

## Emergency Numbers

### **Police / Medical /Fire Emergencies 911**

Child Abuse or Neglect Hotline **1-800-842-2288**

Domestic Violence Hotline **1-888-774-2900**

Domestic Violence Local Team **645-4033**

Infoline **211**

Mental Health Crisis (*Genesis*) **1-877-884-3571**

Poison Control **1-800-222-1222**

Suicide Hotline **1-800-784-2433**

➤ Clothing.....*See Page 5*

➤ Financial....*See Page 18*

➤ Food.....*See Page 24*

➤ Shelter.....*See Page 56*

# *Manchester Town Departments*

Town Web Site

<http://www.ci.manchester.ct.us/>

**Assessor's Office**

647-3011

**Board of Education**

647-3442

**Building**

647-3052

**Collector of Revenue**

647-3018

**Customer Service/  
Information Center**

647-5235

**Engineering**

647-3152

**Fire Department**

*Routine Calls Only*

647-3262 Headquarters

643-7373 8th Dist. HQ

**Health**

647-3173

**Highway**

647-3233

**Human Resources**

647-3126

**Human Services**

647-3092

**Libraries**

M. Cheney 643-2471

Whiton 643-6892

**Planning**

647-3044

**Police Department**

*Routine Calls Only*

645-5500

**Probate Court**

647-3227

**Recreation**

647-3084

**Registrars' Office**

647-3025

**Sanitation**

647-3248

**Senior Adult & Family**

647-3096

**Senior Center**

647-3211

**Town Clerk**

647-3037

**Water & Sewer**

647-3115

**Youth Service**

**Bureau**

647-5213

## Categories

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## **Children's Services**

**Birth to Three Program** provides guidance and support to parents of children up to age 3 who have delays in development or disabilities. **1-800-505-7000**

**The Bridge Family Center - Youth in Transition Program** offers homeless young people between ages 16 and 21 life skills training, resources and referrals for self-sufficiency. **521-8035**

**Care 4 Kids** is State funded and provides child care financial assistance to Temporary Family Assistance recipients and eligible low-income working families. **647-1441**

**Child Care Services Infoline** provides information about State-licensed child care providers. **2-1-1**

**Community Child Guidance Clinic, Inc.** is a private, non-profit mental health agency that provides diagnostic, treatment and consultation services to children up to 18 and their families. **643-2101**

**Children's Services – Continued**

**The Cove Center for Grieving Children** provides hope & healing – bereavement support twice per month for children ages 4 to 18 and their families. The Manchester site is at Center Congregational Church. No charge for services. **1-800-750-COVE**

**Covenant to Care for Children** is a non-profit, non-denominational, private agency working with faith communities to meet the needs of abused, neglected and impoverished children and teens. In their **Youth Mentoring Program**, they train volunteer coordinators and mentors to assist teens in establishing plans for housing, health, education, employment and parenting skills. For information on the program or to volunteer as a coordinator or mentor, call **243-1806**

**Crossroads Prevention Program** is a counseling/education center for early intervention of substance abuse among youth/young adults and is run as part of **New Hope Manor**, a residential treatment facility for adolescent girls. **643-2701**

**Department of Children and Families (DCF)** is the State agency that provides services to protect children and youth from violence, abuse, neglect and exploitation.

**Manchester Regional Office 533-3600**

**Hot Line 1-800-842-2288**

**Children's Services – Continued**

**Family Child Care Providers' Assoc. – Manchester** provides referrals for licensed home child care providers in the Manchester area **648-2829**

**Family Development Center** is administered through ECHN and provides a broad base of programs, parenting classes and support groups for parents, caregivers and children. **646-1222 Ext. 2538**

**Grandparents as Parents** (*SEE – Support Groups*)

**Head Start** is a child development program that provides education, family support services, and health and nutrition services for preschool children from low-income families. **647-3502**

**Hispanic Health Council** (*SEE – Support Groups*)

**HUSKY** (*SEE – Health Insurance*)

**Kidsafe CT** is a private, non-profit organization that serves children aged 0 to 17 and their families and is dedicated to the prevention and treatment of child abuse and neglect. To refer a family, call **872-1918**

**Children's Services – Continued**

**Lutz Children's Museum** offers children a variety of educationally fun activities, exhibits, artifacts and programs, as well as a live animal collection. **643-0949**

**Manchester Early Learning Center** provides affordable, full-day, full-year childcare for preschool (3 to 5) and school-age (5 to 12) children. **647-9659**

**Office of the Child Advocate** is a State agency that protects the civil, legal and special rights of children as well as promotes policies that advance their well being and best interests. **566-2106**

**Police Activities League (P.A.L.)** provides after school activities for youth as well as opportunities for them to interact positively with Manchester police officers and volunteers. **645-6261**

**Special Education Resource Center** (*SEE – Disabilities*)

**Time Out for Parents** (*SEE – Respite*)

**WIC** (*SEE – Food and Nutrition*)

**Youth Service Bureau** provides a variety of programs, services and opportunities for personal growth for Manchester youth. They also offer an after-school drop-in center. (*ALSO SEE – Human Services*) **647-5253**

## Clothing

**Church Mouse Thrift Store** located at Purnell Place, Manchester. Hours of operation are Tue – Fri 9:00am to 4:00pm and Saturdays from 8:00am to 2:00pm  
**647-0800**

**Goodwill Thrift Store** located at 232A Tolland Turnpike, Manchester. Hours of operation Mon – Sat 9:00am to 9:00pm and Sundays 10:00am to 6:00pm  
**643-2709**

**Penny Saver Thrift Shop** located at 319 Broad Street, Manchester. Hours of operation are Tue – Sat 9:00am to 4:00pm  
**649-3297**

**Salvation Army Thrift Store** located at 263 Broad Street, Manchester. Hours of operation Mon – Sat 9:00am to 8:00pm  
**646-6216**

**Second Hand Rose** located at 376 R West Middle Tpke, (Marc, Inc.) Manchester. Hours of operation Mon – Fri 8:00am to 2:00pm  
**649-4066**

## **Counseling/Mental Health Services**

**Community Child Guidance** (*SEE – Children’s Services*)

**Community Health Resource (CHR)** To report a mental health crisis or to access services at the Genesis Center call [www.chrhealth.org](http://www.chrhealth.org) **1-877-884-3571**

**Community Prevention and Addiction Services (CPAS)** – The Manchester Outreach Project (87-B Oak Street) provides free services to low income and homeless persons over 18 and families who reside in the targeted East Side Manchester Community. The Outreach Worker serves as a referral source, an advocate, and a liaison. **645-0487**

**Connecticut Clearinghouse** is a resource center for information about alcohol, tobacco, drugs and related issues. [www.ctclearinghouse.org](http://www.ctclearinghouse.org) **1-800-232-4424**

**Connecticut Consumer Credit Counseling** (*SEE – Financial Information*)

**The Cove** (*SEE – Children’s Services*)

**Counseling/Mental Health Services - Continued**

**Crisis Intervention Center** at Manchester Memorial Hospital – provides 24-hour hotline for counseling and crisis evaluations in the emergency room. **646-1222**

