

# The Monroe County Caregiver's Guide to Community Resources

## 2008 Convert Edition

All phone numbers are 734 area code unless otherwise noted



**FAITH**  
IN ACTION

**Faith in Action for Monroe County** is an interfaith volunteer care giving initiative of the Robert Wood Johnson Foundation. Local Faith in Action programs bring together volunteers from many faiths as well as the community at large to work together to care for their neighbors who have long-term health needs. These efforts have helped to create hundreds of interfaith volunteer care giving programs across the country.

Faith in Action for Monroe County

**243-2233**



*The power to make it better.®*

**The Monroe County Caregiver's Guide to Community Resources** is made possible by collaboration between Faith in Action for Monroe County, Monroe County Commission on Aging, Area Agency on Aging 1-B and AARP Michigan.

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## **Adult Day Services**

*Adult day services are community-based group programs designed to meet the needs of functionally and/or cognitively impaired adults through an individual plan of care. These structured, comprehensive programs provide a variety of health, social, and other related support services in a protective setting during any part of a day, but less than 24 hour care which enables caregivers to take needed breaks knowing their loved one is being cared for (fee based).*

Aspen Grove Assisted Living	<b>856-4400</b>
Frenchtown Friendship Club	<b>243-6210</b>
Windhaven Eldercare Center	<b>847-3217</b>

## **Bereavement/Grief Support**

*Bereavement and grief counseling groups provide support to people who have experienced a loss. There are groups for people who have lost a spouse or partner, parents, children, or pets. These groups' help individuals adjust to the death of a family member or friend, learn how to accept the loss, honor the memory of their loved one, and adjust to life after the loss.*

Catholic Charities of Monroe County	<b>240-3850</b>
Caring Alternatives	<b>242-8711</b>
Choice of Dying	<b>1-800-989-9455</b>
Gabby's Ladder	<b>242-8773</b>
Erie West Hospice & Palliative Care	<b>568-6917</b>
Heartland Home Health Care & Hospice	
• Toledo	<b>419-531-0440</b>
• Ann Arbor	<b>734-677-8140</b>
• Southfield	<b>248-948-8228</b>
National Hospice Palliative Organization	<b>1-800-658-8898</b>
Mercy Memorial Hospice of Monroe	<b>240-8940</b>
• Mending Hearts	
• Adult Evening Support	
• Pathways to new beginnings	
• Whispering Angels	
Rainbows	<b>800-266-3206</b>
Sharing and Caring Coffee Hour (Only meets 2 times a month from 11-12 p.m.)	<b>243-6217</b>
Widows at the Well	<b>243-3135</b>

## **Caregiver Support Groups**

*Support for people who are care providers.*

Alzheimer's Support Group	<b>734-677-3081</b>
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Caring Alternatives	242-8711
<b>Caregiver Support Groups Continued</b>	
Catholic Charities of Monroe County, Inc	240-3850
Children of Aging Parents	1-800-227-7294
Frenchtown Senior Center	243-6217
Lutheran Homes of Michigan	241-9533
Monroe Home Care Shop	241-7875
Mercy Memorial Hospital	240-8940
The Monroe Center for Healthy Aging	241-0404
National Caregiving Foundation	1-800-930-1357
National Family Caregivers Association	1-800-896-3650
Redeemer Fellowship Church	242-5277

### **Care Management/Care Planning**

*Assistance with identifying needs and arranging home care services to help people live independently at home.*

Area Agency on Aging 1-B	1-800-852-7795
Monroe County Opportunity Program Resource Advocacy	241-2775
Caring Alternatives Inc	241-8711

### **Counseling Services**

Catholic Charities of Monroe County	240-3850
Family Center	240-1760
Family Counseling and Shelter	241-0180
Human Potential Center	241-0142
Monroe Community Mental Health Authority	243-7340
Self and Family Behavioral Health Care	586-0031

### **Deaf & Hearing Impaired Services**

*Programs that provide educational programs and services for students who are deaf, hard of hearing or visually impaired.*

American Speech-Language Hearing Association	1-800-638-8255
American Tinnitus Association	503-248-9985
AT & T Accessible Communications	1-800-233-1222
Deaf & Hearing Impaired Services	1-800-327-9355
Hearing Aid Helpline	1-800-521-5247
Hearing Hotline	1-800-968-7327
Hearing Loss Association of America	301-657-2248
Michigan School for the Deaf and Blind	1-800-622-6730

National Association of the Deaf

301-587-1788

### **Diabetic Education/Support Groups**

*Diabetes is a disease in which the body does not produce or properly use insulin. Insulin is a hormone that is needed to convert sugar, starches and other food into energy needed for daily life. The cause of diabetes continues to be a mystery, although both genetics and environmental factors such as obesity and lack of exercise appear to play roles.*

American Diabetes Association

1-800-232-3472

Diabetic Support Group

241-7875

Mercy Memorial Hospital

240-8400

Monroe County Health Department

240-7860

National Diabetes Information Clearinghouse

1-800-860-8747

### **Do Not Call Registry**

*The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home. Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint. You can register your home or mobile phone for free. Your registration will be effective for five years.*

1-888-382-1222

[www.donotcall.gov](http://www.donotcall.gov)

### **Domestic Violence/Elder Abuse/Financial Abuse**

*Any physical abuse or threat or pattern thereof, or financial abuse between intimately involved partners, roommates, or family members.*

Adult Protective Services

243-7200

Caring Alternatives, Inc.

