

Orange Seniors Resource Directory ~ 2013

What kind of help is needed?	1
Introduction	2
Chapter 1: <i>Art, Entertainment, Social Opportunities</i>	3
Chapter 2: <i>Food Services</i>	8
Chapter 3: <i>Health and Safety Services, Programs and Benefits: Seniors and Care Givers</i>	12
Chapter 4: <i>Household Services</i>	27
Chapter 5: <i>Transportation</i>	32
Chapter 6: <i>Other Services</i>	28
Appendix A: <i>Advocacy, Licensing, Registration and Regulatory Agencies</i> ..	36
Appendix B: <i>Help at Home</i>	38
Appendix C: <i>Housing Options – Continuum of Care Models</i>	40
Appendix D: <i>Disposal of Medications</i>	42
Appendix E: <i>When is Home Not Safe</i>	44
Appendix F: <i>Town of Orange Telephone Directory</i>	47

What Kind of Help Do I Need?

Worried about someone you know living alone? Does their house look neglected; have they fallen and gone to the ER; are they getting more forgetful? Now is the time to get help so he/she can stay independent. The goal of this Resource Directory is to aid you in addressing these concerns

YOUR PARENT'S PROBLEM

SOLUTION

Too complicated to figure out	Geriatric Care Manager
Needs supervision and stimulation	Companion/Homemaker
Can't do cleaning, cooking & laundry	Homemaker
Can't bathe, dress, eat or move around alone	Personal Care Assistant
Needs 24-hour supervision, chores and personal care	Live-in-aide
Driving is dangerous	Transportation Services
Mixes up medications	Medication manager
Can't manage bills or finances	Personal Money Manager
Needs help with repairs, heavy cleaning and lawn care	Home maintenance services
Frequent falls or fear of falling	Emergency alert button and fall prevention

This Resource Directory was developed in 2008 and revised in 2013 for informational purposes only by the Senior Resource Team of the Orange Senior Leadership Program. It is meant to be a comprehensive, (but not all-inclusive) guide to opportunities, care and support services that allow older Orange residents to remain in their own homes/community, for as long as possible, avoiding unwanted and unnecessary institutionalization, and to age in place with dignity and respect.

DISCLAIMER

Where appropriate, at least two-to-three providers have been listed, giving priority to those public and not-for-profit agencies that provide services in Orange and the immediate surrounding area. While every effort was made to verify the credentials and quality of the services and/or providers, the Town of Orange and the Senior Leadership Program disclaims any responsibility for adverse occurrences and recommends patrons of services verify the credibility, license/registration and insurance of those providers. See Appendix A for a listing of licensing/registration and advocacy agencies.

MUNICIPAL AGENT FOR THE ELDERLY

Every Connecticut city and town has a Municipal Agent for the Elderly who assists town residents ages 60+ by providing information and referrals to local, state, and federal services and benefit programs.

Municipal Agents are familiar with programs and benefits such as Medicare, Medicaid, Food Stamps, Social Security, Protective Services, Legal Services, adult day care, housing, transportation, and local senior and community groups. Many also help seniors fill out application forms. The Orange Municipal Agent may be reached at **(203) 891-4787**.

ACKNOWLEDGEMENTS

The Resource Directory Team would like to express our thanks to the following organizations and people for their contributions to this Directory: Bob Archambault, *Orange Foundation*; Diane Astle, *Graphic Designer*; David Crevier, *Department of Consumer Protection*; CT Department of Social Services, Aging Services Department; Municipalities 2008 Funding Initiative; Veronica Hendrick; Orange Lions Club; Vincent Marino, *Town Attorney*; Dennis Marsh, *Orange Community Services Elderly Outreach Worker/Municipal Agent*; Orange Community Women; Orange Rotary Club; James Zeoli, *First Selectman*.

RESOURCE DIRECTORY TEAM:

Rose Spinelli, Jane Evans, Denise Stein and Paula Samuel.

FEEDBACK WELCOMED

Your feedback is always welcomed. Please be sure to inform us about how useful you found this directory. Let us know if you feel something should be added, and be sure to let us know about the quality of service you received from the various providers and contractors listed within the book. To supply feedback call the Elderly Outreach Worker at **(203) 891-4787**.

CHAPTER 1:

Art, Entertainment and Social Opportunities

AAA (American Automobile Association) (203) 283-8131; (203) 765-4222
 Milford and Hamden **www.southernnewengland.aaa.com**

In 2013 a single new membership costs \$68. Membership in AAA is required to take advantage of all of their services, which include trip planning, tour guides and maps, reduced rates for tickets to local events, motorcoach tours to many locations, mail order prescription savings, savings on purchases at various stores. Call for further information regarding the above services and other offerings.

Amity Regional School District #5 (203) 397-4861

The Board of Education offers to any Amity Region citizen 60 years of age or older a 50% discount on the admission to any school sponsored activity, such as athletic functions or musical events. For town residents who are 65 years or older, there is a free season Senior Citizens pass/ticket available. The passes shall be valid only for the person to whom issued, and shall entitle the authorized person free admission to school sponsored activities, such as athletic functions and musical events. Both passes are available at the District Office in Woodbridge, and must be picked up **in person**, with proof of age and address. Please call the above phone number before going to be sure there is someone in the office to issue the pass.

Case Memorial Library (203) 891-2170

The library has free passes, or passes for a reduced rate, for families to many museums in Connecticut. Passes are available at the circulation desk, and may be checked out for a four-day period. Only one pass is allowed per family. Passes may not be placed on reserve, but will be held at the desk for up to an hour. Call ahead for availability. "Friends of the Library" have a service to deliver books to shut-ins who have a library card. Call the library to arrange for this service.

CT State Parks Senior Pass (860) 424-3200

Charter Oak Pass (Life Line)

Provides access to the State Parks and Forests and is available free to all CT residents, 65 years of age or older. The pass is accepted at all day use areas where a parking fee applies. Presenting it allows free access for entering vehicle and passengers. The holder does not have to be the vehicle driver. To obtain by mail send a legible photo copy of current CT Driver's License or other legal proof of age and residency to: DEEP Charter Oak Pass, State Parks Division, 79 Elm Street, Hartford, CT 06106-5127

Disabled Veteran's Pass (Life Line)

The disabled veteran pass provides access to the State Parks and Forests and is available free to all CT residents who have a service connected disability. The pass is accepted at all day use areas where a parking fee applies. Presenting it allows free access for the entering vehicle and passengers. The pass holder does not have to be the vehicle driver. To obtain by mail send a legible photo copy of current CT Driver's License or other legal proof of age, residency and Veteran's card on benefits letter indicating a service connected disability. to: DEEP Disabled Veteran's Pass, State Parks Division, 79 Elm Street, Hartford, CT 06106-5127

Friendly Visitor/Telephone Reassurance (203) 891-4787

This program provides social interaction for persons who are homebound. The Elderly Outreach worker will match screened volunteers to visit or "Check in" on homebound senior adults through a reassuring phone call.

Institute for Learning in Retirement (ILR). www.ilralbertus.org; (203) 214-3425 e-mail: ilralbertus@ilralbertus.org

A totally volunteer organization of "retirement-aged" people who share a love of learning. It offers 30-35 varied courses for 10 weeks each during Fall and Spring Semesters at Albertus Magnus College, the host school. In the company of like-minded peers, members enjoy college level academic pursuits without concern for credits, grades or prerequisites. Registration for Study Groups is open to ILR members only. There is a registration fee for each course. Membership is \$20 per person for the calendar year, January 1 to December 31.

Make New Friends Pat Wright, Facilitator (203) 795-6135

Ecumenical Support Group for Widows and Widowers.

Meet: Every Thursday night in the Library in Holy Infant Church School, 450 Racebrook Road. Drop in: 7 – 7:30 p.m., Discussion begins: 7:30 p.m., “Coffee and” follows the discussion.