**DMR – State Department of Mental Retardation** (*SEE - Disabilities*)

**ECHN Adult Behavioral Health Outpatient Services** provides individual, group, couples and family counseling, as well as psychopharmacology services. Services are covered by most insurance programs. The ECHN Patient Financial Services Dept. is also available to assist with financial arrangements. **533-3434**

**Genesis Center** provides comprehensive mental health and addiction treatment and support services to residents of greater Manchester **646-3888**

**For Crisis Intervention or to access services please call or logon to:**

[www.chrhealth.org](http://www.chrhealth.org) **1-877-884-3571**

**REACH Warmline** is a Peer-to-Peer support telephone line for people who are feeling lonely, depressed, or in need of someone to talk to. It is available from 6:00pm to 10:00pm. **1-866-927-6225**

## **Counseling/Mental Health Services - Continued**

**Gero-Psychiatric Partial Hospitalization Program** at Manchester Memorial Hospital is a day program focusing on the physical and mental changes of aging. Issues addressed include lifestyle adjustments of the older adult, loss, depression, and mood disorders related to dementia. **647-6828**

**Mental Health Association** provides advocacy, educational programs, and direct services to promote mental health, prevent mental illness and improve care and treatment of persons with mental illness. [www.mhact.org](http://www.mhact.org) **529-1970 Ext. 10**

**NAMI of Connecticut** is a self-help organization that supports families and friends of individuals with severe and prolonged psychiatric disabilities. It offers education, advocacy, and information about available mental health services, resources and treatment [www.namict.org](http://www.namict.org) **800-215-3021**

**Pastoral Counseling Center, Inc.** offers confidential counseling on a sliding scale basis with a professional pastoral counselor who is trained and certified in individual, marriage, family and group psychotherapy. **659-0183**

**Counseling/Mental Health Services – Continued**

**Planned Parenthood of Connecticut** offers affordable family planning and birth control counseling, educational programs and referrals. **643-1607**

**Senior Substance Abuse Treatment Program** serves seniors 60+ years who have substance abuse issues with alcohol or drugs. Services include outreach sessions, assessments & referrals, treatment planning, individual & group counseling and weekly groups at Manchester Memorial Hospital. No fee is charged.

<http://www.wheelerclinic.org/> **1-800-722-7302 Ext. 3771**

**Stepping Stones** provides various free, non-denominational, facilitated support groups for the bereaved, their families and friends. **646-1113**

## **Disabilities**

### **ADA Transportation (*SEE – Transportation*)**

**American School for the Deaf (ASD)** provides a full range of educational programs and support services for deaf and hard of hearing individuals from birth through adulthood. Located in West Hartford. **570-2300**

### **Birth to Three Program. (*SEE - Children's Services*)**

**Bookmobile** is a monthly book delivery service offered by the Manchester Public Library. To register for services, call **643-2471**

**Board of Education and Services for the Blind (BESB)** is a State agency serving adults who are legally blind and children who are blind or visually impaired by helping them to achieve and maintain independence. Services include counseling and referral, vocational rehabilitation, support groups, orientation and mobility instruction. **1-800-842-4510**

**Disabilities – Continued**

**Brain Injury Association of Connecticut (BIAC)** provides information, resources, and programs to individuals and families affected by brain injury. **721-8111**

**Bureau of Rehabilitation Services (BRS)** – helps individuals with physical and/or mental disabilities prepare for, obtain, and maintain employment. **647-5960**

**Choice Magazine Listening** is a free service for persons unable to read standard print due to physical or visual impairment. Call for **free** special cassette player to hear stories, articles, etc. <http://www.choicemagazinelistening.org/> **1-888-724-6423**

**Commission for Persons with Disabilities** is a Town commission which meets the 3rd Wednesday of each month at 7:00pm at the Manchester Senior Center from September through June. **647-3096**

**Disabilities – Continued**

**Commission on the Deaf and Hearing Impaired (CDHI)** provides interpreting services, job counseling and placement, counseling, referrals and advocacy to people who are deaf and/or hearing impaired and their families. **1-800-708-6796**  
<http://www.state.ct.us/cdhi/index.html> **860-231-8756 TTY/Voice**

**Connecticut Association of Learning Disabilities for Children & Adults** provides referral and information services, in-house advocacy and workshops. **203-838-5010**

**Connecticut Braille Assoc., Inc.** provides textbooks and information for students. **203-227-5243**

**Connecticut Technical Act Project** – offers technical ideas for people with special needs. Low interest funding is available for purchasing technology equipment.  
<http://www.techactproject.com/> **1-800-537-2549**

**Disabilities – Continued**

**Corporation for Independent Living** is a non-profit agency that helps persons with disabilities secure loans and grants for modifications required in existing homes to make them accessible and barrier free. **563-6011**

**Department of Mental Retardation (DMR)** is a State agency that provides comprehensive services for persons with mental retardation. Services include case management and supported living, residential programs, job training and supported employment. **263-2500 or 1-866-433-8192**

**Department of Motor Vehicles** provides training for drivers with physical disabilities. **263-5097**

**Dial-A-Ride** (*SEE Transportation*)

## **Disabilities - Continued**

**Easter Seals Greater Hartford** is a private, non-profit outpatient rehabilitation facility that offers a full range of medical and vocational rehabilitation services for children and adults with physical, mental or learning disabilities. [www.ct.easter-seals.org](http://www.ct.easter-seals.org) 714-9500

**Friendly Shopper Program** provides volunteer grocery shopping assistance to senior citizens and people with disabilities who are unable to shop for themselves. 647-3096

**Independence Unlimited** assists persons with disabilities to achieve their maximum independence through advocacy, information and referral, peer counseling and skills training. They also act as a Peer Technology Counselor for the *Connecticut Tech Act Project* that provides information and advocacy services related to assistive technology. 523-5021

**Instructors of the Handicapped (IOH)** is a swimming instruction and recreation program that is held at Manchester High School for people with physical and mental disabilities of all ages. Program held on Sunday afternoons during the school season. Call Town Recreation Department for IOH pool hours. 647-3084

**Disabilities – Continued**

**Library for the Blind and Physically Handicapped** lends books and magazines on diskette, cassette or in Braille by postage-free mail. **566-2151**

**MARC, Inc.** provides supportive educational, residential, recreational and self-advocacy services for people with cognitive, intellectual and developmental disabilities to ensure they have the skills and opportunities to live in and be part of their communities. **646-5718**

**Medicaid for the Employed Disabled** is a program administered through the State Department of Social Services that allows persons with a disability to engage in employment without jeopardizing their State health benefits. **647-1441**

**National Federation of the Blind** is a membership organization that provides information & education to improve the lives of blind people in CT. **289-1971**  
<http://www.nfbct.org/>

**Disabilities – Continued**

**NEAT (The New England Assistive Technology Marketplace)** receives gently used durable medical equipment through donations. Once it is reconditioned, the equipment can be provided to consumers at substantial savings. **243-2869**

**Protection & Advocacy for Persons with Disabilities, Connecticut Office of,** provides information and advocacy for children and adults with disabilities. Selectively investigates complaints from people with disabilities into allegations of abuse and neglect with respect to adults who have mental retardation (ages 18-59) and for people in psychiatric facilities. **297-4300 or 566-2102 (TTY and TDD)**

**Social Security Disability Benefits** (*SEE – Financial Information*)

**Special Education Resource Center (SERC)** helps parents with children with special needs. Offers workshops, helps with legal questions, and provides a library on special needs education. **860-632-1485 or 1-800-842-8678**

## Employment Opportunities



**Bureau of Rehabilitation Services (BRS)** offers assistance to individuals with physical and mental disabilities in preparing for, obtaining and maintaining employment.

