.org)  
website: <http://www.nyintergroup.org/>
- Brooklyn:  
Brooklyn Intergroup  
1425 Kings Hwy  
Brooklyn, NY 11229  
718 339-4777  
E-mail: [bklyn-aa@vei.net](mailto:bklyn-aa@vei.net)  
Website: <http://users.vei.net/bklyn-aa>

## **ALZHEIMER'S**

### **Alzheimer's Association**

New York chapter

360 Lexington Avenue

New York, NY 10017

646-744-2900

24 hour helpline: 800-272-3900

website: <http://alznyc.org>

The New York Chapter provides information, assistance and support to patients, caregivers and professionals, throughout the five boroughs of New York City. Our chapter sponsors many programs including our 24-hour Helpline, (1-800-272-3900), Support Groups for Caregivers and Early Stage People, training and education for professionals, our Safe Return Program that helps locate patients who get lost, and many more.

## **ANGINA**

See: **Heart Disease**

## **ARTHRITIS**

### **Arthritis Foundation**

New York Chapter

122 East 42nd Street

18th Floor

New York, NY 10168-1898

(212)984-8700

For Medical Information & Assistance (212) 984-8730

E-mail: [info.ny@arthritis.org](mailto:info.ny@arthritis.org)

Arthritis Foundation website:

<http://www.arthritis.org/>

Improve the quality of life for people with arthritis throughout the five boroughs and Westchester, Rockland, Orange, Sullivan, Dutchess, Ulster, and Putnam counties; Support research into the cause, treatment, and prevention of arthritis; Foster professional education and present educational opportunities to the public to learn more about arthritis and its various forms.

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## B

### **BLINDNESS (AND VISION PROBLEMS)**

#### **Lighthouse International**

111 E. 59th Street  
New York, NY 10022  
Voice (212) 821-9200  
TTY (212) 821-9713  
Fax (212) 821-9707  
Email: [info@lighthouse.org](mailto:info@lighthouse.org)  
Website: [www.lighthouse.org](http://www.lighthouse.org)

Provides services to people with vision loss. It conducts education and research programs that help people who are blind or visually impaired and advises them of the ADA laws.

#### **American Foundation for the Blind**

11 Penn Plaza, Suite #300  
New York, NY. 10001  
212-502-7600  
Information Center: 800-232-5463  
Website: [www.afb.org](http://www.afb.org)

Provides a directory of services for seniors, including specific information for seniors with vision impairments.

#### **The Jewish Guild for the Blind**

15 West 65<sup>th</sup> Street  
New York, NY 10023  
212-769-6200  
Website: [www.jgb.org](http://www.jgb.org)

Non sectarian agency that serves people of all ages who are visually impaired, blind or multi-disabled.

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## C

### CANCER

#### **CancerCare, Inc**

275 Seventh Avenue  
New York, NY 10001  
212-712-8400 or 1-800-813-HOPE (4673)  
email: [info@cancercares.org](mailto:info@cancercares.org)  
Website: <http://www.cancercares.org/>

CancerCare is a national nonprofit organization that provides free, professional support services to anyone affected by cancer: people with cancer, caregivers, children, loved ones, and the bereaved.

CancerCare programs – including counseling, education, financial assistance and practical help – are provided by trained oncology social workers and are completely free of charge. Founded in 1944,

CancerCare now provides individual help to more than 91,000 people each year, in addition to the 1.6 million people who gain information and resources from its website.

The website also has links to sources of help based on type of cancer diagnosis.

#### **American Cancer Society**

1854 Amsterdam Avenue  
New York, NY  
24 hour helpline 800-227-2345

The American Cancer society website, [www.cancer.org](http://www.cancer.org), has a section that lists affiliated services and programs by location (too many to list here).  
[www.cancer.org](http://www.cancer.org)

The goal of the American Cancer Society (ACS) is to prevent cancer, save lives, and diminish suffering from cancer.

