

Senior Resource Guide



Compiled by the
Village of Downers Grove
January 2022

Where Can I Find Village Information?

VILLAGE WEBSITE

www.downers.us

SOCIAL MEDIA

Facebook <https://www.facebook.com/DownersGroveIL>

Twitter <https://twitter.com/DownersGroveVlg>

YouTube <https://www.youtube.com/user/VillageDownersGrove>

NextDoor

QUARTERLY NEWSLETTER

inside DG is the Village's official residential newsletter and is periodically delivered to homes by mail. Previous additions can be located on the Village website.

DGTV

Watch Council workshops, meetings, and a variety of television programs online or on your local, public access cable channel (Channel 6 for Comcast subscribers and Channel 99 for AT&T U-Verse cable subscribers).

E-NEWSLETTER

The Village of Downers Grove offers this free newsletter to anyone interested. It is sent to subscribers on Fridays and contains Village news, events and meeting information. Visit the Village website to register.

COMMUNITY ALERTS (NOTIFICATION SYSTEM REGISTRATION)

The Village of Downers Grove has implemented a community-wide notification system. The service allows the Village to record and send personalized messages across the community in just minutes, through a single phone call. Publicly available primary residential and business phones in Downers Grove have automatically been included in the system.

Residents and businesses are encouraged to visit the village website, www.downers.us, to register additional devices (up to ten phone numbers, ten e-mail addresses, and five addresses) by which to be contacted. Residents with call blocking services can make sure to receive the Village's time sensitive calls by adding (630) 434-5500 to their approved number list.

If you do not have internet access, you may correct/add information by calling the Village at 630-434-5500.

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GENERAL NUMBERS

VILLAGE OF DOWNERS GROVE Village Hall	1-630-434-5500
A Place for Mom	1-866-750-5930
Darien-Woodridge Fire Protection District Non-Emergency	1-630-910-2200
Department of Human Services / Medicaid 1717 Park Street Suite 105, Naperville	1-630-328-1000 TDD 1-888-322-3092
Downers Grove Fire Department Non-Emergency	1-630-434-5980
Downers Grove Police Department Non-Emergency	1-630-434-5600
Downers Grove Township Division of Human Services	1-630-719-6670
DuPage County Community/Senior Services	1-630-407-6500
DuPage Senior Citizens Council	1-630-620-0804
DuPage County Sheriff's Department Non-Emergency	1-630-407-2400 1-630-682-7256
POLICE/FIRE/AMBULANCE - EMERGENCY	9-1-1
Social Security Administration / Medicare 7440 Providence Road, Woodridge	1-866-303-2724
Illinois Relay Services for the Hearing Impaired	1-800-526-0857 TTY 1-800-526-0844

“800” NUMBERS

Adult Protective Service Abuse Hotline	1-866-800-1409
Alzheimer’s Association	1-800-272-3900
Alcoholics Anonymous	1-800-839-1686
Eldercare Locator	1-800-677-1116
Illinois Department of Aging Senior Hotline Senior community services and program, and elder abuse programs	1-800-252-8966
Illinois Department of Human Services Medical assistance programs, food stamps, child care for low income families, programs for individuals with developmental disabilities, reporting fraud, mental health, etc.	1-800-843-6154 1-800-252-8903
Illinois Department of Insurance Program SHIP	1-800-548-9034
Illinois Department of Public Health Nursing Home Hotline	1-800-252-4343
Illinois Department of Veterans Affairs	1-800-437-9824
Illinois Relay Services for the Hearing Impaired	1-800-526-0857 TTY 1-800-526-0844
Medicare Helpline	1-800-633-4227
Medicare Fraud and Abuse Hotline	1-800-447-8477
Social Security Administration	1-800-772-1213
Substance Abuse and Mental Health Administration	1-800-662-4357
Taxpayer Assistance	1-800-829-1040 1-800-732-8866

ADULT DAY SERVICES

Adult day services provide a protective and stimulating environment for older adults who are in need of daytime supervision. Attendees profit from the array of services offered, while the caregivers receive respite from the pressures and demands of caring for an elderly relative or friend. Benefits include a structured environment, companionship, nutritious meals and a variety of activities under the supervision of professional staff. Personal care, physical and occupational therapy, and health monitoring are available at some locations (referred to as medical models).

Adult day services are a cost-effective alternative to in-home services or nursing facility placement. Participation is a welcome change-of-pace for individuals who are moderately handicapped, physically frail, mildly confused or socially isolated. Daily schedule, fees and services vary.

Financial assistance may be available through the Illinois Department of Aging's Community Care Program, Office of Rehabilitation Services, or the Veterans' Administration. Adult Day Services may be covered under long term care policies and may be a tax credit under child and dependent care.

Gloria Dei Lutheran Church
4501 Main Street

1-630-968-1060
Monday-Friday 7:30 a.m. to 5:30 p.m.

Alfred Rubin Riverwalk Community Center
305 W. Jackson Avenue, Naperville

1-630-357-8166
Monday-Friday 7:45 a.m. to 5:00 p.m.

ESSE Faith Lutheran Church
41 N. Park Boulevard, Glen Ellyn

1-630-858-1005
Monday-Friday 7:00 a.m. to 5:00 p.m.

ESSE St. Paul Lutheran Church
515 S. Wheaton Avenue, Wheaton

1-630-260-3773
Monday-Friday 7:00 a.m. to 5:00 p.m.

Naperville Senior Adult Day Service
1504 Naper Boulevard, Naperville

1-630-857-3107
Monday-Friday 7:30 a.m. to 5:30 p.m.