**647-5960**

**CT Works** 893 Main St. Manchester, offers a Research Library, Job Search free of charge, Trade Training, GED Program.

**643-2222**

**Department of Social Services, Aging Services Division** – offers help with training and referrals for job placement for seniors.

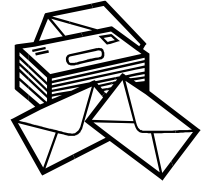
**1-800-443-9946 or 424-5293**

**Easter Seals** (*SEE – Disabilities*)

**Senior Job Bank** assists people 55+ find paid employment. They also offer computer training.

**521-3210**

## **Financial Information**



**Benefits Check Up** – is an online program that helps seniors determine whether they qualify for financial benefit and prescription programs.

Provided by the National Counsel on the Aging at [www.geocities.com/ncaaaus](http://www.geocities.com/ncaaaus) (can link to Benefits Check Up) or <http://www.benefitscheckup.org/> **1-800-994-9422**

**Consumer Credit Counseling** helps consumers learn to reduce debt. **1-800-208-2227**

**Cox Cable TV** offers a discount to eligible seniors on cable TV service. To be eligible must have at least the basic expanded and must be low income and participate in one of the following programs: Medicaid, ConnPace, ConnMap or Title 19 **436-4269**

**Energy Assistance** provides help paying fuel bills for eligible persons, Nov 1 - Mar 15 of each year. Please call Community Renewal Team to schedule an appointment in Manchester. **560-5800**

**Eviction Prevention Program** – (*SEE – Housing*)

## **Financial Information – Continued**

**Homeowners Tax Relief** – provides a reduction in property taxes for seniors 65+ and disabled homeowners. Apply February 1 to May 15. Applications filed in current year consider previous year's income. Call for income limits. **647-3016**

### **Income Tax Services:**

#### **Tax Preparation:**

The *Community Renewal Team* provides free tax preparation and filing beginning in early February for low to middle income families and individuals. The service is offered at the Weiss Center, 479 Main Street, Manchester. For an appointment, call **647-3095**

The *Manchester Senior Center* offers residents age 60 and over free income tax assistance in conjunction with **AARP**. For information, call **647-3211**

*VITA (Volunteer Income Tax Assistance)* provides volunteers at Manchester Community College to offer help in completing SIMPLE tax returns for low to middle-income families and individuals. This service is held on Fridays starting the first Friday in February through April 7th from 9:00am – 3:00pm in the Lowe Building room L233. No appointments, walk-ins only.

## **Financial Information – Continued**

### **Income Tax Services – *continued***

#### **Tax Credits:**

Low income working families may be able to take advantage of the *Child Care* and *Child Tax Credits*, Federal refundable tax credits for working families with at least one dependent child under 17; and the *Earned Income Credit (EITC)* for working people who meet certain income criteria. Inquire with any of the tax preparation programs for further information.

**Manchester Area Conference of Churches (MACC)** offers fuel bank, soup kitchen, shelter, clothing bank, human needs fund, and general financial assistance.

<http://www.macc-ct.org/> 647-8003

**Renters' Rebate Program** – provides a yearly rebate for seniors 65+ and disabled renters. Apply May 15 to September 15 of each year. Applications filed in current year consider previous year's income. Call for income limits. 647-3096

## **Financial Information – Continued**

**Reverse Annuity Mortgage Program** – are loans that allow homeowners 62 or older to access the equity in their homes. Unlike traditional home equity loans, a reverse mortgage loan pays the homeowner in pre-determined installments and requires no repayment of monies as long as the homeowner occupies the home as a primary residence. The loan is not due until the last borrower leaves the property, and the amount owed is never more than the full value of the property. A list of private lenders is available from the State Department of Social Services. **647-1441**

In cooperation with the State Department of Social Services, Aging Services Division, the Connecticut Housing Finance Authority (CHFA) has made funds available to make reverse annuity mortgage loans available to homeowners over 70 years of age for long-term care needs. The loan allows seniors to use the equity in their homes to collect a monthly tax-free cash payment for five (5) or ten (10) years, and the loan is repaid in one payment after the death of the borrower or when permanent occupancy ceases. Call CHFA **571-3502**

**Social Security Administration** answers questions on Social Security, Supplemental Security Income, Medicare, retirement, and disability benefits.

<http://www.ssa.gov/> **290-5420** or **1-800-772-1213**

## **Financial Information – Continued**

**State of CT Department of Social Services (DSS)** <http://www.dss.state.ct.us/> **647-1441**

- **Cash Assistance** (Old Age Assistance, Aid to the Disabled and Aid to the Blind) and **Food Stamps** are available to people meeting specific income and asset guidelines.
- **Medicaid (Title 19)** pays medical costs for those with very low income/assets.
- **Personal Care Assistance** pays for assistance with daily living tasks for people with disabilities.
- **QMB** and **ALMB** Programs pays Medicare Part B premium and some coinsurance costs associated with Medicare. (*ALMB – subject to available funds*)
- **Special Low Income Medicare Beneficiary (SLMB)** Program pays Medicare Part B premium, only for eligible persons.
- **State Administered General Assistance (SAGA)** provides cash assistance to individuals or households who cannot work, and cannot meet basic living expenses.
- **Temporary Family Assistance (TFA)** provides financial assistance to eligible families. This program may provide other benefits to participants such as childcare expense, emergency housing. Eligibility requirements include single and/or two parent families in which one of the parents is disabled, unemployed or employed less than 100 hours per month. Pregnant women without minor children may be eligible.

**Financial Information – Continued**

**SBC Telephone (Lifeline Discount)** allows a \$7.00 monthly discount on phone bills for eligible people with limited incomes who are on state or federal assistance. **811**

**Soldiers', Sailors' and Marines' Fund** assists veterans and/or dependents with temporary financial needs including food, clothing, medical, shelter, utility bills, dental, eye and hearing. *(Must have completed 90 days of active service during war.)*  
**566-2677 or 953-4345**

**Veterans' Affairs** (CT & U.S.) provides benefits to veterans and their families for education, health, home loans, insurance, medical, pension, rehab and housing facilities. **1-800-827-1000**

**Winter Protection Plan** – This program protects qualified utility customers from service shutoffs between November 1 and April 15. Customers must apply for hardship status through the individual utility companies. **CNG 524-8361**  
**CL&P 947-2000 or 1-800-286-2000**

## **Food and Nutrition**

**Food Pantry** offered by Manchester Area Conference of Churches. Located at 466 Main Street. Hours M,W,F 9:00am–11:00am, Tu, Th 1:30pm to 3:30pm.