242-8711

Citizens for Better Care

1-800-833-9548

Elder Locator

1-800-677-1116

Monroe County Senior Legal Services

241-7644

Monroe County Central Dispatch

243-7070

Safe House

242-7233

Vulnerable Adult/Elder Abuse Help Line

1-800-996-6228

For emergencies call

911

### **Emergency Assistance**

#### **Food Assistance**

*Call for days and times meals are served at each site.*

289-1481

American Red Cross	
<b>Food Assistance Continued</b>	<b>854-4584</b>
Bedford-Sheldon Park Baptist Church	
Department of Human Services	<b>243-7200</b>
Dundee United Methodist Church	<b>529-3535</b>
First Call for Help	<b>211</b>
God Works	<b>242-8124</b>
Knights of Columbus	<b>848-8000</b>
Luna Pier Baptist Church	<b>848-4611</b>
Monroe County Opportunity Program	<b>241-2775</b>
N. Monroe Church of God, Mt. Assembly	<b>241-1590</b>
Salvation Army	<b>241-0440</b>
St. Anne's Catholic Church	<b>289-2910</b>
St. Joseph's Catholic Church	<b>241-9590</b>
St. Vincent DePaul/St. Michael's Catholic Church	<b>241-8645</b>
United Way of Monroe County	<b>First Call for Help 211</b>
Zion United Methodist	<b>243-5940</b>

***Emergency Food Items***

Aid in Milan	<b>439-8420</b>
Carlton United Methodist Church	<b>654-2833</b>
Monroe County Opportunity Program	<b>241-2775</b>
Salvation Army	<b>241-0440</b>

***Household Items***

Community Circle/Stewart Road Church of God	<b>241-1000</b>
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***Personal Care Bags***

North Monroe Street Church of God of Mountain Assembly	<b>241-1590</b>
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***Shelter-Information/Shelter-Emergency Bed Assistance***

American Red Cross	<b>289-1481</b>
Dept of Human Services	<b>243-7200</b>
Emergency Management	<b>240-3135</b>
Family Counseling and Shelter Services (Safe House)	<b>241-0180</b>
Monroe County Opportunity Program	<b>241-2775</b>
Paula's House	<b>241-1268</b>
Philadelphia House	<b>242-4266</b>
Salvation Army Family Manor	<b>241-0440</b>
Salvation Army Harbor Light	<b>242-8012</b>
United Way	<b>211</b>

***Clothing Assistance***

American Red Cross 289-1481

***Clothing Assistance Continued***

Damascus House 242-8136  
Emergency Management 240-3135  
First Call for Help 242-4357  
Monroe County Opportunity Program 241-2775  
Salvation Army Family Manor Shelter 241-0440  
St. Vincent DePaul/St. Michael's Catholic Church 241-8645  
Thrift Shop Association 242-1082

***Energy Assistance***

Aquila 1-800-401-6402  
Consumers Energy 1-800-477-5050  
Department of Human Services 243-7200  
DTE Energy 1-800-477-4747  
Monroe County Opportunity Program 241-2772  
Salvation Army 241-0440  
United Way 242-4357

***Financial Assistance***

Department of Human Services 243-7200  
Social Security Administration 1-800-772-1213  
Monroe County Opportunity Program 241-2772

***End of Life/Hospice***

*Hospice aims to give the best quality of care at the end of life and supports the needs of families, friends and caregivers.*

Erie West Hospice and Palliative Care 562-6917  
Heartland Home Care and Hospice 1-800-272-0427  
Gabby's Ladder (counseling) 242-8773  
Mercy Memorial Hospice of Monroe 240-8940  
National Hospice and Palliative Care Organization 1-800-658-8898

***Financial/Money Matters***

*Professional organizations that help consumers find ways to repay debts.*

Credit Bureau of Monroe 241-4042  
Credit Counseling 457-0370  
Institute of Certified Financial Planners 1-800-282-7526  
Monroe County MSU Extension Service 240-3170  
The Federal Information Center 1-800-688-9889

## **Fraud/Scam Reporting**

*Agencies where you can report misleading or deceptive practices with the intent to deceive harm or exploit.*

AARP	<b>1-800-224-4778</b>
Adult Protective Services	<b>243-7200</b>
Attorney General's Office	<b>1-877-765-8388</b>
Equifax	<b>1-800-685-1111</b>
Experian	<b>1-888-397 3742</b>
Michigan Legal Hotline	<b>1-800-347-5297</b>
Monroe County Central Dispatch	<b>243-7070</b>
Monroe County Senior Legal Services	<b>241-7644</b>
National Fraud Information	<b>1-800-876-7060</b>
Transunion	<b>1-800-888-4213</b>

