

November/December 2025

All of us at the Friendly Home are looking forward to celebrating this holiday season with our Members and all of you! Please read below for some important information that will help all of us to enjoy this most wonderful time of year!

Holiday Open Houses

Members and their loved ones are invited to enjoy pastries and assorted beverages on Thanksgiving Day and Christmas Day in the Family Gathering Lounge from 9:00 - 11:00 am both days.

Neighborhood Parties

Selden Place: Thursday, Dec. 18th, at 10:30 am

Morgan Place: Tuesday, Dec. 9th, at 2:00 pm

Porter Place: Monday, Dec. 15th, at 2:30 pm

Lee Place: Wednesday, Dec. 10th, at 2:00 pm

Lindsay Place: Wednesday, Dec. 17th, at 2:30 pm

Great Gift Giving Idea!

Many of our Members love visiting the Friendly Gift Shop and Friendly Café – and now you can share that joy! Gift cards are available for use at both locations and can be purchased in two easy ways:

- Stop by the Friendly Gift Shop
- Call Kathy Main at (585) 789-3153 to purchase by phone

We'll beautifully package your gift card and personally deliver it to your loved one. While you're there, explore the Friendly Gift Shop's wonderful selection of holiday gifts – perfect for everyone on your list!

Laundry and Labels

Clothing makes a wonderful gift for our Members! To ensure new items are properly labeled, please place them in one of our convenient drop boxes:

- First floor – by the Founders Room, across from the Auditorium
- Second floor – between Selden Place and Morgan Place

Be sure to include a completed labeling request form (available at each drop box). Please remember that all clothing must be machine washable. Happy Holidays from the Laundry Department!

On the Move

Planning a holiday outing with your loved one? Here are a few quick tips to help everything go smoothly:

- Please give nursing staff at least 2 days' notice so we can prepare any needed medications, supplies, and therapy instructions for safe car transfers.
- Transportation companies book up quickly during the holidays – contact your Social Worker early for help arranging a ride.

Thank you for helping us make your loved one's holiday outing safe and enjoyable!

Gift Giving Policy for Staff

We're grateful to families who wish to recognize our dedicated staff during the holidays! While employees cannot accept individual gifts or tips, shared treats like cookies or candy are always appreciated. For those who'd like to give back in another way, donations to our Staff Appreciation Fund help celebrate employees year-round – from Service Awards to seasonal events. To contribute, contact Marketing & Development at (585) 789-3154 or donate online at www.friendlyhome.org.

Thank you for your kindness and support!





OPEN ENROLLMENT

The Medicare Annual Enrollment Period is underway!

Now through December 7, 2025, Members can make updates to their 2026 Medicare Advantage (Part C) and Prescription Drug (Part D) plans. Any changes you make will take effect January 1, 2026, so this is the ideal time to confirm that your coverage will meet your needs in the year ahead.

Friendly Senior Living contracts with Traditional Medicare, Excellus, MVP, Aetna Medicare, United Healthcare, and Elderplan. Elderplan is a specialized insurance option created specifically for nursing home residents. If you would like to know whether Elderplan may be a good fit, please speak with your social worker.

Please also ensure we have a current copy of your insurance card on file. Families can send updated insurance cards directly to **Amy Lewis, Billing Manager, at this email: alewis@friendlyhome.org**. If you have questions about new or updated insurance coverage, contact our Finance Department at (585) 789-3213.

Open Enrollment is happening now. Do not miss your chance to make the best choice for 2026!



Holiday Decorating Guidelines

The holiday season is here, and we're excited to help make Member rooms feel warm and festive! To keep everyone safe, please follow these New York State Department of Health guidelines, supported by our Building Services team:

- All electrical décor must be inspected by Building Services.
- Keep decorations at least 18 inches below the ceiling—no items on top of tall furniture.
- Extension cords aren't allowed; approved power strips will be provided if needed.
- Christmas trees must have LED lights and be inspected before setup.
- Please share the tree's make/model/brand so flame-retardant ratings can be verified.
- Trees must be placed safely with no tripping hazards and enough room for staff to move.
- Trees may not exceed 6 feet; smaller (4-foot) or tabletop trees often work best.
- Families are responsible for setting up and taking down decorations.

If you have questions, please contact Chantel Foster at (585) 789-3103.

Wishing you and your family a safe and joyful holiday season!