#### **SHARE**

1501 Broadway  
Suite 704A  
New York, NY 10036  
Phone: (212) 719-0364

Breast Cancer Hotline: 212-382-2111  
Ovarian Cancer Hotline: 212-719-1204



SHARE is a thirty-one year old not for profit organization offering survivor-led support to those affected by breast or ovarian cancer to ensure that no one faces breast or ovarian cancer alone. Drawing on their own experiences, cancer survivors help others address the many emotional and practical issues that arise from a cancer diagnosis. SHARE's services include hotlines, support groups, wellness programs, educational meetings, and advocacy activities. All programs are free of charge.

## **CEREBRAL PALSY**

### **UNITED CEREBRAL PALSY of New York City (UCPNYC)**

Service coordination:  
120 E. 23rd Street  
New York, NY 10010  
(212) 979-9700

General information: (877) UCP-CONNECT, ext. 720  
Website: <http://www.ucpnyc.org>

Provides general information, as well as employment information and referral services to individuals with cerebral palsy and other severe disabilities; assists with site accommodations, environmental controls, and assistive technology. UCP is located in all five boroughs.

## **CYSTIC FIBROSIS**

### **CysticFibrosis Foundation**

Greater New York Chapter  
205 East 42 St., Suite 1821  
New York, NY 10017  
(212) 986-8783  
Email: [greater-ny@cff.org](mailto:greater-ny@cff.org)  
Website: [www.cff.org](http://www.cff.org)

Includes links to local organization and care networks.

The mission of the Cystic Fibrosis Foundation, a nonprofit donor-supported organization, is to assure the development of the means to cure and control cystic fibrosis and to improve the quality of life for those with the disease.

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## D

### DIABETES

#### **AMERICAN DIABETES ASSOCIATION**

333 Seventh Ave.

17th Floor

New York, NY, 10001

(212) 725-4925

(212) 725-8916 fax

1 888 DIABETES

National website: [www.diabetes.org](http://www.diabetes.org)

includes information on local activities and support groups

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## E

### EPILEPSY

#### **The Epilepsy Institute**

257 Park Avenue South

New York, NY 10010

(212) 677-8550

Fax (212) 677-5825

ebsite: <http://www.epilepsyinstitute.org/>

National website: <http://www.epilepsyfoundation.org>

A nonprofit organization that provides advocacy and legal services to people discriminated against because of epilepsy. They also offer counseling, referrals and conduct community education.

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## H

### HEART DISEASE

#### **American Heart Association**

New York City Region

122 East 42nd Street

18th Floor  
New York, NY 10168  
Phone: (212) 878-5900  
Fax: (212) 878-5960

National website (includes links to local websites): <http://www.americanheart.org>

Your local American Heart Association is here to serve you. We are committed to our mission to reduce disability and death from the nation's number one and number three killers, heart disease and stroke.

## **HIV/AIDS**

### **The HIV/AIDS Information Outreach Project**

1216 Fifth Avenue  
New York, NY 10029-5293  
(212) 822-7323  
Fax: (212) 423-0266 |  
email: [hivinfo@mail.nyam.org](mailto:hivinfo@mail.nyam.org)  
Website: (includes links to services) <http://www.aidsnyc.org>

The HIV/AIDS Information Outreach Project is a service of the New York Academy of Medicine Library; we provide library research, document delivery, and web services to HIV and AIDS-related community-based organizations in the New York City area.

## **HUNTINGTON'S DISEASE**

### **HUNTINGTON'S DISEASE SOCIETY OF AMERICA (HDSA)**

158 West 29th Street, 7th Floor  
New York, NY 10001-5300 800-345-4372 (800-345-HDSA)  
(212) 239-3430 fax  
email: [hdsainfo@hdsa.org](mailto:hdsainfo@hdsa.org)  
website: [www.hdsa.org/](http://www.hdsa.org/)

Helps individuals with Huntington's disease and their families. Educates the public and health care professionals about the disease. Makes grant awards available to principal investigators to find a cure for the disease.

