

ACCESS



ISSUE XLVIII: SUMMER 2017 | SOUTHERN ADIRONDACK INDEPENDENT LIVING

SAIL Sponsors Legal Services Seminar about Elder Abuse & Key Legal Issues for Community Members

On June 8, 2017, SAIL, The Washington County Office for Aging and Disabilities Resource Center, Washington County Sheriff's Department, and Catholic Charities met at the Greenwich Public Library. This was the first in the "Legal Service Initiative" Series of free legal information seminars available to the community. Next dates are in the calendar below!

This session provided information on:

Adult Protective Services – When to call them and how they can help. Many think that Adult Protective Services will take people out of their homes. This is most likely not the case.

Elder Abuse awareness— Some seniors put up with elder abuse because they have no one else to help them and they believe it is their only option.

Financial Exploitation as it effects our elder population: If someone is calling, claiming to be from Medicare, and asking for your Social Security number or bank information, hang up. **That's a scam. First, Medicare won't call you. HANG UP on anyone asking for your Social Security number or bank information.**

Some key concerns of the aging issues are the growing shortage of personal care aides (PCAs), scaling back hospitalizations (especially readmits within 30 days) and allowing people to age in place (the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level). Making the profession more desirable by paying aides more and developing a volunteer network of respite caregivers are two ideas for addressing the aide crisis. Informing people of the Consumer Directed (CDPAP) Program which enable consumers to hire and train their own in home aides. In regards to hospital readmissions, several programs have been developed to monitor consumer health and mitigate issues before they would require hospitalization. Some of these programs include the CDSMP (Chronic Disease Self-Management Plans and Education); and health monitoring at senior centers, houses of worship, ILCs, etc. Some of this monitoring is being done using Fitbits and other technology.

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UPCOMING EVENTS

- August 12, 9am—5pm Be Prepared—Free Document Scanning Event at SAIL
- August 15, 6—8pm Special Needs Trust Information—Learn How and when to use them at SAIL
- August 17, 5:30—7pm Legal Seminar—Resolving Landlord Tenant Issues—Warrensburg Richards Library
- August 21—27, Washington County Fair SAIL will be loaning out medical equipment at Fair
- August 31, 10am—12pm Special Needs Trust Info—Learn how to use Supplemental Needs Trust
- September 5, 9:30am—12pm Chronic Disease Self-Management Program—Saratoga Public Library
- September 7, 6:30-8pm School Savvy—IEPs & Rights in Education—Greenwich Free Library
- September 13, 9am-1pm Community Resource Fair Come to the City Center for information and fun
- September 18—22, Open House at SAIL See what SAIL is all about— check back for exciting details!
- September 22, 12—2 pm Fall Potluck Luncheon Please bring a dish to share at SAIL
- September 21, 5:30—7pm School Savvy—IEPs & Rights in Education—Warrensburg Richards Library
- October 10, 3-6pm Health Insurance Information Fair— at the Great Escape Lodge
- October 12, 3-6pm Health Insurance Information Fair— in Plattsburgh
- October 17, 4:30pm Annual Meeting for SAIL Members— in the Queensbury Office
- October 27, 12—2 pm Halloween Potluck Luncheon—Please bring a dish to share. Costumes Optional

More
Details
Inside

Health

New! NYS Provider & Health Plan Look-Up

Technology has changed the way consumers get information about important health care decisions, and as you know, it impacts how they pick health plans and providers. We are pleased to introduce a new on-line tool: the [NYS Provider & Health Plan Look-Up](#), designed to help New Yorkers before and after enrolling in a health plan through the NY State of Health Marketplace!

The NYS Provider & Health Plan Look-Up has been developed to make it easier for consumers to get information about health plan provider networks. Previously, consumers who wanted to find information about **health plan provider networks had to visit each health plan's website**. The NYS Provider & Health Plan Look-Up now puts network information all in one place.