## **Home Health Care Services (Skilled)**

*Skilled home care is provided by Home Care Agencies, certified by Medicare, Medicaid and other insurances to provide care. Skilled care is ordered by physicians, and provided by professionals such as Social Workers, Physical Therapists, Occupational Therapists, Speech Therapists and nurses towards goals that must be reached by clients.*

Arcadia	<b>866-552-9109</b>
Caring Home Health Services, Toledo	<b>1-800-234-9355</b>
CHS Senior Services	<b>240-0185</b>
Friman Home Health	<b>1-800-821-1937</b>
Friends of the Family	<b>856-8400</b>
Heartland Home Health Care and Hospice	<b>677-8140</b>
Home Care IV Care & Hospice	<b>888-427-6772</b>
Oakwood Home Care	<b>1-866-776-1869</b>
St. Joseph Mercy Home Health Care	<b>1-888-418-5572</b>
The Home Care Connection	<b>240-1717 or 1-800- 495-9995</b>
Visiting Nurse Association	<b>1-800-852-1232</b>

## **Home Health Care Services (Unskilled)/Homemaker Services**

*Assistance with household tasks such as cleaning, planning and preparing meals, doing laundry, shopping and running errands. Homemakers also assist clients with personal care tasks such as dressing, bathing, grooming and following special diets.*

Advantage Home Care, Inc	<b>1-877-783-4955</b>
Caring Alternatives, Inc	<b>242-8711</b>
Home Instead Senior Care	<b>240-3085</b>

Faith in Action	<b>243-2233</b>
<b>Home Health Care Services (Unskilled) Homemaker Services Continued</b>	
Friends of the Family	<b>856-8400</b>
Friends Who Care	<b>240-0520</b>
Friman Home Health	<b>254-0092 or 1-800-318-5438</b>
LaPrad Home Care	<b>243-2969</b>
Monroe County Opportunity Program	<b>241-2775</b>

**Home Repair Services/Weatherization**

*Cost effective energy saving measures applied to homes and minor home repair services. Call for fee/sliding fee scale.*

Faith In Action	<b>243-2233</b>
Monroe County Opportunity Program	<b>241-2775</b>

**Hospitals**

***Monroe Area and Surrounding Vicinity Hospitals***

Barbara Ann Karmanos Cancer Institute  
4100 John R  
Detroit, MI 48201  
800-527-6266

Beaumont Hospital  
3601 W. Thirteen Mile Road  
Royal Oak, MI 48073  
248-898-5000

Beaumont Hospital  
44201 Dequindre Road  
Troy, MI 48085  
248-964-5000

Bixby Medical Center  
818 Riverside Ave.  
Adrian, MI 49221  
517-265-0900

Bon Secours Hospital  
468 Cadieux Road  
Grosse Point, MI 48230  
313-343-1000

Botsford General Hospital  
28050 Grand River  
Farmington Hills, MI 48336  
248-471-8000

Brighton Hospital  
12851 E. Grand River  
Brighton, MI 48116  
888-215-2700

Children's Hospital of Michigan  
3901 Beaubien  
Detroit, MI 48201  
313-745-KIDS

Cottage Hospital  
159 Kercheval Ave.  
Grosse Point Farms, MI 48236  
313-640-1000

Detroit Hope Hospital  
801 Virginia Park  
Detroit, MI 48202  
313-874-0100

### ***Monroe Area and Surrounding Vicinity***

Detroit Receiving Hospital  
4201 St. Antoine Blvd.  
Detroit, MI 48201  
313-745-3000

Garden City Hospital  
6245 Inkster Road  
Garden City, MI 48135  
734-421-3300

Henry Ford Health System  
1 Ford Place  
Detroit, MI 48202  
1-800-HENRYFORD

Huron Valley-Sinai Hospital  
1 William Carls Drive  
Commerce Township, MI 48382  
248-937-3300

Kresge Eye Institute  
4717 St. Antoine Blvd.  
Detroit, MI 48201  
313-577-8900

Michigan Orthopedic Specialty Hospital  
30671 Stephenson Hwy  
Madison Heights, MI 48071  
248-733-2200

Oakwood Annapolis Hospital  
33155 Annapolis Street  
Wayne, MI 48184  
734-467-4000

Oakwood Hospital and Medical Center  
18101 Oakwood Blvd.  
P.O. Box 2500  
Dearborn, MI 48124  
313-593-7000

### ***Hospitals Continued***

Foote Hospital  
205 N. East Ave.  
Jackson, MI 49201  
517-788-4800

Harper University Hospital  
3990 John R  
Detroit, MI 48201  
313-745-8040

Herrick Memorial Hospital  
500 E. Pottawatamie Street  
Tecumseh, MI 49286  
517-424-3000

Hutzel Women's Hospital  
3980 John R  
Detroit, MI 48201  
888-DMC-2500

Mercy Memorial Hospital  
718 N. Macomb Street  
Monroe, MI 48162  
734-240-8400

Oakland General Hospital  
27351 Dequindre Rd  
Madison Heights, MI 48071  
(248) 967-7000

Oakwood Heritage Hospital  
10000 Telegraph Road  
Taylor, MI 48180  
313-295-5000

Oakwood South Shore Medical Center  
5450 Fort Street  
Trenton, MI 48183  
734-671-3800