National Parks Senior Pass. www.usgs.gov/pass/senior

The Senior Pass replaced the Golden Age Passport in January 2007. The pass is for citizens or permanent residents of the United States, who are 62 years of age or older. It provides access to, and use of, any Federal recreation site that charges an Entrance or Standard Amenity Fee, and provides a discount on some Expanded Amenity Fees. The cost of the pass is \$20, and is valid for the lifetime of the pass holder. Photo ID may be requested to verify pass ownership. Existing plastic Golden Age passports are also valid for a lifetime. New passes can be obtained in person at the park entrance. The Senior Pass admits pass holder/s and up to three passengers in a non-commercial vehicle at Federal Recreation sites. (Children under 16 always admitted free). (Note: These passes not valid at State Parks or local city/county Recreation sites.) More information may be found at: www.CorpsLakes.us/fees or fedreypass@usgs.gov, click on “Parks and Recreation Pass for Seniors.” Check above website for more information and to contact the U.S. Geological Survey. CT State Parks Senior Pass/Charter Oak Pass

Orange Arts & Culture Council (203) 397-8915
e-mail: orangearts1@hotmail.com

The council aims to promote artistic expression of all kinds, thereby enriching the quality of life in the greater Orange area. Membership is open to all residents of Orange and beyond who are interested in promoting or participating in the activities of the group regardless of age or residence.

Orange Garden Club

The club usually meets on the 2nd Tuesday every month from September to May. Meetings are at the Case Memorial Library unless a different location is needed. Non-members, who are interested in gardening, are welcome to attend the meeting AFTER lunch, to hear the featured speaker. If you are interested in becoming a member, applications are available at the meetings. Read the Orange newspaper for time and date of the meetings. The Garden Club holds a plant sale on the town green the Saturday before Mothers’ Day.

Orange Players Association Pat Miller at (203) 397-8915

Allows interested members of the community to express themselves through the medium of the theatre. Call for further information.

Orange Senior Center (203) 891-4784

At the Orange Senior Center, in the High Plains Community Center on Orange Center Road, there are many activities available that promote independence, creativity, and sound physical and emotional health to residents over the age of 55. Call the Senior Center for information regarding trips, classes and seminars. Sign up to receive the Senior Center's monthly newsletter, *Orange Friendlies*, to receive updates and notices of events. Such as:

Lunch & Learn (203) 891-4784

Meets first Thursday of the month in the Senior Lounge from 11:30 a.m. until 1:00 p.m. Bring a brown bag lunch. Dessert, tea and coffee will be served. There will be a featured speaker from noon until 1:00.

Fitness Classes See Orange Friendlies**Ralph Walker Ice Rink www.cityofnewhaven.com; (203) 946-8007**

1080 State Street, New Haven

Join seniors throughout the state every Wednesday during the season from 12:00 – 1:30 p.m. at this outdoor facility. Special Senior rate to skate: \$3 per person; Special rate to rent skates: \$3 per person. Warm up inside the hut by the fireplace.

Road Scholar www.roadscholar.org; www.elderhostel.org; 1-800-454-5768

Elderhostel, Inc., 11 Avenue de Lafayette, Boston, MA 02111-1746

Sponsors trips both in the USA and abroad.

Sales on Rails www.amtrak.com; Amtrak: (800) 872-7245

www.viarail.com; Via Rail Canada: (888) 842-7245

Trains give a break on travel. Amtrak cuts 15% off most fares for riders who are 62 or older. Via Rail Canada offers travelers over age 60 a discount of 10% off the full adult fare. For those who are 60 or older, both systems discount 10% on the North America Rail Pass (a one month ticket for travel to more than 900 destinations on both sides of the border). Via Rail Canada also offers a "Bring a Friend" program that lets you take a companion along for free (except during winter holiday seasons).

Southern Connecticut State University (203) 392-8888

Senior Citizen Registration at SCSU is for those Connecticut residents who are 62 years of age or older. Senior Citizens are not restricted from taking any classes, but there must be space available in the class and those wishing to audit the class must have an audit slip signed by the professor, returned to the Registrar's office within the first 2 weeks of class. There is no tuition charge for Senior Citizens auditing a class. However, there is a non-refundable \$55 registration fee for Senior Citizens per semester. Payment must be made on the day of registration. Registration for Senior Citizens is Friday before the session starts.

Theatre www.CTheatreNow.com

Six theaters: Long Wharf Theatre, Yale Repertory Theatre, Westport Country Playhouse, Goodspeed Musicals, Hartford Stage, and Norman Terris Theatre in Chester give audiences discounts of 25% to 50% on day-of-performance tickets. Each day, the site will list the productions on each stage and the availability of the discounted tickets for each. A buyer then orders the ticket by credit card on the secure site. An e-ticket is issued with a confirmation e-mail. The customer presents the e-ticket at the box office to receive a reserved seat on a best-available basis. A \$3.50 fee per ticket is charged. Also, you may call other local box offices for discounts on advanced tickets.

Yale Campus Tours www.yale.edu; (203) 432-2300

Free campus walking tours Monday thru Friday at 10:30 am and 2:00 pm and 1:30 pm on Saturday and Sunday. Tours originate at the Yale Visitor Center, 149 Elm Street, New Haven.

Yale Concert Band and Yale Jazz Ensemble www.yale.edu; (203) 432-4113

Admission free concerts offered periodically on the campus. Call for information on these concerts.

CHAPTER 2:

Food Services

FOOD PANTRY

Orange Community Service (203) 891-4788

Orange Community Services maintains a food pantry for Orange residents with limited income. Food pantry recipients must pre-register and give the Elderly Outreach Worker 24 hour notice. Call to apply.

GROCERY DELIVERY

ShopRite in MILFORD (203) 876-7868

- \$10 fee to shop for you (Shop@Home). No minimum order
- No additional fee for delivery to Orange from the Milford store
- Orders can be placed on the internet at www.shoprite.com. If you don't have a computer available, phone orders can be placed at **TeleGrocers** 1-888-902-7467 for additional fees listed below. **Note:** Phone orders – 35 items maximum & order 2 days in advance.
- Payment must be made by check, credit or debit card
- Delivery 7 days a week:
 - Monday thru Friday 11:00am to 7:00pm
 - Saturday 9:00am to 5:00pm
 - Sunday 9:00am to 1:00pm
- Telephone Order Fees: Less than \$100-\$7.50; \$100-\$200-\$9.50; \$200-\$300; \$12.50

- **ShopRite** offers the service in two ways: Once you place your order online, you can select Option 1 to pickup at the store. The staff will bring the order directly to your vehicle. Option 2 is to have the order delivered to your home. You can select a convenient time for delivery within a 4-hour time frame. The driver brings order into your home.
- **Tuesday is Senior Discount Day:** Groceries must be delivered on Tuesday in order to receive the discount. Use coupon from weekly store flyer.

Stop & Shop – Peapod www.peapod.com; 1-800-573-2763

- Minimum order: \$60.00
- Delivery Charge: \$9.95 for orders less than \$100; \$6.95 for orders more than \$100.00
- Fuel charges if applicable-depends on gas prices
- Pay by credit card, debit card, Stop & Shop gift card; or by electronic check. You will be instructed on how to make the electronic check payment – There is a \$1 credit charge.
- Orders may be placed on the internet at www.peapod.com – Complete the online form. If you need assistance, call the above 800 store number.
- If you do not have a computer available, orders can be placed by phone through **TeleGrocers** – See instructions and fees on previous page.
- **Note:** Delivery is available 7 days a week. Morning delivery only on Saturday and Sunday. The food comes from Peapod’s own warehouse.

MEALS ON WHEELS

FSW Inc. **(203) 752-9919**

Eligibility: Persons 60 years of age or older, who are homebound due to illness or are handicapped and unable to prepare their own nutritious meals, are eligible for Meals on Wheels. The spouse, residing with the participant is also eligible to receive meals, if this is in the best interest of the participant. In addition, handicapped persons, regardless of age, who reside with the elderly participant, are eligible.

Persons who under 60 years of age and homebound, but meet the other criteria above, may receive meals for a charge of \$8.50 per meal.

Contribution Policy: Eligible participants decide for themselves what, if anything, they can afford to donate for their meals. The suggested donation is \$3 per meal for those qualifying for Title III-C. No eligible person will be denied meals if unable to make a contribution.

Meals: The dinners include a high quality protein entrée, vegetable and rice or potato, plus a choice of white bread or hard roll with margarine. Breakfasts offer eggs, pancakes, French toast, fruit and choice of juice. Each meal meets 1/3 of RDA (Recommended Dietary Allowances) for older adults. A container of milk (1%) is included

Procedure: After an application form is received, the Meals on Wheels office will contact you within two weeks to assess your eligibility and to determine the number of meals and frequency of delivery needed. Once enrolled in the program an order and delivery schedule will be assigned. The request for contribution will be sent monthly.

