

# Senior Resource Guide



*Prepared by  
Village of Downers Grove*

*Rev. 11/17*



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Every effort has been made to make this publication correct and factual. However, the Village of Downers Grove hereby disclaims any liability for alleged damages suffered by any person, firm, or corporation on account of or growing out of the use of this publication or resulting from any errors herein or omissions herefrom.



Downers Grove Township  
4340 Prince Street  
Downers Grove, IL 60515  
630/968-6408



Downers Grove Park District  
Lincoln Center  
935 Maple Avenue  
Downers Grove, IL 60515  
630/963-1314



Village of Downers Grove  
801 Burlington Avenue  
Downers Grove, IL 60515  
630/434-5500

# STAY INFORMED

## PRINT MEDIA

Village Corner is the official news and information column published by the Village of Downers Grove. The Village Corner appears in the *Downers Grove Reporter* on Wednesdays.

The *Hometown Times* is the Village's resident newsletter and is periodically delivered to homes by mail.

## 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 subscribers).

## COMMUNITY NOTIFICATION SYSTEM REGISTRATION

The Village of Downers Grove has implemented a community-wide notification system. The Connect-CTY service allows the Village to record and send personalized voice 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](http://www.downers.us), to register additional devices (up to three phone numbers and two e-mail addresses) by which to be contacted.

If you do not have Internet access you may correct/add information by calling the Community Response Center at 630-434-CALL (2255).

## VILLAGE WEBSITE

Visit the Village of Downers Grove at their website, **[www.downers.us](http://www.downers.us)**. Here you will find links to a wide variety of information.

### E-Newsletter

The Village of Downers Grove offers a free, voluntary e-mail service to anyone interested in learning more about city services, activities and events. You may choose to unsubscribe at any time using a link within the e-mails.

NOTE: Your email address and name will be used only for record keeping and will be kept confidential. When you unsubscribe from the mailing list, your email address and name will be permanently removed.

### Follow the Village on Twitter!

The Village of Downers Grove is now using Twitter. Twitter is a free social networking and micro-blogging service that enables its users to send and read each others' updates, known as tweets. Users can send and receive tweets via the Twitter website, Short Message Service (SMS) or external applications. The service is free over the Internet, but using SMS may incur phone service provider fees. Registered users can receive news and information about the Village.

Visit the Village of Downers Grove Twitter page to get started. If you're already a Twitter user, login and click the "follow" button. If you're new to Twitter, create an account to begin receiving our "tweets."

### RSS

RSS is a format for delivering regularly changing web content. It allows you to easily stay informed by retrieving the latest content from the sites you are interested in. You save time by not needing to visit each site individually. Available RSS Feeds from the Village website: Top Stories [http://www.downers.us/page/rss\\_top\\_items](http://www.downers.us/page/rss_top_items)

### DGTV

Watch DGTV online. Council podcasts are also available.

**Township of Downers Grove** 1-630-719-6670  
**Division of Human Services**

Information and referral, transportation, housing,  
financial assistance, home health care.

**DuPage County** 1-630-682-7000  
**Department of Human Services** or 1-800-942-9412  
For Senior Services - 60+

**DuPage Senior Citizens Council**  
**1-630-620-0804**  
Referral service for seniors. Addresses all aspects of senior needs.  
Publishes annual membership resource guide and directory.

**Social Security Office/Medicare** 1-800-772-1213  
**Woodridge Location** 1-630-852-2831  
[www.ssa.gov](http://www.ssa.gov)

**Medicare** 1-800-633-4227

**Police/Fire/Ambulance—Emergency** 9-1-1

**Downers Grove**  
**Police Department (Non-emergency)** 1-630-434-5600

**Village of Downers Grove**  
**Community Response Center** 1-630-434-2255  
Problems or concerns related to Village services.

**Village of Downers Grove TDD**  
**(Telecommunications Device for the Deaf)** 1-630-434-5511  
Special phone service for people who have special speech and/or hearing needs.

# “800” NUMBERS

## **Illinois Department on Aging**

**1-800-252-8966**

In-home, community based services and programs, elder abuse services.

## **Illinois Department of Human Services**

**1-800-843-6154**

Medical assistance programs, food stamps, child care for low income families, programs for individuals with developmental disabilities, reporting fraud, mental health, etc. [www.dhs.state.il.us/](http://www.dhs.state.il.us/)

## **Illinois Housing Development Authority**

**1-800-942-8439**

Low-income housing resource. First time home buyers.

## **National Institute on Aging/Alzheimer's Disease Education and Referral Center**

**1-800-438-4380**

8:30 a.m. - 5:30 p.m. EST/Voicemail, [www.alzheimers.org](http://www.alzheimers.org)  
Free publications

# ADULT DAY CARE

Structure and supervision in a day care setting. Provides day care for the elderly and includes social contact opportunities, stimulation and personal care during the day. Services include meals, exercise, arts and craft sessions, reality reminders, games, singing and discussion groups.

