

**AGENDA ITEM EXECUTIVE SUMMARY**

Agenda Item number: 5a

Title:

Update and Findings of the Task Force Established to Consider the Reactivation of the St. Charles Senior Services Commission

Presenter:

Jennifer McMahon, Director of Human Resources

Meeting: Government Operations Committee

Date: November 20, 2017

Proposed Cost: N/A

Budgeted Amount: N/A

Not Budgeted: ☒**Executive Summary** *(if not budgeted please explain)*

Update and findings of the task force that was established to consider the need, purpose, and possible reactivation of the Senior Services Commission.

This information is being provided as follow-up to the June 5, 2017, Government Operations Committee meeting where it was directed by the Committee that a working group should be established to look into the possibility of reactivating the Senior Services Commission.

Attachments *(please list):*

Memo from Jennifer McMahon, Director of Human Resources, Quick Reference Guide to Local Senior Services, and Senior Citizens Resource Guide

Recommendation/Suggested Action *(briefly explain):*

Update and Findings of the Task Force Established to Consider the Reactivation of the St. Charles Senior Services Commission.



Memo

Date: November 2, 2017

To: Mayor and City Council

CC: Mark Koenen, City Administrator

From: Jennifer McMahon, Director of Human Resources 

Re: Senior Services Commission

At the June 5, 2017, Government Operations Committee meeting, the Committee established a working group to evaluate the need to reactivate the Senior Services Commission. The working group was made up of City Administrator Koenen, Aldermen Payleitner and Lewis, and Director of Human Resources McMahon. Staff support was provided by Sr. Administrative Assistant Kempf. The group met a total of three times in July, August, and October.

The group first identified all the resources available to seniors in the St. Charles area. Those resources were updated and consolidated on the City's webpage under "Resources for Seniors" (www.stcharlesil.gov/residents/resources-seniors). This page features hyperlinks by category ranging from Activities to Transportation. It also has a link to the City's Senior Citizens Resource Guide – a 40-plus page booklet with information, services, and resources targeted at seniors. Hard copies of this booklet are available at City Hall as well.

The group also invited representatives from Senior Services Associates to present an overview of the services they provide to residents of St. Charles. Senior Services Associates is the agency contracted by the State of Illinois to meet legal mandates of providing services to seniors for the Kane County area. As an Area Agency on Aging (AAoA) member, their staff and volunteers provide services to adults 60 years old or better who live in Kane, Kendall, and McHenry counties. AAoAs are part of a nationwide network that serves the elderly populations (60+) of their local areas. AAoAs receive federal funding under the Older American Act, and most supplement that funding with additional state and local revenues. Senior Services Associates provides information, assessment and care coordination, caregiver assistance, adult protective services, emergency services and home repair, nursing home ombudsman services, recreation, education and health guidance, senior companion services, senior canine companion program, transportation services, and volunteer opportunities to seniors. The representatives provided the City with brochures about their services, which are now available in the City Hall lobby. Department Directors were also

**Human Resources Department
Re: Senior Services Commission**

educated on their services so they can be tapped as a resource if needed. Both the Police and Fire Departments use this agency regularly.

Frontline staff has been trained on the resources available to guide seniors who call needing information or services. In addition, the Police Department has two crime prevention officers with special training in assisting senior citizens. They are certified Elderly Service Officers, as designated by the Illinois Attorney General's office. These officers can assist with anything from reporting a crime against a senior citizen to senior crime prevention help. The officers also can direct seniors and their families to a multitude of county and state resources that specialize in assisting seniors. The Police Department also offers "Elder Watch," a free program designed to assist police, fire, and ambulance personnel with information that may be needed to help seniors in a crisis or medical emergency. Citizens aged 60 and over can download the two-page Elder Watch Application Form on the City's website or pick one up at the Police Department. The Fire Department offers the Safety for Seniors Program, a two-part program:

- The Home Safety Program offers seniors free smoke detectors and carbon monoxide detectors, along with a free home safety check. St. Charles firefighters will install the detectors and perform a home safety check, consisting of looking for fire hazards and making recommendations to eliminate the hazards.
- The Vial of Life Program is a nationwide program designed to assist emergency rescue teams in medical treatment in the event that a senior is found alone and unconscious or unable to communicate. A medical data form containing vital information, such as allergies, medications, contacts, etc., is inserted into a vial and kept in the top right hand shelf of the refrigerator door. The Vial of Life kit is free.

After learning about the multitude of services and programs available for seniors in St. Charles, the working group does not see a need for the Senior Services Commission and feels more efficient service can be provided to seniors by having staff link them directly to available resources.

Attachments

Quick Reference Guide to Local Senior Services
Senior Citizens Resource Guide

Quick Reference Guide to Local Senior Services

Organization	Service	Phone
City of St. Charles Senior Services		
City of St. Charles Reception	<ul style="list-style-type: none"> Temporary handicapped parking plaquards 	630-377-4400
Fire Department	<ul style="list-style-type: none"> Vial of Life program (vital medical data form for emergency rescue teams) Home Safety Program (free smoke/CO2 detectors installed by firefighters; home safety check) 	630-377-4458
Police Department Elderly Service Police Officer	<ul style="list-style-type: none"> Reporting a crime Senior crime prevention Help finding resources Elderwatch TRIAD (safety alerts, etc.) Vacation house watch 	630-443-3847 Police Non-Emergency 630-377-4435
Other St. Charles Government Bodies That Offer Senior Services		
St. Charles Park District Adult Activity Center	<ul style="list-style-type: none"> Activities, programs, trips Drop-in hours Clubs, social activities Fitness classes 	630-513-4323
St. Charles Public Library Outreach Services Department	<ul style="list-style-type: none"> Home delivery Large print books, magazines, newsletters eBooks, eAudiobooks Desktop/video magnifiers Activities, programs, classes 	630-584-0076 David Kelsey Ext. 219 Dana Hintz Ext. 252 Lynda Spraner Ext. 269
St. Charles Township General Assistance	<ul style="list-style-type: none"> Financial, medical, dental assistance, information and referral 	630-584-9342
Local Organizations that Service St. Charles Seniors		
Elderday Center (Batavia)	<ul style="list-style-type: none"> Adult day care Activities/programs Case management Onsite podiatry/ therapy. 	630-761-9750
Home Assistance Volunteer Effort, Inc.	<ul style="list-style-type: none"> Minor home repairs for limited income residents 	630-375-7227
Home Care Physicians	<ul style="list-style-type: none"> Home health care for area east of Randall Road only 	630-614-4960
Kane County Bar Association	<ul style="list-style-type: none"> Lawyer referral service 	630-762-1900
Northern Illinois Food Bank	<ul style="list-style-type: none"> Mobile pantries Partners with other programs 	630-443-6910
PACE Call-n-Ride	<ul style="list-style-type: none"> Low cost reservation-based, curb-to-curb, shared ride service 1-hour advance reservation 	630-379-2452
Prairie State Legal Services	<ul style="list-style-type: none"> Free legal services 60+ Phone counseling 1-4 p.m., Tues-Fri 	630-232-9415
Ride in Kane (formerly Dial-a-Ride) Call Center	<ul style="list-style-type: none"> Curb to curb service, 24 hours a day, for seniors and disabled From home to just about anywhere in the county 	866-727-6842