Universal Metro Asian Services
1032 E. Ogden Avenue, Naperville

1-630-705-1208
Monday-Friday 9:00 a.m. to 5:00 p.m.

Xilin Association
1163 E. Ogden Avenue, Naperville

1-630-355-4322
Monday-Friday 8:30 a.m. to 2:00 p.m.

ADVOCACY GROUPS

AARP	1-866-295-7276
Downers Grove Township S.A.L.T. Council Consortium of local law enforcement, fire protection, governmental, and community agencies, as well as senior citizens, with a shared goal of improving the quality of life and home safety for older adults in their homes and community.	1-630-719-6682
DuPage Senior Citizens Council	1-630-620-0804
Illinois Office of the Attorney General Protects Illinois residents victimized by fraud or deception through its consumer fraud bureau, provides advocacy, information and referral through senior hotline; offers crime prevention initiatives and provides assistance to crime victims; funds training and education programs through community based organizations. Crime victim services are available to assist crime victims and witnesses and may offer financial assistance for expenses related to the crime.	1-800-243-0618
League of Women Voter of Downers Grove Older Women's League (OWL)	1-630-733-1921 1-800-825-3695

CLOTHING

DuPage County Community Services Vouchers for gently used clothing	1-630-407-6500
Salvation Army	1-630-629-4948
St. Joseph Parish Downers Grove	1-630-964-0216
St. Mary of Gostyn Parish Downers Grove	1-630-969-1063

EMPLOYMENT OPPORTUNITIES

Illinois Employment and Training Center of DuPage County	1-630-495-4345
Senior Community Service Employment Program Assists adults 55 and older in re-entering the job market. Individuals build skills and self confidence working part-time for community service organizations.	1-630-261-9324

EDUCATION

College of DuPage Lifelong Learning Program Provides courses, workshops, seminars, and lectures designed for adults 50 and older in a wide range of topics.	1-630-942-2208
Elmhurst University Sixty-Plus Program Provides courses on a non-degree basis for adults 60 and older for a reduced fee per course.	1-630-617-3400
Illinois Elderhostel Short term reasonable academic travel for adults 60 and older. Catalogs are available for reference at the Downers Grove Public Library.	1-800-454-5768

FINANCIAL ASSISTANCE

DuPage County Senior Services Provides assistance to determine eligibility for local, state, and federally funded services and assists low income seniors to manage their personal household finances.	1-630-407-6500
Hope's Front Door	1-630-322-9803
Illinois Department of Revenue	1-800-732-8866
HOME	
Downers Grove FISH Provides financial assistance for housing	1-630-964-7776
Downers Grove Township Provides rent assistance.	1-630-964-7776
DuPage County Community Services Provides rental assistance, mortgage assistance, security deposit assistance, and supportive services to help achieve stable, permanent housing.	1-630-407-6500
Illinois Department of Aging - Reverse Mortgages Offers information on reverse mortgages that are designed to enable persons age 62 or older to receive income for the equity in their home while they continue to occupy their home, remain responsible for taxes, repairs and maintenance, and retain the title to the property. The money can be used for other purposes such as medical expenses or personal care. It is an agreement between the homeowner and lender, in which the lender pays the homeowner money based on the equity of the home and the homeowner's age. The loan is repaid, with interest, when the house is sold or vacated. To qualify, applicants must reside in a single-family home and carry a moderate to zero mortgage.	1-800-252-8966

FINANCIAL ASSISTANCE (con't)

HOME (con't)

Illinois Home Weatherization Assistance Program (IHWAP)

1-630-407-6500

Provides a diagnostic test to income eligible households to aid in lowering the cost of utilities. Energy saving measures provided may include sealing cracks, insulating walls and attics, as well as weather stripping, caulking, and repairing windows and doors. IHWAP checks each furnace for safety and efficiency. Smoke detectors and carbon monoxide detectors are installed in homes as needed. Households who qualify for LIHEAP are automatically eligible for weatherization. Accommodations are available to assist the homebound.

Love Christian Clearing House

1-630-512-8665

Provides emergency financial assistance and referrals

Senior Services Grant Program

1-630-407-6500

Provides limited funding for minor home modifications to frail senior citizens, which will enhance their ability to function independently. Grants are limited and eligibility requirements may apply.

MEDICAL CARE EXPENSE

Downers Grove FISH

1-630-964-7776

Provides financial assistance for eyeglasses.

DuPage County Community/Senior Services

1-630-407-6500

Provides limited financial assistance for medical fees that are not covered by insurance.

DuPage Health Coalition - Silver Access Program

1-630-510-8720

Provides financial assistance for purchasing health insurance on the Affordable Care Act healthcare marketplace.

Hope's Front Door - Health & Wellness Program

1-630-322-9803

Provides financial assistance for eye examinations and eyeglasses

Social Security Administration - Extra Help Program

1-800-772-1213

Provides assistance to eligible individuals who can not afford the monthly premiums, annual deductibles and copayments related to Medicare Part D.

FINANCIAL ASSISTANCE (con't)

UTILITY

ComEd CARE Residential Hardship Program 1-630-407-6500
Program may be available to customers suffering an identifiable hardship due to job loss, illness, disability, or as an older adult. Eligibility guidelines apply up to \$2,147 for a single person. The program is subject to change or cancellation.

Downers Grove FISH 1-630-964-7776
Provides financial assistance for ComEd utility bills.

Downers Grove Township 1-630-719-6610
Provides utility assistance program.