## **Community Adult Day Care**

**1- 630-968-1060**

Gloria Dei Lutheran Church  
4501 Main Street • Downers Grove, IL  
Monday - Friday, 7:30 a.m.- 5:45 p.m.  
[www.CommunityAdultDayCare.com](http://www.CommunityAdultDayCare.com)

## **ESSE Adult Day Services**

**1-630-260-3773**

515 S. Wheaton Avenue • Wheaton, IL 60187  
41 N. Park Blvd. • Glen Ellyn, IL 60137

# ADVOCACY GROUPS

## **Older Women's League (OWL)**

**1-630-668-5287  
or 1-800-825-3695**

Statistical studies, education and advocacy for midlife and older women.

Contact: Ruth Riha. [www.owl-national.org](http://www.owl-national.org)

## **A.A.R.P.**

**1-866-295-7276**

Call to find out information on local chapter.

[www.AARP.org](http://www.AARP.org)

## **DuPage Senior Citizens Council**

**1-630-620-0804**

## **Hinsdale Community House**

**1-630-323-7500**

# EDUCATION

## **League of Women Voters**

**1-630-858-5725**

DuPage County Chapter

## **College of DuPage**

**1-630-942-2700**

*Glen Ellyn, IL*

Older Adult Institute

Some classes for seniors are offered at the Downers Grove Park District Senior Center, Lincoln Center, 935 Maple Avenue, Downers Grove, Illinois.

## **Elderhostel**

Short term reasonable academic travel for people 60 years and over. U.S., Canada, and International current catalogs are available for reference at the Downers Grove Public Library.

For more information write or call:

## **Elderhostel**

**1-617-426-7788  
or Toll Free - 1-877-426-8056**

*11 Avenue De LaFayette • Boston, Mass. 02111*

[www.Elderhostel.org](http://www.Elderhostel.org)

# EMPLOYMENT OPPORTUNITIES

**Illinois Employment &  
Training Center for DuPage County**  
[www.IDES.State.il.us](http://www.IDES.State.il.us)

1-630-495-4345

**Village of Downers Grove**  
Home Chore Program

1-630-434-5500

**Illinois Department of Employment Security**  
*4340 Prince Street • Downers Grove, IL*  
Job Service. Hours are from 1-4:30 p.m. Wednesday.

1-630-963-8820

# VOLUNTEER OPPORTUNITIES

## **Giving DuPage**

[www.givingdupage.org](http://www.givingdupage.org)

Giving DuPage connects donors and volunteers with opportunities to get involved in local community services. Their website features an interactive volunteer match with volunteer and donation opportunities at a variety of DuPage County non-profit organizations. Discover an opportunity just right for you!

## **District 58 OAK Program**

1-630-719-5805

[www.dg58.org/community\\_relations/pdf/oak\\_program.pdf](http://www.dg58.org/community_relations/pdf/oak_program.pdf)

Connects Older Adults with Kids through volunteer opportunities at local schools.

## **Downers Grove Park District Senior Center**

1-630-963-1300

*Lincoln Center • 935 Maple • Downers Grove, IL*

## **DuPage County Human Services**

1-630-682-7000

Volunteer Center of DuPage/Senior Services

## **Good Samaritan Hospital**

1-630-275-1181

Contact: Sharon Boziak (Volunteer Services)

## **Hinsdale Community House**

1-630-323-7500

Volunteer contact: Marcy McGonagle  
Sr. Contact: Kate Vogts



# VOLUNTEER OPPORTUNITIES

continued

**Village of Downers Grove  
Neighborhood Resource Center**

**1-630-964-2357**

**RSVP—Retired & Senior Volunteer Program**  
2121 S. Goebbert Rd., • Volunteer Center of DuPage  
Arlington Heights, IL 60005  
55 and older

**1-847-228-1006**

**SEASPAR**

**1- 630-960-7600**

## FINANCIAL ASSISTANCE

**Metropolitan Family Service DuPage**  
Financial literacy

**1-630-784-4800**

### **Circuit Breaker and Pharmaceutical Assistance Program**

The Circuit Breaker provides tax relief in the form of a property tax/rent relief grant and an additional tax relief grant. To be eligible for the program, you must be 65 or older, have an annual household income under \$14,000; and live in an Illinois residence or nursing home that is subject to the property tax. Qualification also includes a 50% discount on license plate fees. (See Illinois License Plate on page 25). Senior citizens can have forms mailed to them by calling the Downers Grove Township office at 1-630-968-6408.