When using the Look-Up tool to assist, you will be able to search for your preferred providers, including doctors and hospitals, to see which health plans include those providers in their network. For those individuals already enrolled in a health plan, the NYS Provider & Health Plan Look-Up allows you to see which providers your plan works with.

The NYS Provider & Health Plan Look-Up displays provider network information submitted by NYS licensed health plans for Qualified Health Plans (QHPs), Medicaid Managed Care plans, and Child Health Plus plans. Medicare is not displayed in the tool. Provider network information for commercial health insurance plans offered outside of the Marketplace will be available soon.

In addition, the tool is available in English and Spanish. It is updated regularly, but we encourage you to always check with the provider to confirm they still participate with the plan before selecting a health plan or receiving services. For information on getting started, a tutorial video can be accessed here: <https://info.nystateofhealth.ny.gov/LookUpTutorial>.

Also, SAIL has Navigators at the center to help you with this. For more information regarding navigator services and health insurance through the NYS of Health Marketplace, please contact our office at 518-792-3527 ext. 303. We are open Monday through Friday, 8 AM to 4 PM.

Medicare Savings Program (MSP)

With the Medicare Savings Program, you can get help paying your Medicare Premiums. Medicare Savings Programs pay, at a minimum, the monthly Medicare Part B premium. These income limits are based on 2017 federal poverty limits, and include a standard \$20 disregard. You may qualify even if your income is slightly higher. To apply: Contact the Medicare Rights Center at 800-333-4114 or call us, at SAIL, (792-3537) and we can help you.

MSP	Income	Asset Limit
Qualified Individual (QI)	\$1,377 Individual \$1,847 Couple	No Asset Limit in New York
Specified Low Income Medicare Beneficiary (SLMB)	\$1226 Individual \$1,644 Couple	No Asset Limit in New York
Qualified Medicare Beneficiary (QMB)	\$1,025 Individual \$1374 Couple	No Asset Limit in New York

For more information on this, and if you qualify, visit: <https://www.medicareinteractive.org/get-answers/programs-for-people-with-limited-income/medicare-savings-programs-qmb-slmb-qi/applying-for-a-medicare-savings-program>.

“Medicare Savings Program Financial Eligibility Guidelines” <https://www.medicareinteractive.org/pdf/MSPFinancialEligibilityGuidelines.pdf> MedicareInteractive.org, 2017.

SAIL News

SAIL Staff working to sponsor community Events for Public to get more resources

Broker Fair -

On Tuesday October 10th, 2017, The Southern Adirondack Independent Living Center and Adirondack Health Institute will hold the 2017/2018 Health Insurance Information fair at The Great Escape Lodge and then again on October 12th, 2017 at the WestSide Ballroom in Plattsburgh NY from 3:00 PM- 6:00 PM. This event will include local health insurance option displaying new plans and plan changes for the upcoming year. Informational sessions will be offered on Health Literacy, Marketplace insurance as well as Medicare. For more information please contact Tyler Whitney at 518-792-3537.

Community Resource Day -

On September 13th 2017, the community will gather for the 1st annual Community Resource Day from 9:00 AM - 1:00 PM at the Cool Insuring Arena (Previously known as the Glens Falls Civic Center). This event is a collection of health and human service agencies coming together for a full display of the services offered in Warren, Washington, Hamilton and Northern Saratoga Counties. For more information on the event, or how to table at this event, please contact Tyler Whitney at 518-792-3537.

By Tyler Whitney, Director of Navigator Services

Community Outreach And Ways SAIL Helps Within Our Community

In a perfect world, all places, groups, people and work environments would be accessible, accommodating and encouraging. SAIL works hard with this in mind to ensure that we are taking steps toward this inclusive society. SAIL provides programs and services throughout 15 counties to assist people with disabilities. We work actively in the community in several different ways.