Low Income Home Energy Assistance Program (LIHEAP) 1-630-407-6500
Downers Grove Township LIHEAP Office 1-630-719-6610

A federal program administered by local agencies. Provides a one-time yearly benefit to low-income households for gas and/or electric bills. An overdue bill or disconnect notice is not required. Emergency assistance may be available if your household has a disconnect notice from your gas or electric supplier; a fuel supplier has refused to deliver; and for homeowners whose furnace is non-operational or unsafe to operate.

DuPage County Community and Senior Services 1-630-407-6500
Provides gas, water, and sewer utility assistance programs for DuPage County residents.

St. Joseph Parish, Downers Grove 1-630-964-0216
Provides utility financial assistance

Village of Downers Grove Utility Billing Department 1-630-434-5510
Prepayment of utility bills for water/stormwater to avoid late charges. Used primarily when residents are out of the area for an extended period of time.

FOOD AND NUTRITION

SNAP Benefits (Food Stamps)

146 W. Roosevelt Road Suite 2, Villa Park

Must meet certain requirements to be eligible for services.

1-800-843-6154

1-630-530-1120

GROCERY DELIVERY SERVICES

Aldi

28 W. Ogden Avenue, Downers Grove

1-833-440-1053

Fresh Thyme Market

325 Ogden Avenue, Downers Grove

1-630-968-3145

Jewel / Osco

1148 Ogden Avenue, Downers Grove

6215 Main Street, Downers Grove

1-630-963-0645

1-630-969-3105

Shop 'N Save

7241 Lemont Road, Downers Grove

1-630-427-6800

HOME DELIVERY SERVICES

Downers Grove Community Church

Caring Community Kitchen

Provides weekly home delivered hot meals and sack lunches for seniors and those who are shut in. Meals are delivered every Thursday.

1-630-969-3320

DuPage County Senior Services - Home Delivered Meals

Assists seniors in remaining healthy and independent by providing them with regular well-being checks and nutritious meals delivered to their homes. Meals are packed and delivered each weekday to homebound seniors by volunteers who have been trained in food safety. All meals are well balanced, nutritious, low sodium, and meet many special dietary needs such as vegetarian, pureed, and/or diabetic. Meals are delivered Monday through Friday between 10:30 a.m. and 1:30 p.m., 52 weeks per year. Frozen meals are provided for weekends and holidays. Participants must meet eligibility requirements.

1-630-407-6500

DuPage County Senior Citizens Council

Assists seniors with remaining healthy and independent. The program consists of the Home Delivered Meals (above) and Community Dining. The Senior Nutrition Program is available to all seniors age 60 and older. The program is donation based, and no senior is denied service because of his or her inability to pay. The total cost of a meal is approximately \$7.00. Any donation amount is appreciated and helps keep the program available for all eligible DuPage seniors.

1-630-620-0804

FOOD AND NUTRITION (con't)

Humanitarian Service Project – Senior Services Project 1-630-221-8340
Provides fresh, wholesome and nutritious food, personal care items and household products to DuPage County low income seniors. Sponsorship is solicited from individuals, groups, and corporations to purchase these items for the seniors they have adopted. Volunteers deliver food directly to eligible participants every month. This service is based on availability.

Immanuel Lutheran Church 1-630-968-3112
Provides meal delivery services.

PANTRIES

Christian Worship Center Manna House 1-630-487-5639
1330 63rd Street, Downers Grove
Third Saturday of the Month at 9:00 a.m.

Downers Grove FISH 1-630-964-7776
4341 Saratoga Avenue, Downers Grove
Deliver to homebound Seniors and Mobile Drive-Thru
Tuesdays 4:00 p.m. to 6:00 p.m.
Fridays 8:30 a.m. to 11:30 a.m.

Downers Grove Township 1-630-964-7776
4340 Prince Street, Downers Grove
Open Pantry, Mondays and Fridays, 9:00 a.m. to 11:00 a.m.

Hope's Front Door 1-630-322-9803
1047 Curtiss Street, Downers Grove
Provides grocery and meal vouchers.

Immanuel Lutheran Church 1-630-968-3112
5211 Carpenter Street, Downers Grove
Provides walk-in/drive-thru pickup
Tuesdays 1:00 p.m. to 3:00 p.m.
Thursdays 9:00 a.m. to 12:00 p.m.

St. Joseph Parish 1-630-964-0216
4824 Highland Avenue, Downers Grove
Thursdays 8:15 a.m. to 10:30 a.m.

St. Mary of Gostyn 1-630-969-1063
444 Wilson, Downers Grove
Wednesdays 8:00 a.m. to 11:00 a.m.

HEALTH

DENTAL

Advocate Illinois Masonic Mobile Dentistry

Dental services for seniors who face difficulty accessing adequate dental care due to transportation, financial hardships, or other barriers.

1-773-871-2188

Chicago Dental Society Foundation Clinic

Provides routine dental care for low income seniors of DuPage County.

1-630-260-8530

College of DuPage Dental Hygiene Clinic

Provides preventative dental care. Seniors receive a 25% discount on cleaning services.

1-630-942-3250

DuPage County Health Department Dental Clinic

Provides urgent oral problems, such as tooth pain, bleeding, infection and/or swelling for income eligible clients.

1-630-682-7400
Ext. 7776

Midwestern University Dental Clinic

Provides a wide range of services including dentures, extractions, implants, oral surgery, and more at about half the normal cost. Accepts some insurance. Dental services are provided by student dentists in their 3rd and 4th year of dental education under the supervision of a licensed faculty.

1-630-743-4500

HEALTH CARE

DuPage County Health Department

Locations in Addison, Lombard, Wheaton, Westmont and West Chicago.

1-630-510-8720

DuPage Health Coalition - Access DuPage

Provides affordable healthcare for uninsured DuPage County residents.

