

ELDERONE CONNECTION

OUR NEWSLETTER TO KEEP PARTICIPANTS AND FAMILIES IN THE KNOW.

ElderONE
An Affiliate of
Rochester Regional Health

SPRING 2026 EDITION



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Letter from the Vice President

Dear Team,

As I mark my first year with ElderONE, I want to take a moment to say thank you, to our participants and families for welcoming me into this special community.

Over the past year, I've had the opportunity to visit our centers, spend time talking with participants, and learn more about what matters most to you. Those conversations have reinforced something I feel strongly: ElderONE is about people, relationships, and helping you live well and independently in your community.

Together, we've continued to strengthen our program in ways that directly support your care and experience.

Continued on next page

DAY CENTER DIRECTORY

Emerson Center

800 Emerson Street
Rochester, NY 14613
P (585) 922-9970

Hudson Day Center

2066 Hudson Avenue
Rochester, NY 14617
P (585) 922-2800

North Park Center

355 North Park Drive
Rochester, NY 14609
P (585) 922-9920

Silver Hill Center

1000 Technology Pkwy
Newark, NY 14513
P (315) 359-2220

CONTACTS

General Number

(585) 922-2800

Home Health Aide Service

(585) 214-1500

Toll-Free

1 (855) 457-4636

Notable Highlights From the Past Year

- **Expanding Care in the Community:** We've been working on a clear plan to grow ElderONE so we can serve more older adults through community-based primary care, bringing services closer to where people live.
- **Better Care and Services:** We've made improvements in quality and care coordination, continued focus on enhancing our medical record system so your care team can better communicate and support you. Based on your feedback, we also completed a thorough review of our transportation services, transitioned to a local transportation provider (Medical Motor Services), and brought on dedicated transportation leadership (Director & Manager) to improve reliability and service.
- **Supporting Our Staff:** We've invested in our staff through leadership development and better communication, because engaged, supported staff are essential to providing excellent care.
- **Staying Focused on You:** We continue to emphasize personalized, person-centered care, with improvements in access, responsiveness, and communication to better meet your individual needs.

None of this progress happens without your trust and partnership. I am grateful to be part of your ElderONE journey and proud of the care our team provides every day. I look forward to the year ahead as we continue to grow, improve, and focus on what matters most in supporting your health, independence, and quality of life.

Thank you for being part of ElderONE.

Denis Vinnik
Vice President
ElderONE



Call ElderONE First—WE are here for YOU!

At ElderONE, our goal is to provide the best care in the right place at the right time—and often, that care does not require an emergency department (ED) visit.

Call Anytime: (585) 922-2800

Clinic Hours: Monday–Friday, 8:30 a.m. – 5:00 p.m.

24/7 Support: Clinical support available evenings, weekends, & holidays

When Should Participants Call ElderONE?

- Report any change in health status or symptoms
- Ask questions about medications or the plan of care
- Report a fall (even without an injury)
- Request a routine or urgent provider appointment

Why Calling ElderONE First Matters

- Faster response from a team who knows you
- Timely care and treatment in the comfort of your own home
- Avoiding long emergency department wait times

When you call ElderONE, your care is guided by a team familiar with your history, needs, and goals. Together, we can keep participants safe, supported, and cared for—often without a trip to the emergency department.

Important Tips to Staying Hydrated This Summer with ElderONE

As the weather warms up, staying hydrated is an important part of aging well and staying safe. Many older adults don't feel thirsty even when their bodies need fluids, so regular hydration is key. *If you have fluid restrictions or special dietary needs, please follow your personalized care plan and talk with your team.*

Why Hydration Matters

- Helps regulate body temperature
- Reduces dizziness, fatigue & fall risk
- Supports memory, balance & overall wellness

Signs You May Need More Fluids

- Dry mouth or lips
- Dark yellow urine
- Feeling tired, dizzy, or confused

Simple Hydration Tips

- Sip fluids throughout the day
- Keep a water bottle with you
- Choose water, milk, soups, decaf tea, or low sugar juices
- Eat fruits and vegetables with high water content



Your ElderONE care team is here to help.

ElderONE Food & Nutrition Highlights

Our Food & Nutrition team is dedicated to creating **safe, supportive, and enjoyable mealtimes** for all ElderONE participants.

Nutrition Education: In celebration of **National Nutrition Month**, participants enjoyed fun activities and education from our Registered Dietitians, with a special focus on the importance of **protein** for strength and health.

Red Plates: Red plates are now available at all centers to help participants with dementia more easily **see and enjoy their meals**.

Diet Safety: Red dots on diet cards help staff quickly identify **allergies and modified diets**, supporting safe and consistent care.

Reducing Waste: Using real dishes and silverware has enhanced the dining experience while also **reducing waste and lowering costs**.

ElderONE—Caring like family, through every meal!





Transportation Updates

We are pleased to share some exciting updates and reminders regarding transportation services:

Fleet expansion: We recently acquired a new bus bringing our total fleet to **29 vehicles** dedicated to serving ElderONE participants.