First, SAIL sits as committee members and occupy leadership roles on Long Term Care Councils in Hamilton, Essex, Warren, Washington, Saratoga, Fulton and Montgomery, Interagency Groups in Warren, Washington and Saratoga, Housing Committees for Continuum of Care in Warren, Washington and Saratoga, Saratoga Aging and Disability Group, Early Intervention Coordinating Council meetings in Schoharie, Greene, Columbia, Albany, Saratoga, Warren, Washington, Schenectady and Rensselaer counties. Our goal will always be to provide people with disabilities the services and programs that promote their independence. By sitting on these groups and committees we work to shape the paths and decision making of the community members to include the needs of people of disabilities.

Second, SAIL works to increase awareness of our programs. The more that are aware of our services, the more individuals and families we can help. SAIL is consistently at community events to discuss the programs and services that we provide.

Finally, SAIL aims to improve individual and system processes to be accommodating and accessible. We work to identify concerns and work with the individual, company, or agency to improve accessibility for our consumers and the community. These changes can be a simple change in perspective like have F.W. Webb create an accessible bathroom in their display and include a rolling shower chair with our brochures. They, also, occur on an individual level where we work with an employer for a consumer to ensure that they have the necessary accommodations for their disability. Regardless of the method, SAIL works to help and raise awareness within the community through outreach, advocacy and changes.

By Whitney Jobmann, Outreach & Advocacy Coordinator

SAIL News Continued

How to Support SAIL This Year

SAIL helps! But sometimes you may wonder, how can I help SAIL...

1. Become a MEMBER! SAIL loves our members and makes it an affordable option to be a part of what happens at SAIL. This is a unique and valuable way to represent the cause of people with disabilities in the community, get timely information about your local ILC and other initiatives in the region and state.
2. Come and join us for EVENTS and FUNDRAISERS! Check us out on www.fb.com/SAIL.HELPS or on our website at SAILhelps.org/events for information about upcoming events and opportunities to be a part of SAIL.
3. Support SAIL with things you already do online. We are registered with goodsearch.com (every time you use the search engine they donate to “Southern Adirondack Independent Living– SAIL” if you select us as your chosen charity. We are registered with smile.amazon.com and charity.ebay.com that donates a small amount (at no cost to you) to SAIL (we are registered on these sites as our legal name “Glens Falls Independent Living Center Inc.”).
4. Become a VOLUNTEER! Help set up for luncheons, apply to become part of our advisory council or Board of Directors, ADVOCATE for independence, or volunteer to help others in their homes. SAIL would love to connect you to meaningful opportunities!

Thank you for all you do and for supporting SAIL!

JocelynB@SAILhelps.org 518-792-3537 ext 330

Advisory Council Thanks and Invitation

SAIL has two active Advisory Councils that help to provide feedback and input for the agency about SAIL’s resources, services, and opportunities. This group provides a perspective about what SAIL can do to better serve people in the community and how to reach more people needing SAIL’s services. Additionally, SAIL’s advisory councils are advocacy bodies that help to further the cause and mission of SAIL, “to promote independence, dignity, and equality of people with disabilities”.

Some things the advisory council has accomplished this year include:

- Outreach to community PT/OT providers about SAIL services
- Outreach to community primary health providers about SAIL services
- Researching ways to be part of the community and join in community events
- Recommendations to support successful events and services
- Sponsoring a SAIL Information Session during the open house week
- Volunteering and advocating for SAIL and people in the community!

I would like to take a moment to give my heartfelt thanks to Advisory Council members and invite anyone interested in becoming an Advisory Council member to contact me at JocelynB@SAILhelps.org or 518-792-3537 extension 330. Sincerely, Jocelyn Blanchard, SAIL Associate Director of Program Services

Be Prepared! Have Documents Ready

Important Documents and Medical Information are Critical to Have in the Event of an Emergency!

Do YOU have them prepared and ready to go?

If not - then you can *become* prepared by scanning your important documents onto a flash drive. Some Important Documents that should be scanned include:

Birth Certificates, Marriage Certificates Death Certificates, Social Security Card, Medicare Card, Health Insurance Cards, Military Papers, Emergency Contacts, Photo ID, Medical History, Medications, Health Conditions

If you do not know *how* to scan these documents, we Can HELP!