**647-8003**

**Food Pantry (Loaves and Fishes)** provided by Church of the Nazarene in partnership with Foodshare of CT. Located at 218 Main Street. Hours Mon & Wed 4:00pm – 6:00pm.

**646-8599**

**Food Stamps** help people to afford more food for themselves and their families. The program is administered by the State Department of Social Services and is available to people who are income and asset eligible and whose motor vehicle is within the eligible car allowance. This monthly food benefit is accessed by Electronic Benefit Transfer cards that look like a credit or debit card. To apply for this benefit, contact the State Department of Social Services, 699 Middle Turnpike East.

**647-1441**

**Grocery Shopping** – call Senior, Adult & Family Services for list of stores which deliver for a fee.

**647-3096**

**Food and Nutrition – Continued**

**Group grocery shopping trips** are available weekly on *Dial-A-Ride* **870-7940**  
*Senior Center Bus* **647-3211**

**Meals on Wheels (Community Renewal Team)** delivers two meals per day to home-bound people aged 60+ for a \$1.50 donation. **560-5828**

**Meals on Wheels (Visiting Nurse and Health Services of CT)** delivers two meals per day for a fee with sliding scale available. **872-9163**

**Mobile Food Share** – is a food distribution program for low-income households that is sponsored by Foodshare and the Manchester Area Conference of Churches. Food is distributed two Tuesdays per month at various locations in Manchester between the hours of 9:30am and 11:00am. You must be present to pick up for your household and you are urged to bring bags or boxes. For up-to-date dates and locations, call MACC Charities at **647-8003**

**Food and Nutrition – Continued**

**Salvation Army** 661 Main Street, offers a free hot meal on Sundays at 12:30pm.

**649-7787**

**Senior Center Meals Program**, 549 East Middle Turnpike, offers lunch weekdays from 11:45am to 12:30pm. The daily cost is \$2.25 (Thursday's \$2.75). Some evening meals are also served.

**647-3211**

**Senior Community Lunch Cafe** - Community Renewal Team provides a noon meal weekdays for people 60+ years of age for a **\$2.00** donation. Meal site is located at the Manchester Housing Authority, 24 Bluefield Drive. Reservations required by 12:00pm the day before.

**643-2163**

**Serve New England Program** offers \$40 worth of food (frozen meats/fresh vegetables) once each month for \$20 plus two hours of community service.

**643-7342**

**Food and Nutrition – Continued**

**Shepherd’s Place Soup Kitchen**, 466 Main Street, offers hot meal and bagged lunch free of charge Monday through Saturday at 11:00am to 12:15pm. **647-8003**

**WIC (Women, Infants & Children)** is a Nutrition Program for babies up to 3 months (formula) and from 4 to 12 months (formula, infant cereal, juice); children from 1 to 5 years (milk, juice, cereal, eggs, peanut butter, cheese, and dried beans); and new mothers (milk, juice, cereal, eggs, cheese). Eligibility is based on family income. Call East Hartford Health Department for dates and times of Manchester Clinics. **291-7100 Ext. 19**

## **Health Care Services**

**American Cancer Society** – provides cancer information and resources. It is located at the John DeQuattro Center, Manchester Memorial Hospital. **643-2169**

**Hispanic Health Council, Inc.** provides free prenatal health services for eligible pregnant Spanish and Non-Spanish women. **527-0856**

**Hospice** (*SEE – Home Care*)

**Lifeline** (*SEE – Home Care*)

**Manchester Area Network on Aids (MANA)** (*SEE – Support Groups*)

**Manchester Community Dental Services**, 150 N. Main St, provides dental care on a sliding fee scale. *Accepts most Health Insurances and Title 19.* **646-4678**

**Manchester Community Health Clinic** 150 North Main Street, Manchester provides primary medical services for those meeting eligibility guidelines. Sliding scale fee available. *Accepts most Health Insurances and Title 19.* **646-8117**

**Manchester Memorial Hospital** offers Lifeline, Crisis Intervention, home blood draw, support groups, community education workshops. **646-1222**

## **Health Insurance**

**Center for Medicare Advocacy** provides legal advice and representation to elderly and disabled Connecticut residents who consider they have been unfairly denied Medicare coverage. **1-800-262-4414**

**CHOICES** is a program that provides counseling and information for seniors and persons with disabilities on Medicaid, Medicare, Medicare Part D Prescription Plans, Medicare Supplemental Insurance and Long-Term Care Insurance. Its goal is to provide sufficient information to enable people to make informed insurance decisions and to obtain the benefits they are entitled to. To make an appointment with a trained CHOICES counselor, call **647-3096 or (860)724-6443 Ext. 277**

**ConnMAP (Connecticut Medicare Assignment Program)** Physicians who comply with this program agree to honor Medicare's approved payment rate. Connecticut residents of moderate income may obtain information on income eligibility and/or apply for this program through the State Department of Social Services, Aging Services Division. **1-800-443-9946**

## **Health Insurance – Continued**

**ConnPACE** (Connecticut Pharmaceutical Assistance Contract to the Elderly and Disabled) is a State funded program that helps seniors and residents determined disabled (according to Social Security) pay for prescription drugs/insulin. The 2006 annual membership fee is \$30 with a per prescription cost of \$16.25. Income limits vary each year. Current limits are: \$22,300 for single persons and \$30,100 for married couples. For information and/or application, call **832-9265 or 1-800-423-5026**

**Connecticut Partnership for Long Term Care** is a State of Connecticut program conducted in cooperation with private insurance providers. Long-term care insurance policies sold under the Partnership guidelines must meet additional insurance standards and provide Medicaid asset protection. **1-800-547-3443**

**HUSKY** (Healthcare for Uninsured Kids and Youth) is a free or low cost, comprehensive health care benefit for Connecticut children up to age 19 and some income eligible parents. **1-800-656-6684 (HUSKY Outreach Program 646-1222 Ext. 2539)**

**Medicaid (Title 19)** is a Federal/State funded health insurance program administered by the State Department of Social Services that requires applicants to meet basic financial and non-financial eligibility requirements. To see if you qualify, contact the State Department of Social Services. **647-1441**

## **Health Insurance – Continued**

### **Medicaid for Employed Disabled (*SEE – Disabilities*)**

**Medicare** is a national health insurance program available to all Social Security recipients who are either 65 years of age or older or who are determined permanently disabled by Social Security. Individuals suffering from end stage renal disease are also eligible to receive Medicare. To enroll in Medicare, contact the local Social Security Administration office. **290-5420 Hotline 1-800-772-1213**

**Medicare Prescription Insurance (Medicare Part D)** Beginning January 2006, all Medicare beneficiaries are eligible to enroll for prescription drugs through Medicare Part D. This program is not part of the traditional Medicare program, but will be offered through private insurance plans. Lower income beneficiaries may be eligible for extra financial help toward this program. For information on Medicare Prescription Insurance call or logon to **[www.medicare.gov](http://www.medicare.gov) 1-800-MEDICARE**

**1-800-633-4227**

To talk to a Choices Counselor please call

**647-3096**

## **Health Insurance – Continued**

**Medicare Savings Programs:** To qualify for one of these programs, an individual must be eligible for Medicare and meet certain annual income guidelines.