1-630-510-8720

MD at Home

Provides home care, home medical doctors, and housecall physicians to individuals in need who are homebound or have difficulty leaving the home due to mobility limitations, cognitive impairments, or require the use of specialized transportation.

1-312-243-2223

Visiting Physician Association

Provides medical care to individuals in their homes.

1-630-756-5270

VNA Health Care

Locations in Bolingbrook and Carol Stream.

1-630-892-4355

HEALTH (con't)

HEARING

American for Better Hearing Foundation 101 Burr Ridge Parkway, Burr Ridge	1-630-321-3555
Chicago Hearing Society 1444 W. Willow Street, Chicago	1-773-248-9121
Dial-A Hearing Screening Test Hotline	1-800-222-3277
Easter Seals of DuPage and Fox Valley 1316 Bond Street Suite 116, Naperville 830 S. Addison Avenue, Villa Park	1-630-357-9699 1-630-620-4433
Elmhurst University Speech, Language, and Hearing Clinic 190 S. Prospect Avenue, Elmhurst	1-630-617-3555
Illinois Relay Service	1-800-526-0844
Lions of Illinois Foundation	1-815-756-5633

HOSPICE AND PALLIATIVE CARE

National Hospice and Palliative Care Hotline	1-800-658-8898
Advocate Hospice	1-630-963-6800
ALC Palliative Care and Hospice	1-630-480-6887
Amita Health St. Thomas Hospice	1-630-856-6990
Apex Hospice and Palliative Care	1-630-601-1280
Capital Hospice and Palliative Care	1-630-581-5492
Family Centered Hospice and Palliative Care	1-630-317-3300
Harbor Light Hospice	1-630-682-3871
Heartland Hospice	1-866-216-5708
Kindred Hospice	1-708-709-3040
Lexington Hospice	1-877-637-4803
Residential Hospice and Palliative Care	1-866-902-5854
Seasons Hospice and Palliative Care	1-800-570-8809
Three Oaks Hospice and Palliative Care	1-630-552-6858
Transitions Hospice and Palliative Care	1-847-515-1505
Vitas Hospice and Palliative Care	1-844-468-1515

HOSPITALS

Advocate Good Samaritan Hospital	1-630-275-5900
Amita Health Bolingbrook Hospital	1-630-312-5000
Amita Health Hinsdale Hospital	1-630-856-9000
Edward Elmhurst Edward Hospital	1-630-527-3000
Edward Elmhurst Elmhurst Hospital	1-331-221-1000
Northwestern Medicine Central DuPage Hospital	1-630-933-1600

HEALTH (con't)

MEDICAL EQUIPMENT

DuPage County Community/Senior Services 1-630-407-6500
Provides limited financial assistance for the purchase of medical equipment for those who do not have health insurance.

Our Lady of Peace Parish Lending Closet 1-630-353-8102
Provides parishioners with canes, crutches, walkers, wheelchairs and transport chairs free of charge.

People's Resource Center 1-630-682-5402
Provides vouchers for eyeglasses.

Westmont Pharmacy 1-630-969-2043
2 N. Cass Avenue, Westmont
Provides medical equipment for purchase and to rent.

York Township Senior Center 1-630-620-2424
Provides walkers, canes, wheelchairs, and crutches for those in need free of charge, for up to two months.

NURSING HOMES / LONG TERM CARE

Medicare / Medicaid Certified Nursing Homes
<https://www.medicare.gov/>
National database of nursing home facilities. Can search by location/zip code.

DuPage County Senior Services 1-630-407-6500
Call for list of nursing home facilities in DuPage County

Illinois Department of Public Health Nursing Home Hotline 1-800-252-4343

Oak Trace 1-630-769-6100
200 Village Drive, Downers Grove

Providence Healthcare and Rehabilitation Center 1-630-969-2900
3450 Saratoga Avenue, Downers Grove

OPTICAL/VISION

Chicago Lighthouse for the Blind 1-312-666-1331
1850 W. Roosevelt Road, Chicago

Eye Care America 1-877-887-6327
Provides referrals to local volunteer ophthalmologists for free eye health exams. Can use the online referral portal at:
<https://www.aao.org/eyecare-america>

Lions of Illinois Foundation 1-815-756-5633

Illinois Division of Rehabilitation Services Bureau of Blind Services 1-630-495-0500

Spectrios Institute for Low Vision 1-630-690-7115
219 E. Cole Avenue, Wheaton

HEALTH (con't)

PHARMACEUTICALS

AARP Prescription Discount	1-877-422-7718
Catholic Charities Provides financial assistance for prescription medications.	1-630-495-8008
Downers Grove Township Provides a prescription discount card program for low income, uninsured, underinsured, and those whose prescriptions may not be covered.	1-630-719-6610
DuPage County Community/Senior Services Provides limited financial assistance for the purchase of prescription medications for those that are not covered by health insurance or other discount programs.	1-630-407-6500
DuPage Health Coalition - Dispensary of Hope Provides medications to low income and uninsured individuals free through a participating pharmacy location in Wheaton. Must have a valid prescription and meet program guidelines to receive medications.	1-630-784-4288
DuPage Rx Provides all DuPage County residents with prescription discount cards to use at participating pharmacies. The program is free, providing an average of 24% off a pharmacy's regular retail prices. Some pet medications that can be filled at a regular pharmacy may be covered. Caremark Mail Service Program is also available for up to a 90 day supply of select medications.	1-630-407-6500
Hope's Front Door Provides financial assistance for prescription medications.	1-630-322-9803
Illinois Rx Card Provides all Illinois residents with a prescription discount card to use at participating pharmacies. No enrollment forms, age or income requirements needed to participate in the program. Card is pre-activated and accepted at over 56,000 pharmacies around the U.S., including most major chains.	1-800-726-4232

HOUSING

DuPage County Community/Senior Services

421 N. County Farm Road, Wheaton

Provides information about affordable housing in DuPage County.

