

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	856-4400
Frenchtown Friendship Club	243-6210
Windhaven Eldercare Center	847-3217

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

Caregiver Support Groups

Support for people who are care providers.

Alzheimer's Support Group	734-677-3081
Caring Alternatives	242-8711

Caregiver Support Groups Continued

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 Family Center	240-3850 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-Diabetic Ed	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

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.

American Red Cross	289-1481
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Food Assistance Continued

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

Emergency Food Items

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

Household Items

Community Circle/Stewart Road Church of God	241-1000
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Personal Care Bags

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

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

Clothing Assistance

American Red Cross	289-1481
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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	1-800-224-4778
Adult Protective Services	243-7200
Attorney General's Office	1-877-765-8388
Equifax	1-800-685-1111
Experian	1-888-397 3742
Michigan Legal Hotline	1-800-347-5297
Monroe County Central Dispatch	243-7070
Monroe County Senior Legal Services	241-7644
National Fraud Information	1-800-876-7060
Transunion	1-800-888-4213

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

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	1-877-783-4955
Caring Alternatives, Inc	242-8711
Home Instead Senior Care	240-3085
Faith in Action	243-2233

Home Health Care Services (Unskilled) Homemaker Services Continued

Friends of the Family	856-8400
Friends Who Care	240-0520
Friman Home Health	254-0092 or 1-800-318-5438
LaPrad Home Care	243-2969
Monroe County Opportunity Program	241-2775

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	243-2233
Monroe County Opportunity Program	241-2775

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

Housing Commissions

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

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

Independent Living

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

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

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

Nursing Homes

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

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

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	243-4000
Aspen Grove Assisted Living	856-4400
Windhaven Eldercare Center	847-3217

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	243-7200
Social Security Administration	1-800-772-1213

Information Referral

Area Agency on Aging 1-B	1-800-852-7795
Monroe County Commission on Aging	240-7363

In Home Medical

Mobile Dentists	1-800-DENTIST
Mobile Military Dentists	1-800-409-2583
Visiting Physicians	1-888-742-0298

Insurance Questions

Agencies that provide referrals for questions on Medicare and Medicaid.

Area Agency on Aging 1-B	241-2012
Area Agencies on Aging of Michigan	517- 886-1029
Institute of Certified Financial Planners	1-888-237-6275
Medicare Medicaid Assistance Program	1-800-803-7174
Monroe County Senior Legal Services	241-7644
<small>(advice on financial planning for LTC, Medical services, life insurance)</small>	

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	240-7346
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	
<i>provides a listing of respite and homecare providers in your area</i>	1-800-272-3900
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

Senior Centers

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	
• <i>Monroe</i>	242-6670
• <i>Bedford</i>	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
Monroe County Department of Veterans Affairs	240-7362
National Alliance for Caregiving	301-718-8444
National Association of Area Agencies on Aging	1-800-677-1116
National Association for Continenence	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

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