Organization	Service	Phone
Salvation Army Joe K. Anderson Community Center	<ul style="list-style-type: none"> • Health, education programs • Meals • Social activities • Exercise classes • Golden Diners home delivered meals 	630-377-2769 Golden Diners 630-232-6676
*Senior Services Associates (Aurora Office) *Premier one-stop assistance for all senior needs.	<ul style="list-style-type: none"> • Referral to information, assistance, resources • Assessment and care coordination • Caregiver assistance • Emergency services & home repair • Adult protective services • Nursing home ombudsman • Recreation, education, & health • Senior companion • Transportation 	630-897-4035
TriCity Family Services	<ul style="list-style-type: none"> • Friendly visitors program • Family, individual counseling 	630-232-1070
TriCity Health Partnership	<ul style="list-style-type: none"> • Free health clinic 	630-377-9277
Visiting Nurses Association	<ul style="list-style-type: none"> • Wellness and preventive services (immunizations) • In-home assessment and care coordination • Specialty nursing care, therapy • Hospice care • Nutrition support • Personal care services 	630-978-2532
Illinois State Resources for Seniors		
Governor's Office of Citizens Assistance	<ul style="list-style-type: none"> • Information and assistance on state programs 	217-782-0244
Illinois Attorney General	<ul style="list-style-type: none"> • Health care complaint forms • Reporting abuse, neglect, exploitation • Fraud hotline • Insurance claims, problems 	800-243-5377 (312) 814-2420
Illinois Department of Human Services	<ul style="list-style-type: none"> • Supplemental Nutrition Assistance Program (SNAP) (f/k/a food stamps) 	800-843-6154
Illinois Department of Insurance	<ul style="list-style-type: none"> • Insurance claims, problems 	217-782-4515
Illinois Department of Public Health	<ul style="list-style-type: none"> • Complaints on home health agencies, assisted living centers, and nursing homes 	800-252-4343
Illinois Department on Aging	<ul style="list-style-type: none"> • Benefit Access Program enrollment (for permit to ride CTA, Metra, and PACE free or at reduced fare) • Care coordination and support • Elder rights, protection, report abuse/neglect • Residential repair/modification • Senior health assistance 	800-252-8966
Illinois Housing Development Authority	<ul style="list-style-type: none"> • Rental assistance and housing support program • Administered through Lazarus House 	630-584-2144
Social Security	<ul style="list-style-type: none"> • Social security, social security disability, supplemental security income benefits 	800-772-1213 Elgin – 877-405-0435 Aurora – 877-274-5412

SENIOR CITIZENS RESOURCE GUIDE 2017



Produced by:

*City of St. Charles
2 E. Main St.
St. Charles IL 60174
630-377-4400*



From the Mayor

January 2017

To Senior Citizen Residents of the City of St. Charles:

As highly valued and respected residents of St. Charles, it is an honor to present this revised edition of the Senior Resource Guide. It was first published to inform Senior Citizens of local services and organizations. The continuation of this directory is important in promoting collaboration and growth between you and your community.

The City of St. Charles is committed to making this a great place for seniors to live. I welcome any comments you may have on this directory and hope it serves your needs well.

Sincerely,

Raymond Rogina

Mayor

INDEX

Quick reference Guide to City Services	4
City Hall ... hours and holiday closures	5
Elected Officials	6
Phone numbers for local utilities	7
Local Resources	8
Advance Disposal information	9
Seasonal Services	10
Building and Code Enforcement	11
Community and Annual Events	13
Places of Worship	16
Community School District 303	17
St Charles Park District	18
St Charles Public Library	19
St Charles Township	20
Connecting —area social activity centers / exercise programs	21
Counseling and 24-Hour Crisis Hotlines	22
Financial and Legal Services	23
In-Home Care and Support Services	26
Senior Living Options	29
Kane County Senior Centers	31
Self Help Support Groups	32
Telephone numbers	33
Travel and Transportation	38
Volunteer Opportunities	42

QUICK REFERENCE GUIDE TO CITY SERVICES

SERVICE	PHONE
Advance Disposal Services (refuse/recycling)	630-587-8282
Animal Control	630-232-3555
Agendas & Minutes	630-377-4422
Block Parties	630-377-4435
Brush/Leaf Pick Up	630-377-4405
Building Permits (fence, deck, siding, roofing, etc.)	630-377-4406
Comcast Customer Service	866-594-1234
Elderly Service Officer	630-443-3847
Electric Outage 24-Hour Hotline	866-444-0016
Fire Department Non-Emergency	630-377-4458
Flooding (basement, non emergency)	630-377-4486
Garbage/Trash Collection	630-377-4405
Handicap Parking Placards (temporary only)	630-377-4400
Home-Based Business	630-377-4406
Overhead Electric Line Tree Trimming	630-377-4407
Parkway Trees and Tree Trimming	630-377-4405
Police Department Non-Emergency	630-377-4435
Public Meetings Schedule	630-377-4422
Ride in Kane (formerly Dial-a-Ride) Call Center	866-727-6842
Utility Bills and Parking Ticket Payments	630-377-4426
Vacation House Watch	630-377-4435
Water & Sewer Problem/Emergency	630-377-4405
After 5pm – call 1-630-443-3681	
Watering Restrictions	630-377-4405
Weed Control	630-377-4406



CITY OF ST. CHARLES

2 E. Main St.

St. Charles, IL 60174

(630) 377-4400

Website: www.stcharlesil.gov



The Municipal Building (City Hall) is located on the NW corner of Route 64 and Riverside Ave. in downtown St. Charles. The large white marble tower building is on the east bank of the Fox River.

Business Hours: Monday – Friday: 8 a.m. to 4:30 p.m.
Holiday Closures: New Year’s Day * Memorial Day * Independence Day Labor Day * Thanksgiving Day * Friday after Thanksgiving Christmas Eve * Christmas Day

St. Charles Mission:

Heritage.

Community.

Service.

Opportunity.

These four components of the City’s mission work together to make St. Charles a special place where people and businesses want to be.

ELECTED OFFICIALS

Mayor Ray Rogina
(630) 377-4445
rrogina@stcharlesil.gov

Ward 1
Daniel P. Stellato
(630) 377-3723
dstellato@stcharlesil.gov

Ron Silkaitis
(630) 584-1904
rsilkaitis@stcharlesil.gov

Ward 2
Art Lemke
(630) 513-1658
alemke@stcharlesil.gov

Rita Payleitner
(630) 377-7530
rpayleitner@stcharlesil.gov

Ward 3
Todd Bancroft
(630) 443-7974
tbancroft@stcharlesil.gov

Bill Turner
(630) 513-0659
bturner@stcharlesil.gov

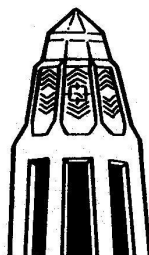
Ward 4
Steve Gaugel
(630) 513-8698
sgaugel@stcharlesil.gov

Lora Vitek
(630) 826-9268
lvitek@stcharlesil.gov

Ward 5
Maureen Lewis
(630) 584-4622
mlewis@stcharlesil.gov

Ed Bessner
(630) 587-0580
ebessner@stcharlesil.gov

Chuck Amenta
City Clerk



Jo Krieger
City Treasurer

PHONE NUMBERS FOR LOCAL UTILITIES

Electric, Water & Sewer

City of St. Charles Utility Billing Office
(630) 377-4426

For electric outages 24/7

866-444-0016

Utility Drop Box Locations

Three drop-boxes are located throughout downtown St. Charles for utility payments:

- ♦ Behind the Municipal Building, next to the UPS mailbox
- ♦ At the Municipal Building, slot in door near the south entrance (facing East)
 - ♦ Foxfield Commons Shopping Center in front of Supercuts (East side)
- ♦ Oak Street Well at 2529 Oak Street, across street from post office (West side)

Gas Service

NiCor

(888) 642-6748

Cable & Satellite TV

Comcast

(866) 594-1234

DISH Network

1-800-333-3474

DirecTV

1-800-531-5000

Local Phone Service

AT&T Customer Service

(800) 331 0500



LOCAL RESOURCES

St. Charles Convention & Visitors Bureau

2 E. Main St.
St. Charles 60174
(630) 377-6161
www.visitstcharles.com

St. Charles Chamber of Commerce

216 Riverside Ave.
St Charles 60174
(630) 584-8384
www.stcharleschamber.com

Downtown St. Charles Partnership

2 E. Main St.
St. Charles 60174
(630) 443-3967
www.downtownstcharles.org

St. Charles Heritage Center

215 E Main St,
St. Charles 60174
(630) 584-6967
www.stcmuseum.org



St. Charles Post Office Main Post Office – West Side

2600 Oak St
St. Charles 60174
(630) 584-2318

East Side

616 E Main St.
St. Charles 60174
(630) 443-5064

Kane Co. Government Center

719 S Batavia Ave,
Geneva, IL 60134
(630) 232-3400
www.countyofkane.org





SCHEDULE AND INFORMATION

COLLECTION SCHEDULE

Monday – East of the Fox River

Tuesday - West of the Fox River

Please have your items all material out for collection by 6 a.m.

