

One Stop is a 501(c)(3) non-profit organization  
serving seniors on the Upper West Side since 1981

# Reaching out

The Newsletter of One Stop Senior Services



## Saving Lives—One Phone Call at a Time

Hurricane Irene delivered a powerful blow to NY last August, threatening much of the One Stop catchment area. During the days preceding the storm, most NY residents got ready by answering the questions: Should I stay or should I go? How much food do I need? Where are the candles? Which store still has flashlights? Batteries?

For homebound UWS seniors, the days preceding Hurricane Irene were filled with fear and anxiety as well as questions. The ability or inability of confined adults to address emergency preparedness was the difference between life-saving or life-threatening readiness.

In response to this vulnerability:

- Telephone calls were made to 90 homebound men and women.
- Flashlights were brought to clients who needed them,
- Food and water were delivered to seniors confined to home.
- Weekly appointments were rescheduled for ambulatory clients.

In addition staff coordinated with other social services agencies to

- Provide homebound clients with homecare options in case regular home attendants were unable to get to the client.
- Secure sufficient medical supplies and medicines.  
Safeguard pets and make sure adequate pet food was on hand.  
Ensure heating/air conditioning units were working properly.

One Stop is currently investigating additional staff Emergency Preparedness training and expects to produce an Emergency Preparedness brochure for future distribution to One Stop clients.

One Stop's mission is to improve the quality of life of older residents (60+) living between Columbus Circle and Harlem on Manhattan's Upper West Side. Seniors come to us knowing they will be heard and treated with compassion and respect. Seniors know that they will be presented with options and empowered to make the best decisions for themselves, to continue living safely and independently in their own community.

Since its founding in 1981, One Stop Senior Services has assisted over 60,000 Upper West Side seniors. One Stop focuses on a wide range of age-related problems including: elder abuse, eviction, rent and utility arrears, hunger, medical benefits, inadequate health care, timely bill payment, and complex legal issues.

Solving Seniors' problems  
—all in one place

One Stop Senior Services

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[www.onestopseniorservices.org](http://www.onestopseniorservices.org)

Make a donation online or  
send a check payable to  
One Stop Senior Services.

For more information or to  
visit One Stop contact:  
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### Board of Directors

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## One Stop on Broadway

This fall One Stop had two opportunities to show its face in the streets of the Upper West Side. On September 18<sup>th</sup>, we participated in The Columbus Avenue Fair, running from 66<sup>th</sup> to 86<sup>th</sup> Street and Columbus Avenue sponsored by the West Manhattan Chamber of Commerce. We shared street space with Belgian waffles, Thai food, farmer's duce, and other enticing marketplace staples. A number of people stopped by our table, about its location. A number of people asked for advice about their aging parents who live in the neighborhood. Former clients appeared, asking about both the services and the caseworker. Three weeks later, on October 2<sup>nd</sup>, One Stop made its appearance on Broadway. As a co-sponsor of the Annual October Festival Street Fair that ran from 96<sup>th</sup> to 106<sup>th</sup> Street, One Stop had a prime location. Throughout the afternoon, visitors stopped by to take the available literature and handouts and to share some of their own concerns, if not for themselves, on behalf of a neighbor or family member.



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## What's New at One Stop?

Last year, One Stop piloted a Social Security Administration Representative Payee Program whereby clients can have One Stop act as Custodian for receipt of their Social Security check. A separate account is set up from which rent and other bills are paid. The client is given cash to handle their incidental expenses. We have four clients enrolled with 4-6 more in the pipeline. We are pleased with the results to date and look forward to making this service available to more clients.



Clients

our weekly free yoga classes

attend

## Volunteers at One Stop, Introducing our Board

We have an active Board of Directors who bring their skills and commitment to One Stop. The board has good representation, coming from the financial sector, medicine, consultancy, legal fields, and the non-profits sector. One of its main activities is planning and organizing a theater event, a Broadway musical in the early spring. In the past our musicals have included *West Side Story*, *In the Heights*, *Promises, Promises*, and most recently, *How to Succeed in Business Without Really Trying*. Our board members reach out to friends, family and colleagues to support this benefit. For news announcing our next musical event, click [onestopseniorservices.org](http://onestopseniorservices.org) and join us!

Our board members are busy planning other events to help spread the word in the community and beyond about the services of One Stop. For each of the past eight years, Board member Elisa Owen has hosted a breakfast, introducing forty to fifty friends and neighbors of One Stop. Other events being introduced throughout the fall and hosted by other board members aim to broaden both the knowledge and support of One Stop. The Board members are serious about their responsibilities. In the face of decreasing public funds and cut backs in community service, this "friend-raising" endeavor has taken on a new meaning.

Ways to become a friend of One Stop? There are many ways to support One Stop. Join us at the Spring Theater Benefit. Go to our website, click on Donate here, and become a sustaining member, making a monthly donation. Check you employer for matching gift opportunities. Make an on-line contribution or send a check to One Stop Senior Services, 747 Amsterdam Avenue, Third Fl, NY, NY 10025.

*All gifts are tax deductible*

*Interested in Volunteering? We can use help in the office, at the front desk and in communications to help spread One Stop's work on the Upper West Side.*

*Call 212-864-7900, ext. 42*