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### LEUKEMIA AND LYMPHOMA

#### **Leukemia and Lymphoma Society:**

THE NEW YORK CITY CHAPTER

475 Park Avenue South

8th Floor

New York, NY 10016

(212) 448-9206

(212) 448-9214 (Fax)

National website: <http://www.leukemia-lymphoma.org>

Includes links to local chapter and patient support services

### LUPUS

#### **LUPUS FOUNDATION OF AMERICA**

#### **NEW JERSEY CHAPTER (covers NY)**

P.O. BOX 1184

150 Morris Ave., Suite 102

Springfield, NJ 07081

1-800-322-5816

973-379-3226

973-379-1053 (Fax)

Website: <http://www.lupusnj.org/>

National website: [www.lupus.org](http://www.lupus.org)

Provides services to individuals and families affected by lupus and in addition, supports research programs related to the diagnosis, treatment and cure of this devastating disease.

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## M

### MULTIPLE SCLEROSIS

#### **NATIONAL MULTIPLE SCLEROSIS SOCIETY**

733 Third Avenue, 3rd floor  
New York, NY 11017  
(212) 463-7787  
Fax (212) 989-4362  
Email: [info@msnyc.org](mailto:info@msnyc.org)

website: <http://www.msnyc.org>

website: <http://www.nationalmssociety.org>

The New York City Chapter of the National MS Society helps the thousands of New Yorkers impacted by MS to move their lives forward. We provide comprehensive support services and educational programs to people with MS, their family and friends, and raise funds locally to support the National MS Society's research initiatives.

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### OSTEOPOROSIS

#### **The National Osteoporosis Foundation**

Call the Education Department at (202) 223-2226 or toll free at (800) 231-4222 for information on local support groups.

Osteoporosis Foundation website:

<http://www.nof.org/>

#### **NY State Osteoporosis Prevention and Education Program**

Website: <http://www.nysopep.org/>

### OVARIAN CANCER

#### **Gilda's Club**

National: 1-888-445-3248

In NYC: 212-647-9700

In Brooklyn: 718-788-0322

Gilda's Club websites (national and NYC): [www.gildasclub.org](http://www.gildasclub.org)

Gilda's Club offers support and networking groups, lectures, workshops and social events for people with all kinds and stages of cancer.

See also Cancer.

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## P

### **PARKINSON'S DISEASE**

#### **American Parkinson's Disease Association**

Call 800-223-2732, or check the main APDA website, for information on local information and referral centers.

Main website for American Parkinson's Disease Association (APDA):

<http://www.apdaparkinson.org/user/index.asp>

Patient and caregiver support – Through its network of Information & Referral Centers, APDA provides physician and services referrals, educational programs and develops and maintains support groups across the United States.

### **PSORIASIS**

#### **National Psoriasis Foundation**

Website: <http://www.psoriasis.org/home/>

- New York Support Group  
Patricia O'Shea  
New York, NY  
718.975.6920  
email: [lighthouse714@optonline.net](mailto:lighthouse714@optonline.net)  
Website: <http://support.psoriasis.org/newyork/>

Regularly scheduled support group meetings provide individuals affected by psoriasis, their family members and friends an opportunity for:

Confidential, nonjudgmental interaction with others who understand what it is like to have psoriasis/psoriatic arthritis;

Information, speakers and literature about these diseases and related topics;  
forming new relationships for support outside of the group; making a difference for others who live with psoriasis and/or psoriatic arthritis.

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## S

### SHINGLES (AND OTHER CHRONIC PAIN)

#### **ACPA (American Chronic Pain Association)**

800-533-3231

Website: <http://www.theacpa.org/index.asp>

The goal of an ACPA group is to provide support, validation, and education in basic pain management and life skills. Groups are facilitated by the group members themselves and the success of the group is a shared responsibility.

ACPA groups do not focus on symptoms or provide treatment of any kind. Rather they are a means for people to share what they have learned and to encourage others to create more satisfying lives.

### SICKLE-CELL ANEMIA

#### **New York Bronx Sickle Cell Parent Support Network**

Phone: (718) 920-7373

<http://www.ascaa.org>

The American Sickle Cell Anemia Association (ASCAA) is an organization that provides quality and comprehensive services through diagnostic testing, evaluation, counseling and supportive services to individuals and families at-risk for Sickle Cell Disease.

### STROKE

#### **American Heart Association**

New York City Region

122 East 42nd Street

18th Floor

New York, NY 10168

phone: (212) 878-5900

#### **American Stroke Association (division of American Heart Association):**

<http://www.strokeassociation.org/>

Your local American Heart Association is here to serve you. We are committed to our mission to reduce disability and death from the nation's number one and number three killers, heart disease and stroke.