1-630-407-6500

Hope Fair Housing Center

202 W. Willow Avenue Suite 203, Wheaton

Provides education, complaint intake, investigation, and mediation to those experiencing housing discrimination.

1-630-690-6500

Illinois Department of Human Services (IDHS)

Currently accepting applications for rental assistance. Can contact the local IDHS office to obtain if eligible for assistance, inquire about rental assistance, and help with applying for assistance.

1-630-495-8008

CONTINUING CARE RETIREMENT COMMUNITIES

Beacon Hill

2400 South Finley Road, Lombard

1-630-691-4007

Brookdale

1700 Robin Lane, Lisle

1-630-963-1600

Lexington Square

555 Foxworth Boulevard, Lombard

1-630-620-0099

Oak Trace

200 Village Drive, Downers Grove

1-630-769-6565

Saratoga Grove

3460 Saratoga Avenue, Downers Grove

1-630-971-1995

Villa St. Benedict

1920 Maple Avenue, Lisle

1-630-852-5360

SHARED HOUSING

DuPage County Shared Housing Program

Matches DuPage County home providers with individuals who are seeking an affordable housing arrangement. The program coordinator interviews all applicants, including the home provider, and attempts to match persons who have similar needs, interests, lifestyles, and values. Counseling and guidance to both parties is provided before, during, and after a match is made. There is no age limit.

1-630-407-6500

Senior Home Sharing

Provides affordable shared group housing and support services for seniors (62+) that desire independence. This home setting provides private bedrooms, three meals, light housekeeping, laundry of linens and companionship. Residents must be capable of self-care and are responsible for their own personal needs. Nursing care is not provided. The monthly rental fee varies according to room size and location. These homes are located in Downers Grove, Lombard, and Naperville.

1-630-407-0440

HOUSING (con't)

SHELTER

Bridge Communities

Provides transitional housing and shelter services for families experiencing homelessness or at risk for homelessness.

1-630-546-0610

Catholic Charities

Provides housing and supportive services to individuals and families who are homeless due to divorce, job loss, or depleted savings. During short stays, participants work towards securing employment and permanent housing.

1-800-941-8681

DuPage PADS

Provides emergency shelter for those experiencing homelessness and outreach services to those living without shelter.

1-630-682-3846

Salvation Army

Provides emergency shelter for those experiencing homelessness and motel vouchers for medically impaired.

1-630-629-4948

SUBSIDIZED HOUSING

Housing subsidies can be provided to assist families and senior citizens. Eligible families or individuals must meet low-income guidelines. Only a limited number of vouchers are available and individuals may be placed on waiting lists until an opening is available.

DuPage County Housing Authority

711 E. Roosevelt Road, Wheaton

1-630-690-3555

Immanuel Residence

1122 Gilbert Avenue, Downers Grove

1-630-852-1310

Oak Tree Towers

1120 Warren Avenue, Downers Grove

1-630-964-6600

Peace Memorial Manor

3737 Highland Avenue, Downers Grove

1-630-960-5770

SUPPORTIVE LIVING

Lacey Creek Supportive Living

4200 Lacey Road, Downers Grove

1-630-964-7720

Tabor Hills Supportive Living

1439 McDowell Road, Naperville

1-630-778-6677

HOME REPAIRS

DuPage Senior Citizens Council

1-630-620-0804

Provides minor home repairs to seniors age 60 and older in DuPage County at a reduced rate. Also for large repairs, provide a Contractor Referral Program that provides seniors with contact information for contractors who can handle the repairs at a fair price. Provides volunteers to assist seniors with yard cleanup, such as rake leaves, trash pickup and debris removal from the yard.

INSURANCE/MEDICARE/MEDICAID

Illinois Comprehensive Health Insurance Plan (CHIP)

1-800-367-6410

Supplemental coverage for Medicare recipients not eligible for Medigap coverage.

Illinois Senior Health Insurance Program (SHIP)

1-877-527-9431

Provides personal counseling services regarding Medicare, Medicaid, Medigap, and long term care insurance. Services include helping select a Medigap policy or Part D plan, filing claims, and helping with Medicare appeals. Individuals can call DuPage County Senior Services to obtain a referral to a volunteer. Individuals can call the State of Illinois Department of Insurance at (877) 527-9431 to verify if an insurance company that is being considered is permitted to do business in Illinois and to determine if there have been an extraordinary number of consumer complaints against the company.

Medicare - Social Security Administration

1-866-303-2724

7440 Providence Drive, Woodridge

Medicare - Open Enrollment

Open enrollment is from October 15 through December 7 of each year. Individuals can join, switch or drop a plan. Coverage will begin on January 1st as long as the plan receives your requests by December 7th. Medicare Advantage Plans open enrollment starts January 1st and ends on March 31st of each year. If individuals are already enrolled in an Advantage plan, they can switch to a different plan or switch to Original Medicare once during this time.

Medicaid - Department of Human Services

1-630-328-1000

1717 Park Street Suite #105, Naperville

U.S. Office of the Inspector General

1-800-447-8477

To file complaint regarding Medicare fraud, waste, abuse, and mismanagement

LEGAL ASSISTANCE

Administer Justice - Community Christian Church

1-855-818-4554

Free law clinic that offers low income residents legal assistance, financial counseling, educational outreach, and conflict resolution services provided by volunteer attorneys and other professionals. Some services require a small fee. Please call for an appointment.