The FEMA Core Advisory Group of Warren, Washington & Saratoga Counties will be hosting a FREE Document Scanning Event on Saturday August 12th - 9AM to 5PM for 15 minute slots at the SAIL Center - 71 Glenwood Avenue, Queensbury, NY 12804. You will be able to have your documents scanned onto a free flash drive and gather some important information regarding being ready in the event of an emergency or natural disaster.



SAIL Features Local Artists' Works in Hallway

SAIL is now featuring art from local artists with self disclosed disabilities in our building's hallway. It is an extension of our Artful Expressions program that Leo Cox Beach helped us fund. Seth Butler was our first artist and now Jared Johnston's pieces (pictured below) are on display now. Stop by and check out the exhibit at 71



Glenwood Ave. in Queensbury. If you are interested in showing your art work at SAIL, call our curator, Michelle Hajeck, at 792-3537 x 322 or email her at MichelleH@SAILhelps.org

August 17 **Legal Seminar - Resolving Landlord & Tenant Issues**

5:30 PM

At Richards Library
In Warrensburg

Legal professionals will be presenting about landlord and tenant rights and responsibilities. A series of seminars about legal issues is being offered in Washington and Warren Counties on a monthly basis. These sessions are free and open to the public. Sponsors include: NYS Legal Services Initiative, Washington Country ADRC and SAIL - Southern Adirondack Independent Living. If you have questions contact James Swanson at SAIL, james@SAILhelps.org or (518) 792-3537 ext. 329

August 31 **Special Needs Trust Information Session**

10:00 AM

At SAIL

Please join us to learn more about Supplemental Needs Trusts and how and when to use them. Applying for Medicaid can be confusing. We can help you with your application! Did you know that there are Medicaid programs even if you are over income? Learn about spend downs and the Excess Income program as well as using Supplemental Needs Trust. Please contact Shirley at 792-3537 x309 to sign up for the information session!

September 5 **Chronic Disease Self - Management Program**

9:30 AM

At Saratoga
Springs Public
Library

This class runs every Tuesday from September 5th through October 10th from 9:30 am to 12:00 pm. The Chronic Disease Self-Management Program is a workshop given two and a half hours, once a week, for six weeks. People with different chronic health problems attend together. Workshops are facilitated by two trained SAIL staff, one or both of whom are non-health professionals with chronic diseases themselves. Subjects covered include: 1) techniques to deal with problems such as frustration, fatigue, pain and isolation, 2) appropriate exercise for maintaining and improving strength, flexibility, and endurance, 3) appropriate use of medications, 4) communicating effectively with family, friends, and health professionals, 5) nutrition, 6) decision making, and, 7) how to evaluate new treatments. Email MandyV@SAILhelps.org or call (518)409-5093 to register.

TRAID/EI

TRAID Now Has 4 Tremor Spoons To Lend Out

Simple every day tasks like eating, for someone with neurological conditions such as Parkinson's Disease, Multiple Sclerosis, or Stroke, can be difficult. If you have a hand tremor, food may not stay on a regular spoon. SAIL now has two types of tremor spoons to lend out: 2 Liftware Spoons and 2 Gyenno Spoons. The sensor in the Spoons can sense whether a person's tremor movement is intentional or not. It automatically distinguishes between intentional hand motion and unconscious tremor, and only detects unconscious tremor. Therefore, food will stay on the spoon to eat. Their ergonomic design also helps a person with the disability grip the handle. The Gyenno spoon's fully charged battery can run for three meals a day or 180 minutes total, then you can recharge the battery. Stop by from 8am to 4pm, Monday through Friday and see what they can do. The stabilizing handle technology is really quite amazing. Call 792-3537 to borrow.



The Liftware logo, which consists of a stylized green leaf-like shape followed by the word "LIFTWARE" in a bold, sans-serif font.