**QMB** (Qualified Medicare Beneficiary) program pays for Medicare Part A, Part B monthly premiums and annual deductibles, and co-insurance and deductible amounts covered under Medicare Parts A and B.

**SLMB** (Specified Low-Income Medicare Beneficiary) program pays for the Medicare Part B monthly premium.

**ALMB** (Additional Low-Income Medicare Beneficiary) program covers Part B premiums if funding is available.

For information on income eligibility limits for these programs, contact the State Department of Social Services.

**647-1441**

**Veterans Health Benefits** (*SEE – Financial Information*)

## Homecare



### **A few words about homecare...**

Homecare services help people remain at home while retaining as much independence as possible. A homecare nurse assesses the patient's medical status and communicates with the physician. A home health aide performs "hands-on" care such as assisting with bathing, dressing and feeding. A homemaker performs housekeeping duties including cooking, cleaning, shopping, laundry. A companion provides social interaction, light housekeeping and meal preparation.

**Alzheimer's Association - Safe Return I.D. Bracelet**      **1-866-363-6679 or 956-9560**  
<http://www.alzct.org/>

**Connecticut Homecare Program for Elders** helps older adults continue living at home by paying for homecare services for those meeting eligibility guidelines. They assess care needs and coordinate and monitor homecare services for the disabled and elderly.  
**1-800-445-5394**

**Connecticut Partnership for Long Term Care** (*SEE - Health Insurance*)

**Homecare – Continued**

**Hospice – Visiting Nurse – Health Services of Connecticut** – provides comprehensive, interdisciplinary care to terminally ill individuals and their families with a focus on dignity, peace of mind and quality of life. **872-9163**

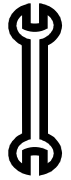
**Licensed Home Care Agencies** – Call Senior, Adult & Family Services for a list of those serving Manchester, and a brochure about homecare information. **647-3096**

**Lifeline** is a 24-hour emergency response system that gives access to emergency care. It is offered through Manchester Memorial Hospital. **647-6889**

**Visiting Nurse and Health Services of Connecticut, Inc.**, a licensed home health agency, provides coordinated home care services including nursing visits, hospice services, physical, occupational and speech therapy, home health aides, homemakers and companions. Sliding fee scale available. **872-9163**

## Home Maintenance

**Christmas in April** – This program provides home repairs free of charge for **low income, owner occupied homeowners who are Manchester residents**. This program targets **Seniors and Handicapped Individuals**. Please contact Scott Garman at the Recreation Department for more information.



**647-3139**

**Home Weatherization** – *through Community Renewal Team (CRT)*. The program assists low-income renters and homeowners in making their homes energy efficient. Services include weather-stripping, caulking, flow showerheads, insulation, some window & door repairs, heating system cleaning & tuning, florescent lighting, carbon monoxide testers.

***Eligibility Requirements:*** Must be enrolled in one of the following: CT Energy Assistance Program, Temporary Family Assistance or Utility Assistance Program. If renting, landlord's permission is required.

**560-5749**

## **Home Maintenance - Continued**

**Manchester Housing Rehabilitation Program** – is administered by the Town Planning Department. This program combines aspects of the former Lead Action Program and the Community Development Block Grant Housing Rehabilitation Program. It funds activities that will control lead based paint hazards, property maintenance code violations and architectural barriers. Eligible properties are located in central Manchester neighborhoods. In order to participate in the program, households must meet the HUD low and moderate-income criteria based upon the number of persons in the household. While priority is given to first time applicants of owner occupied dwellings, investor-owned properties may qualify if they are rented to low and moderate-income persons at HUD established rent levels. For more information, please call **647-3106**

**Rent-A-Teen** offers students who are available to do housework, yard work, snow shoveling for a fee. Available through the Manchester Youth Service Bureau.

**647-5213**

## **Housing**

**Bennet Apartments** offers apartments for persons 55+ with utilities included.

**528-6522**

**Emergency Housing** (*SEE – Shelters*)

**Eviction Prevention Program**, available through the [\*Community Renewal Team\*](#), assists people who are in the process of being evicted. Also assists with defaults in mortgages.

**560-5600 Ext. 5881**

**Fair Rent Commission** assesses the appropriateness of rent increases for individuals who are not participating in rental assistance programs. Contact the Town Attorney's office for further information.

**647-3132**

**General Housing Information** - Call [\*Senior, Adult & Family Services\*](#) for a list of local apartments and rooming houses. They also can provide phone numbers for surrounding town housing authorities.

**647-3096**

**Housing Education Resource Center** assists tenants, landlords and others with answers to housing questions and help in resolving housing problems. Provides information on discrimination, eviction, leases, rent increases, mediation, home ownership.

**296-4372**

**Housing – Continued**

**Manchester Housing Authority** oversees elderly/disabled housing and Section 8 Housing Assistance Payment Program. **643-2163**

**Subsidized elderly and disabled housing** has income limits and age (over 62) or disability requirements. Tenants pay about 30% of their income for rent. There are several elderly housing complexes in Manchester. Currently there is a waiting list, but those interested are encouraged to inquire at the Manchester Housing Authority.

**Project Home Share** will match an appropriate housemate with an elderly person over 60 to share a home at a negotiated rent. **665-8771**

In the **Section 8 Housing Assistance Payment Program**, applicants secure an apartment on their own and, with the Section 8 Certificate, pay about 30% of their income as rent. Currently there is a waiting list. **643-4832**

**Westhill Gardens Congregate Housing** is administered by Manchester Housing Authority. **643-8881**

**Congregate Housing** attempts to meet the needs of the frail elderly by providing one or more meals per day, housekeeping, activities. On-site, non-medical staff person 24 hours per day for emergencies.

## Human Services Department – Town of Manchester

The Human Services Department is comprised of three divisions: The Health Department, Senior, Adult & Family Services, which includes the Senior Center and the Youth Services Bureau.



The Town of Manchester **Health Department** addresses the health needs of Manchester residents and ensures that they have access to the services and protection required to remain healthy. It provides a wide range of information and services such as a **Dental Program**, which is a reduced-cost dental program for uninsured, low-income people and **Health Clinics** for seniors - includes blood pressure, flu shots, hearing screening, educational sessions, foot care. There are also health education programs, resource directories and environmental inspections. Located at 479 Main Street, office hours are Monday through Friday 8:00am to 4:30pm.

<http://humanservices.townofmanchester.org/Health>

647-3173

## **Human Services Department– Town of Manchester- Continued**

**Senior, Adult & Family Services** serves members of our community 60 years and older, people with disabilities, and other adults and families to ensure that basic financial, housing, health and daily living needs are being met. Primary activities include information and referral, assistance connecting with community services, outreach, advocacy, office and in-home assessment, benefits and health insurance counseling and follow up services provided by social work staff. A goal of the program is to assist older adults and people with disabilities who want to remain independent in the community. The program also administers the Renters' Rebate program. The division publishes this Human Services Directory and maintains a resource center at the Weiss Center. The staff works in conjunction with state and local agencies. Anyone is welcome to drop in for further information or to make an appointment to speak with a social worker. Located at 479 Main Street, office hours are Mon-Fri 8:30am to 4:30pm.