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## T

### THYROID DISORDERS

#### **ThyCa: Thyroid Cancer Survivors' Association, Inc.**

PO Box 1545  
New York, NY 10159-1545  
tel: (877) 588-7904

Thyroid Cancer Survivors' Association, Inc. is a national non-profit organization of thyroid cancer survivors, family members, and health care professionals. We are dedicated to support, education, and communication for thyroid cancer survivors, their families and friends.

[thyca@thyca.org](mailto:thyca@thyca.org)

#### **American Thyroid Association**

The American Thyroid Association website has information on other thyroid disease support under "Public and Patients."

<http://www.thyroid.org/>

#### **The New York Thyroid Center**

The New York Thyroid Center is dedicated to providing superior medical care and education for patients with thyroid disease... Although our Center is based in New York, we provide a referral service to thyroid and parathyroid specialists across the United States.

<http://cpmcnet.columbia.edu/dept/thyroid>

### TINNITUS

#### **Vertigo**

The national Vestibular disorders Association website includes information on independent local support groups.

Vestibular Disorders Association website:

<http://www.vestibular.org/index.php>

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#### IV. DOCTOR INFORMATION: RATINGS, RECOMMENDATIONS AND WEBSITES

There are numerous websites which give physician information, specialties, credentials, references, and ratings.

This list is by no means complete, nor can TTN vouch for the thoroughness of the services: it is meant to be a consolidated reference point for further research.

**castleconnolly.com/membership** – see **nymag.com/best doctors/**

**doctorinthefamily.reachlocal.com** – A place to go if you need a physician to make a house call – accepts no health insurance of any kind, but you may be reimbursed by your insurance company after submitting a claim – all boroughs plus Long Island, the Hamptons, Westchester, and New Jersey - accepts all major credit cards (if you pay online), cash, bank checks, money orders, and travelers' checks - personal checks accepted from established concierge patients only.

<http://www.doctorinthefamily.reachlocal.com>

**drscore.com** – a site on which patients rate their physicians – free, easy to use – has links to patient advocacy groups, books and other media, articles, patient resources, and prescription savings.

<http://www.drscore.com>

**healthgrades.com** – provides information on disciplinary actions, board certification, education/training, patient opinions – you can research physicians (i.e., find a physician, compare physicians), hospitals (ratings, comprehensive reports), and nursing homes (locate/compare) – some information is free; there is a charge for more extensive information – you need patience; we found this site very slow.

<http://www.healthgrades.com>

**insiderpages.com** – lists over 9,000 doctors and more than 300 doctor referral services in Manhattan (you can specify other locations) – some are rated by stars, but it is not clear who did the ratings – all this is a little overwhelming and confusing, but it seems to be free and possibly useful.

<http://www.>

**nydoctorprofile.com** – see **rateMDs.com**

**Nymag.com/bestdoctors/** - doctors are selected on the basis of a peer-review survey; wider selection available by linking to a specialty and clicking on “become a member,” which will take you to the Castle Connolly Web site, where you will have a number of membership choices as well an opportunity to purchase *America’s Top Doctors*.

<http://www.Nymag.com/bestdoctors>

**rateMDs.com** – this free site rates doctors on the basis of patients’ opinions – it’s worth a look, especially because there’s a link to **nydoctor profile.com**, where “you will find profiles for all licensed doctors of medicine . . . who are registered to practice medicine in New York State” – each physician’s profile covers topics such as his/her education, practice info, legal actions, professional activities, teaching responsibilities, and publications – on the FAQs page of rateMDs.com (#8), you can also search state medical board disciplinary records for any doctor in the U.S. – this site also has links to articles discussing physician ratings.

<http://www.rateMDs.com>

**webapps.ama-assn.org/doctorfinder/home.html** – does not report on ethical/medical violations, but AMA DoctorFinder does provide comprehensive information on individual physicians from which one can select a physician or verify the credentials of a known physician – includes more than 690,000 AMA member and nonmember doctors of medicine (MD) and doctors of osteopathy or osteopathic medicine (DO) - easy to use.