### ***Monroe Area and Surrounding Vicinity***

Providence Hospital  
16001 W. Nine Mile Road  
Southfield, MI 48075  
248-849-3000

Ronald McDonald House  
1600 Washington Heights Ann Arbor, MI  
48104  
734-994-4442

St. John Detroit Riverview Hospital  
7733 E. Jefferson Ave  
Detroit, MI 48214  
313-499-4000

St John Hospital and Medical Center  
22101 Moross  
Detroit, MI 48236  
313-343-4000

St. John North Shores Hospital  
26755 Ballard Road  
Harrison Township, MI 48045  
586-465-5501

St. Joseph Mercy Hospital-Ann Arbor  
5601 E. Huron River Drive  
Ann Arbor, MI 48106  
734-712-3333

St. Joseph Mercy Hospital-Livingston  
620 Byron Road  
Howell, MI 48843  
517-545-6000

St. Joseph Mercy Hospital-West  
15855 Nineteen Mile  
Clinton Township, MI 48038  
586-263-2300

### ***Hospitals Continued***

Ronald McDonald House  
3911 Beaubien Blvd.  
Detroit, MI 48201  
313-745-5909

Sinai-Grace Hospital  
6767 W. Outer Drive  
Detroit, MI 48235  
313-836-8751

St. John Hospital River District  
4100 River Road  
East China Township, MI 48054  
810-329-7111

St. John Macomb Hospital  
11800 East Twelve Mile Road  
Warren, MI 48093  
586-573-5000

St. John Oakland Hospital  
27351 Dequindre  
Madison Heights, MI 48071  
248-967-7000

St. Joseph Mercy Hospital-Saline  
400 W. Russell  
Saline, MI 48176  
734-429-1500

St. Joseph Mercy Hospital-Oakland  
44405 Woodward Ave.  
Pontiac, MI 48341  
248-858-3000

St. Joseph Mercy Hospital-East  
215 North Ave.  
Mt. Clemens, MI 48043  
586-466-9300

***Monroe Area and Surrounding Vicinity***

St. Joseph Mercy Hospital-North Macomb  
Health Center  
80650 Van Dyke  
Romeo, MI 48065  
586-798-8551

University of Michigan Health System  
University Hospital  
1500 E. Medical Center Drive  
Ann Arbor, MI 48109  
734-936-4000

***Toledo, Ohio and Vicinity Hospitals***

Bay Park Community Hospital  
2801 Bay Park Drive  
Oregon, OH 43616  
419-690-7900

Flower Hospital  
5200 Harroun Road  
Sylvania, OH 43560  
419-824-1444

Medical University of Ohio  
3000 Arlington Ave.  
Toledo, OH 43614  
419-383-4000

St. Charles Mercy Hospital  
2600 Navarre Ave.  
Oregon, OH 43616  
419-696-7200

St. Anne Mercy Hospital  
3404 W. Sylvania Ave.  
Toledo, OH 43623  
419-407-2663

***Hospitals Continued***

St. Mary Mercy Hospital  
36475 Five Mile Road  
Livonia, MI 48154  
734-464-4800

University of Michigan Kellogg  
1000 Wall Street  
Ann Arbor, MI 48105  
734-763-8122

Defiance Regional Medical Center  
1200 Ralston Ave.  
Defiance, OH 43512  
419-783-6955

Fostoria Community Hospital  
501 Van Buren Street  
Fostoria, OH 44830  
419-435-7734

St. Vincent Mercy Medical Center  
2213 Cherry Street  
Toledo, OH 43608  
419-251-3232

St. Luke's Hospital  
5901 Monclova Road  
Maumee, OH 43537  
419-893-5911

The Toledo Hospital  
2142 N. Cove Blvd.  
Toledo, OH 43606  
866-865-4677

## **VA Hospitals**

VA Ann Arbor Healthcare System  
2215 Fuller Road  
Ann Arbor, MI 48105  
1-800-361-8387

John Dingell VA Medical Center  
4646 John R  
Detroit, MI 48201  
313-576-1000 or 1-800-511-8056

Toledo VA Outpatient Clinic  
3333 Glendale Avenue  
Toledo, OH 43614  
419-259-2000

## **Housing**

### ***Assisted Living***

*A supportive housing facility designed for those who need extra help in their day-to-day lives but who do not require the 24-hour skilled nursing care found in traditional nursing homes.*

ALCC Inc	<b>243-4000</b>
Aspen Grove	<b>856-4400 or 1-800-560-9156</b>
Brookdale Claire Bridge Cottage	<b>241-0401</b>
Brookdale Sterling House	<b>241-5700</b>
Elderly Solutions, Inc	<b>240-2374</b>
Lutheran Home	<b>241-9533</b>
Shady Gardens	<b>847-8715</b>
Windhaven Eldercare Center	<b>847-3217</b>

### ***Housing Commissions***

*Provide information and assistance on low-income rental housing and handles complaints on their respective residences.*

