



# County of Bucks

## AREA AGENCY ON AGING

30 E. Oakland Ave., Doylestown, PA 18901

Phone (267) 880-5700 Fax (215) 348-9253

Protective Services 1-800-243-3767

[www.buckscounty.org](http://www.buckscounty.org) [Aging@buckscounty.org](mailto:Aging@buckscounty.org)

### *County Commissioners*

ROBERT G. LOUGHERY, *Chairman*

CHARLES H. MARTIN, *Vice-Chairman*

DIANE M. ELLIS-MARSEGLIA, *L.C.S.W*

KATHY M. BENNETT, *M.S.W/L.S.W*

*Director*

To: Consumers requesting services from the **Bucks County Area Agency on Aging**

From: Information and Referral Department

This letter is intended to provide you with guidelines regarding the information we will request when you inquire about receiving services from the Area Agency on Aging. Please note that a request for assistance will not be considered “complete” until we obtain the following:

- Name, complete address and phone number of client and spouse
- Date of birth, SS # (client and spouse)
- Living arrangements, marital status, names and phone numbers of contact person(s), physician, Medicare #, ethnic race, etc.
- Reason for referral; type(s) of service(s) being requested
- Medical diagnosis, including cognitive status
- History of hospitalization(s) within past year
- Ability to perform tasks such as bathing, dressing, preparation of meals, housekeeping, etc.

When calling to request services, you may speak with Almeta Armstrong (ext. 5701), Carol Keyser (ext. 5728), or Donalee Brabazon (ext. 5705) in our *Information and Referral Department*. You may also begin the referral process on-line by visiting [www.buckscounty.org](http://www.buckscounty.org). In the “How Do I/Quick Links” tab, select “Department Contact Directory,” then click “Area Agency on Aging.”

Please feel free to call with any questions. We appreciate your cooperation and look forward to working with you.