MEAL SITES

Senior Center Daily Lunch Program **(203) 891-4765**

High Plains Community Center 525 Orange Center Road

Provides hot meals at 11:30am to 12:30pm. Cost is \$3.00. Sponsored by the Elderly Nutrition Program of New Haven. Please call the number listed above (1) one business day ahead to reserve your meal.

Church of Good Shepherd 680 Racebrook Road **(203) 795-6577**

Senior Choice Dining

The Greek Olive 402 Sargent Drive, New Haven. **(203) 495-9990**

Wednesdays from 11:00am to 1:45pm. Donations of \$3.00 for ages 60+.
At first visit bring your I.D. and complete their form

SNAP

Supplemental Nutritional Assistance Program (SNAP) **1-800-842-1508**

Formerly known as “Food Stamps,” the SNAP card helps low income individuals and families buy food. If you are having trouble putting healthy food on the table, consider checking out SNAP which defrays the cost of groceries and home-delivered meals. The current income limits is 130% of the federal poverty level, unless you are 60 years old or a disabled person. Benefits are loaded onto a debit card that can be swiped at checkout. Call the above number for more information.

CHAPTER 3:

Health and Safety Services, Programs and Benefits: Seniors and Care Givers

To locate doctors who will accept Medicare . . . medicare.gov or 1-800-633-4227

ADULT DAY CARE

Programs are designed to promote autonomy in older adults and provide respite and support to their families. There are two models: medical and social. The social model provides socialization and respite for caregivers. The medical model will administer medications and personal care in addition to services provided by the social model. The following are members of the CT Association of Adult Day Care Centers:

East Shore Regional Adult Day Care Center – Branford	(203) 481-7110
Clelian Adult Day Care Center – Hamden.	(203) 288-4151
Goodwin-Levine Adult Day Health Center – New Haven	(203) 789-1650 ext 256
Mary Wade Day Center – New Haven.	(203) 562-7222
Edward L. Miller Adult Day Care Center – Shelton.	(203) 924-2635
Sunset Shores Adult Day Health Center – Stratford	(203) 380-1228
West Haven Adult Day Care Center – West Haven	(203) 937-3658

CT DENTAL ASSOCIATION

CT Dental Health Partnership-Safety Net Facilities

.....	www.csda-public.com/charitablecalendar	
Stratford Community Health Center (Optimus)		(203) 380-5283
Stratford Health Department		(203) 385-4090
Yale Hamden Dental Center	Adult	(203) 230-3431
	Pediatric	(203) 230-3432
St Raphael Campus of YNHH		(203) 789-3156
Oral Surgery Only		
Smiles 2 Go (St Raphael Campus of YNHH) Mobile		(203) 867-5414
Dental Van for Children Only		
Yale Adult Dental Center		(203) 688-2464
Yale Pediatric Dentistry Center		(203) 688-3000

DENTAL CLINICS

Google CT Dental Association for a complete list of Community Health Centers with Dental Clinics.

Milford Health Dept		(203) 503-3000
Hill Health Derby		(203) 736-5460
CT Dental Association		1-860-278-5550

DENTAL HYGIENE SCHOOLS

The Fones School of Dental Hygiene – Bridgeport		(203) 576-4137
University of New Haven – West Haven		(203) 931-6028

ELDER ABUSE/CRISIS SUPPORT

Elder Abuse:

Birmingham Group Health Services (203) 736-2601

Provides Domestic Violence service via:

The Umbrella (Ansonia). (203) 736-2601

Domestic Violence services of Greater New Haven

DVS Hotline (203) 789-8104

All services offered by both programs are free of charge and confidential.

Ombudsman Program (203) 974-3030

Protection and advocacy for residents of nursing homes

Elderly Protective Services. (203) 974-8029

Protection and advocacy for individuals living in the community

Domestic Violence Services of Greater New Haven Hotline . . . (203) 789-8104

24-hour hotline, emergency shelter, individual counseling, outreach, education and support groups

Project Safe Talk. (203) 238-1501

Telephone support for victims of elder abuse

The Umbrella. (203) 736-2601

Outreach, education, counseling support group

Crisis Support:

Emergency. 9-1-1

Infoline suicide hotline 2-1-1

EMERGENCY RESPONSE/PREPAREDNESS DIAL 9-1-1 FOR EMERGENCIES

CERT-Community Emergency Response Team Fire Marshall’s Office (203) 891-4711

Under the direction of local emergency responders, the Orange volunteer CERT teams help provide critical support by giving immediate assistance to victims, providing damage assessment information and organizing other volunteers at a disaster site. The role of a CERT volunteer is to help others until trained emergency personnel arrive. CERT is an arm of Homeland Security. www.citizencorps.gov

Creating an Emergency Plan – information is available from:

American Red Cross of South Central CT (203) 562-5557
www.redcross.org.ct

Emergency Prep Info (FEMA) www.ready.gov/makeaplan

Orange Fire Marshall www.orangefiremarshal.com; (203) 891-4771

Orange Visiting Nurse Association (203) 891-4752
www.orange-ct.gov/govser/ovna.htm

Emergency Shelter: High Plains Community Center (203) 891-4788

Emergency Prep Info (FEMA) www.ready.gov/makeaplan

Medical Alert Bracelet. www.philips.lifelinesystems.com; 1-877-859-1511
www.americanmedical-id.com

A durable stainless steel bracelet or necklace alerts emergency responders of medical conditions or medications that will affect diagnosis or treatment. It directs them to call the 24-Hour Emergency Response Center for a computerized file of vital medical facts.

Personal Response Systems:

A bracelet or necklace ensures that prompt caring help is available at the press of a button 24- hours a day, 365 days a year.

Lifeline www.lifelinesystems.com; 1-800-543-3546

Orange Visiting Nurse Association (203) 891-4752
for activation discount coupons

Orange Elderly Outreach Worker/Municipal Agent (203) 891-4787
for activation discount coupons

Griffin Hospital Lifeline Program (203) 732-7524

St Raphael Campus of YNHH Lifeline Program (203) 789-3702

Health Watch info@healthwatchofamerica.com; : 1-800-882-1822
or call **Bridgeport Hospital Health Watch Program** (203) 384-3187
www.bridgeporthospital.org

ADT Security Systems www.adt.com; (203) 294-1309
Health Division, 10 Research Pkwy, Wallingford

Poison Control Center 1-800-222-1222

Silver Alert:

National Silver Alert Program www.nationalsilveralert.org

Free, national, online registration program for senior citizens, and individuals with cognitive disorders, regardless of age. This provides a safe and secure place to store vital personal, medical health and caregiver’s information which will be easily accessible in the event of emergency.

A public notification system in the US to broadcast information about missing persons in order to aid in their return, using a wide array of Media Outlets; Radio and TV Stations, Cable TV, Message signs on roadways and Reverse 911.

www.en.wikipedia.org/wiki/Silver_Alert

Smoke and Carbon Dioxide Detectors – Orange Fire Marshal (203) 891-4711

The Orange Fire Marshall’s office will provide assistance with installing smoke and carbon monoxide alarms and their batteries. The Orange Fire Marshall’s staff will come to the resident’s home and consult as to where to install smoke and carbon monoxide alarms. They will also discuss home safety escape plans, fire extinguisher placement and alarm placement. The staff will change alarm batteries every six months. The resident must purchase the alarms and batteries.

TRIAD:

Yellow Dot Program (203) 891-4788

A Yellow Dot is affixed to the rear window of an older person’s car signifying that in the glove compartment of the vehicle, there is an information sheet containing vital information about the driver. In the event of an emergency situation, where the older person may not be able to speak for him or herself, first responders (e.g. police, fire and ambulance personnel) will know that in the vehicle’s glove compartment is a packet that contains contact information, medical history and the names of medications the person is taking.

File of Life Program (203) 891-4788

A red magnet placed on the front of the refrigerator with a pocket holding a card containing medical information and emergency contacts. First responders and emergency transport personnel will look for this when called to the home.

Emergency Cell Phone (911) Program (203) 891-4788

Free used cell phones are donated to the Community Center for Orange seniors and persons with disabilities. The Orange Police Department is contacted when 911 is called. No cell phone fee is required. Phone donations are welcome.

Beacon Light Program (203) 891-4788

A special chip is placed in the light fixture in the front of one’s home and will blink continuously when activated in an emergency. This light will help the local fire and police departments to locate the house quickly. No fee is required.