Any questions should be directed to:

**Illinois Department of Revenue**  
*Circuit Breaker Section*  
101 W. Jefferson • Springfield, IL 62794

**1-217-782-3336  
or 1-800-624-2459**

**Illinois Department of Revenue (W. Chicago)**  
245 W. Roosevelt Rd. Bldg #4 • West Chicago, IL 60185

**1- 630-293-8300**

# FINANCIAL ASSISTANCE

continued

## Emergency Financial Assistance

### **Downers Grove Township**

**1-630-719-6670**

Salvation Army funds available for emergency rental, food, and utilities assistance. Zips 60515 & 60517 only.

### **FISH**

**1-630-964-7776**

Emergency financial assistance, food pantry, clothing, transportation.

### **LOVE Christian Clearing House**

**1-630-512-8665**

Emergency financial assistance.

### **St. Vincent DePaul**

**St. Joseph**

**1-630-964-0216**

**St. Mary**

**1-630-969-1063**

### **Hope's Front Door**

**1-630-322-9803**

### **Home Improvement Exemption**

**1-630-719-6610**

*Township of Downers Grove Assessor's Office  
4340 Prince • Downers Grove 60515*

### **Homestead Exemption**

**1-630-719-6610**

*Township of Downers Grove Assessor's Office  
4340 Prince • Downers Grove 60515*

This senior citizen exemption is administered by the DuPage County Supervisor of Assessments. It is an annual savings on property tax bills, regardless of income or the original amount of real estate taxes. The exemption, which is \$2000, is applied to the equalized value of your home. You may apply for the exemption during the year of your 65th birthday. Proof of age and a recorded deed or title insurance are required.

Savings could range between \$118-\$125 per year.

### **Income Tax Preparation**

**1-630-963-1300**

*Downers Grove Park District Senior Center  
Lincoln Center • 935 Maple • Downers Grove, IL  
Appointments available every Tuesday and Thursday  
between 9 a.m. and 1 p.m., from February 4 - April 15.*

# FINANCIAL ASSISTANCE

continued

## **Low Income Home**

### **Energy Assistance Program (LIHEAP)**

**1- 630-719-6614**

*Township of Downers Grove  
4340 Prince • Downers Grove 60515*

This program assists eligible low income households pay for utilities.

LIHEAP will provide a one-time benefit to eligible households to be used for utility bills.

Available in winter months only.

## **Public Aid/Medicaid**

**1-630-530-1120**

Food stamps. There are low income qualifications.

## **Real Estate Tax Deferral**

**1-630-682-7005**

*DuPage County Treasurer's Office  
421 N. County Farm Road • Wheaton, IL 60187*

Qualified seniors 65 years or older, who have an annual household income of \$50,000 or less may defer all or part of their real estate taxes on their personal residence. The loan has a 6% yearly interest rate which is to be repaid at closing when the property is sold or after the taxpayer's death. The title must be in the senior's name (This is for senior or senior/spouse only.) Applications must be made every year between January 1 and March 1.

## **Reverse Mortgages**

**1-800-252-8966**

*Illinois Department on Aging*  
Offers information on reverse mortgages.

A reverse mortgage, also known as a home equity conversion mortgage, is 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 title to the property. The money can be used for other purposes such as medical expenses or personal care. It is an agreement between you and a lender, in which the lender pays you money based on the equity of your home and your age. The loan is repaid, with interest, when you sell or vacate the house. To qualify you must be the owner of, and reside in, a single family home with a moderate or no mortgage.

## **Tax Freeze Program for Property Tax**

**1-630-682-7026**

*DuPage County Supervisor of Assessments*  
Household income limit of \$50,000 and over 65.  
Must have lived in home two consecutive Januaries to qualify.

## **Veteran's Benefits**

**1-800-827-1000**

## **Utility (water & stormwater) Bills -- Prepayment**

**1-630-434-5510**

*Village of Downers Grove Utility Billing Department*

Prepayment of utility bills to avoid late charges. Used primarily when resident is out of the area for an extended period of time.