Stickers are available at City Hall and the following retailers:

Blue Goose * Meijer * Jewel * Walmart * Aldi

Refuse stickers	\$3.40
Yard Waste stickers	\$3.40
Yellow trash bags (1/2 size)	\$2.21
35-gallon Refuse Toter	\$22.66monthly

HOLIDAY COLLECTION:

Holiday collection will be delayed one day for each day of collection throughout the week following a holiday. (For example, if your regular trash pickup is on Monday, collection will be on Tuesday.) The following holidays are affected:

New Year's Day * Memorial Day * July 4

Labor Day * Christmas Day

IF YOU HAVE ANY QUESTIONS, PLEASE CALL

ADVANCED DISPOSAL SERVICES AT:

630-587-8282

SEASONAL SERVICES

Brush Pick Up

Brush pick up dates are announced in the City's newsletter, The Den, and on the City website. Brush is collected between April and November. Brush must be placed on the address side of the parkway, cut ends facing the street, before 7:00 a.m. on Monday.

Christmas Tree Pick Up

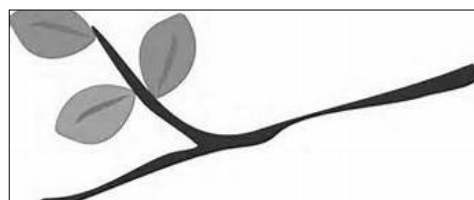
Christmas Tree pickup is scheduled for the first two weeks of January. Place them at the curb on the parkway by 6 a.m. the first weeks following the New Year Holiday.

Leaf Pick Up

City crews pick up leaves throughout the City from (generally) mid-October through mid-November, weather permitting. Dates for leaf pickup will be announced in the City Newsletter (The Den) and on the City website.

Yard Waste Collection

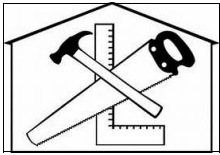
Yard Waste (grass clippings, leaves, cuttings, and small branches) may be bagged for collection in generic paper yard waste bags with a St. Charles refuse sticker attached. Yard waste bags are collected curbside from March 1 through the last week in November. Place them at the curb on your regular garbage day.



BUILDING AND CODE ENFORCEMENT

The Building & Code Enforcement Division is responsible for permitting and monitoring construction activity within St. Charles. This Division is also responsible for enforcement of property maintenance, building & life safety, and zoning codes. The Building & Code Enforcement Division also administers other permits such as Special Events and Outdoor Cafes.

Building permits



For building permits, contact the Building and Code Enforcement Department at (630) 377-4406. Before you dig call J.U.L.I.E. (800) 892-0123 to locate underground utilities.

Garage Sales

A garage sale permit is not required. Please post your garage sale sign on your private property only (or other's property with their consent) per the City ordinance. Signs may not be posted on the parkway, or on utility poles.

Signs

Signs may not be posted on any public property. One sign less than 6 sq. ft. is permitted per piece of private property without a permit. Two signs are permitted if the property has two street frontages. Please notify Public Works at 377-4405 of any question or violation.

Solicitors

Solicitors must check-in with the Police Department before going door-to-door in the community. "No Solicitors Invited" signs are available free at the Reception Desk at City Hall or at the Police Department.



Vehicle Stickers

Vehicle stickers are not required in the City of St. Charles.

Water Conservation Ordinance

The City Code (13.16.205) establishes regulations for outdoor water use year round. Even-numbered addresses may water on even-numbered days, from 6 a.m. to 9 a.m., and 6 p.m. to 9 p.m. Odd-numbered addresses may water on odd-numbered days during the same times. Sprinkling is prohibited citywide 9 p.m. to 6 a.m.

These restrictions apply to the use of automatic devices used to spray or irrigate lawns, gardens, trees or shrubs, such as irrigations systems and lawn sprinklers. Hand-held hoses and drip type irrigation watering devices are permitted any day, at any time of the day, for washing cars, watering flowers/trees/gardens/lawns, and filling wading pools under 50 gallons.

Animal Codes

A limit of three (3) dogs and/or cats, in total, is allowed per household, apartment or dwelling unit within the City.

Pets that are not on the owner's property must be restrained with a leash or harness and be under the direct supervision and immediate control of a competent person. The leash law applies to all types of animals.

It is the owner's responsibility to remove excrement deposited by the owner's pet on public ways, within public places or on the premises of any person other than the owner's without that person's consent. The code does not apply to a blind person while walking his or her guide dog.

For animal licensing, please call Kane County Animal Control at (630) 232-3555. Senior Citizens ages 65 or older are not required to pay a fee for their dog or cat's tag.

COMMUNITY AND ANNUAL EVENTS

JANUARY
TO
DECEMBER



Kane County Flea Market

Main St. and Randall Road, Kane County Fairgrounds (630) 377-2252

Always the 1st Sunday of the month and preceding Saturday. Admission: \$5 adults, children 12/younger free. Antiques and collectibles. Country breakfast is served on Sundays. www.kanecountyfleamarket.com

MARCH



St. Patrick's Parade

Downtown St. Charles on Main St.

For date and details, call (630) 443-3967

APRIL



Community-Wide Annual Garage Sale

City-wide garage sale that benefits the STC

Underground. For details, call (630) 513-4321 or visit www.stcunderground.com

MAY TO
SEPTEMBER



Sculpture in the Park

Mount St. Mary Park, Route 31 and Prairie St. along the Fox River, St. Charles. A free exhibit of original and unique sculptures for people of all ages to enjoy! For information, call (630) 584-1055.

MEMORIAL
WEEKEND



Downtown Fine Art Show

Held in Downtown St. Charles. Hours: Saturday, 10am-6pm; Sunday, 10am-5pm. Free. A cultural arts event encompassing all aspects of the visual arts through an art exhibition and sale. The Downtown Fine Art Show is a forum for the display and sale of the finest quality original art. For information call (630) 443-3967

JUNE



Festival of the Fox

Venues throughout downtown St. Charles. City festival featuring free entertainment, water ski show, Dragon Boat Races and more. For information, call (630) 296-7683.

www.festivalofthefox.com

**MID-JUNE
TO
AUGUST**



Thursday Evenings June-August Concerts in the Park

Lincoln Park, W. Main St. at 4th St., St. Charles, IL (630) 513-6200 FREE Thursday evening concerts, 7 pm to dusk, June through August. Musical entertainment for all ages. Bring a blanket or chairs and enjoy the outdoor concert. Food and beverages available for purchase. www.stcharlesparks.org/links/concerts.

**JUNE
TO
OCTOBER**



Farmers' Market

Baker Memorial United Methodist Church, Main St. & 4th Ave., St. Charles (630) 584-6680 Old-fashioned Farmers' Market held every Friday June through October. Hours 7 am to 1 pm. All markets include fresh harvested and locally grown fruits, vegetables, fresh cut and potted flowers and garden art.