FINANCIAL HELP

Health Care Costs:**ProAct** **1-877-776-2285**

The Town of Orange Prescription Discount Card, administered by Pro-Act, Inc. is a free program that offers discount savings on prescription drugs by those without insurance, or something not covered by current programs. All prescriptions are covered at a discount rate. Savings is also available on Vision, Lasik, and Hearing Services.

Qualified Medicare Beneficiaries **1-800-443-9946**

Pays for monthly Medicare premiums, deductibles, and co-payments for financially eligible individuals.

Income:**State Administered General Assistance** **(203) 974-8000**

Income, health coverage and food stamp benefits for individuals with no other source of income.

State Supplement for the Aged **(203) 974-8000**

Monthly state benefit for those with very low income.

Supplemental Security Income (SSI) **1-800-773-2160**

Additional monthly Social Security benefit for individuals with very low income.

GRANDPARENTS RAISING GRANDKIDS

Consultation Center www.theconsultationcenter.org; (203) 789-7645

Grandparents on the Move. www.AARP.org; (203) 946-7443

Grand Fact Sheets:

www.aarp.org/relationships/friends-family

National state fact sheets for grandparents and other relatives raising children.

www.grandfactsheets.org

State specific data and programs as well as information about foster care, public benefits, educational assistance, state laws and legal rights

Grandparents Raising Grandchildren- Child & Family Guidance Ctr Bridgeport

. www.swallace@cfguidance.org; (203) 394-6529 Ext. 3025

Local Programs:

The AARP Grand Care Support Locator www.giclocalsupport.org

A free online service where programs can self-list their services and resources. Search by city, state or zip code

CT Dept of SS-Agency Services Division . . www.ct.gov/agingservices; 1-860-424-5199

Consultation Center of New Haven www.theconsultationhealthcenter.org

CT Legal Services. www.theconsultationcenter.org; 1-860-314-0447

Yale Family Support Service (203) 785-6862

HEALTH INSURANCE

Area Agency South Central Connecticut (AASCC)

CHOICES Program (203) 785-8533 or CT only 1-800-994-9422

Orange Community Services—Elderly Outreach Worker (203) 891-4787

SCAAA (203) 785-8533
www.agencyonaging-scc.org

HEALTH PROMOTION PROGRAMS

Diabetes: Blood Glucose Monitors (203) 891-4752

Available free at the Orange VNA for Medicare beneficiaries.

Geriatric Assessment Centers:

Provides comprehensive medical, psychological, cognitive and social assessments of older adults.

Dorothy Adler Center at Yale New Haven Hospital (203) 688-6361

Down Syndrome Adult Assessment (203) 789-3275

St Raphael Campus of Yale New Haven Hospital

Griffin Hospital Geriatric Assessment Center (203) 732-7328

St Raphael Campus of Yale New Haven Hospital (203) 789-3275

Geriatric Outreach (203) 789-3275

Masonic Geriatric Health (203) 284-3900

Shelton Lakes (203) 922-3666

Wellness/Disease Prevention Programs:

Blood pressure, cholesterol, diabetes screening, flu and pneumonia clinics.

Orange Visiting Nurse Association (203) 891-4752

Valley Parish Nurses (203) 732-7584

Elder Care Clinic (203) 789-3275

St Raphael Campus of Yale New Haven Hospital (203) 789-3275

www.ynhh.org/src

St Raphael Campus of Yale New Haven Hospital

Healthy Aging/CareCard Program www.ynhh.org/src; (9203) 773-3180

A health and wellness program for people age 55 and over.

No membership fee.

Yale Mammography Van (call for appointment). (203) 688-6800

Wound Healing Center: Griffin Hospital (203) 732-5610

HEARING AND SPEECH IMPAIRED

Adaptations to Telephone AT&T 1-800-922-4605

AHLBIN Rehab Center, Bridgeport Hospital (203) 336-7341
www.bridgeporthospital.org

Provides comprehensive hearing services, including diagnostic hearing assessments for children and adults, and a wide variety of digital hearing aids. Upon physician referral, also evaluates and treats vestibular disorders (dizziness).

Center for Communication Disorders, SCSU
www.southernct.edu/academics/schools/communication-disorders.htm

Evaluation and treatment of communication disorders. Charges modest fee; a sliding scale available. Does not accept Medicare, Medicaid or other insurances

Commission on Deaf & Hearing Impaired (CDHI) 1-800-708-6796
For general information and interpreter services (860) 566-7414

Hearing Loss Association of America **www.hearingloss.org**

Education, Financial Assistance, Advocacy, Hearing Health Care, and finding of professional telephones.

Telecommunication Devices for the Deaf/Text Telephones (TDD/TT) Equipment Loans

TDD/TT can send and receive typed messages. Hearing-impaired and speech-impaired Connecticut residents may be eligible for the free loan of a TDD/TT. A TDD/TT directory is available.

Contact the Converse Communications Center (CCC) 1-800-743-1219

TDD/TT users or voice callers (860) 242-4974

HOME CARE

CT Home Care Program for Elders. (203) 752-3050; CT only:1-800-445-5394

Program provides seniors age 65 and over, who meet the eligibility criteria, with assessment care management and payment for home and community-based services to remain independent in the community. There is no income limit for the State Funded Program. There are asset limits. You may also call the Town’s Elderly Outreach Worker at **(203) 891-4787**.

Orange Visiting Nurse Association (203) 891-4752

An official non-profit agency of the Town of Orange licensed by the state of Connecticut, certified by Medicare and Medicaid (Title-19) and accredited by the Community Health Accreditation Program (CHAP). The OVNA provides skilled nursing, physical, occupational and speech therapy, medical social work and home health aides. Services are covered by most insurance plans. Referrals for service may be made by the individual, family, physician, hospital or nursing home.

Private Duty Non-Medical Homemaker/Companions

For shopping, cooking, housekeeping, running errands, providing transportation, keeping the person company, call the following for reliable referrals.

Elderly Outreach Worker/Municipal Agent. (203) 891-4787

Orange Visiting Nurse Association (203) 891-4752

The Connecticut Association for Healthcare at Home (203) 265-9931
www.cahch@ct.healthcareathome.org

HOME SECURITY SYSTEMS

ADT Security Systems www.adt.com; (203) 294-1309

Brinks Home Security 1-866-569-1300

RAS (Rite Way Alarms, Inc.) (203) 878-3914

HOSPITALS – LOCAL

Griffin Hospital of Derby	(203) 735-7421
Milford Hospital of Milford	(203) 876-4000
St Raphael campus of Yale New Haven Hospital	(203) 789-3000
VA Hospital of West Haven	(203) 937-3824
Yale-New Haven Hospital of New Haven	(203) 688-2000

INFORMATION/REFERRAL

Area Agency South Central Connecticut (AASCC)	
Aging Resource Center	(203) 785-8533, or CT only 1-800-994-9422
Infoline Telephone referral on a wide range of topics	2-1-1
Orange Community Services Elderly Outreach Worker	(203) 891-4787
Orange Visiting Nurse Association	(203) 891-4752
St Raphael campus of Yale New Haven Hospital Healthy Aging Line	(203) 789-3275

LABORATORY SERVICES

Laboratory work:

Drawn in the home for the homebound and must be set up by the primary care physician's office, or the Orange VNA.

Home Draw	(203) 248-8688
Quest Labs	(203) 773-0875

HEALTH & EDUCATION

Can download CT Living Will laws and Living Will-Advance Directive Forms in PDF Format.

Orange Visiting Nurse Association	(203) 891-4752
	www.ornage-ct.gov/govser/ovna.htm

Has copies of the A.G.'s laws and forms for the Living Will-Advance Directive

MEDICATION DISPENSING SYSTEMS

Lifeline: electronic reminders 1-800-543-3546

Orange Visiting Nurse Association (203) 891-4752
www.orange-ct.gov/govser/ovna.htm

Provides a 7-day medication dispensing box at no charge.

MISCELLANEOUS

CT Attorney General's Office www.ct.gov/ag; 1-860-808-5318
 Living Will Advanced Directive

SUPPORT/ADVOCACY GROUPS

Alzheimer Association (866) 828-2828
 Provides support, education and advocacy.

24/7 Helpline 1-800-356-5502

Safe Return www.alz.org/safereturn; 1-888-572-8566
 Helps reunite loved ones with the person with dementia who has wandered, and provides 24/7 assistance, no matter when or where the person is reported missing.

Respite Care 1-800-356-5502

American Parkinson Disease Association (203) 789-3936
 Information/Referral Center at the Hospital of St. Raphael.