<http://humanservices.townofmanchester.org/elderly>

**647-3096**

## Human Services Department– Town of Manchester- Continued



**Senior Center**, located at 549 East Middle Turnpike, features meals, exercise, trips, classes and activities targeting the health, social and educational needs and interests of Manchester seniors. Programs are offered in partnership with the **Recreation Department**. The staff includes a social worker and nurse. Transportation is available to and from the Center on weekdays, Saturdays and Wednesday evenings. It is also available for shopping. There is an annual membership fee of \$5.00 and new members are always welcome.

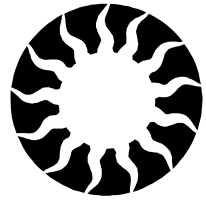
Small group and home recreation are provided through the **Senior Circle** and **AT HOME**. Advance registration is needed for these programs. (*SEE – Senior Services*)

The Center is open weekdays from 8:30am until 4:30pm for residents age 60+. It is also open Saturdays 9:00am to 2:00pm from September through May. There are evening hours on Tuesdays, Wednesdays and Thursdays until 8:00pm for two 10-week sessions in the fall and spring. **Residents age 55+ are welcome to attend Saturday & evening programs.**

<http://humanservices.townofmanchester.org/seniorcenter>

647-3211

**Human Services Department – Town of Manchester- Continued**



The **Youth Service Bureau** (YSB) is located at 107/109 Center Street next to the Center Street Fire Station.

The Bureau provides positive youth development opportunities to youth all year round. Whether a teen is looking for a job, a place to hang out with friends, wants to earn credit for school, needs volunteer opportunities, or wants to participate in activities or special events, the Youth Service Bureau is a great place to come. It also provides referrals to families with youth who need additional services.

The hours of the Youth Service Bureau are 8:00am –4:30pm, Monday thru Friday during the school year (hours may change slightly during school breaks and summer vacation). The Teen Center, located in the same building, is open from 2:30pm – 6:30pm Monday through Friday.

<http://www.ci.manchester.ct.us/ysb>

**647-5213**

**Human Services – Town of Manchester- Continued**

**MANCHESTER HUMAN SERVICES PHONE INFO LINE & WEB SITE 647-3270**



Residents may access the Human Services Department Program Information Line 24 hours a day to obtain information about its programs and services.

**Press 1 for transportation information** such as Dial-A-Ride & grocery shopping trips

**Press 2 for health program information** such as senior clinics, flu clinics

**Press 3 for food/meals information**, Senior Center meals including weekly menus and information about the Westhill Gardens Senior Community Lunch Cafe

**Press 4 for financial assistance** (including Renters' Rebate) **and employment training information**

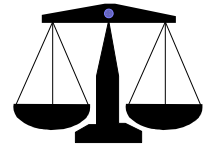
**Press 5** for a description of the **Senior Center**

**Press 6** for a description of **Manchester Senior, Adult & Family Services**

**Manchester Human Services** information is available on the web at:

<http://humanservices.townofmanchester.org/>

## Legal



**Center for Medicare Advocacy** offers information on Medicare, Medicaid and related programs, and free legal advice for those who believe they have been unfairly denied Medicare coverage.

<http://www.medicareadvocacy.org/>

**1-800-262-4414**

**Communities' Law Center** provides legal services to working people who cannot afford to pay normal legal costs, and charges a minimum fee based on income level. Center is located in Hartford on Washington Street. **231-7949**

**CT Lawyers Legal Aid to the Elderly** assists people in the Greater Hartford area who are 60+ with free legal assistance on certain issues. They specialize in *Wills, Healthcare, Social Security, Medicaid, Medicare* **273-4303**

**Connecticut Women's Education and Legal Fund (CWEALF)** - Statewide, nonprofit telephone counseling service that provides information on family law issues such as divorce, harassment, discrimination. Hotline information Monday to Friday 9-1, no income limits. <http://www.cwealf.org/> **860-524-0601** or **1-800-479-2949**

**Consumer Law Project for Elders**, a project of CT Legal Services, provides no cost help to people 60+ who are having problems with credit card, medical debts, identity theft, etc. Hours Mon, Wed, & Fri 1:00pm to 4:00pm. **1-800-296-1467**

**Legal - Continued**

**Consumer Protection-**

**State Attorney General's Office**      <http://www.ct.gov/ag>      **860-808-5318**  
**Department of Consumer Protection**      <http://www.dep.state.ct.us/>      **1-800-842-2649**  
**Better Business Bureau**      <http://www.bbb.org/>      **203-269-2700**

**Greater Hartford Legal Aid** provides free legal services to low-income people in Hartford County for housing, entitlements, protective services, resident/patient rights and domestic violence.      [www.ghla.org](http://www.ghla.org)      **860-541-5000**

**Living Will/Advance Directives** is a set of documents that allows a person to record decisions regarding medical treatment in case of incapacity, including removal or withholding of life support systems, appointment of Health Care Agent, Durable Power of Attorney, Conservator.

*Center for Medicare Advocacy*      **1-800-262-4414**  
*Department of Social Services, Aging Services Division*      **1-800-443-9946**

**Statewide Legal Services** provides help to low-income people with referrals for non-criminal legal problems.      [www.slsc.org](http://www.slsc.org)      **1-800-453-3320**

## Leisure



**AARP**, offers programs, speakers, trips, discounts for those who are 50 years and older.

<http://www.aarp.org/> 240-7544

**AT HOME, Activities Travel to the Homes** (*SEE - Senior Services*)

**Bookmobile** (*SEE - Disabilities*)

**Elderhostel** is a low cost leisure/educational program for older adults.

<http://www.elderhostel.org/> 1-617-426-7788

**Instructors of the Handicapped (IOH)** (*SEE - Disabilities*)

**MARC, Inc.** (*SEE - Disabilities*)

**Senior Center, Town of Manchester**, 549 E. Middle Turnpike, is a multi-purpose facility which provides programs and services to address the needs and interests of Manchester residents 60+ for daytime programs and 55+ for evening and Saturday programs. (*SEE - Human Services*)

## **Protection and Advocacy**

**AARP** (*SEE – Senior Services*)

**Center for Medicare Advocacy** (*SEE – Legal*)

**Connecticut Coalition on Aging, Inc.**, is a volunteer advocacy organization that provides education and advocates before the General Assembly on issues that affect seniors. **1-203-758-0658**

**Connecticut Commission on Aging** advocates on behalf of elderly persons in CT by assessing the impact of current and proposed initiatives and conducting activities that promote the interests of older adults. They report their findings to the Governor and the Legislature. For additional information call **424-5360**