Featured TRAIID/EI Equipment At SAIL: The iWALK2.0

Are walking crutches difficult to use for you? Crutches for walking hurt your hands, wrists and underarms. But more than that, walking crutches make it impossible to do everyday tasks because you don't have use of your hands or arms. The iWALK2.0 is the award winning crutch and knee scooter alternative for all below knee injuries. It gives you hands-free/pain-free mobility and gives you back the ability to live a functional, independent lifestyle. So now pushing a shopping cart, taking the stairs, walking the dog, going to work are all possible again with the iWALK2.0 hands free crutch. It's easier to learn how to use than you would think.

There are some minimum requirements to see if this piece of medical equipment is right for you. They are:



A. Minimum Physical Abilities

1. Stair test—before your injury, could you fluidly walk up and down stairs at a normal speed, *without* using a handrail?
2. Can you balance on one foot for at least 30 seconds?

B. Capacities

- Height—You are between 4'10" and 6'6"
- You weigh 275 pounds or less
- Thigh Circumference – Top of thigh is 28" or less

C. Age Limits

If you are over 55, iWALK2.0 might not work for you. Physical ability is more important than age. And physical ability is variable from person to person. So regardless of age, if you meet ALL the requirements of A & B, Then this device should work for you. If you are over 55, be honest in your self assessment. Your safety and satisfaction depend on it.

Government

Medicare Will Be Removing Social Security Numbers from Medicare Cards in April 2018

Medicare is taking steps to remove Social Security numbers from Medicare cards. Through this initiative the Centers for Medicare & Medicaid Services (CMS) will prevent fraud, fight identity theft and protect essential program funding and the private healthcare and financial information of our Medicare beneficiaries.

CMS will issue new Medicare cards with a new unique, randomly-assigned number called a Medicare Beneficiary Identifier (MBI) to replace the existing Social Security-based Health Insurance Claim Number (HICN) both on the cards and in various CMS systems they use now. They will start mailing new cards to people with Medicare benefits in April 2018. All Medicare cards will be replaced by April 2019.

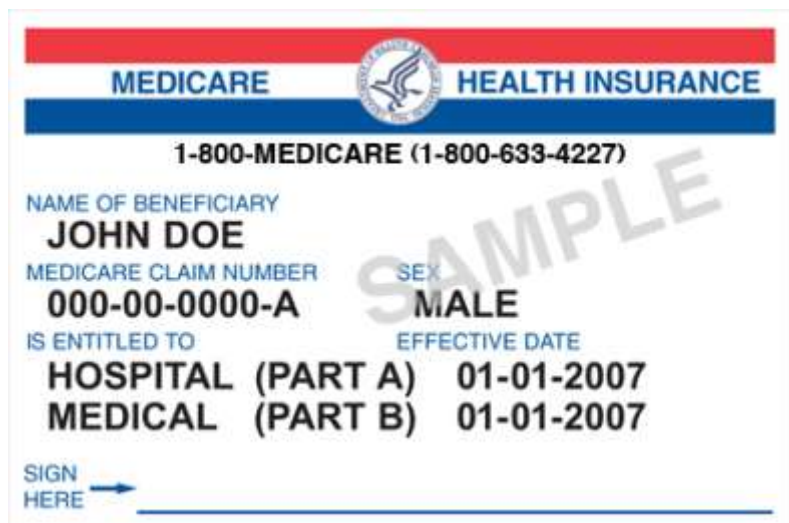
CMS is committed to helping providers by giving them the tools they need. They want to make this process as easy as possible for you as patients. Based on feedback from healthcare providers, practice managers and other stakeholders, CMS is developing capabilities where doctors and other healthcare providers will be able to look up the new MBI through a secure tool at the point of service. To make this change easier, there is a 21-month transition period where all healthcare providers will be able to use either the MBI or the HICN for billing purposes.