Bereavement and Grief:

AARP Widowed Persons Service (203) 434-2260

Jewish Family Services, New Haven www.jfsnh.org ; 1-866-389-5599

Orange Ecumenical Support Group for Widows & Widowers . . . (203) 799-2379
 Holy Infant Church, 450 Racebrook Road, Orange

Orange Family Counseling (203) 795-6698; (203) 878-6365
 The Clark Building, 605-A Orange Center Road Orange

Care Giver Support Groups:

Milford (203) 876-4004

Meets the first Monday of the month at Milford Hospital.

Sunset Shores (203) 380-1228

Meets the second Wednesday of the month at Sunset Shores Adult Day Center, 720 Barnum Ave Cut Off, Stratford.

Stroke Support Groups:

“Help Each Other Succeed” Disability Support Group (203) 773-4105

1 Long Wharf Drive (building behind New Haven Register), 4th floor, New Haven, with Ray Bavaro. Meeting second Friday of each month from 1:30 – 3:30 p.m.

Greater New Haven Stroke Club (203) 287-2547

Miller Senior Center, 2901 Dixwell Avenue, Hamden, with Willette Pierson. Meeting every Thursday from 1:00 – 2:00 p.m.

Aphasia Group (203) 392-5957

Southern Connecticut State University, Davis Hall, 501 Crescent Street, New Haven. A semester-long program requires registration for therapy, education and support sessions with Jane Hindelang. Minimal cost with sliding scale offer. Every Tuesday and Thursday 10:00 – 1:00 p.m.

Vision Loss Support Groups:

Branford (203) 931-0723

First Congregational Church, 1009 Main Street, Branford

Hamden (203) 288-2020

New England Research & Education Foundation, Larson Place 220 Whitney Avenue, Hamden

Milford (203) 378-8928

Fowler Memorial Building 45 New Haven Avenue, Milford. Affiliated with the National Federation for the Blind Lions – affiliated with Lions Clubs International.

For any other support groups contact:

Consultation Center www.theconsultationcenter.org; (203) 789-7645

VETERAN'S ADMINISTRATION www.ct.gov/ctva; www.va.gov; (203) 932-5711
1-866-9CT-VETS; 1-866-928-8387

950 Campbell Avenue, West Haven

Offers a wide range of services and healthcare.

New customer-service center at the VA Central Office (202) 273-5400

If you have a specific problem with the VA or questions the VA hasn't answered, call the **Veterans Affairs Office of the Inspector General Hotline** . . . 1-800-488-8244

VISUALLY IMPAIRED

CT Dept. Of Education Services for the Blind (860) 602-4113
www.ct.gov/besb; TDD (860) 602-4000

Resource for rehab training, orientation, low vision items are available. You will need your doctor to write a letter stating 1) your vision acuities and diagnosis and 2) patient's name, address, date of birth, and Social Security Number.

Library for the Blind and Physically Handicapped 1-800-842-4516

Provides recreational literature and equipment totally free; equipment and cassettes shipped back and forth free of charge (in the process of transitioning to a digital media—not here yet).

National Federation of the Blind of CT (860) 289-1971

Services and resources for the visually impaired.

Prevent Blindness Tri-State . . . www.preventblindness.org/tristate; 1-800-850-2020

VA Medical Center (203) 288-2020

Blind Rehabilitation Clinic

A six-week individualized program that teaches various adaptive techniques to be safe and independent.

The VA "Aid & Attendance" Benefit

A monetary benefit to help a Veteran or surviving spouse pay for assistance with daily living activities. Available to Veterans who served 90 consecutive days with at least one of these days during a "wartime" period. Asset limits for eligibility.

Vision Loss Support Groups:

See Support/Advocacy Groups section in this chapter.

CHAPTER 4:

Household Services

ADVISEMENT

One of the important factors in remaining in one's home is the ability to call on reliable and trustworthy home service people. The following Services are recommendations, but it is advised that persons prior to entering an agreement with the individuals first check with the Department of Consumer Protection for currency of licenses and any history of complaints. The following service people have been personally contacted to see if they wish to be included in this listing. They have not paid for their inclusion.

Where appropriate, at least two-to-three providers have been listed, giving priority to those public and not-for-profit agencies that provide services in Orange and the immediate surrounding area. While every effort was made to verify the credentials and quality of the services and/or providers, the Town of Orange and the Senior Leadership Program disclaims any responsibility for adverse occurrences and recommends patrons of services to verify the credibility, license/registration and insurance of those providers. For more information about hiring a home improvement contractor or to find out if a contractor is licensed with the state, visit www.ct.gov/dcp or call (860) 713-6110

HANDYMAN SKILLS BANK **203-891-4787**

Offered free of charge to limited income Orange seniors. The skills bank consists of a group of qualified volunteers with a variety of skills who are willing to help residents in need of minor household repair to be done or a task to be performed.

YOUTH SERVICES JOB BANK **(203) 891-4785**

The Job Bank provides pre-screened students, age 13-16, who can be employed by area residents to do a large variety of jobs around the home, such as yard work, garden help, washing windows, cleaning attics/basements, snow shoveling, painting, general housework, mother's helper, tutoring, and so much more.

CHIF CONN HOUSING INVESTMENT FUND www.chif.org; 1-860-233-5165

Residential Energy Efficiency Fund provides low interest loans to assist in making your home more weather tight and help to lower energy consumption.

CONSTRUCTION, CARPENTRY, AND HOME REPAIR

Ron Goulett – License #555397; Bathrooms & Kitchens (203) 668-0767

Donald Oliver – License #573494 (203) 795-4404

Robert Ross – License #583142 (203) 380-0526

Jeff Stauffer – License #621286 (203) 410-3433

Mark Steeves – License #582579 (203) 799-0253

Mark Weston – License #603021 (203) 589-4637

ELECTRICIANS

John Sicone– License #125710 (203) 878-9237; (203) 215-8178 cell

Ross Electrical (Robert Ross) – License #123699 (203) 380-0526

Milford Commercial and Electrical – License #125202 (203) 878-8500

PLUMBERS

A+ Plumbers, LLC – License #278130 www.aplusplumber.com; (203) 799-4428

Alan Barton – License #0279943 (203) 464-1710

CHIF CT Housing Investment Fund-Loan Program 1-860-233-5165

Construction, Carpentry & Home Repair

R.W. Simpson – License #203488 (203) 393-0410

OTHER HOUSEHOLD SERVICES**Appliance & Repair:**

All Parts & Services 1-800.994.9443; (203) 799-6888
www.allpartsapplianceservice.com

Appliance Repair:

- Action Appliance** (203) 776-1199; (203) 375-5104
- Amar Service Company** (203) 795-9368
- Home Appliance** (203) 239-0889

Hair Stylists: (will come to your home)

- Lisa Sette** (women only) (203) 932-1099
- Marge Connery** (also a skin care specialist) (203) 877-5698
- Lorraine Esposito** (men & women) . . . (203) 248-0599; cell (203) 671-4680
- Teddi & Archell** – a salon (home services available) (203) 933-7786

Landscaping and Lawn Service:

- Amity Landscaping** www.amitylandscaping.net; (203) 934-7782
- Cargos Landscaping** (203) 799-2994
- Kelly’s Landscaping** www.kellylandscaping.com; (203) 874-8873
- Roman O’Leschuk** (203) 675-8317

Odd jobs & Handyman Services:

- Affordable Handyman** – Larry Brewer (203) 878-3323
- “European Handyman”** – Orlando Rodrigues (203) 795-0088
- “Handi-man Frankie”** (203) 213-5704

Podiatrist: (will make house calls)

- Dr. Juliana Dudzis** leave message: (203) 735-0055
 - “Mobile Foot Doctor”** – Stephen A. Irrera D.P.M 1-866-614-3668
- Performs simple procedures such as debridement of nails, corns and calluses, does not participate in Medicare, charges a fee for service. Call around for others or call Area on Agency (203) 785-8533

Remodeling for a Lifetime:

If you are planning to stay in your home as you age, Kansas State University has a simple home “universal design” checklist available at: www.oznet.ksu.edu/library/HOUS2/MF2213.pdf

Andrew Robinson, (AIA) Certified Aging In Place Specialist . . . (203) 795-0665
andrewrobinson@snet.net

Web design for independentliving.com www.robinsonarchitects.com

Snow Removal Services:

Steve Bspuda 814 Glenbrook Road, Orange **(203) 795-4531**

Joe Torello 327 Racebrook Road, Orange. **(203) 795-3953**

Denny’s Landscape & Tree Service of West Haven (203) 931-7059
 (Referred by Town Highway Dept.)