**Department of Children and Families** (*SEE – Children’s Services*)

**Housing Education Resource Center** (*SEE – Housing*)

**Interval House** is a non-profit organization that provides free support and advocacy services to victims of domestic violence. Services include a 24 hour hotline; safe emergency shelter; victim and legal advocacy; counseling and support groups. **645-4033**

<http://www.ldact.org/>

## **Protection and Advocacy - Continued**

**North Central Area Agency on Aging (NCAAA)** is a regional non-profit organization that provides planning & management funding and advocacy services to older persons and their caregivers to ensure they have access to quality and effective services. **724-6443**

**Nursing Home Ombudsman** (*SEE – Senior Services*)

**Office of the Child Advocate** (*SEE – Children’s Services*)

**Office of Victim Services (OVS)**, a division of the State Judicial Branch, provides various programs and services for crime victims, including financial compensation, counseling, social services and victim notification. **1-800-822-8428**

**Protection and Advocacy for Persons with Disabilities** (*SEE – Disabilities*)

**Protective Services for the Elderly** (*SEE – Senior Services*)

**The Salvation Army’s Victim Assistance Program** is an outreach program designed to help adults and seniors who have been victimized by violence and crime. Services include counseling, advocacy and referrals. **246-3251 Ext. 101**

## **Respite**

### **Adult Day Care Programs**

**Preston House Adult Day Health Center**, located at 144 Main Street, East Hartford, is an adult day health center that provides respite for the primary caregiver of an elderly person. It offers a combination of social and recreation opportunities as well as health care services and meals. **568-9692**

**Visiting Nurse and Health Services of CT Adult Day Center** is a service provided by Visiting Nurse & Health Services of Connecticut, Inc. It provides respite to caretakers by offering older adults a social and health care supported environment for full or half days. Located at 26 Shenipsit Lake Road, Tolland <http://www.echn.org/> **870-7203**

**Alzheimer's Statewide Respite Care Program** – Connects eligible families with respite services including adult day care, home care & short-term inpatient care. May provide financial assistance for services. They also offer daytime and/or overnight relief for caregivers of individuals with Alzheimer's or related dementias. For further information and eligibility requirements call the North Central Area Agency on Aging. **724-6443**

**Respite – Continued**

**Caregiver Support** is a program offered by the Visiting Nurse & Health Services of CT. It provides respite services that include adult day care, companion, home health aide, homemaker, and skilled nursing services. **872-9163**

**Connecticut National Family Caregiver Support Program** offers respite care services or counseling to family members caring for relatives age 60 and older. To apply for services please call. **257-1503 Ext. 4369**

**MARCH, Inc. of Manchester** is a private, non-profit agency that provides temporary care for children & adults with developmental disabilities, the service allows other family members time to do errands, business or vacations. **647-7609**

**Time Out For Parents (TOP)** is a supportive respite program offered by the Hartford YWCA that provides relief for parents during stressful times and a safe, nurturing place for children. Located at Concordia Lutheran Church, 40 Pitkin street. Sliding scale fee – two daily sessions or all day available. **645-2244**

## **Senior Services**

**AARP** The American Association of Retired Persons is a membership organization of persons 50 years and older. It offers educational information on numerous issues that affect older adults. They advocate for elders at the State and Federal level. <http://www.aarp.org/> **1-800-424-3410**

**AT HOME (Activities Travel to the Home of Manchester Elders)** offers individual therapeutic recreation for seniors who have difficulty leaving their homes. Contact the Manchester Senior Center at **647-3211**

**Adult Day Care** (*SEE - Respite Care*)

**The American Society on Aging (ASA)** is a national leadership organization in the field of Aging that works to enhance knowledge in the field.

[www.asaging.org](http://www.asaging.org) **415-974-9600**

**Commission on Aging** is a town commission, which meets five times a year. For dates and location, please call **647-3096**

**Connecticut Coalition on Aging** (*SEE – Protection and Advocacy*)

**Connecticut Commission on Aging** (*SEE – Protection and Advocacy*)

**Senior Services – Continued**

**Connecticut Home Care Program for Elders** is a State and Federally funded program administered by the State Department of Social Services, Alternate Care Unit. Income eligible Connecticut residents who are 65 years or older and who are at risk for institutionalization may qualify for help with daily living activities and certain medical services at home. To apply, call **1-800-445-5394**

**Consumer Law Project for Elders** (*SEE - Legal*)

**Eldercare Locator** is a nationwide service that provides information about community services for older people. **1-800-677-1116**

**Elderhostel** is a leisure/education program for older adults. **1-617-426-7788**  
<http://www.elderhostel.org/>

**Elderly Services Information Line (CT Dept. of Social Services)** Callers will be able to obtain information on programs and services available in the State of Connecticut for persons 60 years of age and older. **1-800-443-9946**

**Senior Services – Continued**

**Friendly Shopper Program** offers weekly or bi-weekly grocery shopping assistance to seniors or people with disabilities who are homebound. Service is provided by trained volunteers. Contact Senior, Adult and Family Services for additional information. **647-3096**

**Friendly Visitors Program** Through weekly home visits, trained volunteers provide companionship and friendship to older residents in the community who are essentially isolated and/or homebound. Contact Senior, Adult & Family Services. **647-3096**

**Geo-Psychiatric Partial Hospitalization Program** (*SEE - Counseling/Mental Health*)

**Homeowner Tax Relief** (*SEE – Financial Information*)

**Income Tax Counseling** (*SEE – Financial Information*)

**North Central Area Agency on Aging** (*SEE – Protection and Advocacy*)

## **Senior Services – Continued**

**National Council on Aging (NCOA)** is a national organization that provides information and advocacy in the field of aging. The website offers valuable educational information. <http://www.ncoa.org/> 202-479-0735

**Nursing Home Ombudsman Program** – CT Department of Social Services, advocates for people who live in nursing homes and homes for the aged. <http://www.ltcop.state.ct.us/> 723-1390

**Protective Services for the Elderly** is administered through the State Department of Social Services. It investigates complaints, concerns, or reports of abuse, neglect, abandonment and exploitation of people 60 years and older. 647-5914

**Renters' Rebate** (*SEE – Financial Information*)

**Reverse Annuity Programs** (*SEE - Financial Information*)

**Senior Services – Continued**

**Senior, Adult and Family Services** (*SEE – Human Services*)

**Senior Center, Town of Manchester** (*SEE – Human Services*)

**Senior Circle Activity Group** is a small recreation group that meets twice weekly and is designed for Manchester residents over 60 years of age who may have physical or mental limitations that prevent them from participating in the programs offered through the Manchester Senior Center. Activities include music, crafts, games, gentle stretching and exercise. For additional information or to register for this group, call the Senior Center. **647-3211**

**Senior Community Lunch Café** (*SEE – Food and Nutrition*)

**Senior Job Bank** (*SEE – Employment*)

**Senior Substance Abuse Treatment** (*SEE - Counseling/Mental Health*)

**Shelters – Emergency Housing** *Please call ahead to see if a bed is available*

**East Hartford – *East Hartford Community Shelter***

For Families and Individuals, located at 385 Main Street **568-0323**

**Hartford – *My Sister’s Place***

For Families, located at 102 Capen Street **522-0416**

**Hartford – *Salvation Army***

For Families and Individuals, located at 225 South Marshall Street **543-8423**

**Hartford – *South Park Inn***

For Families and Individuals, located at 75 Main Street **724-0071**

**Manchester – *MACC/Samaritan Shelter***

For Individuals, located at 466 Main Street **647-8003**

**Vernon – *Tri-Town Shelter***

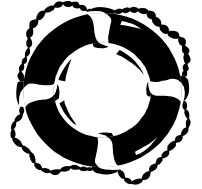
For Families, located at 1 Prospect Street **875-9702**

## **Support Groups**

**Alcoholics Anonymous/Alanon, Alateen**

[www.ct-aa.org](http://www.ct-aa.org) or <http://www.ct-al-anon.org/>

282-4727



**Alzheimer's Association** provides education, information, referrals and support to Alzheimer's patients and families. Also offers a caregivers course, Chapter Respite Care Program, annual Caregivers conference and Safe Return Program.