<http://www.webapps.ama-assn.org/doctorfinder/home.html>

**ZocDoc.com** – reviews by patients - find doctors and dentists in your neighborhood, judge their quality by patient reviews and ratings, filter them by your insurance, and finally book them online 24/7 – there appears not to be a charge for using this site

<http://www.ZocDoc.com>

**Medicare Interactive** - This one-of-a-kind tool provides easy-to-understand answers to the questions posed by nearly 45 million people with Medicare, as well as by the families, caregivers and professionals serving them. Drawing from the experience and best practices of the Medicare Rights Center’s expert case workers, lawyers, education professionals and health literacy specialists, the site provides up-to-date answers to hundreds of questions, explains critical coordination of benefits issues, provides income guidelines for state programs that coordinate with Medicare, like Medicaid, Medicare Savings Programs and State Pharmaceutical Assistance Programs, provides links to places to go for more

information on benefits topics, including State Health Insurance Assistance Programs, Medicaid offices, Area Agencies on Aging and Departments of Insurance, is easy to search, enabling users to quickly find essential answers, case examples, related questions, and downloadable handouts.

<http://www.medicareinteractive.org/index.php>

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## V. BOOKS & PRINTED MATERIAL

This listing identifies useful books and printed materials.

- **THE INSOMNIA WORKBOOK -- a Comprehensive Guide to Getting the Sleep you Need** by Stephanie Silberman, PhD, a clinical psychologist who specializes in sleep disorders. Published by New Harbinger Publications, Inc. [www.newharbinger.com](http://www.newharbinger.com). List price \$21.95 (available through Amazon for about \$17.)

## VI. LEGAL RESOURCES

This listing identifies resources for legal matters with regards to health.

- *From the June 2009 edition of Caring Times:* **NATALIE KAPLAN, TTN Caring Collaborative's Legal Eagle** answers questions on being prepared, health care proxies, health care power of attorney, and more.

[Being Prepared](#)

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## **VII. HOME FOOD SERVICES**

**This list identifies some different ways members can obtain home food delivery on a short-term or long-term basis.**

**It includes websites and phone contacts for a restaurant delivery service, a prepared food and grocery delivery service, supermarket chains, grocery stores, not-for-profit agencies, some other services that can deliver groceries or prepared meals.**

**It also indicates service areas, delivery arrangements, and any registration requirements as far as known. Services are coded as to type (e.g. G = Grocery, M = Meals, R = Restaurant, A = Agency). Services are not listed in any particular order.**

**Of course, most TTN Members will also know of other local restaurants and grocery stores in their neighborhoods which will deliver food. This list is meant to supplement that information.**



Name/ Main website/ phone	Type	Notes / website blurbs
<p><b>DineWise</b> 1-800-749-1170 <a href="http://www.dinewise.com/">http://www.dinewise.com/</a></p>	M	<p><b>Note: Not for last-minute ordering -- 3-6 day delivery time.</b>            Alexa, a web information company owned by Amazon.com, has ranked <i>DineWise.com</i> as the most popular website for prepared meals in the country!            Whether you live in <u>New York</u>, <u>California</u>, <u>Florida</u>, <u>Texas</u>, <u>New Jersey</u> or anywhere in between, <i>DineWise</i> delivers and all online food orders have a 100% product satisfaction guarantee.</p> <p>“When you order food online at <i>DineWise.com</i>, you can rest assured we use only the finest, chef-quality foods in the creation of your meals. Every meal we create is immediately and individually flash frozen to ensure food freshness upon delivery.”</p> <p>Every order you place online will arrive in 3-6 BUSINESS DAYS from the day your order was placed. When you check out your online food order, you will receive an estimated delivery date, which will be followed up with an e-mail that gives you your exact delivery date.            Delivery is via FedEx, and varies from \$16 up depending on the dollar value of the order.</p>
<p><b>FreshDirect</b> <a href="http://www.freshdirect.com">www.freshdirect.com</a>  212-796-8002</p>	G, M	<p><b>Note: next day or 2 days’ delivery time.</b>            FreshDirect is the new way to shop for food. “We’ve hired New York’s best food experts, built the perfect environment for the food, and found the shortest distance from farms, dairies, and fisheries to your table. We have all the irresistibly fresh foods you could want, plus popular grocery brands, all for less than you’re paying now. And we bring it to your door.            We deliver as early as the day after you place your order, seven days a week, in two-hour delivery slots, so you won’t have to wait around. On weekdays, our trucks are rolling from 2:00 p.m. to 11:30 p.m. On weekends we deliver all day, starting at 7:30 a.m. You can schedule a delivery time up to a week in advance, or as late as the night before.”            Minimum order \$30; delivery charge around \$5. FreshDirect sells a wide range of grocery products and prepared meals.</p>