# FOOD and NUTRITION

<b>Food Stamps</b>	<b>1-630-530-1120</b>
<b>General Public Aid Questions</b>	<b>1-800-843-6154</b>
<i>Public Aid/Medicaid/Food Stamp/Cash Assistance</i>	
<i>146 W. Roosevelt Road • Villa Park</i>	
There are low income qualifications.	
<b>Food Pantries</b>	
<b>FISH</b>	<b>1-630-964-7776</b>
<i>4340 Prince • Downers Grove</i>	
Monday and Friday, 9-11:15 a.m.	
<b>St. Joseph Church</b>	<b>1-630-964-0216</b>
Thursday, 9:30 a.m. to 11:30 a.m.	
Downers Grove Residents Only	
<b>St. Mary of Gostyn</b>	<b>1-630-969-1063</b>
Wednesday, 9:30 a.m. to 11:30 a.m.	
(need proof of Downers Grove residency)	
<b>Grocery Resource for Low Income Seniors</b>	<b>1-630-221-8340</b>
<b>Humanitarian Service Project of DuPage.</b>	
Referrals are only received through other agencies	
<b>West Suburban Community Pantry</b>	<b>1-630-512-9921</b>
<i>6809 Hobson Valley Drive • Woodridge</i>	
<b>DuPage County Department of Human Services</b>	<b>1-630-682-7000</b>
Home delivered meals.	
<b>Nutrition Sites</b>	
Meals provided to seniors daily. Cost based on ability to pay.	
<b>DuPage Senior Citizens Council</b>	<b>1-630-620-0804</b>
<i>1919 S. Highland Ave. • Building A, Suite 210</i>	
<i>Lombard, IL 60148</i>	
Home delivered meals, onsite dining options, home maintenance, and volunteer opportunities.	
<b>For information and registration: 1-630-407-6500</b>	
<b>Immanuel Residence</b>	<b>1-630-852-1311</b>
<i>1122 Gilbert Ave. • Downers Grove, IL</i>	
Affordable housing, subsidized rent (HUD)	
Lunch program for residents only	
<b>Community Adult Day Care</b>	<b>1-630-968-1060</b>
4501 Main St. • Downers Grove, IL	
Hot meals for clients.	
<b>Peace Memorial Manor</b>	<b>1-630-960-5770</b>
3737 Highland Ave. • Downers Grove, IL	

**Dental**

Low cost referral and treatment.

**DuPage County Health Department • Wheaton****1-630-682-7400**

Urgent care clinic. Income qualifications apply.  
Ask for dental department. Bilingual.  
[www.dupagehealth.org](http://www.dupagehealth.org)

**DuPage Community Clinic****Medical Services****1-630-690-7450****Dental Services****1-630-682-0639**[www.dupagecommunityclinic.org](http://www.dupagecommunityclinic.org)**File of Life**

“File of Life” is offered through the offices of Downers Grove Township at **1-630-719-6670**. The cost to participants is \$1.00 and this fee is solely used to defray the cost of materials. Participants receive a magnetic pouch that they attach to their refrigerator door. Forms are supplied for the pouch listing all pertinent medical data, DNR orders if applicable, etc. Cards, which may be carried in purses and wallets, are also included.

**Healthcare****DuPage County Health Department****Wheaton****1-630-682-7400****Westmont****1-630-969-7030****Crisis Line****1-630-627-1700**

Urgent care clinic. Income qualifications apply.  
Ask for dental department. Bilingual.  
[www.dupagehealth.org](http://www.dupagehealth.org)

**DuPage Community Clinic****1-630-690-7450**

Low cost referral and treatment. Available to residents of DuPage County that do not have medical insurance, Medicare, or Medicaid  
Must pre-register with Access DuPage 510-8720.

**Hearing****Chicago Hearing Society****1-773-248-9121**

Spanish speaking also

**1-773-248-9174 (TDD)***2001 N. Clybourn Ave, 2nd Floor • Chicago, IL 60614***DuPage Easter Seal Center****1-630-620-4433**

No age requirement

**1-630-620-4436 (TDD)***830 S. Addison • Villa Park, IL 60181***Americans for Better Hearing Foundation****1-630-321-3555***7630 County Line Road, Suite 1 • Burr Ridge, IL 60527-4714*

## Hospice

Support and relief for terminally ill and their families.

### Hospice Hotline

Find a provider by county

1-800-658-8898

*NHPCO.org*

### Advocate Hospice

1-630-963-6800

### St. Thomas Hospice • Hinsdale, IL

*8230 S. Madison • Burr Ridge, IL*

1-630-856-6990

### CNS Home Health & Hospice of DuPage, Inc.

*Carol Stream, IL*

1-630-690-9000

### Harbor Light Hospice

*Glen Ellyn, IL*

1-800-419-0542

## Hospitals

### Good Samaritan Hospital

1-630-275-5900

### Hinsdale Hospital

1-630-856-9000

### Edwards Hospital

1-630-355-0450

## Medical Equipment

### Oak Trace

Various medical equipment at reduced prices.

1-630-769-5015

### Advocate Home Health Services

1-800-564-2025

### Westmont Pharmacy

*2 N. Cass • Westmont, IL* Rentals and for purchase

1-630-969-2043

### Our Lady of Peace

Smaller types of medical equipment for loan  
Pickup at Darien Police Department, *1710 Plainfield, Darien, IL*

1-630-247-9483

## Nursing Homes

### DuPage County Dept. of Senior Services

Call to request a list of nursing homes in DuPage County.

1-630-682-7000

### State of Illinois, Department of Public Health

#### Division of Longterm Care

Call to obtain any history of violations at specific nursing homes.

1-217-782-4977

## Optical/Vision

### Seniors Eye Care Program

Medical eye care referrals for qualified caller at no cost.

1-800-222-3937

### Illinois Dept. on Aging

1-800-252-8966

**Illinois Department of Rehabilitative Services  
Bureau of Blind**

Michael Sommesi  
Home teaching for seniors whose vision has been impaired.