American Bar Association Commission on Law and Aging

1-202-662-8690

DuPage County Bar Association - Lawyer Referral Service

1-630-653-9109

126 S. County Farm Road, Wheaton

Provides assistance to individuals in locating an attorney in their community.

DuPage County Bar Legal Aid Service

1-630-653-6212

Provides free legal assistance for qualified persons to help in the areas of family law, domestic violence, bankruptcy, adoption, guardianship, tort and collection defense, and other areas.

Those who qualify must have a case in or be a resident of DuPage County and be financially qualified as an indigent person.

Hope Fair Housing Center

1-630-690-6500

Provides information regarding rights and responsibilities related to housing matters, conduct investigations that may involve discrimination, assist with filing of HUD complaints, and provide referrals.

Metropolitan Family Services Legal Aid Society

1-312-986-4105

Provides legal services to those who are impoverished, the elderly, and victims of violence and crimes. Provides legal representation and assistance on domestic violence, family law, consumer and housing issues, elder abuse, financial exploitation, human trafficking, and victims of crime.

Prairie State Legal Services

1-630-690-2130

Provides free civil legal services for low income persons (follows federal poverty level guidelines) and senior citizens age 60 and older, regardless of income. Speciality areas include government benefits, landlord tenant disputes, homeless issues, consumer issues, advance directives, and nursing facility law. Staff attorneys do not handle criminal or fee producing cases.

LIBRARY/MEDIA

Blind Service Association Provides in-person or virtual reading services to individuals who are blind and/or visually impaired in the Chicagoland area.	1-312-236-0808
College of DuPage Library 425 Fawell Boulevard, Glen Ellyn	1-630-942-3364
Downers Grove Public Library 1050 Curtiss Street, Downers Grove	1-630-960-1200
Illinois State Talking Book Outreach Library Free library service for anyone unable to comfortably read standard print due to a visual or physical impairment. Materials are delivered to eligible readers by mail (postage fee). Audio machines are available as well as access to downloadable books and magazines, 24/7. Applications are accepted at Talking Books Centers, Illinois Public Libraries, or online.	1-800-426-0709

RECREATION

Advocate Good Samaritan Health and Wellness Center 3551 Highland Avenue, Downers Grove	1-630-275-2640
Darien Park District Community Center 7301 Fairview Avenue, Darien	1-630-968-6400
Downers Grove Park District Active Adult Center Lincoln Center, 935 Maple Avenue, Downers Grove	1-630-960-7500
Indian Boundary YMCA 711 59th Street, Downers Grove	1-630-968-8400
Lisle Park District Senior Center 1925 Ohio Street, Lisle	1-630-353-4301
Our Lady of Peace - Younger Than Ever Senior Program 451 Plainfield Road, Darien	1-630-789-6666
SEASPAR 4500 Belmont Road, Downers Grove	1-630-960-7600
Senior Suburban Orchestra 5739 Dunham Road, Downers Grove	1-630-935-7103
Westmont Park District Senior Center 55 E. Richmond Street, Westmont	1-630-969-8080
Woodridge Park District Active Adults Program 2600 Center Drive, Woodridge	1-630-353-3300
York Township Senior Center 1502 S. Meyers Road, Lombard	1-630-620-2424

RESPIRE CARE

DuPage County Senior Services Family Caregiver Resource Center

1-630-407-6500

This federally funded program provides information and assistance, respite services, and support to caregivers of older persons and grandparents of any age raising grandchildren. Services can also be provided to caregivers of an individual with Alzheimer's disease or related disorders, regardless of age.

Respite services in the form of homemaker services, adult day program services or short-term nursing home placement, childcare, camps, and other services can be provided to grandparents raising grandchildren. Emergency Gap Filling Assistance provides emergency support in respite care, home modifications, transportation, assistive devices, financial assistance, and legal services. Caregiver information and assistance is available by providing information on opportunities and services available.

Metropolitan Family Services of DuPage In-Home Senior Respite

1-630-784-4875

Provides screened and trained volunteers recruited from faith organizations and the general community. These volunteers are matched with a family giving care to an older relative to provide respite for the caregivers and concurrent companionship for the older adult. Volunteers may provide either weekly or intermittent respite visits to a particular family, and may volunteer as an individual or as a family team, intergenerational team, friend team, co-worker team, etc. Volunteers do not perform any medical or professional services while in the home, but visit, play cards, share hobbies, or simply converse with an older adult while the family caregiver takes a break.

Metropolitan Family Services of DuPage Services for Family Caregivers

1-630-784-4800

Provides family caregiver consultation and counseling services that offer information or counseling around issues common in caring for an older relative. Provides support for grandparents raising grandchildren through individual counseling and support groups. Provides caregiver support groups.