Clark’s Landscape 580 Orange Center Road, Orange **(203) 795-3198**

BP Lawn Care of West Haven (203) 305-4761

Schryver’s in Derby (203) 736-3822

Troubleshoot Computer problems in your home:

Computer House (203) 799-3160

Geek Squad 1-800-433-5778*

*Note: This is a national number. When you call it and tell them your problem, they will set you up with a local technician who will be able to fix your computer. If you wish to take the computer to Best Buy, call 795-5730, press 4 to make an appointment with the Geek Squad in the store.

Nerds to Go (203) 795-6373 or 228-5015****

**Note: This is a local business at 501 Boston Post Road in Orange. A technician will come to your house for repairs, or you may take your computer to their office.

Window and power washing, gutter cleaning, junk removal and painting:

Robert Ross (203) 380-0526

Window washing and some cleaning:

Nicolas Window Washing – Nick Squelia (203) 934-7998

Window washing and painting:

American Window Cleaning – Robert Pergliotti 1-866-854-3688

CHAPTER 5:

Transportation

Orange Transportation Services. (203) 891-4788

Reservations must be made 24 hours in advance. They will provide door to door service to any resident 55 years or older or disabled. Limited assistance is provided. The vehicles will carry wheel chair bound persons. Operates Monday through Friday 8:30 a.m. to 3:00 p.m.

Greater New Haven Transit District – My Ride Program:

Dial-a-Ride www.gnhtd.org; (203) 288-6282

Regional Rides Program for disabled and/or 60 years or older, ADA Fare is \$2.60. You must be a member. To become a member of My Rides, call for an application. Applications are also available thru Orange Transportation Services.

HandiVan – Medicare Transportation (203) 562-1760

www.nelsonambulance.com

Reservations must be made no later than 24 hours prior to time of service. For doctor's appointments, 48 hours prior notice is required. You must supply the following information: doctor's name, address and phone number, plus your Medicare membership number. They call the doctor's office to confirm the date and time for pickup. You must be 55 years or older. Travel is only provided within 15 miles. They offer full assistance to the patient, and are wheel chair accessible. Where necessary, ambulance service is available.

Taxi (203) 777-7777

There are several taxi services available in our area. They offer no assistance for their passengers. They will transport the passenger to anywhere in the Greater New Haven area. Payment is by cash only. No advance reservations are necessary. They request a light be turned on at your door or lamppost. The driver will honk the horn when he is outside your house.

Metro Taxi www.metrotaxi.com

CHAPTER 6:

Other Services

AARP DRIVING COURSE www.aarpdriversafety.org; (203) 891-4784

This program is sponsored by AARP on a monthly basis. It is a defensive driving course program. A certificate of completion will be submitted to your car insurance company for a reduction in auto insurance premiums. A modest fee is charged for an 8-hour course. Call Community Services to register.

AT&T CONNECTICUT LIFELINE 1-800-288-2020

www.att.com/gen.general?pid=10201

A discount on the AT&T phone bill is available for income-eligible persons. For an application contact the Community Service Outreach Worker at (203) 891-4787.

BENEFITS CHECK-UP www.benefitscheckup.org

Area Agency South Central Connecticut (AASCC)

Benefits Check-Up (203) 785-8533 or CT only 1-800-994-9422

Adults 55-plus can check for eligibility for the following programs:

- Prescription drug assistance
- Health care programs
- Cash assistance
- Housing assistance
- Property tax programs
- Home energy assistance
- In-home supportive services
- Legal services
- Nutritional programs and Food Stamps
- Employment programs

Contact the Elderly Outreach Worker for assistance at (203) 891-4787.

ENERGY ASSISTANCE

Orange’s Emergency Fuel Bank (203) 891-4787

Community Service Outreach Worker manages Orange’s Emergency Fuel Bank as long as funding is available. Allows one 150 gallon delivery per winter season. Eligibility is based on income and assets.

Connecticut Energy Assistance Program (203) 736-5420

TEAM, Inc., 30 Elizabeth St, Derby **www.ct.gov/staywarm**

Eligibility is based on income and assets. For seniors and families who are struggling economically to pay their heating bills. Assistance is available to both homeowners and renters. Once a client is deemed eligible based on income and asset guidelines, TEAM of Derby will make payments for the client directly to the heating provider whether it is a public utility (gas or electric) or a private home delivery provider (oil or propane). Contact the Community Service Outreach Worker to process the application.

The United Illuminating Co. www.uinet.com; (203) 799-0460

180 Marsh Hill Road, Orange

Shut-off Protections:

Matching Payment Plans, and Forgiveness Program (203) 499-2225

Before your utility service can be shut off for non-payment, you must receive a shut-off notice. It will tell you the earliest date you can be shut off. As soon as you receive a shut-off notice, or if you are falling behind in your payments and are at risk of receiving a shut-off notice, contact the utility about a payment plan. Utility service may not be shut off if your doctor certifies to the utility company that the customer has a life threatening condition. Call the Director of Collections.

Smart Living www.uinet.com; (203) 499-2225

270 Boston Post Road, Orange

Call or stop by a Smart Living store for brochures on “Ways to Save Energy” or a “Smart Living” catalogue for energy efficient products for your home.

HOME SHARE 1-800-994-9422

A creative housing arrangement between two or more people in which a home is shared in exchange for companionship, a financial contribution to household expenses or some combination. The decision to share is made by those involved with the assistance of the Area Agency South Central Connecticut (AASCC) Home Share Program. One person in each match must be age 60 or older. The AASCC staff conducts screenings and interviews with the interested individuals. They gather references to help ensure appropriate matches are made. There is no fee for individuals over the age of 60. There is a nominal registration fee and match fee to clients under the age of 60.

INCOME TAX ASSISTANCE PROGRAM (203) 891-4787

AARP provides free income tax preparation assistance for low and middle-income taxpayers of all ages, with special attention to those 60 and older. Trained volunteers are at the HPCC one day a week during the income tax preparation season. Call to schedule an appointment.

LEGAL CLINIC (203) 891-4788

On the first week of the month, a local attorney gives his time voluntarily to assist senior residents with legal issues. No fee required.

Elder Care Lawyers National website www.NAELA.org

CT Elder Law website www.ctelderlaw.org

New Haven County Bar Association www.newhavenbar.org; (203) 562-9652

171 Orange Street, New Haven CT 06510

RESPIRE PROGRAMS

Area Agency South Central Connecticut (AASCC)

Respite (203) 785-8533 or CT only 1-800-994-9422

The CT statewide Respite Care Program is funded by the State Department of Social Services and is operated in partnership with the Alzheimer’s Association of CT and the CT Area Agencies on Aging. The program offers caregivers the opportunity to receive an assessment of services needed and have a care plan developed and/or purchase services for the individual with dementia. Eligible

families may apply for daytime or overnight respite care services including: Adult day care, home health aide, homemaker/companion, skilled nursing care or short term nursing care.

Alzheimer’s Association, CT Chapter Respite Grant Fund 1-866-363-6679
www.alz.org/ct

It is subsidized from individual and corporate donations, foundations, trusts and the annual fund-raiser, Memory Walk. It is a financial reimbursement program designed to assist care giving families in accessing respite care services.

Safe Return 1-866-363-6679

Alzheimer’s Association Safe Return is a nationwide identification, support and enrollment program working at the community level. Safe Return provides assistance when a person with dementia becomes lost locally or far from home. Assistance is available 24 hours, every day, whenever a person is lost or found.

TAX RELIEF PROGRAMS

Orange Tax Assessor Office (203) 891-4723
www.orange-ct.gov/govser.assessor.htm

Property Tax Credit for Elderly/Disabled/Veterans www.ct.gov/opm
(look under programs and services)

Renter’s Rebate Program:

Available for persons who must meet three conditions as of 2013:

1. Have reached the age of 65 years as of 12/31/12 or older, or are totally disabled (proof required);
2. Have resided in Connecticut for any one-year period prior to filing an application for a partial refund of your rent and utility bills;
3. Have met the program’s income requirements.