**1-630-495-0500**

**Pharmaceuticals**

Write for a free booklet on availability of free medications.

PHRMA  
1100 15th Street N.W.  
Washington, D.C. 20005

**Well Being Guardian Program**

DuPage County Sheriff's Office makes calls to shut-ins to verify well-being. Call Sheriff's Office for application.

**1-630-682-7256**

# HOME REPAIR

**DuPage Senior Citizens Council**

*2200 S. Main Street #308 • Lombard, IL 60148-5366*

**1-630-620-0804**

**Home Maintenance Program**

This program, available to all DuPage residents 60 years and over, regardless of income, assists in finding quality home repair at a reasonable cost. DuPage Senior Citizens Council will screen any referrals given to seniors.

**1-630-620-0804**

**Home Chore Program**

*Village of Downers Grove*  
Program which matches employers and employees for chores around the home. This is a referral service only.

**1-630-434-5500**

**Community Care Program**

Provides affordable homemaker and adult day service to eligible adults aged 60 or older. Services include basic household tasks and personal care, socialization, and ongoing case management.

**1-800-942-9412**

# HOUSING

## Retirement Homes And Communities

The best way to find the right retirement community for you is by shopping around and comparing. A complete listing of retirement housing options in and around DuPage County can be obtained by calling the DuPage County Division of Human Services, Office of Housing Resources or Senior Citizen Services, at **1-630-682-7000**. (TDD phone for the hearing impaired: **1-630-682-6926**).

## Subsidized

### DuPage County Housing Authority

**1-630-690-3555**

*128 S. County Farm Rd. • Wheaton, IL 60187*

Section 8 Housing Assistance Program provides housing assistance to families and elderly. Eligible families or individuals who meet low-income guidelines pay no more than 30% of their monthly income toward their housing costs. Only a limited number of Section 8 certificates are available, and there is a 3-5 year waiting list. The following is a list of subsidized housing within Downers Grove only:

### Oak Tree Towers

**1-630-964-6600**

*1120 Warren Ave. • Downers Grove, IL 60515*

### Peace Memorial Manor

**1-630-960-5770**

*3737 Highland Ave. • Downers Grove, IL 60515*

### Immanuel Residences

**1-630-852-1311**

*1122 Gilbert • Downers Grove, IL 60515*

## Retirement Villages

### Oak Trace

**1-630-769-6100**

*200 Village Dr. • Downers Grove, IL 60516*

### Carmelite Carefree Village

**1-630-960-4060**

*8419 Bailey Road • Darien, IL 60561*

### Saratoga Grove Retirement Centers

**1-630-971-1995**

*3460 Saratoga Ave. • Downers Grove, IL 60515*

### Lacey Creek Supportive Living

**1-630-964-7720**

*4200 Lacey Rd, Downers Grove, IL 60515*

### Aspired Living of Westmont

**1-630-960-4400**

*407 W 63rd St, Westmont 60559*



## Shared Housing

### Senior Home Sharing

1-630-407-0440 ext. 11

[www.seniorhomesharing.org](http://www.seniorhomesharing.org)

These residences in DuPage County provide an affordable home choice for those seniors who, although still mostly independent, prefer not to live alone or be burdened by meal preparation, home maintenance, and cleaning a house. Senior home sharing provides family-type living in a spacious, comfortable home with residents who live together. Cost varies according to room size and location. The fee includes a private bedroom, use of all common areas of the home and yard, three meals every day, maintenance, utilities (including TV programming and internet) and staff.

### Shared Housing Program

1-630-682-7000

*Division of Human Services, DuPage County  
421 N. County Farm Road • Wheaton, IL 60187*

A service linking senior citizens who are seeking affordable housing in DuPage County with other senior citizens residing in homes or apartments who wish to share their homes. A staff member is available to provide assistance. Ask for shared housing.

## Specialized Housing Options and/or Referrals

### DuPage County Division of Human Services

1-630-682-7000

*421 N. County Farm Rd. • Wheaton, IL 60187*

or 1-800-942-9412

Housing Outreach Program. Provides information about affordable housing in DuPage County. 8:00 a.m. - 4:30 p.m.

### Hope Fair Housing Center

1-630-690-6500

*2100 Manchester, Building C, Suite 1620  
Wheaton, IL 60187*

Spanish speaking also

Housing agency dedicated to greater housing opportunities for lower income and minority people. Provides rental location assistance to DuPage County residents. List of senior citizen housing will be mailed upon request. No charge for services. They also help with discrimination issues (race, gender, age, disabilities). They will refer you to an agency that can help. Not necessary to be low income to receive help with discrimination issues.