You should have your healthcare provider verify your address. If the address they have on file is different than the Medicare address you get on electronic eligibility transactions, you should contact [Social Security](#) and update your Medicare records. Please spread the word. To learn more, visit: [cms.gov/Medicare/SSNRI/Providers/Providers.html](https://www.cms.gov/Medicare/SSNRI/Providers/Providers.html)”

Medicare will mail new Medicare cards between April 2018 and April 2019. Your new card will have a new Medicare number that’s unique to you, instead of your Social Security number. This will help protect your identity. The new card won’t change your coverage of benefits.

You don’t need to take any action to get your new Medicare card. Please also remember that Medicare will NEVER contact you for your Medicare number or other personal information. Don’t share your Medicare number or other personal information with anyone who contacts you by phone, email, or by approaching you in person, unless you’ve given them permission in advance.

Current Medicare Card with Social Security Number ⇒



Education

Cuomo Signs Legislation Investing Record \$25.8 Billion in Quality Education Across New York State

In early May, Governor Andrew M. Cuomo signed on legislation investing a record \$25.8 billion in high-quality education across New York State. The new legislation boosts education aid by \$1.1 billion, including a \$700 million increase in Foundation Aid. The bold investment builds on the Governor's commitment to strengthening educational outcomes, including an increase in education aid of \$6.2 billion, or 32 percent, over the last six years.

The Governor also announced the second round of the Empire State Excellence in Teaching Program, which recognizes 60 teachers across New York who are successfully preparing a new generation of students for the future. Winners will receive an award from the Governor, the opportunity to advise education policy makers, and a stipend of \$5,000. The funds can be used for continued learning and professional development. "By investing more in education than ever before and more than any other state in the nation, we are expanding access to quality education from pre-K through college and helping all New Yorkers build a stronger foundation to pursue the American dream," Governor Cuomo said. "Each and every New York student needs and deserves access to a world-class education to ensure a bright future, and we must continue to invest in our schools, our teachers and our students to ensure a stronger state for generations to come." Capital Region New York State continues progress in the strengthening of educational outcomes and increasing access to high-quality learning for all students. The FY 2018 Budget increases School Aid in the Capital Region by \$55.3 million, including a \$34.2 million increase in Foundation Aid.

The FY 2018 State budget makes historic investments at every level of the educational landscape in order to improve student success. This includes:

- Prekindergarten: The Budget includes an \$800 million investment in prekindergarten to support and expand high-quality half-day and full-day prekindergarten for three- and four-year-old children in high-need school districts.
- Community Schools: The Budget provides \$150 million - an increase of \$50 million - to support the continued transformation of high-need schools into community hubs. This funding supports services that are **unique to each school's individual needs, including before-and-after school programs, summer learning activities, medical and dental care, and other social services.**
- Empire State After-School Program: The Budget invests \$35 million in new funding for public after-school programs in the state's 16 Empire State Poverty Reduction Initiative as well as in communities in the state with high rates of child poverty. This new funding will create an additional 22,000 spots for students in after-school programs.
- Smart Schools Bond Act: The Smart Schools Bond Act provides \$2 billion in funding to districts to reimagine the state's classrooms and provide New York's students with the technological resources, skills, and learning environments necessary to succeed in the 21st century. Funding supports enhanced education technologies including infrastructure improvements, high-speed broadband internet access, and active learning technologies.

Governor Cuomo Signs Legislation Investing Record \$25.8 Billion in High-Quality Education Across New York (May 3, 2017.). In <https://www.governor.ny.gov/news/> <https://www.governor.ny.gov/news/governor-cuomo-signs-legislation-investing-record-258-billion-high-quality-education-across-new>

Membership

If you are interested in becoming a member, please contact us here at SAIL at 792-3537 or 584-8202, email us at sail@sailhelps.org, or visit our lobby. There are membership forms there. *Many thanks to all our Members.*

Why does being a SAIL member matter?