JULY 4



Independence Day Celebration

Pottawatomie Park, 8 North Ave., St. Charles (630) 513-6200. Fireworks display at dusk. Rain date: next clear evening. www.st-charlesparks.org

JULY



Kane County Fair

Kane County Fairgrounds, Rt. 38 and Randall Rd., St. Charles. (630) 584-6926 Old-fashioned county fair, carnival, farm animals, entertainment, food and more! Admission charged.

www.kanecountyfair.com

OCTOBER



Scarecrow Festival

The Annual St. Charles Scarecrow Festival, Lincoln Park - Main & Fourth St., and downtown St. Charles. (630) 377-6161. Held Fri. Sat and Sun. More than 100 handcrafted Scarecrows on display. View and vote for your favorites. Juried craft show, carnival, food, free live entertainment, many free children's activities and much more. www.scarecrowfest.com

NOVEMBER

Friday after
Thanksgiving



Saturday
after
Thanksgiving

Lighting of the Lights

5 pm at 1st Street Plaza, 1st and Main Streets St. Charles
(630) 443-3967. Official heralding of the holiday season. www.downtownstcharles.org

Holiday Homecoming & Electric Christmas Parade

Various locations Downtown St. Charles.
(630) 443-3967. Annual illuminated parade kicks off at 5:30 p.m. Saturday on Main and 6th Streets and travels east toward 5th Ave. Kids can visit Santa at his house at the 1st St. Plaza, and more. Visit www.downtownstcharles.org

For a comprehensive listing of all area events, visit: www.visitstcharles.com or contact the St. Charles Convention and Visitor's Bureau at (630) 377-6161, (800) 777-4373

PLACES OF WORSHIP

Baker Memorial United Church
307 Cedar Ave., St. Charles
630-584-6680

Bethel Baptist Church
6N218 Weber Drive, St. Charles
(630) 584-1862

Bethlehem Lutheran Church
1145 N. 5th Avenue, St. Charles
(630) 584-2199

Calvary Pentecostal Church
315 Walnut Avenue, St. Charles
(630) 377-9049

Congregational United Church of Christ
40W451 Fox Mill Boulevard, St. Charles
(630) 584-0929

Christ Community Church
37W100 Bolcum Road, St. Charles
(630) 485-3300

Hosanna! Lutheran Church
36W925 Red Gate Road, St. Charles
(630) 584-6434

New Life Church
8 N 2nd Ave, St. Charles
(630) 443-8822

New Covenant Bible Church
4N780 Randall Road. St. Charles
(630) 584-2611

Redeemer Fellowship
1125 W. Oak Street, St. Charles
(630) 584-8750

Riverside Community Church
37W130 Crane Road, St. Charles
(630) 443-7442

Salvation Army Tri-City Corps
1710 S. 7th Avenue, St. Charles
(630) 377-2769

St. Charles Episcopal Church
994 N. 5th Avenue, St. Charles,
(630) 584-2596

St. Charles Free Methodist
214 Walnut Street, St. Charles
(630) 584-1906

St. John Neumann Catholic Church
2900 E. Main St., St. Charles,
(630) 377-2797

St. Mark's Lutheran Church
101 S. 6th Avenue, St. Charles
(630) 584-8638

St. Patrick's Catholic Church
400 Cedar Street
St. Charles, IL 60174

6N491 Crane Road, St. Charles 60175
(630) 338-8000



C.U.S.D.
303

Administrative Offices
201 S. 7th St.
St. Charles, IL 60174
331-228-2000
www.d303.org

ELEMENTARY SCHOOLS

Anderson School
35W071 Villa Marie
Road
St. Charles, IL 60174
331-228-3300

Bell-Graham
4N505 Fox Mill Blvd.
St. Charles, IL
60175
331-228-2100

Corron
455 Thornwood
Way
South Elgin, IL
60177
331-228-6900

Davis*
1125 South 7th
Street
St. Charles, IL
60174
331-228-2200

Ferson Creek
38W160 Bolcum
Road
St. Charles, IL 60175
331-228-2300

Fox Ridge*
1905 Tyler Road
St. Charles, IL
60174
331-228-2400

Lincoln*
211 S. 6th Ave.
St. Charles, IL
60174
331-228-2500

Munhall *
1400 S. 13th Ave-
nue
St. Charles, IL
60174
331-228-2600

Norton Creek
2033 Smith Road
West Chicago, IL
60185
331-228-2700

Richmond*
300 S. 12th St.
St. Charles, IL
60174
331-228-2800

Wasco
4N782 School
Street
Wasco, IL 60183
331-228-2900

Wild Rose
36W730 Red
Haw Lane
St. Charles, IL
60174
331-228-3000

MIDDLE SCHOOLS

Haines*
305 S. 9th Street
St. Charles, IL 60174
331-228-3100

Thompson*
705 W. Main Street
St. Charles, IL 60174
331-228-3400

Wredling*
1200 Dunham Road
St. Charles, IL 60174
331-228-3700

HIGH SCHOOLS

St. Charles East*
1020 Dunham Road
St. Charles, IL 60174
331-228-4000

St. Charles North*
255 Red Gate Road
St. Charles, IL 60175
331-228-4400

*Indicates within
St. Charles city limits

COMMUNITY COLLEGE

Elgin Community College
<http://www.elgin.edu/>
1700 Spartan Drive
Elgin, IL 60123(847) 697-1000



ST. CHARLES PARK DISTRICT

Administration Office

Baker Community Center
101 S. 2nd Street
630-584-1055; fax 630-584-1396

Recreation Department

Pottawatomie Community Center
8 North Avenue
630-513-6200; fax 630-584-9172

Parks Department

630-584-1885

Pottawatomie Golf Course

630-584-8356

www.st-charlesparks.org

Adult Activity Center

(For residents 50 or better)

Monday – Friday: 8 a.m. to 9 p.m.

Saturday: 8 a.m. to 6 p.m.

Sunday: 12 Noon to 5 p.m.

The Park District's Adult Activity Center offers a variety of programs for ages 50 or better. Trips, breakfasts, card playing, health and fitness classes, as well as educational programs create a well-rounded environment. Daily drop-in hours allow members the opportunity to participate in a wide variety of free activities all designed with the mature adult in mind. Evening programs are available every weeknight.

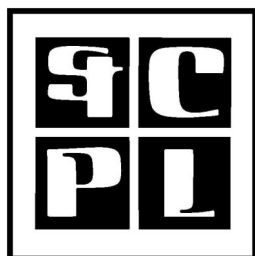
Activities Center Amenities

Pocket Billiards, Table Tennis, Wii Gaming System, Computer Lounge with Internet Access, Game/Card Room, Big Screen TV

Membership includes a bi-monthly newsletter mailed to your home. The newsletter includes discounts on club trips, information about club programs, special interest clubs, special events and more.

For program and membership information, please call 630-513-6200. Registration for programs is available at Pottawatomie Community Center, 8 North Ave.

ST. CHARLES PUBLIC LIBRARY DISTRICT



One South Sixth Avenue

St. Charles, IL 60174

(630) 584-0076

www.stcharleslibrary.org

Hours:

Monday – Thursday 9 AM – 9 PM

Friday 9 AM – 8 PM

Saturday 9 AM – 5 PM

Sunday* Noon – 5 PM

*1 – 4 PM June to Labor Day

WHAT YOU NEED TO KNOW...

How to Get a Library Card

As a resident or taxpayer of the St. Charles Public Library District, you are entitled to a Library card. Two forms of identification, one with your name and current address, are required. Non-residents may obtain a card for a fee. For more information or to apply for a card, please inquire at the Circulation Desk.

Special Accommodations

Available to assist you during your visit: A Sundancer scooter to use in the Library, an assistive listening system in the meeting room, or a sign language interpreter. Please contact the Library 48 hours before a program if you require any special accommodations.

Outreach Services: (630) 584-0076 ext. 219 St. Charles Public Library Outreach Services: 630-584-0076 ext. 219

The Library offers home service to those who have limited mobility due to low vision, prolonged illness, or recent surgery. Outreach Services schedules regularly bi-monthly visits to residents of participating housing facilities. Contact Outreach with questions about delivery options or email: outreach@stcharleslibrary.org



ST. CHARLES TOWNSHIP

1725 Dean St.
St. Charles, IL 60175
(630) 584-9342

The population of St. Charles Township is 42,051, and that includes portions of South Elgin, Wayne, and the entire city of St. Charles. Today's township concerns are the maintenance of roads, assessments, community service, safety and health, maintenance and care of cemeteries and general assistance.

The Township Boundaries are: North – Mc Donald Road; South – Division and Gray Streets (between St. Charles and Geneva); East - Kautz Road (DuPage County Line); West – West of Burr Road (approximately at the intersection of Dean Street and the Bike Path). This area covers 36 square miles and has approximately 83.0 miles of roads that must be maintained by the Township.