SAFETY AND HOME SECURITY

- Downers Grove Fire Department Home Fire Safety Survey** 1-630-434-5983
Available to Downers Grove residents only. Inspection of the home for fire hazards and advice on ways to avoid home fires.
- Downers Grove Police Department Home Security Inspection** 1-630-434-5600
Available to Downers Grove residents only.
- Downers Grove Police Department Safe Return ID** 1-630-434-5600
The Downers Grove Police Department has developed a Safe Return ID for Downers Grove residents who may have communications difficulties and/or are at risk of becoming confused, disoriented, or lost. Persons of any age that suffer from Alzheimer's, Dementia, Down Syndrome, Autism or other disabilities are eligible to participate.
The program enables police to make faster identifications, reunite family members quicker, and provide help to people with special needs. Photographs, emergency contact information, and other personal information are kept by the police department. The information is used for the purpose of identifying and locating an individual who is reported missing, found wandering or other special circumstances in emergencies.
- Downers Grove Police Department Scams, Cons, and Frauds** 1-630-434-5600
Program educates the public on various types of scams, cons, and frauds that citizens, especially senior citizens, fall prey to. The program discusses home repair fraud, telephone solicitation, bank fraud, and many other types of scams. This program is ideal for senior groups to assist them in being street smart and refusing to be victimized by con artists.
- Downers Grove Police Department Vacation Watch Program** 1-630-434-5600
Provides a service in which residents can complete a vacation watch form and drop it off at the police department. Non-sworn personnel will conduct a security check of your home while you are away on vacation to ensure all doors and windows are secure. Homes will be checked as time permits and up to four weeks at a time.
- Downers Grove Post Office Carrier Alert Program** 1-630-434-5600
The program is a partnership between the U.S. Postal Service and the Downers Grove Police Department for seniors and the homebound. Should the mail accumulate or some other sign of distress come to the attention of letter carriers, the Post Office can inform family contacts and/or the Police Department for a wellness check. Persons interested may register at the Downers Grove Police Department during normal business hours.
- Downers Grove Township File of Life** 1-630-719-6670
A *File of Life* kit contains a standardized medical information card in a magnetic pouch to be placed on the front of a refrigerator. Emergency responders are trained to look for this information, which may enable them to deliver medical attention quickly. The kits are available at Downers Grove Township Building at 4340 Prince Street. A \$1 donation is requested.
- Downers Grove Township Visor Cards for Deaf or Hard of Hearing** 1-630-719-6600
Visor cards are available for drivers who are deaf or hard of hearing. The cards alert first responders about a potential communication problem with a vehicle driver. Cards are available at the Downers Grove Township Building, 4340 Prince Street.

SAFETY AND HOME SECURITY (con't)

DuPage County Sheriff's Cell Link Program

1-630-407-2317

The Cell Link program provides cellular telephones to senior citizens who may not have the funds or need to purchase one. The phones are programmed to dial only 911 and cannot make or receive any other calls. All cellular 911 calls are received at the Sheriff's Office. Applicants must be 62 years of age or older, OR younger than 62 with a physical or mental disability AND not own a cell phone.

DuPage County Sheriff's Guardian Program

1-630-407-2400

Guardian is a computerized phone system that calls registered members on prearranged days and times to verify that they are okay. If the member does not respond to the telephone call by entering a four digit code on their telephone, an alarm sounds and a police dispatcher will attempt to reach the member via telephone. If still unsuccessful, a previously designated neighbor or family member will be contacted. If the emergency contact cannot be reached, a deputy will be sent to the member's home to check on their well-being.

Guardian is available to DuPage County residents who are over the age of 62 or physically or mentally disabled and live alone. To register for the *Guardian* program, you may call the Sheriff's Office at 630- 407-2400 to have an application mailed or you may download the application by visiting www.dupagesheriff.org/guardian.

Applications may also be picked up at the Sheriff's Office, 501 North County Farm Rd., Wheaton, or at any Township Office.

DuPage County Sheriff's SPARR Program

1-630-407-2400

The Sheriff's Department offers a free voluntary program designed to assist residents of DuPage County who may be at greater risk of becoming confused, lost, disoriented, or missing. The program provides the Sheriff's Office with the at-risk resident's relevant information prior to an emergency. To register for the program, individuals can call the Sheriff's Office at (630) 407-2400 to set up an appointment to register. Individuals must be a legal guardian or have power of attorney to register a loved one.

DuPage County Smart 911

DuPage County has implemented free service to help residents when they call 911. Once residents have signed up, first responders will be provided with important information that will help them address your emergency. This information, including medical issues and current location, can assist Police, Fire and EMS to locate and help you. Residents are encouraged to visit the Smart 911 website at www.Smart911.com to enroll/correct/ or add information.

DuPage Senior Citizens Council Friendly Phone Call Service

1-630-620-0804

Provides seniors with weekly phone calls from a volunteer. The volunteer and the senior are able to get to know each other, share stories, and engage in conversation.

SUBSTANCE ABUSE AND ALCOHOL TREATMENT

Advocate Good Samaritan Hospital Provides counseling, support, and education for addictions and/or mental health.	1-630-275-6000
Amita Health New Day Center Provides counseling, support, and education for addictions and/or mental health treatment.	1-630-856-7701
DuPage County Health Department Provides counseling, support, and education for addictions and/or mental health.	1-630-682-7400
Edward Elmhurst Health Linden Oaks Provides counseling, support and education for addictions and/or mental health.	1-630-305-5027

TAX RELIEF AND ASSISTANCE

Downers Grove Park District Lincoln Center Provides free tax preparation assistance through AARP Foundation with IRS certified volunteers.	1-630-963-1300
DuPage County Property Tax Deferral Program Property owners age 65 or older by June 1 who have a total household income of \$55,000 or less, fire and casualty insurance and no delinquent real estate taxes, may elect to defer all or part of their property tax payments up to a maximum of \$5,000. Taxes would be repaid once the home is sold or when the taxpayer dies, with interest at 6% per annum.	1-630-407-5900
DuPage County Senior Citizen Assessment Freeze Homestead Exemption Exemption “freezes” the senior citizen’s property’s equalized assessed value (EAV) the year the senior qualifies for the exemption. The property’s EAV does not increase as long as qualifications for the exemption continue. The tax bill may still increase if any tax rates are increased or if improvements are added that increase the value of the property. The amount of exemption benefit is determined each year based on the property’s current EAV, minus the frozen based year value (the property’s prior year’s EAV for which the applicant first qualifies for the exemption) and the applicant’s total household maximum income limitation. Applications must be filed each year by October 1. Person may qualify for this exemption if the person is at least 65 years of age, total household income of \$65,000 or less, and meets certain other qualifications.	1-630-719-6630
DuPage County Senior Citizen Homestead Exemption Available for residential property that is owned and occupied by a person 65 years of age or older and who is liable for the payment of property taxes. The maximum amount of the reduction in equalized assessed value is \$5,000 in DuPage County. Annual renewal cards are sent to qualified taxpayers and must be returned to the DuPage County Supervisors of Assessments Office.	1-630-719-6630
Volunteer Income Tax Assistance Free income tax information and return preparation for low and middle income individuals age 60 and older. Volunteers are trained through the IRS and AARP. Service is available from February 1 through April 15 of each year.	1-800-906-9887