# HOUSING

continued

## **Life Service Network of Illinois**

**1-630-325-6170**

*Illinois Retirement Housing Association (Affiliate)*

*911 N. Elm, Suite 228 • Hinsdale, IL 60521*

Association of over 290 not-for-profit, long-term care facilities and retirement communities committed to quality. Provides consumer directory and various programs and services.

## **Illinois Independent Living Center**

**1-630-357-0077**

*1141 Iroquois Ave. • Naperville, IL 60563*

Provides housing and/or referrals to disabled persons and their families.

## **Temporary Housing**

**Central Intake: 1-630-833-7882**

**Fax: 1-630-516-9005**

# INSURANCE and MEDICARE

**Social Security/Medicare**

*7440 Providence • Woodridge, IL 60517*

**1-630-852-2831**

**Directory of Participating Doctors  
Who Accept Medicare Assignment**

**1-800-642-6930**

**Medicare Complaints  
Customer Service**

**1-800-447-8477**

**Senior Health Insurance Program (SHIP)  
General Information**

**1-800-942-9412  
or 1-800-548-9034**

**Supplemental Coverage for Medicare  
Recipients Not Eligible for Medigap**

*Illinois Comprehensive Health Insurance Plan (CHIP)*

**1-800-367-6410**

**Illinois Department of Insurance**

*320 W. Washington St.  
Springfield, IL 62767*

**1-217-782-4515  
or 1-800-548-9034**

**HealthMax, Inc.**

*8014 Winter Circle • Downers Grove, IL 60516*

**1-630-910-6964**

We utilize our knowledge of public and private insurance and the healthcare system to help you get the most from your health plan. We advocate on your behalf with insurers and providers to resolve problems with benefits interpretation and coverage, benefits denials, claims payments and bills, and provider access.

# LEGAL ASSISTANCE

**American Bar Association,  
Commission on Legal Problems of the Elderly** 1-202-662-8690  
*740 15th Street N.W. • Washington D.C. 20005*  
[www.abanet.org/aging/](http://www.abanet.org/aging/)

**DuPage Bar Legal Aid Service** 1-630-653-6212  
*126 S. County Farm Rd. • Wheaton 60187*

**DuPage County Bar Association** 1-630-653-9109  
Lawyer Referral Service • \$35 for the first 1/2 hour consultation.

**Illinois Attorney General  
Consumer Protection and Fraud Division** 1-312-814-3580  
*100 W. Randolph • Chicago, IL 60601*

**Illinois Attorney General  
Senior Citizen Division** 1-800-243-5377  
*100 W. Randolph, 11th Floor • Chicago 60601* 1-312-814-3374 (TDD)

**Metropolitan Family Service DuPage** 1-630-784-4800  
Credit counseling and legal options for seniors.

**Prairie State Legal Services** 1-630-690-2130  
*350 S. Schmale Rd., Suite 150 • Carol Stream, IL 60188*  
Free legal services in areas of housing, medical benefits, nursing home  
impoverishment and public benefits.

**Funeral Planning** Contact local funeral homes

## Wills

**DuPage County Human Services  
Senior Citizens Services** 1-630-682-7000  
**Living Wills** or 1-800-942-9412

A living will is an advance directive indicating person's desired  
procedures to treat medical conditions.

**DuPage County Human Services  
Senior Citizens Services** 1-630-682-7000  
**Durable Power of Attorney for Health Care** or 1-800-942-9412

Durable power of attorney is a legal document identifying the  
person you select to make health care decisions when you cannot.

# LIBRARY and MEDIA

## **Downers Grove Library**

*1050 Curtiss St. D.G., IL 60515*

**1-630-960-1200**

### **VINTAGE TIMES - Cable TV Program, Channel 6**

The Vintage Times is produced by the Township of Downers Grove in cooperation with the Village of Downers Grove. Programs will be shown on Channel 6 in Downers Grove during the entire month, on Mondays and Fridays at 10:30 a.m. The following month the program is shown on Comcast Channel 19 on Thursdays at 6:00 p.m. Videotaped copies are available for loan at public libraries in Westmont and Downers Grove, the Indian Prairie Library, and at the Township office. For additional information please contact Hanna Benioff at the Township of Downers Grove, Division of Human Services at **1-630-719-6682**.

### **Connections Newsletter**

For a nominal fee, you can subscribe to this newsletter for active adults over 55 years old. There are six issues per year that list monthly activities and items of interest. Call the Downers Grove Park District at **1-630-963-1300** for more information or to subscribe.

# RECREATION

**Downers Grove Park District**

**1-630-963-1300**

## **Swimming Pools**

For information on the Downers Grove  
Park District Pool Pass Exchange Program

**1-630-963-1300**

For information on the Downers Grove District 99 pools

**1-630-795-7100**

**Lisle Park District**

**1-630-964-3410**

**Westmont Park District**

**1-630-963-5252**

**Westmont Community Center Seniors**

**1-630-963-5150**

**Woodridge Community Center**

**1-630-964-2100**

**York Township Senior Center**

**1-630-620-2423**

**Indian Boundary YMCA**

**1-630-968-8400**

*711 59th Street • Downers Grove, IL*

**SEASPAR**

**1-630-960-7600**

Stroke Club, and other recreational programs for senior citizens with  
disabilities, including sports, special events, crafts, cooking, etc.