Bedford Housing Commission	<b>847-3950</b>
County Housing Commission (MCOP)	<b>241-2775</b>
Dundee Housing Commission (Rawson Place)	<b>529-2828</b>
Luna Pier Housing Commission (Lotus Manor)	<b>848-2355</b>
Monroe Housing Commission (River Park Plaza)	<b>242-5880</b>

### ***Independent Living***

*Private apartment living for individuals who may or may not require outside assistance.*

Creekside Senior Living Apartments	<b>241-3906</b>
Eaglestone Retirement Living	<b>856-7367</b>
Norman Towers	<b>243-0255</b>
Marian Place	<b>241-2414</b>
Moon Gate	<b>847-7879</b>

### ***Independent Living (subsidized)***

*Independent apartment living where rent subsidized programs exist for individuals who qualify. Individuals may or may not require outside assistance.*

Carleton Co-op	<b>654-0150</b>
Charring Square	<b>241-5420</b>
Frenchtown Place	<b>241-8500</b>
Greenwycke Commons	<b>242-0600</b>
Ivor Lindsay	<b>847-3950</b>
Lotus Manor	<b>848-2355</b>
Mable Kehres	<b>241-6222</b>
Rawson Place	<b>529-2828</b>
River Park Plaza	<b>242-5880</b>
Village Pines of Monroe	<b>243-5500</b>
Woodcraft Square	<b>242-8780</b>

### ***Nursing Homes***

*A place of residence for people who require constant 24 hour medical care with nursing supervision.*

Harborside Healthcare of Sylvania	<b>419-882-1875</b>
Fountain View	<b>243-8800</b>
Hickory Ridge of Temperance	<b>206-8200</b>
Medilodge of Monroe	<b>242-6282</b>
Mercy Memorial Nursing Center	<b>240-1820</b>
Tender Care of Monroe	<b>242-4848</b>
The Lutheran Home	<b>241-9533</b>

### ***Long Term Care Ombudsman***

*Advocates to improve the long-term care system, representing the interests of elders needing long-term care health care. The program strives to empower elders and their families, and to improve the quality of care and the quality of long-*

*term care residents. 1-866-485-9393*

**Overnight Beds for Caregiver Relief**

*Provides a place for caregivers to place their loved ones for an arranged period of time, in order to get away from their care giving duties.*

ALCC Inc	<b>243-4000</b>
Aspen Grove Assisted Living	<b>856-4400</b>
Windhaven Eldercare Center	<b>847-3217</b>

**Income Assistance**

*Cash assistance to individuals and/or families to help pay for living expenses such as rent, utilities, food and personal items.*

Department of Human Services	<b>243-7200</b>
Social Security Administration	<b>1-800-772-1213</b>

**Information Referral**

Area Agency on Aging 1-B	<b>1-800-852-7795</b>
Monroe County Commission on Aging	<b>240-7363</b>

**In Home Medical**

Mobile Dentists	<b>1-800-DENTIST</b>
Mobile Military Dentists	<b>1-800-409-2583</b>
Visiting Physicians	<b>1-888-742-0298</b>

**Insurance Questions**

*Agencies that provide referrals for questions on Medicare and Medicaid.*

Area Agency on Aging 1-B	<b>241-2012</b>
Area Agencies on Aging of Michigan	<b>517- 886-1029</b>
Institute of Certified Financial Planners	<b>1-888-237-6275</b>
Medicare Medicaid Assistance Program	<b>1-800-803-7174</b>
Monroe County Senior Legal Services	<b>241-7644</b>

*(advice on financial planning for LTC, Medical services, life insurance)*

**Legal Matters**

**Guardianships**

*Legal right given to a person to be responsible for the food, housing, health care, and other necessities of a person deemed incapable of providing these necessities for himself or herself. A guardian also may be given responsibility for the person's financial affairs, and thus perform additionally as a conservator.*

Monroe County Probate Court	<b>240-7346</b>
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Monroe County Senior Legal Services **241-7644**  
**Legal Assistance**

*Legal advice and representation by an attorney to an older person who has economic or social needs.*

Legal Hotline for Michigan Seniors **1-800-347-5297**  
Michigan Pension Rights Project **1-800-347-laws**  
Monroe County Senior Legal Services  
(advice on financial planning for LTC, Medical services, life insurance) **241-7644**  
National Senior Citizens Law Center **202-289-6976**

***Durable Power of Attorney for Health Care/Advanced Health Care Directives***

*A legal document that allows an individual to appoint an agent to make decisions regarding health care, including choices regarding health care providers, medical treatment, and, in the later stages of the disease, end-of-life decisions.*

Michigan Legal Hotline **1-800-347-5297**  
Monroe County Guardian **240-7305**  
Monroe County Senior Legal Services **241-7644**  
Probate Court **240-7346**

***Other Legal Matters***

*Services that offer free or low-cost legal advice on a variety of legal topics.*

Legal Services of South East Michigan **241-8310**  
Monroe County Senior Legal Services **241-7644**  
American Bar Association Commission on the Legal  
Problems of the Elderly **202-662-8690**