- *Membership shows the SAIL means something to the community*
- *Membership provides support for the values of dignity, equality, and independence in the community*
- *Membership gives you an opportunity to make a difference!*

Sponsor Members

Adirondack Dental Implant Center • Gary Banta & Raymond Butler • David Bogue & Margaret Foote • Brookfield Renewable Power • Ellen & Paul Connors • CR Bard • Dick Saunders State Farm Insurance Co. • Glens Falls National Bank & Trust Co. • Glens Falls MS Support Group • Bruce Lanphear • Francis & Joanne Smith • Stewarts Shops • Wilcenski & Pleat PLLC

Honorary Members

John & Michelle Logan • Rich Myette

Partner Members

Abraham Abbott • Jeff Adams • Aging in Place—Glens Falls • Leland Potter • John & Louise Sobing • Fred & Pamela Scialabba

Family Members

John & Donna Acker • Dennis Brower • Patricia Byrnes & Family • Phillip & Rhoda Corbett • Rose Mary Deso • Rose & Francis Germain • Josephine & Chelsea Hayes & Bernard Gregory • John & Lou Ann Holt • Kimiko & Mikiko Kurosaka • Nancy, Brian & Tina LaFlure • Lois Morehouse & Ed & Tony Hockenberry • Patricia Oddey • Hal & Deanna Payne • Pat & Jim Porter • Carol Rouse • Angela Rowley • Bonnie & Robert Sharp • June & Mark Talley • Larry & Jan Warner • Robert & Beverly Whitmore • Diana Willard & Gary Dunham

Individual Members

Floyd Allen • Helen Andersen • Jo–Ann Baccari • Nadine Balestrino • Joyce Brown • Karen Canale • Richard A. Canale • Stephen Chagnon • Angela Cotugno • Sandra Cowles • Susan Dornan • Richard Fairchild • Ada Fisher • Edward Foote • Wilbur Forrest • Lena Gagne • Austin Gagnon • Gloria Ghirarduzzi • Patricia Hohman • Cynthia Joiner • Anne F. Klein • June Krause • Rita McGavisk • James McGuire • Lore Neff • Helen Pearl • Eleanor Pearson • Helene Rudnick • Barbara Seaman • Fredd Sensor-Lee • Kent Sheeler • Mark Shovah • Donna St. Germain • Andy Susalka • Phyllis Torok • Linda Turnbull • Marilyn Whalley • Corinne Wiley • Rita Wolfe • Debbie Wood

Notification of Rights and Responsibilities, Confidentiality and Grievance Process

SAIL likes to hear from you and exists to help promote DIGNITY, EQUALITY, and INDEPENDENCE. This notice is given to every consumer and is available on our website or paper copies are available in each office. Here are your rights!

1. You have the right to be treated with dignity, respect and integrity at all times.
2. You have the right to make your own choices about things that matter to you including where you live, who you live with, where you work, and how and where you spend your leisure time.
3. **You have the right to say “NO”, decline assistance or can withdraw from SAIL services/programs at any time.**
4. You have the right to have your information kept confidential based on HIPAA Regulations and rules of confidentiality as stated in the SAIL Notice of Privacy Practices: (available online or by request)
5. You have the right to have your information shared with another person, agency, or organization if you wish **ONLY** when your written permission has been provided to SAIL (Consent to Release Information) and/or based on the informed consent as stated in the SAIL Notice of Privacy Practices.
6. You have the right to request copies of everything you receive (Medicaid, SSI, etc.) and everything that is written about you (program plans, evaluations, etc.).
7. You have the right to receive accurate and easy to understand information including information in another language or format if needed (electronic format, American Sign Language (ASL), Spanish, large print, Braille, etc.). SAIL is committed to providing equal access to all services and activities provided through the center. Examples of equal access include physical accessibility, the provision of assistive devices, accessible formats, interpreter services, and referral for attendant services, as well as scheduling accommodations. Additional requests for equal access and reasonable accommodations will be reviewed as requested.
8. You have the right to make suggestions and express concerns, complaints or grievances without fear of reprisal, and to initiate a consumer grievance procedure if you feel any action, occurrence or attitude is unfair or inequitable in the delivery of services. (The Consumer Grievance Procedure is available on our website or by request.)
9. You have the right to control and direct what happens in your life. You have the right to contact the Client Assistance Program, which is a resource designed to assist those who are applying for or receiving services from Independent Living Centers (ILCs). Contacting CAP for service is not a formal part of any SAIL grievance process. CAP is exclusively operated by Disability Rights New York (DRNY).
10. You have the right to influence laws in your city, state and country.