Office of the Assessor

The Township Assessor is responsible for determining the market value of most properties in the assessment jurisdiction. After determining market value, the property is then assessed at one-third (1/3) of that value. The assessed value is used to apportion the tax burden over all property owners. All local governments, townships, schools, forest preserve districts, park districts, etc., receive their income from taxes levied against property values as appraised by the township assessor.

Office hours are 8 a.m. to 4:30 p.m. Monday through Friday

Phone: (630) 584-2040

Assistance

Illinois Townships are mandated to provide a welfare program called "General Assistance". People who qualify can receive financial and medical/dental assistance, as well as information and referral.

Office hours are Monday and Friday - 8 to 11 a.m.,

Wednesday - 8 a.m. to Noon

Phone (630) 584-9342

Township Cemeteries

St. Charles Township is responsible for the care and maintenance of six cemeteries that lie within the corporate boundaries of the Township. For information, call (630) 584-8699

CONNECTING

Having relationships with your peers will warm your heart and brighten your days. These kinds of connections are important for your health! Nourish your spirit and your mind by meeting new and interesting friends through the many opportunities for social and recreational interaction provided in our area.

Local Social Activity Centers and Exercise Programs

Batavia Park District (Day trips, senior citizens club, exercise)

327 West Wilson

Batavia, IL 60510

(630) 879-5235

Geneva Park District (Day trips, senior meetings and programs)

Friendly Seniors

710 Western Avenue

Geneva, IL 60134

(630) 232-4542

Norris Recreation Center (Aquatic and land exercise programs)

1040 Dunham Road

St. Charles, IL 60174

(630) 377-1405

St. Charles Park District (Trips, games, social meetings, educational programs)

Adult Activity Center

8 North Ave.

St. Charles, IL 60174

(630) 513-6200 ext. 437

The Salvation Army, Joe K. Anderson Community Center (Health and Education programs, meals, games, social meetings and exercise classes)

1710 South 7th Avenue

St. Charles, IL 60174

(630) 377-2769

Senior Services Center

900 N. Lake St.

Aurora, IL 60120

(630) 897-4035

COUNSELING

24-Hour Crisis Intervention Hotlines

Feeling sad, anxious or lonely? Getting frustrated or angry? Need a good listener? Call one of the following numbers and a caring professional will be there for you. No need to identify your self -- just talk it over.

Addictions

Does someone you know have a problem with drugs, alcohol, gambling or over-eating? Need some help in dealing with these problems? For expert and confidential advice, call one of these centers -- a helping hand will be there.

Breaking Free	(630) 897-1003
Gateway Foundation	(877) 321-7326
Presence St. Joseph's Hospital	(847) 695-3200
Renz Addiction Counseling Center	(630) 513-6886

Bereavement and Suicide

Feeling sad over the loss of a friend, relative or loved one? Is someone close to you dying? Is the loneliness getting too much to handle? Why not give a professional a call and let them help you discover a new sense of inner peace.

Conley Outreach	(630) 365-2880
Fox Valley Hospice	(630) 232-2233
Heartland Counseling	(630) 443-9100
Suicide Prevention Services (hotline)	(630) 482-9696
(office)	(630) 482-9699

Credit Counseling

Are the bills getting to be too much? Having trouble making ends meet? Give a credit counselor a call. These highly trained experts can help you find the financial stability you deserve.

Consumer Credit Counseling Services	(630) 844-3327
Family Service Assoc. of Greater Elgin	(847) 931-1260

FINANCIAL and LEGAL SERVICES

There are state and federal financial benefits available to low-income seniors to assure at least a minimum income to cover basic living expenses. The following is a brief guide to services to give you an idea about where you should inquire about such benefits.

Financial Services

Many local banks offer free checking accounts for seniors -- call your local bank for information.

Illinois Department of Human Services (DHS) - Financial

Southern Kane and Kendall Counties Northern Kane County
361 Old Indian Trail 600 S. State Street
Aurora, IL 60506 Elgin, IL 60123
(630) 844-7400 (847) 931-2700

State Supplemental Payments

The State of Illinois provides money to help older people, blind and disabled people to meet basic needs.

Food Stamp Program

A federal program administered by DHS to help people buy food.

Social Security (800) SSA-1213, TTY (800) 325-0778

For Social Security, Social Security Disability and Supplemental Security Income benefits.

1323 N. Lake St. 790 Fletcher Dr.
Aurora, IL 60506 Elgin, IL 60123
(877) 274-5412 (877) 405-0435

Legal Services

The legal needs of seniors are often unique and include a broad range of issues. These issues could include planning for incapacity or disability; estate planning, including wills and trusts; guardianships; how to pay for long-term health care or nursing home costs; age discrimination or elder abuse; and government benefits such as Social Security, Medicare and Medicaid.

Elder Law is one of the fastest growing areas of legal practice. Seniors also encounter general legal issues such as consumer complaints, insurance and finance related matters. The following locations list where seniors can seek legal assistance related to these types of issues.

Prairie State Legal Services (630) 232-9415

1024 W. Main St., St. Charles, IL 60174

Provides free legal services for those who are 60 years or older in matters other than criminal. Telephone counseling is available from 1:00 - 4:00 p.m. Tuesdays through Fridays in Kane County at the telephone numbers shown above. Additional information can also be obtained at www.prairiestatelegal.org.

Kane County Bar Association

Lawyer Referral Service (630) 762-1900

555 S. Randall Road, Suite 203, St. Charles, IL 60174

Information and lawyer referral services can be obtained at www.kanebar.org.

Advocacy

Questions, complaints or problems regarding a profession or business as a consumer are addressed by contacting the following:

General Consumer Issues

Better Business Bureau (815) 963-2222

810 E. State Street, Suite 303, Rockford, IL 61104

Illinois Attorney General (312) 814-3580

Consumer Fraud Hotline (800) 386-5438

100 W. Randolph, Chicago, IL 60601

Information and Assistance on State Programs

222 S. College St., Suite 16-100, Springfield, IL 62706

Governor's Office of Citizens Assistance (217) 782-0244

Home Health Agencies, Assisted Living Centers and Nursing Homes (Complaint Dept.)

Illinois Department of Public Health (800) 252-4343

525 W. Jefferson St., Springfield, IL 62761

Insurance

Consumer Division/Illinois Dept. of Insurance (217) 782-4515

320 W. Washington, 4th Floor, Springfield, IL 62767

For claims problems with your insurance, contact:

Illinois Attorney General (312) 814-2420

100 W. Randolph, Chicago, IL 60601

Physical or Financial Abuse

To report a problem or concern related to seniors residing in their own home or in a licensed long-term care facility.

Aurora Senior Services (630) 897-4035

Long Term Care Ombudsman/Elder Abuse Programs

900 N. Lake St., Aurora 60506

Professions

Illinois Dept. of Professional Regulations (312) 814-6910
100 W. Randolph, Suite 9-300, Chicago, IL 60601

Securities Fraud

Secretary of State Securities Department (312) 793-3384
17 N. State Street, Suite 1100, Chicago, IL 60602

Utilities

Illinois Commerce Commission,
Consumer Service Division (800) 524-0795
527 E. Capital Ave., P.O. Box 19280, Springfield, IL 62794

Other Organizations

American Civil Liberties Union of Illinois (312) 201-9740
203 N. La Salle Street, Suite 1405, Chicago, IL 60601

Equal Employment Opportunity Commission (312) 353-2713
500 W. Madison St., Suite 2800, Chicago, IL 60601

Guardianship and Advocacy Commission (708) 338-7500
(or TDD (312) 793-5937)
9511 Harrison, Suite FA101, Des Plaines, IL 60016

Salvation Army (630) 377-2769
1710 S. 7th Avenue, St. Charles, IL 60174

IN-HOME CARE AND SUPPORT SERVICES

Coordination of Services

Senior Services Associates (847) 741-0404

Assessment and case management, community care program, home health aid service, information and assistance, outreach assistance, legal services, ombudsman service, as well as many other educational and wellness programs.