***Medical Alert Systems***

Alert One **1-800-693-5433**  
American Medical Alarms **1-800-542-0438**  
American Red Cross **1-800-959-6989**  
Guardian Medical Monitoring **1-888-349-2400**  
Lifefone **1-800-330-5909**  
LifeGard of America **1-800-448-5697**  
Lifeline **1-800-380-3111**  
MediCall **1-813-571-2260**  
VRI Lifeline **1-800-860-4230**

***Medical Equipment***

*Appliances that are available for use in the home in order to help clients maintain their independence.*

**Medical Equipment Continued**

A-MED Health Care Center	1-800-552-2633
Access Industries, Inc	1-800-264-4304
Adaptability: Products for Rehabilitation and Therapy	1-800-288-9942
Advanced Home Medical	241-4901
Mail Order Medical Supplies (MOMS)	1-800-232-7443
Monroe Home Care Shoppe	241-7875
Village Pharmacy	243-5656

**Medical Equipment Loan Closets**

Bedford Senior Center	856-3330
Monroe Cancer Connection	241-8888
Monroe County Opportunity Program	241-2775
The Monroe Center for Healthy Aging	241-0404

**Medicare/Medicaid**

*The agencies listed below specialize in assisting individuals with Medicare and Medicaid issues.*

Area Agency on Aging 1-B	241-2012
Medicaid Waiver	1-800-852-7795
Michigan Medicare Medicaid Assistance Program	1-800-803-7174 or 241-2012
Washtenaw Community Support & Treatment Services (24 hours)	734-544-3050
Medicare	800-633-4227

**Medication Set-Up**

*Professional caregivers who organize prescription medication for seniors.*

Caring Alternatives	242-8711
Daily Med	800-973-1955
CHS Senior Service	240-0185

**Mental Health Counseling**

*Professional counseling services helping with a range of psychosocial and personal growth issues.*

Area Agency on Aging 1-B	1-800-852-7795
Catholic Charities of Monroe County	240-3850
Gabby's Ladder	242-8773
Monroe County Mental Health	243-3371

## **Nutrition**

*Area meal sites where meals are served either daily or on a scheduled day. Call for times and days of service.*

Ash Senior Citizens	654-2006
Bedford Senior Center	856-3330
Berlin TWP Senior Citizens	586-7590
Dundee Senior Citizens Center	529-2401
Frenchtown Senior Center	243-6210
Living Independence for Everyone	242-6800
Meals on Wheels	1-800-852-7795
Milan Senior and Community Center	439-1549
Monroe County Opportunity Program	241-2775
The Monroe Center for Healthy Aging	241-0404
Sullivan Senior Citizen Center	439-1733
Water Tower Park Senior Citizen Center	848-8700

## **Pharmacy Delivery**

### ***Foodtown Pharmacy***

*Free delivery within 2 miles during scheduled times—call for fee if outside 2 mile radius; delivery charge of \$2.50 if off schedule delivery is needed*

241-2046

### ***Mercy Memorial Macomb Pharmacy***

*\$1.00 delivery charge in the 48161 & 48162 zip codes; other areas as requested*

240-4100

### ***Professional Village Pharmacy***

*\$1.00 delivery charge anywhere in Monroe County*

242-2966

### ***Yingers***

*\$1.00 delivery charge in Frenchtown, Monroe and city of Monroe; \$2.50 anywhere else in the county*

243-5451

### ***Faith in Action***

243-2233

## **Respite**

*Respite care provides a caregiver temporary relief from the responsibilities of caring for individuals with chronic physical or mental disabilities.*

ALCC (respite bed)	243-2000
Alzheimer Association	1-800-272-3900
<i>provides a listing of respite and homecare providers in your area</i>	
CHS Senior Services	240-0185
Faith in Action	243-2233
Friends Who Care	240-0520
Monroe County Opportunity Program	241-2775

National Respite Locator Service	1-800-773-5433
<b>Senior Centers</b>	
Ash Senior Citizens	654-2006
Bedford Senior Citizens Center	856-3330
Berlin TWP Senior Citizens	586-7590
Dundee Senior Citizens Center	529-2401
Frenchtown Senior Center	243-6210
Milan Senior and Community Center	439-1549
The Monroe Center for Healthy Aging	241-0404
Orchard Senior Center at Arthur Lesow Center	241-4313
Sullivan Senior Citizen Center	439-1733
Watertown Park Senior Center	848-8700

### **Social Security**

Social Security Agency	1-800-772-1213
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### **Substance Abuse Services**

*Agencies that provide direct and supportive services to individuals dealing with substance abuse recovery.*

Alcoholics Anonymous	457-4777
Catholic Charities of Monroe County, Inc	242-6203
Narcotics Anonymous	543-7200
St. Joseph's Church	241-9590
The Salvation Army Harbor Light	457-4340

### **Support Groups**

Alcoholics Anonymous	457-4777
Alzheimer's Association	677-3081
Caregiver Support Groups (Assistance finding someone to stay with your relative while you attend a support meeting)	1-800-272-3900
Caring Alternatives, Inc.	242-8711
Children of Aging Parents	1-800-227-7294
Diabetic Support Group	241-7875
Depression Awareness, Recognition & Treatment	1-800-421-4211
Lymphedema Support Group	241-7875
Multiple Sclerosis Foundation, Inc	1-800-441-7055
Narcotics Anonymous	248-543-7200
National Alliance for the Mentally Ill	1-800-950-6264
National Multiple Sclerosis Society	1-800-243-5767
National Osteoporosis Foundation	1-800-223-9994
National Coalition for Cancer Survivorship	1-888-937-6227
National Stroke Association	1-800-787-6537