Questions? Contact Jocelyn at 792-3537 or at JocelynB@SAILhelps.org

Caregiver & Adult Support Groups

MS Support Group

4th Thursday of every month (Day)
11 AM—1 PM
2nd Tuesday of every month (Night)
7 PM—9 PM
At Southern Adirondack Independent Living
71 Glenwood Ave. Queensbury, NY
To confirm date, call Lou Ann at 793-9506

TOPS (Taking Off Pounds Sensibly)

Nonprofit, weight-loss support and wellness education organization.
Every Thursday night from 5 PM to 8 PM
At Southern Adirondack Independent Living (SAIL),
71 Glenwood Avenue, Queensbury

Caregiver & Family Support

From 6:30 pm—8 pm
The Glen at Hiland Meadows
39 Longfellow Dr. Queensbury
Facilitator: Peggy MacArthur 793-2377
Meets 3rd Thursday of the Month

Saratoga LGBTQ Adult Support Group

125 High Rock Ave.
7:15-8:30 pm
Saratoga Springs, NY
Facilitator: Caroline Russell Smith
Contact Caroline with questions 857-9361
2nd Tuesday of every Month

Nar-Anon Steps to Hope

Every Wednesday 7-8 pm
Pine Knolls Alliance Church
614 Gansevoort Rd. South Glens Falls
Call Judy at 796-0694
Email: stepstohope-info@delmartin.com

Caregiver & Family Support

6:00 pm
The Landing at Queensbury
27 Woodvale Rd., Queensbury
Facilitator: Lindsay Stanilowski 793-5556
Meets 1st Wednesday of the Month

Caregiver & Family Support

1:30 pm—3:00 pm
The Fort Hudson Nursing Home
319 Upper Broadway, Fort Edward
Facilitator: Kym Hance 867-4999 x 215
Meets 3rd Tuesday of the Month

Traumatic Brain Injury Support Group

4:30 pm—5:30 pm
Support Link Inc.
667 Bay Rd., Building 1
Queensbury, NY 798-2972 Ext. 303
Meets 1st Thursday of the Month except holidays

Caregiver Circle

10:00 am
Cambridge Senior Center
5 Park Pl. Cambridge, NY 12816
Facilitator: Jean Marie Lundgren 746-2578
Meets 3rd Tuesday of every month

Good Grief Support Group

5:00—6:00 pm
High Peaks Hospice & Palliative Care
79 Glenwood Ave., 2nd Floor, Queensbury
Call 743-1672 for more information and to register
Meets 1st and 3rd Wednesdays of the month

Glens Falls Independent Living Operating As:
Southern Adirondack Independent Living
71 Glenwood Ave.
Queensbury, NY 12804



Southern Adirondack
Independent Living
(SAIL)

Email: SAIL@SAILhelps.org
Website: www.SAILhelps.org

Mission Statement

Promoting the Independence, Equality, and Dignity of People with Disabilities.

71 Glenwood Ave.
Queensbury, NY 12804
Phone: (518) 792-3537
Fax: (518) 792-0979
TTY/TTD: (518) 792-0505



418 Geyser Rd.
Ballston Spa, NY 12020
Phone: (518) 584-8202
Fax: (518) 584-1195
TTY/TTD: (518) 584-4752



194 US Oval, Rm. 226
Plattsburgh, NY 12901
(518) 792-3537