956-9560

**Board of Education Services for the Blind** (*SEE – Disabilities*)

**Cancer Society** offers education, outreach to patients and families, support groups

643-2168

**Caregiver Support Group** supports caregivers who live in Manchester or who care for an elderly person living in Manchester. Contact Social Worker at the Manchester Senior Center.

647-5263

**Commission On Deaf and Hearing Impaired** (*SEE – Disabilities*)

**Connecticut Self Help Network** provides self-help information on the Web for various issues

<http://www.theconsultationcenter.org/selfhelp>

**Support Groups - Continued**

**Department of Children and Families (DCF) (*SEE – Children Services*)**

**Family Development Center (*SEE – Children Services*)**

**Grandparents as Parents Support Group** meets the last Thursday of each month from 10:00am -11:30am at the South Windsor Community Center, 150 Nevers Rd., South Windsor. Manchester residents are welcome. **648-6361 Ext. 324**

**Head Start (*SEE – Children Services*)**

**Hispanic Health Council** – Provides parenting support, classes and skills in English and Spanish free of charge to expectant parents (Spanish & Non-Spanish) as well as established families. Located at 175 Main St. Hartford. **527-0856**

**Independence Unlimited (*SEE – Disabilities*)**

**Interval House (*SEE – Protection and Advocacy*)**

**Low Vision Support Group** The Senior Center hosts this support group the second Monday of each month at 10:00am. **647-3211**

### **Support Groups - Continued**

**Manchester Area Network on Aids (MANA)** provides case management, support groups, education and outreach to those affected by HIV/AIDS. **646-6260**

**Manchester Memorial Hospital Support Groups** a wide variety of groups meet at the Hospital focusing on concerns related to health and mental health. **647-6600**

**National Federation of the Blind** (*SEE – Disabilities*)

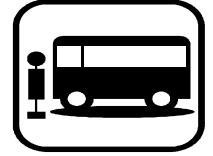
**Parkinson's Disease Support Group** – meets every fourth Wednesday 1:00pm - 3:00pm at Riverside Health Care, 745 Main St., East Hartford. Contact Eleanor for further information. **633-5110**

**Salvation Army Victim Assistance Program** (*SEE – Protection and Advocacy*)

**Senior Substance Abuse Treatment Program** (*SEE – Counseling/Mental Health*)

**Stepping Stones (Bereavement Support)** (*SEE – Counseling/Mental Health*)

## Transportation



**ADA (Americans with Disabilities Act) Transportation** provides rides in the Greater Hartford area 7 days a week for people whose disabilities prevent use of public transit. Fare is \$2.50 each way.

**724-5340**

**American Cancer Society** - assists in driving cancer patients to treatment if a volunteer is available.

**643-2168**

**Connecticut Department of Motor Vehicles** provides parking permits, driver evaluation and instruction for people with disabilities, photo ID and graduated license program. Offices closed on Mondays.

**263-5700**

**Connecticut Transit** – offers reduced fares for elderly/disabled with Medicare card. Transit identification card available for those who qualify and don't have Medicare.

**525-9181**

**Dial-A-Ride** - offers rides in Manchester for residents age 60+ and persons with disabilities. Rides are available Monday through Friday and include trips for medical appointments, banking, personal business, visits to convalescent homes, group grocery shopping. *Reservations and registration required*

**870-7940**

**Medicaid Transportation** provides rides to medical appointments for Medicaid participants.

**1-888-743-3112**

## Volunteer Opportunities



**American Cancer Society** - welcomes volunteers for office/receptionist duties as well as drivers who transport patients to treatment appointments.

**643-2168**

**Big Brothers/Big Sisters** - Provide positive adult role models for children who are challenged in some way.

<http://www.nutmegbigbrotherbigsister.org/>

**1-800-237-5437**

**Board of Education, Town of Manchester School System** Please contact the *Volunteer Coordinator*

**647-3310**

**Covenant to Care for Children *Youth Mentoring Program (SEE – Children Services)***

**Foster Grandparents Program** - Volunteering in the school systems with a stipend for low-income elderly

**525-5437 Ext. 12**

**Friendly Shopper/Friendly Visitor Program** - volunteers provide grocery shopping assistance or visit residents in town to socialize and reduce isolation and loneliness. This service is provided to seniors or people with disabilities. Training required. *Please contact Senior, Adult & Family Services at*

**647-3096**

## **Volunteer Opportunities - Continued**

**Hospice** - volunteers assist in meeting the needs of terminally ill patients and their families by providing companionship, practical assistance, and emotional support. Training required.

**Visiting Nurse & Health Services of CT North Central Hospice** 872-9163 Ext. 3  
**CT Visiting Nurse, Hospice & Palliative Care** 528-5195

**Literacy Volunteers of Connecticut** is a private, non-profit organization offering free and small group instruction to adults needing help with reading, writing and speaking English. 528-7422

**Manchester Area Conference of Churches (MACC)** - offers volunteer opportunities in the Shelter, Soup Kitchen, Food Pantry, Clothing Bank as well as seasonal events. <http://www.macc-ct.org/> 647-8003

**Meals-On-Wheels** - uses volunteer drivers to deliver meals at noontime to homebound people. 872-9163 Ext. 8

**Retired Senior Volunteer Program (RSVP)** sponsored by Community Renewal Team 560-5760

## **Volunteer Opportunities - Continued**

**United Way Volunteer Center** - matches volunteers with nonprofit agencies seeking volunteers. <http://www.volunteersolutions.org/uwact/volunteer> 493-1100

**Volunteer Solutions of Manchester** – A computer database offered in collaboration with United Way of the Capitol Area that matches prospective volunteers with volunteer opportunities. Available at <http://volunteers.ci.manchester.ct.us/>

*This Directory was compiled and edited by the staff of Manchester Senior, Adult & Family Services as a resource for Manchester residents as well as their families, friends and the staff of agencies who serve them. If you would like an additional copy of this directory or have any comments and suggestions, please contact:*



Manchester Senior, Adult & Family Services  
Post Office Box 191, 479 Main Street  
Manchester, CT 06045-0191  
(860) 647-3096