The Mended Hearts, Inc (support group for heart disease) **1-800-252-8621**

### **Support Groups Continued**

Well Spouse Foundation **1-800-838-0879**  
Woman's Cancer Support Group **241-7875**  
Zenith Health Care **818-578-0460**

### **Transportation**

*Specialized transportation programs for medical non-emergency appointments.  
Call individual agencies for cost and availability.*

Bedford Health Van **847-8000**  
Faith In Action For Monroe County **243-2233**  
Lake Erie Transit  
    • *Monroe* **242-6670**  
    • *Bedford* **847-1170**  
Monroe Cancer Connection **241-8888**  
Monroe County Opportunity Program **241-2775**

### **Vision Impaired**

*Programs helping with low vision needs or activities.*

American Academy of Ophthalmology **1-800-222-3937**  
American Council of the Blind **1-800-424-8666**  
American Printing House for the Blind **1-800-223-1839**  
eBlind (assistive technology and employment services) **1-888-325-4631**  
Frenchtown Senior Center/Low Vision Loan Closet **243-6210**  
Greater Detroit Agency for the Blind & Visually Impaired **313-272-3900**  
Lighthouse National Center for Vision and Aging **1-800-829-0500**  
The Monroe Center for Healthy Aging Vision Impaired Program **241-0404**  
National Foundation for the Blind **410-659-9314**  
National Society to Prevent Blindness **1-800-331-2020**

### **Other Useful Numbers**

ALS **1-800-782-4747**  
Alzheimer's Association **1-800-272-3900**  
Alzheimer's Disease Education and Referral Center **1-800-438-4380**  
Alzheimer's Family Care **1-800-777-3264**  
American Cancer Society **1-800-227-2345**  
American Heart Association **1-800-My Heart**  
American Diabetes Association **1-800-232-3472**  
American Lung Association **1-800-586-4872**  
American Paralysis Association **1-800-225-0292**

American Parkinson's Association

1-800-223-2732

**Other Useful Numbers Continued**

American Academy of Orthopedic Surgeons

847-823-7186

American Podiatric Medical Association

1-800-275-2762

Arthritis Foundation

1-800-568-4045

Attorney General (Michigan)

1-877-765-8388

Better Business Bureau (Michigan)

248-644-9100

Center for Independent Living

510-841-4776

Dentures/Medicaid

1-800-990-9449

Easter Seals Society

1-800-221-6827

Eldercare Locator Service

1-800-677-1116

Hospice Association of America

202-546-4759

Interfaith Caregivers Alliance

1-800-350-7438

Lupus Foundation of America

1-800-558-0121

Internal Revenue Service (IRS)

1-800-829-1040

Michigan Dental Association

517-372-8070

Michigan Rehabilitation Services

241-2440

Monroe Community Ambulance

477-6285

National Alliance for Caregiving

301-718-8444

National Association of Area Agencies on Aging

1-800-677-1116

National Association for Continence

1-800-252-3337

National Association for Hospice and Home Care

517-349-8089

National Breast Cancer Coalition

1-800-622-2838

National Cancer Institute

1-800-422-6237

National Council on Aging

202-479-1200

National Council of Senior Citizens

1-800-896-3650

National Family Caregivers Association

1-800-896-3650

National Depressive and Manic-Depressive Association

1-800-826-3632

National Digestive Diseases Information Clearing House

1-800-891-5389

National Mental Health Association

1-800-969-6642

National Multiple Sclerosis Society

1-800-344-4867

National Multiple Sclerosis Society Michigan Chapter

243-5767

National Parkinson's Foundation

1-800-327-4545

Older Women's League

(focuses on issues unique to women as they age)

1-800-825-3695

United Jewish Communities

212-284-6500

United Way of America

(local charities helping people in their own communities)

1-800-411-8929

Veteran's Affairs Department

202-273-5700

Volunteers of America

1-800-899-0089

The Salvation Army

(provides services and emergency assistance in communities)

1-888-345-7291

## ***Caregiver Stress Important Information You Should Know***

### **Caregiver Stress/Caregiver Burnout**

*Common Stress Reactions caused by day-to-day frustrations and unmet needs of primary caregivers and care recipients may include:*

- Fear
- Aggression
- Anxiety
- Tension headaches
- Insomnia
- Depression
- Regression
- Fatigue
- Backaches
- Anger
- Illness
- Discouragement
- Muscle tension