(860) 418-6280 www.ct.gov/opm (look under programs and services)

APPENDIX A:

Advocacy, Licensing, Registration & Regulatory Agencies

1. Federal law states creditors can't seize Social Security, disability and veteran's benefits to pay a debt. Social Security income is protected under federal law.
2. Home Health Agencies and Hospices are licensed by the CT Department of Public Health (DPH), Health Systems Regulation, and must meet state and federal requirements. DPH: 410 Capitol Avenue-MS 12HSR, PO Box 340308, Hartford, CT 06134-0308. **Toll-free Hotline: 1-800-828-9769.**
3. Agencies providing homemaker or companion services must be registered with the **CT Department of Consumer Protection (860) 713-6050**, 165 Capitol Avenue, Hartford, CT 06134 vs. Registry.
4. In addition, various other service providers, such as architects, electricians, glaziers, heating piping and cooling, home heating oil registration, home improvement contractors, home inspectors, interior designers, land surveyors, landscape architects, real estate brokers and salespersons, well drilling and public charities, must also be registered/licensed by the CT Department of Consumer Protection (DCP).

Licensing information **(860) 713-6000**

Consumer complaints **(860) 713-6100**

5. Health Care Institutions **(860) 509-7400**

Consumers can obtain information or file a complaint about the care and services they were provided at a healthcare facility such as a hospital, nursing home or out-patient clinic.

6. Health Care Professional 1-800-842-0038

Any person can obtain information, request a petition, or file a complaint against a health professional licensed by the DPH.

7. Better Business Bureau of CT (203) 269-2700

821 N. Main Street Ext., Wallingford

8. For unbiased information and assistance on Medicare, Medicaid and supplemental insurance:

Center for Medicare Advocacy 1-800-262-4414; (860) 553-7590
www.medicareadvocacy.org; e-mail: center@medicareadvocacy.org

Provides legal assistance, education, analysis and advocacy to advance fair access to Medicare and health care. Address: PO Box 350, Willimantic, CT 06226.

Qualidigm www.qualidigm.org; 1-800-553-7590

Medicare Peer Review Organization

A nationally recognized consulting and research company dedicated to improving the quality and safety of health care. It is authorized to intervene on behalf of Medicare beneficiaries on quality of care issues or with hospital notices of non-coverage for beneficiaries with traditional Medicare or a Medicare managed care plan. Address: 100 Roscommon Drive, Middletown, CT 06457. For questions about Medicare or to request a case review, call the Medicare Beneficiary Helpline- 1-800-553-7590. For all other questions, telephone (860) 632-2008.

9. CMS Home Health Compare www.medicare.gov

A Medicare website to allow you to compare individual home health agencies' outcomes on specific quality outcome measures: www.medicare.gov; select *Search Tool* in the left tool bar; in the right column, select *Home Health Compare*.

APPENDIX B:

Help At Home

CATEGORIES OF CARE GIVERS

Household Chores: cleaning/preparing meals

Personal Care: non-medical bathing, dressing or moving around the house

Health and Medical Care: nurse, home health aide or a physical therapist

CATEGORIES OF AGENCIES

Home-Care Agencies: provide homemaker services, which include household and personal care duties in the home. Registered with the CT Department of Consumer Protection.

Home-Health Agencies: often provide some or all of the care services mentioned above through teams of doctors, nurses, therapists, social workers, home health aides and others. The agencies are regulated by the state Department of Public Health and federal laws and often are Medicare and Medicaid certified. This means they can get paid by these programs for providing home health service. *(Source: AARP)*

ELDERCARE LOCATOR..... 1-800-677-1116

Service helps find local area agency on aging and other state and local resources that can help with public benefits, local programs and other services for elder adults.

FINDING HOME CARE PROVIDERS

There are pros and cons of hiring privately vs. through an agency, including liability and expense. Remember, if you hire privately and pay more than \$1,600 per year, you are required to pay and withhold Social Security and Medicare taxes and unemployment taxes. See Chapter 3, Home Care Programs, page 16 of this guide for sources of reliable referrals. See the AARP website on choosing an agency for in-home care www.AARP.org Link: Caregiving Checklist.

GERIATRIC CARE MANAGER

A Geriatric Care Manager (GCM) is a health and human services specialist who helps families who are caring for older relatives. The GCM is trained and experienced in any of several fields related to care management, including, but not limited to nursing, gerontology, social work, or psychology, with a specialized focus on issues related to aging and elder care.

The GCM assists older adults and persons with disabilities in attaining their maximum functional potential. In addition, the GCM is an experienced guide and resource for families of older adults and others with chronic needs, including helping those suffering from Alzheimer's disease or Parkinson's or exhibiting symptoms of dementia.

Visit the National Association of Professional Care Managers (NAPGCM) web site: www.caremanager.org [or call (520) 881-8008] to find a GCM, questions to ask when looking for a GCM, discussing fees, standards of practice, credential descriptions, etc.

TIPS FOR HIRING A HOME-CARE WORKER

To find out what to consider when searching for a home care worker, where to look and what to ask in the interview process, reference and background checks, troubleshooting and termination, go to the AARP Website: www.AARP.org, Link: Caregiving—Providing Care at Home.

FOR FURTHER INFORMATION

Contact the Community Elderly Outreach Worker (203) 891-4787

APPENDIX C:

Housing Options – Continuum of Care Models

1. **Independent Living:** Living in your own house, apartment or condo; pay for all utilities and taxes; private pay for all in-home services, emergency call systems, meals on wheels, etc; socialization services can include going to the local senior center, library, etc.
2. **Home Haven, New Haven www.eastrockvillage.org; (203) 776-7378**
Private, not-for-profit corporation provides members opportunities, services and confidence to remain active participants in the life of the community.
Amity Village www.homehavenvillages.org; (203) 776-7378
A branch of Home Village in Orange
3. **Home Share:** A creative housing arrangement between two or more people in which a home is shared in exchange for companionship, a financial contribution to household expenses or some combination. Refer to Chapter 6 (page 32) for details.
4. **Active Adult Community:** All of the above features but is age-restricted to those usually 55 years old and older who desire a condominium form of living without the maintenance demands of single family home ownership. This is a community where many may still be in the work force and are not on a fixed income. It is a community where people may plan to live 20 or more years, but can “age in place” if so desired. Socialization opportunities are available within the community as well as externally.
5. **Living with Family:** Living in a private room and/or apartment; and sharing expenses; socialization; family support and assistance; private pay for all in-home services.
6. **Retirement/Assisted Living Communities:** Rent an apartment (studio, 1 bedroom, 2 bedroom, etc.); all utilities are included except for telephone

usage and sometimes cable TV. Receive 3 meals/day; all activities and transportation services included; rental costs range from \$3,000 - \$6,000/month; additional costs for home health services as needed.

- 7. Continuing Care Communities:** Require an entrance fee and a monthly rent; have assisted living services; have at least 2 levels of care; have personal care and nursing services when needed; and nursing facility available if needed.
- 8. Elderly Housing Complexes:** Low income apartments; all electric apartments; pay 30% of your monthly income to rent; apply through your local housing authority; have studio and 1 bedroom apartments; Section 8/HUD subsidies; laundry facilities on premises; and private pay for all in-home services.
- 9. Congregate Housing Complexes:** Full rental apartments; rent includes 1 meal/day; access to personal care services; personnel on duty 24 hours/day; state subsidized building; housekeeping services are included; application process to complete.
- 10. Residential Care Homes:** Rent a room; have a roommate; includes 3 meals/day, housekeeping and laundry services, state supplements accepted (Title 19); must be able to evacuate the building in an emergency; all residents have an emergency call system with 24 hour/day supervision.
- 11. Intermediate Care Facilities:** Includes 24 hour nursing services; state supplements (Title 19); and limited medical, social and support services; minimal skilled nursing services as needed.
- 12. Skilled Nursing Home:** Receives full personal care assistance daily, nursing services, medication distribution and monitoring, physician services, physical and/or occupational therapy, socialization, etc.; see Medicare for eligibility.
- 13. Universal Design:** broader principles (dropped curbs) cabinets and pull out shelves, kitchen counters at several heights. Barrier-free

Accessibility: ADA-site, facility work, environment, service or program that is easy to approach, enter, operate participate in and/or use safety and with dignity by person with a disability

Design for All (DFAC): targeting use of products, services and systems by as many people as possible without the need for adaptation. (Velcro, Electric toothbrush, Automatic door, low floor bus, and flexible drinking straw)

APPENDIX D:

Disposal of Medications— How to Dispose of Prescription Medicines and Over-the-Counter (OTC) Products

Flushing medications down the toilet or sink causes water pollution, impacts drinking water and has adverse effects on septic systems, fish and other aquatic wildlife.

