



County of Bucks

AREA AGENCY ON AGING

30 E. Oakland Ave., Doylestown, PA 18901

Phone (267) 880-5700 Fax (215) 348-7827

Protective Services 1-800-243-3767

www.buckscounty.org Aging@buckscounty.org

County Commissioners

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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)
- Living arrangements, marital status, names and phone numbers of contact person(s), physician, ethnic race, etc.
- Reason for referral; type(s) of service(s) being requested
- Medical diagnosis, including cognitive status
- Ability to perform tasks such as bathing, dressing, preparation of meals, housekeeping, etc.

You may either call our agency to request services, email us at aging@buckscounty.org *or* begin the online referral process by visiting www.buckscounty.org. In the “How Do I/Quick Links” tab, select “Department Contact Directory,” then click “Area Agency on Aging.” You will find a referral box to click and complete at the bottom of our page which will be sent directly to our agency. Please allow time for staff to follow up as we receive a large volume of calls and requests daily.

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