Home Health Agencies

Delnor-Community Home Health Services (630) 513-0370

Presence Home Care (847) 931-5553

Presence Hospice (847) 622-3467

Presence Mercy Medical Center (630) 859-2222

Advocate Sherman Hospital (224) 783-6200

In-Home Care Services

Homemaker services consist of non-medical personnel that can help with light house-keeping, laundry, and grocery shopping, personal care and meal preparations. Depending on your needs, the extent of service is provided weekly or daily. Fees vary accordingly.

Brightstar Care (630) 938-4738

Comfort Keepers (630) 834-8366

Home Instead Senior Care (630) 762-1860

Visiting Agnells (847) 429-0100

Adult Day Care

Adult day care provides a viable option to early placement in a nursing home or assisted living center. The main objective is to maximize the individual's level of independence.

Elderday Center (630) 761-9750

328 W. Wilson – Batavia

CovenantCare at Home

An established home healthy care agency offering private duty, home health (covered by medicare and some commercial insurance) and hospice.

3755 E. Main Street, Suite 165, St. Charles (630) 845-0680

www.covenantcareathome.org

Emergency Response System

24-hour help is available for subscribers at the push of a button. For information, call Senior Services..... (630) 897-4035

Friendly Visitors

Friendly visitor programs provide trained volunteers to visit seniors in their home to prevent loneliness and isolation

Tri-City Family Services.....(630) 232-1070

Fire Department Programs

Check with your municipality for programs for seniors

Free Clinic

Tri-City Health Partnership (Free Clinic)..... (630) 377-9277

318 Walnut Street, St. Charles, IL 60174

Call Doc

Home Care Physicians (Dr. Paul Chiang)..... (630) 614-4960

1800 N. Main Street, Wheaton, IL 60187

(Area West of Randall Road is not serviced.)

Delnor Center for Integrative Healing

Delnor Center for Integrative Healing..... (630) 208-3000

300 Randall Road, Geneva, IL 60134

Nutrition Programs

Home delivered meals may help seniors who have difficulty preparing their own meals and grocery shopping. Salvation Army Golden Diners delivers meals to the homes of seniors. Each program offers lunch time meals Monday through Friday, delivered by volunteers. The daily fee varies.

Golden Diners Program

(630) 232-6676

Veteran Identification

Veteran Affairs

(630) 549-0706

Veteran ID card that recognizes your faithful service to your country. No longer will you have to carry around your DD Form 214 for proof of military service. The Veteran ID Card illustrates your veteran status, displays your special military recognitions (certain awards), identifies your disability rating, your medical diagnose, and much more.

Services for the Blind

Illinois Talking Book Outreach Center

125 Tower Dr.

(800)-426-0709

Burr Ridge, IL 60527-5783

Monday through Friday, 8:30 am to 5 pm

Website: www.illinoistalkingbooks.org

Email: info@illinoistalkingbooks.org

National Federation of the Blind

Newsline

(630) 221-9008

1800 Johnson St., Baltimore, MD 21230

Rehabilitation Instructor from the Illinois Dept. Human Resources

888 S. Edgelawn, Ste. 1771, Aurora, IL 60506

(630) 892-7417

Telephone Reassurance

This A.I.D. program provides free telephone calls to check on the well being of those unable to leave home.

(Ask for Sunshine Calls Service)

(630) 966-9393

Family/Individual/Marital

We all encounter problems that can leave us angry, depressed or confused. Sometimes these problems involve our spouse, children or relatives. Other times, they may have to do with retirement, illness or even simple misunderstandings. If you feel the need to talk it over, give one of these counselors a call.

Family Counseling Service

(630) 844-2662

Tri-City Family Services

(630) 232-1070

Salvation Army

(630) 377-2769

Psychiatric

Did you know that intense and/or repetitive feelings of panic, anxiety, depression or hopelessness are often caused by chemical imbalances within the human body? If you have been experiencing feelings like these, why not call one of these professionals? With medication and some sound advice, symptoms can be significantly reduced, and in many cases eliminated.

Assn. for Individual Development (AID)

(630) 966-4000

Behavioral Health Care Services

(630) 859-1291

Gateway Foundation Aurora

(630) 966-7400

Ecker Center

(630) 377-5200

Presence Behavioral Health

(630) 801-2657

Presence St. Joseph Hospital

(847) 695-3200

SENIOR LIVING OPTIONS

Whether you are looking for a retirement community or continuing care services, there are many options available in Kane County. Explore the following resources to find one that is right for you.

Continuing Care Communities

Continuing care communities offer a continuum from private, independent apartments to assisted-living and skilled nursing. These communities are specially designed to accommodate the changing needs of seniors to allow residents to stay in the community as their needs change.

The Holmstad Retirement Community (630) 879-4000

Heritage Woods Batavia (630) 406-9440

Independent Living

Independent living communities may also be referred to as retirement communities. These are residential settings for independent seniors with varying degrees of activity levels. These may be communities of single-family homes, condominiums, townhouses or apartments, and all provide recreational, educational and social activities geared to a specific activity level.

Bickford Cottage (630) 587-8800

Brighton Gardens (630) 587-6120

Carriage Oaks of St. Charles (630) 584-0029

Carroll Tower (Subsidized) (630) 584-6656

Hunt Club Village (630) 513-1414

River Glen of St. Charles (630) 626-4347

Robin's Nest (630) 400-0288

Nursing Homes

Nursing homes provide housing, personal care, protective supervision and medical care. The facilities are licensed by the State Department of Public Health respective of the level of care provided. Basic or intermediate care facilities can provide a skilled level of nursing care but are not Medicare certified. Skilled nursing facilities provide the services of a Registered Nurse for treatment and procedures in addition to support of basic care and activities of daily living. Both may be certified by the Department of Public Aid for subsidized care.

Batavia Rehab <i>(Intermediate Nursing Care)</i>	(630) 879-5266
Michaelsen Health Center Batavia <i>(Skilled Nursing; Medicare Certified)</i>	(630) 879-4300
Geneva Nursing and Rehab Center <i>(Alzheimer and Intermediate Care)</i>	(630) 232-7544
Presence Health Pineview Care Center <i>(Skilled Nursing; Medicare Certified)</i>	(630) 377-2211
Rosewood Care Center <i>(Skilled Nursing; Medicare Certified)</i>	(630) 443-4400
Wood Glen Pavillion, West Chicago <i>(Skilled Nursing; Medicare Certified)</i>	(630) 876-8100
Autumn Leaves <i>(Memory Care)</i>	(630) 485-4510

KANE COUNTY SENIOR CENTERS

Batavia Park District

East Side Community 327 West Wilson Batavia, Illinois 60510 630-879-5235

Bessinger Senior Center

2 Pine Street Carpentersville, Illinois 60110 847-551-4307

Fox Valley Park District

Prisco Senior 150 West Illinois Avenue Aurora, Illinois 60506 630-859-8606

Geneva Township

400 Wheeler Drive Geneva, Illinois 60134 630-232-3604

Senior Services Associates

900 North Lake Street (Route 31) Aurora, Illinois 60506 630-897-4035

Senior Services Associates

101 South Grove Elgin, Illinois 60120 800-942-1724

Senior Services Associates, Inc.

729 South McLean Blvd. Elgin, Illinois 60123 847-741-5110

Northeastern Illinois Area Agency on Aging

1-800-528-2000, 815-939-0727 or 630-293-5990

www.ageguide.org

Reference: <http://www.illinois.gov/aging/Resources/Documents/SeniorCenters.pdf>

SELF-HELP SUPPORT GROUPS

Self-help support groups are organized and run by people who share their strength, hope and courage with one another to overcome a common problem. In 1935, two men with drinking problems initiated the first group of this kind. Their little group grew into a world-wide fellowship, now called Alcoholics Anonymous (AA). Over the years, groups have emerged to give people support in facing many life problems. Below is a list of the better-known groups. If you would like to know more or are in need of a meeting schedule, give a call. You need not identify yourself and your call will be handled anonymously.