Name/ Main website/ phone	Type	Notes / website blurbs
<p><b>Whole Foods Market</b>  Columbus Circle: 212-823-9600  95 East Houston Street: 212-420-1320  Union Square: 212-673-5388  7th Avenue at 24th Street: 212-924-5969</p> <p><a href="http://www.wholefoodsmarket.com">www.wholefoodsmarket.com</a></p>	G, M	<p>Provides delivery service, but there is no product or price information to help an online customer. Must order in person. Services vary by store. Delivery charge varies from \$4.00 to \$17.00, depending on distance.</p>
<p><b>D'Agostino</b>  No telephone order phone number given; you may look up individual stores on their website and order online or phone them.</p> <p>Online ordering:  <a href="http://www.dagnyc.com">www.dagnyc.com</a></p>	G	<p>Place your order online and the store nearest you fills the order promptly...and with 19 stores in Manhattan and Westchester, there IS a store near you. In fact, at each store, there are personal internet shoppers that pick your order as if it is their own. And that is who you contact. You'll receive your order within three hours. Not within someone else's time frame!  \$7 delivery fee for orders over \$50.</p>
<p><b>Amish Market</b>  <a href="http://amishfinefood.com/indexx.php">http://amishfinefood.com/indexx.php</a></p> <p>You may place an order online through the website or telephone the nearest store.</p>	G, M	<p>Free delivery in "downtown Manhattan." Other delivery available "by special arrangement."  240 East 45 St.: (212) 370-1761  731 9<sup>th</sup> Ave. (49-50): (212) 245-2360  17 Battery Place: (212) 871-6300  53 Park Place (Tribeca): (212) 608-3863</p>
<p><b>Food Emporium</b>  No telephone order phone number given; you may look up individual stores online and phone them or order online for delivery.</p> <p>Online ordering:  <a href="http://www.thefoodemporium.com">http://www.thefoodemporium.com</a></p>	G	<p>Free delivery for orders over \$50.</p>
<p><b>Fairway</b>  <a href="http://www.fairwaymarket.com">www.fairwaymarket.com</a></p> <p>Select items can be ordered online. Not very clear on their website.</p>	G	<p>Delivery available for in-store purchases, with fees ranging from \$4.00 to \$7.00, depending on location. Now some internet orders taken, but only on select items. Not very clear on website.  Upper West Side -- 2127 Broadway  Harlem -- 2328 12<sup>th</sup> Avenue  Redhook, Bklyn -- 480-500 Van Brunt Street</p>