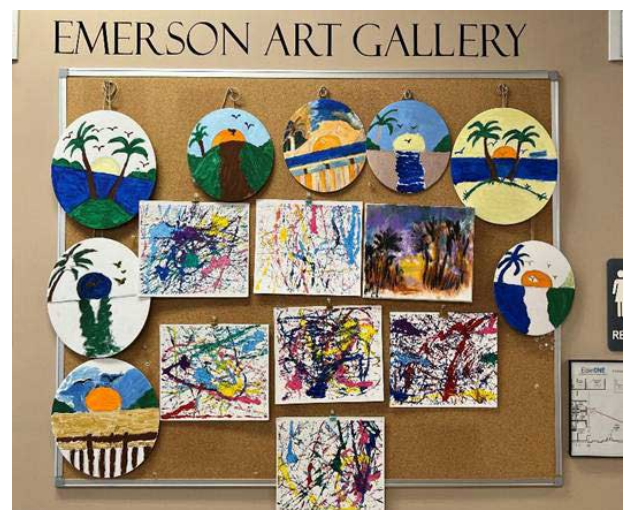
Driver staffing: Our transportation partner, **Medical Motors**, has hired additional staff and now employs **30 drivers dedicated exclusively to ElderONE**.

On-time performance: We continue to focus on improving **on-time performance for all rides**, ensuring reliable transportation to centers and appointments.

Ride cancellation reminder: If you do not plan to attend the center or an appointment, please call **(585) 922-2822** to cancel your ride. This helps us keep schedules running smoothly for all participants.

ElderONE Administrative Offices Are Moving!

We are pleased to share that ElderONE Administrative offices will be relocating from 490 East Ridge Road to 330 Monroe Avenue in Rochester in May. This new location will provide upgraded office and shared spaces and represent a meaningful improvement to our current administrative environment.

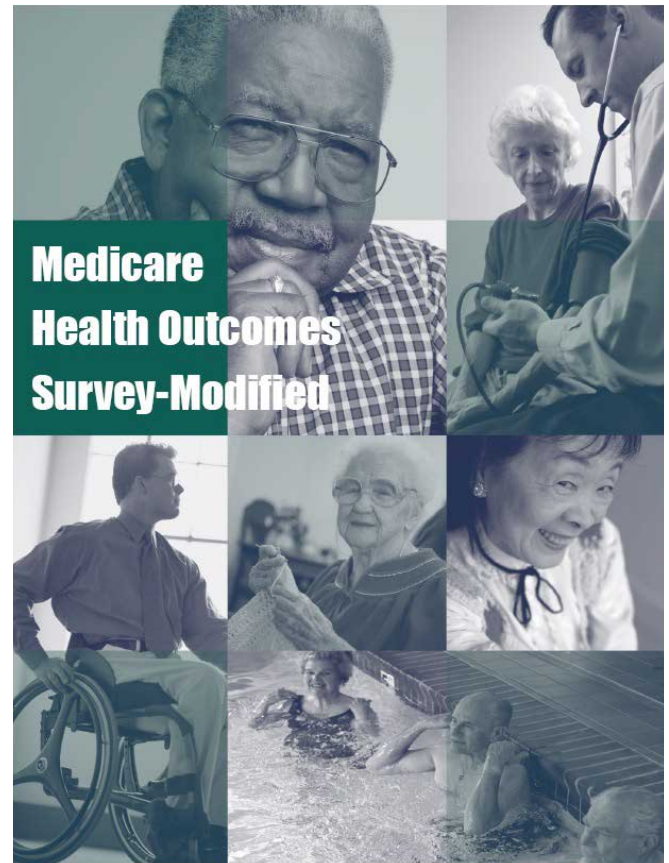


Health Outcomes Survey

This summer, PACE participants nationwide will be asked to complete a **Health Outcomes Survey**. The survey will arrive via US mail and will include a self-addressed stamped envelope for you to use to return the survey at no expense.

It is very important that you complete and return this survey by mail, as it provides important information to Medicare about your individual health and the services that you need.

If you would like assistance completing the survey, a family member, caregiver or ElderONE team member may help. Please contact your Social Worker with any questions that you may have or to request assistance.



**Medicare
Health Outcomes
Survey-Modified**



Make a Referral

Do you know someone who needs the comprehensive, compassionate care that **ElderONE** provides? Do you know someone who could benefit from our services? You can make a referral simply by calling **ElderONE** or encouraging people you know to call **ElderONE** at (585) 922-2831 or 1 (855) 457-4636.





Provider Network

The ElderONE Provider Network is continuously changing. For the most current list of specialists and facilities within ElderONE's Provider Network, please visit our website at ElderONE.org/resources or you can request a hard copy of the Provider Network from your Interdisciplinary Team.

ElderONE

An Affiliate of
Rochester Regional Health
330 Monroe Avenue
Rochester, NY 14607

Notice of Non-Discrimination

ElderONE complies with Federal civil rights laws. **ElderONE** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

ElderONE provides the following:

- Free aid and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, **call ElderONE** at 1 (855) 457-4636 (for TTY/TDD services, call 1 (800) 662-1220)

If you believe that **ElderONE** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with the **ElderONE** Performance Improvement Coordinator:

- Mail: 330 Monroe Avenue, Rochester NY 14607
- Phone: (585) 922-9985 (for TTY/TDD services, call 1 (800) 662-1220)
- Fax: (585) 922-2847
- In person: 330 Monroe Avenue, Rochester NY 14607

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201
- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



Privacy Notice

As an ElderONE Participant, you have a right to have information about your health and medical care remain confidential and private. This right, along with an explanation of circumstances where your health information may be shared (e.g. for treatment or payment purposes), is described in our Notice of Privacy Practices. You can find the notice posted in every ElderONE clinic. You may also request a printed copy of the notice by asking one of your Interdisciplinary Team Members. Should you have any specific questions about the Notice of Privacy Practices and/or your right to have your health information protected, please contact Lisa Wild, Privacy Manager for Rochester Regional Health at (585) 922-9453.