THERAPY/COUNSELING

Advocate Good Samaritan Hospital Provides assessments, therapy, counseling, support groups, and caregiver support groups.	1-630-275-6000
Amita Health New Day Center Provides counseling, support, and education for wide variety of mental health diagnoses.	1-630-856-7701
Blue Moon Counseling Provides in-home counseling for older adults with Medicare Part B benefits	1-855-241-7160
DuPage County Health Department Access and Crisis Center Provides treatment, support, counseling, education, and emergency help for emotional crisis.	1-630-221-7980 Emergency Crisis 1-630-627-1700
Edward Elmhurst Health Linden Oaks Provides counseling, support and education for a wide variety of mental health diagnoses and grief support and counseling.	1-630-305-5027
In Home Counseling Provides in-home counseling for individuals with disabilities, physical limitations, lack of transportation, or other barriers.	1-847-903-5604
Metropolitan Family Services Individual and family counseling, psychiatry, medication management, grandparents raising grandchildren program, and caregiver support.	1-630-784-4800 24 Hour Hotline 1-630-221-8290
NAMI of DuPage Provides support groups, living room, individual and family counseling, peer support, and education.	1-630-752-0066

TRANSPORTATION

AARP Smart Driver Course	1-630-719-6685
Downers Grove Township Dial-A-Ride Curbside transportation service in the township for those ages 65 and older or disabled. Monday through Friday, 8:00 a.m. to 4:00 p.m. The fare is \$5.00.	1-630-719-6685
DuPage Paratransit	1-630-407-6500
DuPage County Pilot II Taxi Program	1-630-407-6500
Illinois Department of Aging Benefit Access Reduce License Plate	1-800-252-8980
Regional Transit Authority - PACE and Rail	1-312-913-3110
Ride DuPage	1-800-713-7445
Village of Downers Grove Handicap Parking Downers Grove residents may obtain a temporary, three-month handicap parking placard through the Village or through the Security of State. A certification form must be filled out by a physician. The form is available at Village Hall. For more information on handicap parking placards or plates through the Secretary of State's Office, call 1-312-793-1010, Tuesday through Saturday.	1-630-434-5500
Village of Downers Grove Taxi Coupon Program Provides assistance to eligible Downers Grove residents with their transportation needs. The Village provides a 50% subsidy to offset the cost of taxi services. Participants use coupons in place of cash to pay for taxi fares. Eligible participants must register in person at Village Hall and show proof of residency and/or eligibility. Eligible residents can purchase six sheets of sticker per calendar month. Each sheet of coupons is equal to \$10 in value and costs \$5; eight \$1 coupons and four \$0.50 coupons. Participating licensed cab companies include Alliance Taxi, 303 Taxi, and American Taxi.	1-630-434-5500
MEDICAID MEDICAL TRANSPORTATION SERVICES	
Aetna Better Health	1-866-600-2139
Blue Cross Community	1-877-831-3148
Blue Cross Community MMAI	1-877-723-7702
County Care	1-630-403-3210
First Transit	1-877-725-0569
Humana MMAI	1-855-253-6867
Meridian	1-866-796-1165
Molina Healthcare of Illinois	1-844-644-6354
PRIVATE TRANSPORTATION SERVICES	
Access EZ Transport	1-630-824-0884
Non-Emergency Wheelchair Transport	1-630-542-6398
TAXI SERVICES	
303 Taxi	1-630-303-0303
Alliance Taxi	1-630-968-1323
American Taxi	1-630-305-0700

VETERAN CONTACTS

Illinois Department of Veterans Affairs - DuPage County
NAMI of DuPage County
Veterans Assistance Commission of DuPage County
U.S. Department of Veterans Affairs

1-630-690-9449
1-630-752-0066
1-630-407-5655
1-800-827-1000

VOLUNTEER OPPORTUNITIES

Advocate Good Samaritan Hospital

1-630-275-1181

Community House, Hinsdale
Contact: Beth Metelak

1-630-323-7500
ext. 247

Downers Grove Park District

1-630-960-7500

DuPage County Long Term Care Ombudsman Program

Seeking volunteers who are trained and supervised to assist seniors having difficulty managing their money. A component of the Community Care Program, these services are also available to victims of abuse. Volunteers will help organize papers, establish a budget, pay bills and balance a checkbook.

1-630-407-6500

Giving DuPage

Provides assistance to individuals seeking volunteer opportunities by providing referrals to local agencies who can utilize their talents and skills.

1-630-407-6500

Hands of Suburban Chicago - Retired and Senior Program

Recruits and places volunteers with non-profits in need of help and trains non-profit staff in volunteer and nonprofit management. Serves 45 towns and villages in the North and Northwest suburbs of Chicago.

1-847-228-1320

SEASPAR

1-630-960-7600