The safe way to dispose of medication and OTC products is to put them in the trash.

Here's how to do it:

1. Keep the medication in its original container.

- To protect privacy and discourage misuse of the prescription, cross out the patient's name with a **permanent marker or duct tape or remove the label.** (Chemotherapy drugs may require special handling. Work with your healthcare provider on proper disposal options for this type of medication.)

2. Modify the medications to discourage consumption.

- **For solid medications:** such as pills or capsules—add a small amount of water to at least partially dissolve them.
- **For liquid medications:** add enough table salt, flour, charcoal or nontoxic powdered spice, such as turmeric or mustard, to make a pungent, unsightly mixture that discourages anyone from eating it.
- **For blister packs:** wrap the blister packages containing pills in multiple layers of duct or other opaque tape.

3. Seal and conceal.

- Tape the medication container lid shut with packing or duct tape.
- Place it inside a non-transparent bag or container such as an empty yogurt or margarine tub to ensure that the contents cannot be seen.
- **Do not** conceal medicines in food products because animals could inadvertently consume them.

4. Discard the container in your trash can. *Do not* put the container in your recycling bin!

5. For needles, syringes, lancets and other sharp objects:

Discard used sharps in a hard plastic or metal container, such as liquid laundry detergent or fabric softener or metal coffee can with a screw-on or tightly secured lid. Put a small amount of liquid bleach in the container. Keep covered. When $\frac{3}{4}$ full, seal the cover with duct tape and place in **trash bin, NOT RECYCLING!**

FOR MORE INFORMATION CONTACT:

CT Dept of Environmental Protection (860) 424-3297
Office of Pollution Protection **www.ct.gov/dep/p2**
79 Elm Street, Hartford, CT 06106

Orange Police Department (203) 891-2136
www.orange-ct.gov/police (check dates for disposal programs)

www.disposemy meds.org

An online resource to find medication disposal programs at the local independent community pharmacy.

APPENDIX E:

When is Home Not Safe

Below is a guide for behaviors or signs to look for, with the most pressing concerns under A. Check the boxes that apply in your situation, under each category.

A If one of these situations is present, the person should not be alone and needs help immediately.

- Weight loss of more than 6 lbs or 10% of body weight in 6 months, loose clothing, evidence of wasting, such as protruding bones.
- Agitated paranoia, hallucinations, delusions, suicidal thoughts, aggression.
- Presence of weapons especially loaded.
- Evidence of fire or misuse of appliances, such as placing metal in the microwave.
- No food in the house or only rancid food
- Falling, especially when the person remains down more than 2 hours. Also, evidence of injuries, unexplained bruises, substance abuse.
- Medication mistakes or poor care for serious conditions.
- Reports that the person is neglecting basic care, such as medical treatment or is being abused.
- Repeated emergency room visits, hospitalizations, physical complaints.
- Evidence of domestic violence, including the person injuring a caregiver.
- Frequent calls to the police or emergency services.
- Wandering outside the home.
- Eviction notice has been served.

A/B These behaviors could require immediate help depending on how severe they seem to the reviewer.

- Malfunctioning plumbing, such as lack of water or stopped-up toilet, when the person has caused the problem or neglected to get it fixed.
- Thermostat set inappropriately for weather conditions.
- Chronic anxiety or worry, panic attacks, depression.
- Unsafe driving with refusal to stop.
- Law enforcement officers ask that the person be evaluated because of repeated calls.

B If two or more of these situations are present, you may wait a few weeks, but should work toward providing care in the home or moving the person to another living situation

- Poorly managed continence.
- Repeated calls to the family to ask what to do next or express concern about planned activities.
- Dirty or infested household that poses health risk.
- Accumulation of garbage.
- Food stored inappropriately, such as ice cream in the pantry.
- Person is being exploited by someone, such as a neighbor or relative.
- Resists personal care for long time periods.

B/C These behaviors could require inter-mediate help depending on how severe they seem to the reviewer.

- | | |
|---|--|
| <input type="checkbox"/> Person makes statements about needing to move or not being able to cope. | <input type="checkbox"/> Community members, such as neighbors, advise that help is needed. |
| <input type="checkbox"/> Neighbors or others complain about person's dependence on them. | |
-

C If some of these behaviors are present, especially three or more, consider giving the person help and re-evaluate monthly.

- | | |
|--|--|
| <input type="checkbox"/> Socially isolated behavior, such as sitting all day in front of the TV. | <input type="checkbox"/> Poor grooming, soiled clothing, wearing the same clothing all the time. |
| <input type="checkbox"/> Losing belongings, hiding things. | <input type="checkbox"/> Post-it notes throughout the house. |
-

If you need further information about care alternatives, please contact Orange Community Services Department's Elderly Outreach Worker/Municipal Agent at (203) 891-4787.

APPENDIX F:

Town of Orange Telephone Directory

TOWN HALL 617 Orange Center Road (203) 891-4700; Fax (203) 891-2185

Monday through Friday 8:30 a.m. to 4:30 p.m.

First Selectman	(203) 891-4737	Tax Assessor	(203) 891-4723
Town Clerk	(203) 891-4730	Tax Collector	(203) 891-4726
Sanitarian	(203) 891-4719	Building Official	(203) 891-4748
Public Works	(203) 891-4712	Accounting	(203) 891-4739
Town Plan & Zoning	(203) 891-4731	Registrar of Voters:	
Treasurer	(203) 891-4734	<i>Republican</i>	(203) 891-4716
Finance Director	(203) 891-4740	<i>Democrat</i>	(203) 891-4715
I.T. Coordinator	(203) 891-4769	Orange Government	
Inland Wetlands		Access TV	(203) 891-4749
Enforcement Officer	(203) 891-4746		

HIGH PLAINS COMMUNITY CENTER 525 Orange Center Road

Park & Recreation (203) 891-4790; Fax (203) 891-2173

8:30 a.m. – 4:30 p.m. M–F

Town Pool (203) 891-4761

Milford/Orange Probate (203) 783-1288

Government Center, 70 West River Street, Milford CT 06460

8:30 a.m. – 1:00 p.m. M–F

Community Services (203) 891-4788; Fax (203) 891-2191

8:30 a.m. – 4:30 p.m. M–F

Youth Services (203) 891-4785

Transportation (203) 891-4788

Senior Center (203) 891-4784

THE CLARK BUILDING 605A Orange Center Road

Orange Visiting Nurse Association (203) 891-4752; Fax (203) 891-2169
 Family Counseling Services/Bridges (203) 795-6698 / (203) 878-6356
 Orange Economic Development Corp. (203) 891-1045; Fax (203) 891-1044
 Orange Drug/Alcohol Action Committee (203) 891-2122; Fax (203) 891-2169
 Orange Chamber of Commerce (203) 795-3328; Fax (203) 795-5926

Orange Police Department (Non-emergency) 314 Lambert Rd. . . (203) 891-2130
 Fire Marshal 355 Boston Post Road (203) 891-4711
 Case Memorial Library 176 Tyler City Road. (203) 891-2170
 Orange Post Office 36 Old Tavern Road. (203) 795-3523
 Town Garage 308 Lambert Road. (203) 891-4712
 Transfer Station (203) 891-2177
 Tree Warden (203) 799-2414
 Poison Control UCONN Health Center. 1-800-343-2722
 Animal Control 136 Bradley Rd. Woodbridge. (203) 389-5991

SCHOOLS

Orange Board of Education 637 Orange Center Road, Orange . . (203) 891-8020
 Mary L. Tracy School 650 School House Lane, Orange (203) 891-8028
 Race Brook School 107 Grannis Road, Orange. (203) 891-8030
 Turkey Hill School 441 Turkey Hill Road, Orange (203) 891-8040
 Peck Place School 500 Peck Lane, Orange. (203) 891-8034
 School of 21st Century 107 Grannis Rd., Orange (203) 891-8033
 Amity Regional Senior High School 25 Newton Road, Woodbridge . . (203) 397-4830
 Amity Regional Middle School 130 Ohman Avenue, Orange . . . (203) 392-3200
 Amity Adult Education (203) 397-4811, Ext. 8

COURTS

Fifth Circuit Court Derby Clerk of Court (203) 735-7438
 Superior Court Milford Clerk of Court (203) 877-4293
 Small Claims Court Milford (203) 874-0674