Name/ Main website/ phone	Type	Notes / website blurbs
<p><b>New York city Department for the Aging (DFTA)</b>  – many senior centers in each borough</p> <p>To telephone DFTA (or any NYC agency) from within New York City, call 311. From outside NYC, call 1-212-NEW-YORK.</p> <p>DFTA website:  <a href="http://www.nyc.gov/html/dfta/html/home/home.shtml">http://www.nyc.gov/html/dfta/html/home/home.shtml</a></p>	A	<p>Many senior centers have home delivered meal service. On the “Senior Services” section on the right side of the DFTA home page, you can find out which centers offer specific services in your zip code or borough. Links are provided with the address, phone numbers, and hours of each center. You need to check for eligibility.</p> <p>For example, 30 centers that provide meal service are listed in Manhattan. A typical one is:</p> <p>Carter Burden Luncheon Club &amp; Senior Center  351 74th Street  New York, NY 10075  (212) 535-5235</p> <p>hours M-F 8:00am – 4:00pm</p>
<p><b>The Caring Community</b></p> <p>Meals-on-Wheels, At Home Services, Volunteer Department:  212-777-3555 ext. 119 or 110</p> <p><a href="http://www.thecaringcommunity.org/">http://www.thecaringcommunity.org/</a></p>	A	<p>“Every year, our Meals-on-Wheels program delivers some 50,000 hot, nutritious lunches to homebound seniors in Greenwich Village and lower Manhattan who are unable to cook, shop, or prepare meals for themselves. This service is funded by the NYC Department for the Aging. Meals are provided Monday through Friday and offer regular and diabetic diets and shopping services. And as an ancillary benefit, seniors also enjoy the brief but reassuring daily visit from a Caring Community staff member or volunteer. For seniors 60 or over, living south of 14<sup>th</sup> St. and west of the Bowery. One meal a day; suggested donation \$1/day. Short- or long-term. Sometimes there is a waiting list.”</p>
<p><b>Dorot</b>  212-769-2850  <a href="http://www.dorotusa.org/">http://www.dorotusa.org/</a></p>	A	<p>Dorot provides meals only for those who require kosher/halal food. Meals are delivered frozen. Serves West Side 50-125 St, and East Side 50-96 Street. Suggested donation is on a sliding scale. Meals are provided to seniors who are physically unable to prepare their own, either on a short-term or long-term basis</p>

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## **VIII. SHORT-TERM NURSING AND REHABILITATION CARE (ALSO KNOWN AS SUBACUTE CARE) – TIPS ON CHOOSING A FACILITY**

Nursing homes and rehabilitation centers are now providing more beds for people who no longer need the expensive services of acute-care hospitals but are still too sick to go home. Many of these patients are recovering from surgery, strokes, traffic accidents and illnesses that require constant monitoring, nursing care, physical therapy, and visits from doctors for three months or less.

How subacute services are provided depends on the individual facility--some have separate wings, floors or sections dedicated to the needs of short-term patients; in other places these patients are the core residents.

A team approach involving rehabilitation specialists, medical providers, social workers and family is becoming more common in developing a program for subacute care treatment, a timeline for release and the need for further services when the patient returns home.

The Department of Social Work in the patient's hospital will recommend several subacute care facilities prior to discharge. The recommendations will depend upon the services needed, the patient's physical needs and where beds are available. A patient's family member or friend should visit each facility prior to giving final approval. It should also be noted that several area hospitals have opened their own rehabilitation units that have subacute treatment sections.

### **Visiting a prospective facility**

All nursing/rehabilitation centers are licensed by New York State and must meet basic standards. Important information to gather:

1. How many doctors are associated with the facility, what is their hospital affiliation and what are their specialties?
2. How many licensed Registered Nurses, Practical Nurses and Nursing Aides are on staff during the day and at night? What is the patient/nursing staff ratio?
3. How many physical rehabilitation specialists are on staff, are they licensed, and where did they train?
4. What other people are on staff?

When looking at subacute care centers it is important to be alert to all things around you. It has been recommended to use all five senses:

### **What do you see?**

Look beyond fancy entryways and offices, curtains and carpeting. Matching curtains and bed spread on a lumpy bed does not make for a restful night. First of all, look at cleanliness. Are the patient rooms, halls, bathroom, and

other facilities clean? Ask yourself what are the patients doing, are they up and about or in bed, are they sitting idly staring ahead or at the floor, are they dressed and combed. What is the staff doing? Are they sitting behind a desk or interacting with the patients? How many staff members do you see on any given floor? What equipment do you see about? What does the dining room(s) look like, is it/are they a place where you would want to eat? What does the physical rehab center(s) look like, is the equipment being used?

### **What do you hear?**

To you hear laughter, chatter, and people interacting with each other or do you hear silence, or moaning, or constant calling out for a nurse? Remember, due to the illnesses of some of the patients, not all chatter will make sense, but listen for the tone of voice being used if not the words.