AlAnon	(888) 425-2666
Alzheimers Association	(800) 272-3900
Breast Cancer Support Group	(630) 208-4267
Caregiver Support Group, Elderday Center	(630) 761-9750
Depression Hotline	(630) 482-9696
Emotions Anonymous	(708) 383-0200
Families Anonymous	
<i>(Help with solving family relational problems)</i>	(800) 736-9805
Fibromyalgia Support	(630) 641-6942
Fox Valley Volunteer Hospice	(630) 232-2233
Mended Hearts, Inc.	(630) 208-3000
OverEaters Anonymous	(708) 346-0000

TELEPHONE NUMBERS

<u>ORGANIZATION NAME</u>	<u>TELEPHONE</u>
Advocate Sherman Hospital Home Partners	(224) 783-6200
Al Anon	(888) 425-2666
Alzheimer's Association	(800) 272-3900
American Civil Liberties Union of Illinois	(312) 201-9740
American Red Cross	(630) 443-8844
Amtrak Railways	(800) 872-7245
Arden Courts Alzheimer Care (Assisted Living)	(630) 262-3900
Asbestos.com	(800) 615-2270
Association for Individual Development	(630) 966-4000
Batavia Park District	(630) 879-5235
Batavia Rehab	(630) 879-5266
Better Business Bureau (Consumer complaints)	(815) 963-2222
Breast Cancer Support Group at Living Well	(630) 262-1111
Brighton Gardens	(630) 587-6120
Carriage Oaks Retirement Community	(630) 584-0029
Carroll Tower (Subsidized housing seniors 62 and over)	(630) 584-6656
Circuit Breaker Tax/Pharmaceutical Relief	(800) 624-2459
Comfort Keepers (In-home care services)	(630) 834-8366
Community Contacts	(847) 697-8800
Conley Outreach (Counseling, bereavement, suicide)	(630) 365-2880
Community Crisis Center	(847) 697-2380

Deaf Telephone Services	(800) 855-1155
Dept. of Health and Human Services	(800) 729-6686
Domestic Violence Hotline	(800) 799-7233
Driver's Safety Course at STC Park District	(630) 513-6200
Ecker Center (Counseling)	(847) 695-0484
Elder Abuse Hotline	(866) 800-1409
Elderday Center	(630) 761-9750
Elderday Locater	(800) 677-1116
Elgin Mental Health Center	(847) 742-1040
Emotions Anonymous	(708) 383-0200
Equal Employment Opportunity Commission	(312) 353-2713
Families Anonymous	(800) 736-9805
Family Counseling Services	(630) 844-3327
Fibromyalgia Support	(630) 641-6942
First Baptist Counseling Services	(847) 695-8710
Fox River Valley Dental Society	(630) 232-4229
Fox Valley Volunteer Hospice	(630) 232-2233
Gateway Foundation (Counseling)	(630) 966-7400
Geneva Park District	(630) 232-4542
Governor's Office of Citizens Assistance	(217) 782-0244
Greyhound Bus Lines	(800) 231-2222
Guardianship & Advocacy Commission	(866) 274-8023
Holmstad Retirement Community	(877) 324-3738
Home Assistance Volunteer Effort (H.A.V.E.)	(630) 375-7227
Home Instead Senior Care	(800) 640-3914

Hospitals:

Northwestern Medicine/Delnor Hospital	(630) 208-3000
Presence Mercy Medical Center	(630) 859-2222
Presence St. Joseph's Hospital	(847) 695-3200
Rush-Copley Medical Center	(630) 978-6200
Sherman Hospital	(847) 742-9800
Hotline - State of Illinois Circuit Breaker program	(800) 252-8966
Hunt Club Village (Independent Living)	(630) 513-1414
IL Commerce Commission (Consumer Service Div.)	(800) 524-0795
Illinois Department on Aging	(800) 252-8966
Illinois Department of Professional Regulation	(312) 814-6910
Illinois Public Health Nursing Home Hotline	(800) 252-4343
Illinois Division of Insurance, Press "2" on the menu	(217) 782-4515
Income Tax Preparation Assistance	(630) 232-4542
Kane County Bar Association (Lawyer Referral Service)	(630) 232-9415
Kane County Health Department	(630) 897-1124
Lazarus House (Provides emergency shelter)	(630) 587-2144
Long Term Care Ombudsman	(630) 897-4035
Low Income Home Energy Asst. (LIHEAP) Elgin	(847) 697-4400
Meadows, The (Independent Living, 55 and older)	(630) 365-3300
Meals on Wheels (Senior Services Associates)	(630) 879-4035
Medicare Information	(800) 633-4227
Mended Hearts, Inc. (Cadence Health/Delnor Hospital)	(630) 208-3000
Metra (General route and schedule information – RTA)	(847) 836-7000
Michaelson Health Care Center (Skilled Nursing)	(630) 879-4300

Neighbor-to-Neighbor (Volunteer barter program)	(847) 741-0404
Norris Recreation Center	(630) 377-1405
Northeastern IL Area Agency on Aging	(800) 528 -2000
Northwestern Medicine Home Health Services	(630) 208-3000
Northwestern Medicine Health and Fitness Center	(630) 938-9000
Overeaters Anonymous	(708) 346-0000
PACE Passenger and Special Services	(847) 364-7223
Peace Corp.	(800) 424-8580
Physician Finder	(630) 208-3993
Prairie State Legal Services (Free legal services)	(630) 232-9415
Presence Mercy Medical Center	(630) 859-2222
Presence Pineview Care Center (Skilled Nursing)	(630) 377-2211
Presence Home Care	(847) 931-5553
Presence Hospice	(847) 622-3467
Renz Addiction Counseling Center	(630) 513-6886
Retired Senior Volunteer Program (RSVP)	(815) 344-3555
Ride in Kane (For information) (888) 480-8549	
(Call Center for Reservations)	(866) 727-6842
River Glen of St. Charles	(630) 443-8220
Riverrain Point Apartments (Subsidized)	(630) 879-0350
Rosewood Care Center (Skilled Nursing)	(630) 443-4400
RTA Travel Information	(630) 836-7000
Salvation Army	
General Assistance	(630) 377-2769
Golden Diners Program	(630) 232-6676
Secretary of State Drivers License Facility	(800) 252-8980

Secretary of State Securities Dept. (Securities fraud)	(312) 793-3384
Secretary of State Vehicle Services	(800) 252-8980
Senior Advisor (Find senior living near you)	(866) 333-2721
Senior Corp.	(800) 424-8867
Senior Corp. of Retired Executives (SCORE)	(630) 584-8384
Senior Services Associates	(630) 897-4035
Sherman Hospital Home Partners	(224) 783-6200
Social Security Administration	(800) 772-1213
Suicide Prevention Services	(630) 482-9696
Telephone Reassurance; Sunshine Calls	(630) 966-9393
Tri City Health Partnership (free medical clinic)	(630) 377-9277
Tri City Family Services (counseling)	(630) 232-1070
United Way of Central Kane County	(630) 377-1930
Visiting Angels	(847) 429-0100
Visiting Nurse Association of Fox Valley	(630) 978-2532
Wood Glen Nursing and Rehabilitation Center	(630) 876-8100

TRAVEL AND TRANSPORTATION

There are many options available to meet your transportation needs and many organizations and people willing to assist you. This section will help you find the right resource to get you where you want to go.

License Plates and Parking Cards for the Disabled

An application for permanent or temporary plates or parking placards requires the submission of the Persons with Disabilities Certification Form, completed and signed by a licensed physician, which attests to the person's disability.

The Certification Form can be obtained from:

Secretary of State Vehicle Services
Michael J. Howlett Bldg., Room 312
501 S. 2nd Street
Springfield, IL 62756
(800) 252-8980 or (217) 785-3000

If the applicant relies on transportation by members of the immediate family, the Secretary of State will issue up to two sets of plates to the family members who provide transportation for the applicant.

Handicapped parking placards provide the same parking privileges as disabled license plates. Green placards are issued to people with permanent disabilities. Orange placards are issued to people with temporary disabilities. Permanent placards are available only through the state. **Temporary placards are available through the state or call your municipality.**

Disabled State of Illinois Identification Card

In addition to the above, persons who are recognized as being disabled are eligible for many benefits of other state agencies. The card is issued free of charge and applications are available at any driver's license facility throughout the state.