### ***Caregiver Burnout***

- “Burnout” is a very serious problem for primary caregivers, care recipients and their families. It occurs when the caregiving burden becomes too great for the primary caregiver to bear. The caregiving burden is the total physical, emotional, financial and psychological needs of the care recipient with which the primary caregiver must contend day in and day out. Burnout can be devastating.
- The spouse and children of the primary caregiver may lose their own family caregiver to the anger, depression and despair that stems from burnout. The care recipient also may lose the quality of care and comfort provided by the primary caregiver.
- The volunteer can be objective while observing, recognizing and calling attention to symptoms of caregiver burnout. The volunteer also can intervene by alerting the contact person at the assigning organization to the primary caregiver’s situation, so that more respite assistance, counseling help and medical attention may be arranged.
- Volunteers should be aware of the symptoms of caregiver burnout.
- It is normal for a primary caregiver to have some of these thoughts or feelings some of the time. It is a cause for concern when the primary caregiver shows even a few of these symptoms on a daily basis. The situation has reached a crisis when the primary caregiver begins to strike back by mistreating the care recipient or family members, neglecting personal health or having thoughts of suicide. The volunteer in this situation should bring these observations of symptoms immediately to the attention of the contact person at the assigning organization or to a relative of the primary caregiver.

### ***Symptoms of Caregiver Burnout***

*A volunteer should report the situation to the assigning organization when the primary caregiver shows any of these signs:*

- Disrupted sleep patterns, including insomnia or habitually oversleeping; never feeling rested, even when the primary caregiver has managed to have a full night's sleep; sleep troubled by disturbing dreams or nightmares.
- Altered eating patterns, including not being able to eat or overeating; significant weight gain or loss.
- Increased sugar consumption or use of alcohol or drugs.
- Increased smoking or a strong desire to start again after having quit.
- Frequent headaches or sudden onset of back pain; increased reliance on over-the-counter pain remedies or prescribed drugs.
- Irritability
- High levels of fear or anxiety
- Impatience
- The inability to handle one or more problem or crisis
- Overreacting to commonplace accidents such as dropping a glass or misplacing something
- Overreacting to criticism
- Overreacting with anger toward a spouse, child or older care recipient
- Alienation, even from those who offer relief and help
- Feeling emotional withdrawal
- Feeling trapped
- Thinking of disappearing or running away
- Not being able to laugh or feel joy
- Withdrawing from activities and the lives of others around the primary caregiver
- Feeling hopeless most of the time
- Loss of compassion
- Resenting the care recipient and/or the situation

### ***Neglecting or Mistreating the Care Recipient***

- Frequently feeling totally alone, even though friends and family are present
- Wishing simply "to have the whole thing over with"
- Playing the "if only" game: Saying over and over "If only this would happen" or "If only this hadn't happened"
- Loss of hope, purpose and meaning
- Thinking of suicide as a means of escape

## **The Three Stages of Caregiver Burnout**

### **Stage One – Frustration**

*The Primary caregiver expresses continuing frustration and disappointment over the care recipient's deteriorating condition or lack of progress. The primary caregiver has difficulty accepting that the quality of care and effort has nothing to do with the actual health-related decline or mood of the care recipient.*

### **Stage Two – Isolation**

*The primary caregiver struggles to maintain a sense of purpose in working so hard to provide care. He or she may express feelings of loneliness, being unappreciated, second-guessed or criticized by other family members and the care recipient. Reality of the care recipient's condition and the limitations of caregiving are not accepted. The primary caregiver is reluctant, unable or unwilling to reach out for help from others.*

### **Stage Three – Despair**

*The primary caregiver feels helpless and adrift. The primary caregiver is unable to concentrate and loses effectiveness as a caregiver. He or she is no longer excited about the progress or response of the care recipient to quality care. As a consequence, the primary caregiver neglects personal care and well-being, loses interest in the community, social contact and respite activities, such as reading books, watching movies or other stimulating activities.*

## **The Physical Impact on Primary Caregivers**

*Fatigue and intense emotions experienced by primary caregivers can be potentially harmful to their physical health.*

### **Physical Risks to the Health of a Primary Caregiver Include:**

- A compromised immune system resulting from fatigue, which can lead to increased susceptibility to infections.
- Stress and depression resulting from emotional pressures.

*Primary caregivers in round-the-clock caregiving situations are most at risk for depression and other stress-related health conditions.*

## **Health Conditions Associated with Stress Experienced by Primary Caregivers**

*A survey of round-the-clock primary caregivers was conducted by the National Association of Family Caregivers. Of those who responded to the survey, more than two out of every three primary caregivers had experienced depression since becoming a caregiver. Other health conditions associated with stress reported by survey respondents include:*

- Sleeplessness reported by more than 50%
- Back pain reported by more than 40%
- Headaches reported by more than 30%
- Stomach disorders reported by more than 25%

Volunteers help preserve the health of primary caregivers by assisting them in some of their ongoing tasks.

Volunteers who are able to recognize physical symptoms of emotional strain should encourage primary caregivers to seek care or medical attention. Examples may include massage therapy, counseling, stress management programs, support groups, etc.

Common symptoms of depression which volunteers may observe in primary caregivers include:

- Tearfulness
- Irritability
- Tiredness
- Complaints of feelings of inadequacy
- Lack of concentration
- Complaints of changes in sleep patterns
- Changes in eating patterns

If you know of information that is missing or incorrect in this booklet please send the information via email to [vicki\\_terrasi@monroemi.org](mailto:vicki_terrasi@monroemi.org)