### **What do you smell?**

Do the halls, room, bathrooms, and other public spaces smell pleasant? Strong cleaning fluids are often used, do their strong and sometimes unpleasant smells linger? Medicinal and bodily smells can remain in rooms where there is poor air circulation or ventilation, are they present anywhere on the premises? At other times, cooking and food smells are present outside of the kitchen and permeate the dining room. If patients are frequently fed in their rooms, the smells can remain as a reminder of many meals past.

### **What do you taste?**

If at all possible, ask to taste some of the foods being served for that day's lunch or dinner. Ask to see the menu or speak to the dietitian about nutrition and special dietary needs like no salt, lactose intolerance, food allergies, and other issues.

### **What do you feel?**

Is the furniture comfortable and the bed a place you would like to sleep in? What is the general feeling you get walking through the halls, seeing the rooms, dining facilities and rehab center.

Finally, when looking at a subacute section of nursing home/rehab center, try to speak with some of the patients. Ask them about their feelings about their care, the living conditions, and the food.

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## IX. TRANSPORTATION ASSISTANCE

The transportation services available in NYC are often imbedded within other categories of services such as senior centers, caregiver resources, or home care services. Many of the disease-based resources refer patients to Access-a-Ride although a few organizations listed below provide their own transportation services. The key eligibility criterion for senior citizen services, including transportation is age – 60 or over, with no income limitation.

The most widely used travel assistance is **Access-a-Ride** of the MTA for persons with disabilities. Those who wish to qualify for Access-a-Ride should call for an assessment appointment- 1-877-337-2017. All door-to-door rides are shared and cost the equivalent of a full fare on the MTA. More information is available at [www.mta.info/nyct/paratran/guide](http://www.mta.info/nyct/paratran/guide). (There can be a 30 day period for processing applications for the service.)

Other agency-specific resources are as follows:

1. **MTA Transportation and Travel assistance –**  
[www.mta.info/mta/ada/stations](http://www.mta.info/mta/ada/stations)  
MTA site lists services for hard of hearing/ mobility impaired individuals/visually impaired, and subway elevator locations
2. **NYC Dept for the Aging –**  
[www.nyc.gov/eqovt/services/service\\_result.cfm](http://www.nyc.gov/eqovt/services/service_result.cfm)  
Provides transportation services through its ten Senior Service Centers: e.g. Lenox Hill Transportation Program in Manhattan. Other senior centers are in Hamilton Heights, Inwood, Roosevelt Island, So. Bronx. Transportation services are for medical appointments, week-end shopping trips, attendance at religious services. Eligibility is aged-based: 60 and over. There are no income limitations.
3. **New York Foundation for Senior Citizens– Project C.A.R.T :**  
212-956-0855; [nyfscinc@aol.com](mailto:nyfscinc@aol.com). Community Arranged Transportation Program. Free transportation for frail/elderly. For seniors 60 and over. There is no income limitation.
4. **Religious-based social services:**  
JASA – Jewish Association for Services for the Aged: 120 W. 76t St.  
Transportation is one of many services provided to seniors (60 and over) in all five boroughs. No income limitation.
5. **Illness-based transportation services:** A number of organizations refer patients to Access-a Ride, such as the Alzheimer’s Association and Lighthouse International for the visually-impaired.
6. **Cancercare Assist.** 1-800-813-4673, 212-712-8400. 275 Seventh Ave, Floor 22. Provides transportation assistance to cancer patients to appointments, treatment.

7. **Leukemia and Lymphoma Society** (212-448-9206) will reimburse anyone with a blood cancer up to \$500 a year for taxis to medical appointments, support group meetings or for out-of-town travel (including airfare) to participate in clinical trials. Persons wishing to qualify need to fill out a one-page application available by calling the number above.
8. **National Patient Travel Center** [www.patienttravel.org](http://www.patienttravel.org)  
1-800-296-1217 – to facilitate patient access to appropriate medical air transportation resources in US. Medical Patient Travel Hotline: travel for medical evaluation, diagnosis or treatment. Evaluates financial or compelling need for a flight.
9. **United Cerebral Palsy of New York**, 212-979-9700. Transportation for medical appointments and day treatments.
10. **National Multiple Sclerosis Society**, 212-463-7787. Provides three round trips per client per year for medical appointments.

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