**Wellness Center**

**1-630-275-2700**

*3551 Highland Avenue • Downers Grove, IL 60515*

**For additional senior recreational programs, contact local churches.**

# RESPITE CARE

Short-term resources for time-off for family caregivers.

## **Saratoga Grove Retirement Community**

**1-630-971-1995**

*3460 Saratoga Avenue • Downers Grove*

Respite care is provided in one of four, fully-furnished designated respite care apartments. Seniors who are independent or needing some assistance may rent them for two days to two weeks with no obligation. Rental fees depend upon level of care required ranging from \$110 to \$150 per day.

## **Skilled Healthcare Facilities**

Check with local nursing facilities.

## **Nursing Home Hotline**

**1-800-252-4343**

Takes complaints regarding care of residents in nursing homes, hospitals, ambulatory treatment centers, mental health centers, home health agencies, ambulances, and dialysis centers.

## **DuPage County Senior Services**

**1-630-682-7000**  
or **1-800-942-9412**

## **Adult Day Care**

### **Community Adult Day Care**

**1- 630-968-1060**

*4501 Main Street • Downers Grove*

## **Home Support Services**

In-home service providers

## **DuPage County Senior Services**

**1-630-682-7000**

(Income eligibility.)

## **C.N.S. Home Health and Hospice**

**1-630-665-7000**

*690 E. North Ave, Ste 100 • Carol Stream, IL 60188*

## **C.N.S. Client Resource Center**

**1-630-665-7006**

## **Metropolitan Family Services**

**1-630-784-4875**

In Home Senior Respite Program.

Provides 3 hours per week respite. No cost.

## **Relia Care, Ltd -**

### **Health Care at Home**

**1-630-960-5100**

## **Downers Grove Township**

**1-630-719-6670**

Call to obtain a list of other agencies.

# **SAFETY and HOME SECURITY**

## **Carrier Alert Program**

**1-630-434-5600**

This program is partnership with 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.

## **Cell Phone for Seniors**

**1-630-434-5600**

The Downers Grove Police Department offers free cell phones for seniors. The phones are programmed to make direct calls to 911 for emergency assistance. Since the phones can only make 911 calls, they do not require any phone company contracts or payment plans. Please call the Downers Grove Police Department at 1-630-434-5600 Monday through Friday during the hours of 8:00 am to 5:00 pm. Community Response Center (CRC) uses a database that allows the Village to document non-emergency concerns and complaints received from residents and track the follow-up and actions associated with them. Residents may call the CRC at 1-630-434-CALL (2255) during regular business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. to log their concerns. Calls received after 5:00 p.m. will be directed to voicemail and will be returned on the next business day.

## **Elder Service Officers**

**1-630-434-5600**

The Police Department's Elder Service Officer Unit (E.S.O.) provides specialized service and response to senior citizens in our community. E.S.O. personnel conduct the Senior Police Academy and the Senior Breakfast Club, present personal safety programs and work with elderly victims of crime.

## **File of Life**

**1-630-434-5606**

This program is offered to protect senior citizens or others with special medical problems. The File of Life packet, which can be picked up at the Police Department during regular business hours, consists of a magnetic pouch that is affixed to the refrigerator in a residence. The pouch contains important information such as emergency contacts, medications, a log of medical problems and conditions, and other information for the resident that could be accessed by emergency personnel in the event of a medical crisis. All Downers Grove Firefighters and Paramedics are trained to look for the File of Life pouches on refrigerators when responding to medical emergencies. Interested persons should contact the Downers Grove Crime Prevention Unit at 1-630-434-5606.

## **The Guardian Program**

**1-630-682-7256**

The Guardian Program offers daily reassurance calls for Seniors and the homebound. A computer generated phone call is made to the senior's home; if they're not able to return the call to signal that they're OK, then a person from their contact list or a D.G. Police Officer is dispatched to their home to check on their wellbeing. To register for the program, call the DuPage County Sheriff's Department at 1-630-682-7256.



# SAFETY and HOME SECURITY

continued

## Humanitarian Service Project of DuPage

1-630-221-8340

(Low income)

Groceries and special friend. Visitation and phone contact.

\*DuPage County provides referral to this program.

## Home Security Inspection

1-630-434-5600

*Downers Grove Police Department*

Available to Downers Grove residents only.

## Home Fire Safety Survey

1-630-434-5983

*Downers Grove Fire Department*

Available to Downers Grove residents only. Inspection of the home for fire hazards and advice on ways to avoid home fires.

## Scams, Cons, and Frauds

1-630-434-5606

This program educates the public on the 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. Call the Downers Grove Police Dept., Crime Prevention Unit at 1-630-434-5606.

## Smart911

1-630-434-5606

DuPage County has implemented **Smart911**, a software program that allows residents to provide information that they want to make available to 911 dispatchers such as medical conditions, allergies, physical and mental disabilities, photos of family members and home addresses of cell phone callers.

Downers Grove residents are encouraged to register for this free service through the secure website **www.Smart911.com**. The information provided is completely confidential and is only available to emergency responders during a 911 call.

If you have questions in reference to **Smart911**, contact the Downers Grove Police Department Crime Prevention Unit at (630) 434-5606 or [mheintz@downers.us](mailto:mheintz@downers.us).

## Vacation Watch Program

1-630-434-5600

The Downers Grove Police Department offers 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 insure all doors and windows are secure. Homes will be checked as time permits and up to four weeks at a time. Call the Downers Grove Police Department at 1-630-434-5600.

# SOCIAL SERVICES and COUNSELING

**Township of Downers Grove**  
Information and referral.

**1-630-719-6670**

**DuPage County Mental  
Health Department  
Crisis Unit**

**(Central Intake) 1-630-682-7400  
(24 hour line) 1-630-627-1700**

Counseling, referrals and emergency help for emotional crisis.

**Metropolitan Family Service DuPage**

*Wheaton*

**1-630-784-4800**

Counseling, psychiatric assessment, medication management,  
care giver counseling.

**Hinsdale Community House**

**1-630-323-7500**

Counseling, senior programs.

**Wellness House**

**1-630-323-5150**

*Hinsdale, IL*

An educational and emotional support program for patients and  
families dealing with a cancer experience.

**Care Givers Support & Education**

**1-800-323-8622**

*Good Samaritan Hospital*

Senior Advocate Membership Program, monthly seminar breakfast,  
senior newsletters

# TRANSPORTATION

## Dial-A-Ride

### Township of Downers Grove

1-630-719-6685

Curb service transportation service in the township for those age 65 and older, or disabled. Monday through Friday, 8 a.m. to 4 p.m. Advance reservation required - Fare \$4.00

### Township of Lisle

1-630-968-2087

Similar service as above. Call for reservations. Need to be registered and a resident of Lisle Township.

## AARP Driver Safety Program

1-877-846-3299

*Downers Grove Park District • 935 Maple • Downers Grove*

1-630-963-1300

Defensive driving instruction - fee. Discount with AARP membership. Possible reduction in insurance premium. [www.aarp.org](http://www.aarp.org)

## Handicap Parking

1-630-434-5500

*Village of Downers Grove Cashier*

Downers Grove residents may obtain temporary, three-month handicap parking cards through the Village at a cost of \$2.00 or free through the Secretary of State office. A certification form must be filled out by a physician. The form is available at the Village Hall, 801 Burlington Avenue, Downers Grove. For more information on handicap parking cards or plates through the Secretary of State's office call **1-630-369-9010**, Tuesday through Saturday.

## PACE and Rail Information

1-630-836-7000

## PACE, Dial-A-Ride and Special Services

1-630-836-7000

## Reduced Illinois License Plate Fee

1-800-624-2459

Reduced fee. Eligibility from circuit breaker criteria. (See Circuit Breaker on page 5). DO NOT leave message for circuit breaker.

## RTA Services

### Seniors Ride Program

1-630-719-6685

Seniors age 65 or older can register for reduced fare public transit rides through the Regional Transportation Authority. Seniors may register at the D.G. Township office at 4340 Prince St., Phone **1-630-719-6670**.

Additional information and application forms can be found at [www.illinois.gov/transit](http://www.illinois.gov/transit).

# TRANSPORTATION

continued

## **Taxi Coupons**

**1-630-434-5500**

*Village of Downers Grove*

Downers Grove residents only who are 65 years or over, or handicapped may receive substantial reductions in the cost of taxi fares through this village subsidy program. Eligible residents may purchase up to six taxi coupon sheets per month. Each sheet costs \$5 and has \$10 worth of taxi coupons.

## **Alliance Taxi**

**1-630-968-1323**

## **303 Taxi**

**1-630-303-0303**

## **CBA Taxi**

**1-847-660-4089**

## **American Taxi**

**1-630-920-9480**

## **Transportation Requiring Special Qualifications**

### **American Cancer Society**

**1-630-469-3011**

For cancer patients only, requires one week notice.

### **FISH**

**1-630-964-7776**

Primarily available for emergency needs. Requires 24 to 48 hours advance notice.

### **PACE - Handicapped Service**

**1-630-836-7000**

### **Para-Transit for Very Low Income**

**1-630-682-7000**  
or **1-800-942-9412**

### **Secretary of State**

**1-800-252-2904**

Call for a guide to senior programs and services.