To qualify, you must be an Illinois resident and provide a physician's evaluation of your disability. If you have a qualifying disability, go to the Secretary of State's office (driver's license facility) or have someone go for you, and pick up an application. You will have to submit at least three forms of identification (including one establishing your date of birth and one with your signature) and a physician's statement showing type and class of your disability.

If you aren't near a driver's license facility, call 800-252-8980 and request the form.

This card is easy to get for qualified persons, and can be used as proof of disability for any state law requiring that proof. The state departments that recognize this ID are:

Illinois Dept. of Conservation

Illinois Dept. of Labor

Illinois Dept. of Revenue

Illinois Dept. of Public Aid

Illinois State Board of Elections

Illinois Dept. of Vehicle Services, Non-standard Plate Section (in case you want personalized license plates)

Contact the local Secretary of State Offices:

339 E. Indian Trail, Aurora, IL 60505 - (312) 793-1010

595 S. State Street, Elgin, IL 60123 - (847) 697-2100

Other Transportation Options

Many park districts, municipalities and townships offer senior citizen transportation programs for their residents. Besides organizations such as these that provide transportation for seniors, many commercial airlines offer discounts on senior fares.

Amtrak offers a discount for older persons. Before you take a trip, check out the local discounts offered by bus lines, trains and airlines.

Airlines: For information on flights, tickets, senior discounts or special services such as accommodations made for a disabled individual, each airline company is different. Call each company individually. Look under Airline Companies in the yellow pages of the telephone book.

Bus Lines

Greyhound Bus Lines

www.greyhound.com (800) 231-2222

Trains

Amtrak Railways (800) 872-7245

www.amtrak.com

Metra/Metropolitan (RTA)

(312) 836-7000 (eve/weekends)

(312) 322-6777 (weekdays 8 to 5)

www.metro-rail.com

Regional Transportation Authority (RTA) www.rtachicago.com

RTA Senior Ride Free Permit

The RTA Senior Ride Free Permit allows qualifying customers age 65 and older to ride at no cost on CTA, Metra and Pace fixed route bus and rail service. **Applicants must be enrolled in the Benefit Access Program administered by the Illinois Department on Aging (DOA).** For more information about the DOA Benefit Access Program visit www.illinois.gov/aging or call 800-252-8966

RTA Senior Reduced Fare Permit

The RTA Persons with Disabilities Reduced Fare Program allows individuals age 65 or older, **who are not eligible for the DOA Benefit Access Program**, to ride on CTA, Metra and Pace fixed route bus and rail service at a reduced rate.

Please see attached Senior Permit Application.

PACE bus route schedules are available in village halls, libraries, from your PACE bus driver, at www.pacebus.com, and from PACE. To receive schedules by mail, call PACE Passenger and Special Services at (847) 364-PACE (7223), or RTA Travel Information at (847) 836-7000.

For regular schedule information for PACE bus routes, call:

Aurora (847) 364-7223

Elgin (847) 931-6750

Metra schedules available at Metra train stations and at www.metrarail.com.

CTA schedules available at www.transitchicago.com.

Taxi Services

Consult the yellow pages of your telephone book and ask about senior citizen discounts.

Ride in Kane (formerly Dial-a-Ride)

Ride in Kane was introduced to Kane County in early 2008 and unites all of the county's individual dial-a-ride programs under one umbrella. It provides curb-to-curb service, 24 hours a day, for seniors

General Information & Register

(7 days/week, 6 a.m. to 7 p.m.)

888-480-8549

To Schedule Rides

866-727-6842

and disabled residents, from their homes to just about anywhere in the county. Effective Jan. 2014, fares start at \$4 for the first 10 miles and a mileage charge is tacked on thereafter. Eligible riders must pre-register with Ride in Kane. Residents who are registered for the previous Dial-A-Ride program will be automatically registered for Ride in Kane and can begin scheduling rides immediately without additional registration required.

Criteria for Eligibility to Register:

- 65 years old or older
- Documented permanent disability
- RTA Reduced Fare Card

Call-n-Ride

Your key to an affordable ride is right outside your front door.

For only \$1.75 + per one-way trip, Pace Call-n-Rides offer reservation-based, curb-to-curb, shared-ride service for anyone within the designated service area. All you have to do is call and reserve your trip at least one hour in advance.



St. Charles - Geneva Call-n-Ride 1-630-379-2452

Hours of Operation: Weekdays 5:30am - 7:00pm

Hours of Operation: Saturdays 8:00am - 6:30pm

VOLUNTEER OPPORTUNITIES

Helping others provides a sense of self worth and purpose that leads to fulfillment and great satisfaction -- it is health for the heart and soul! Help yourself by helping others; consider the following local opportunities...

St. Charles Convention and Visitors Bureau

Volunteer positions are available for all ages and interests. Contact the St. Charles Convention and Visitors Bureau at (630) 377-6161.

St. Charles Heritage Center

If St. Charles' unique heritage is what interests you, consider becoming a volunteer at one of the local museums. Call the St. Charles Heritage Center at (630) 584-6967 to learn more about these exciting volunteer opportunities!

St. Charles Park District

Work Days offer people of all ages great educational opportunities, physical activity, quality time outdoors. Please call (630) 584-1885.

St. Charles Public Library

The St. Charles Public Library is dedicated to providing learning opportunities for district residents. Stop by the Adult Circulation Desk to fill out an application or call Volunteer Coordinator Jean Langlais at (630) 584-0076, Ext. 219

Downtown St. Charles Partnership

The Downtown St. Charles Partnership is a volunteer-driven organization, which means that community involvement is critical to ongoing revitalization efforts downtown. There are many opportunities for becoming involved in the DSCP. We are happy to provide you with more information and help you find the volunteer opportunity that is right for you. Call (630) 443-3967.

United Way of Central Kane County

The United Way of Central Kane County is a non-for-profit philanthropic corporation financed by proceeds from its local campaign. For more information, please call (630) 377-1930.

American Red Cross

Volunteers are needed to serve in a variety of areas. For more information, please contact the Mid-County, Fox River Chapter at (630) 443-8844.

Northwestern Medicine/Delnor-Community Hospital

Opportunities for seniors to help as messengers, greeters, help with special projects and programs. Please call the volunteer office at (630) 208-4265.

Lazarus House

Located in downtown St. Charles, this shelter welcomes volunteers to help in many ways like serving food or spending time reading to children. Call Liz Eakins at (630) 587-2144.

Meals for Seniors Program

Sponsored by the Salvation Army, the program needs volunteers to deliver noon meals to seniors in the Geneva and St. Charles areas. Call (630) 232-6676.

Community Contacts

Volunteers are needed as clerical aides and intake workers. Call (847) 697-8800

Community Crisis Center

Volunteers needed to assist with childcare, mailings, fundraising and special events. Call (847) 697-2380.

Elderday Center

Volunteers are needed to assist with daily activity programs. Call (630) 761-9750

Neighbor to Neighbor

This is a volunteer barter program. For every hour of volunteer service you perform, you earn a credit for help. You may either keep your credits or donate them to a friend or neighbor. Call (847) 741-0404.

Northern Illinois Food Bank

Volunteers needed year-round for a variety of projects: food sorting and packing, office assistance, and participating in special events. Call (630) 443-6910.

Retired Senior Volunteer Program (RSVP)

Offers volunteers opportunities to serve for just a few hours or up to twenty hours a week. Call (815) 344-3555.

Senior Services Associates

Volunteers needed to help at nursing homes by calling Bingo, reading or writing, friendly visits or calls to shut-ins, or driving patients to treatments. Or, serve as an oral historian in a local school, become a pen pal, tutor or foster grandparent. Call (847) 741-0404.

V & A Health Care

Volunteers are needed to help with hospice and flu shot paperwork, home health care, hospice direct care, and at local clinics. Call (630) 978-2532.



NOTES:
