

THE WESTERN COMPASS

Resources and Real Voices for Aging,
Disability, and Caregiving

Summer - Fall 2026



INSIDE THIS ISSUE

Navigating Technology: Tips & Tricks

Super Aging: A Guide to Aging
Well

Mission Moments: Staff
Recognition

& more!

ALL ABOUT US

Western Connecticut Area Agency on Aging is a 501(c)(3) non-profit organization that supports older adults, individuals with disabilities, and caregivers in Western Connecticut through health education, resources, advocacy, and assistance with navigating state, local, and federal programs to help people live independently and with dignity.

OUR MISSION

WCAAA enriches the lives of older adults, individuals with disabilities, and their caregivers by providing support, services, and information to help them live well with assurance, independence and dignity.

PROGRAMS

Caregiver & Respite Services

CHOICES - Medicare Counseling

Senior Medicare Patrol

Service Navigation

and more!



MORE INFORMATION

203-757-5449



www.wcaaa.org



84 Progress Lane

Second Floor,



Waterbury, CT 06705

A Message from the President & CEO: Working Together to Build Stronger Communities



As we move from the summer months, I find myself reflecting on the incredible work taking place throughout Western Connecticut—not just within the Western Connecticut Area Agency on Aging (WCAAA), but across the many organizations, municipalities, healthcare providers, volunteers, and community leaders who are working every day to improve the lives of older adults, individuals with disabilities, and family caregivers.

One thing has become increasingly clear: no single organization can meet the growing and changing needs of our communities alone. The challenges facing older adults today are complex. Affordable housing is becoming harder to find. Transportation remains one of the greatest barriers to independence. Caregivers are balancing more responsibilities than ever before, and many older adults continue to experience social isolation and difficulty navigating an increasingly complicated network of services.

At WCAAA, we believe these challenges also create opportunities—opportunities to collaborate, innovate, and build stronger systems that make it easier for people to access the support they need.

Over the past several months, our team has been working on initiatives that will have a lasting impact throughout our 41-town region. We recently hosted our Regional Leadership Breakfast, bringing together leaders from healthcare, housing, transportation, municipal government, nonprofits, and community organizations to identify shared priorities and begin developing regional solutions.

The conversations reinforced that while our organizations may have different missions, we all share a common goal: helping people live safely, independently, and with dignity in the communities they call home.

We are also expanding partnerships with hospitals, primary care providers, municipalities, senior centers, and community organizations to strengthen referral pathways and ensure individuals receive support earlier—before a crisis occurs. Whether someone needs Medicare counseling, caregiver support, nutrition services, home care, benefits enrollment, or simply help understanding where to begin, we want WCAAA to be a trusted resource that helps connect the dots.

Another exciting initiative underway is our partnership with the Connecticut Foundation for Dental Outreach to bring free dental services to older adults who might otherwise go without care. Access to oral healthcare is often overlooked, yet it plays an important role in overall health and quality of life. We are grateful to the many partners helping us expand this effort across the Greater Waterbury region.

Internally, we continue investing in our greatest asset—our staff. Across every department, our employees are embracing professional development, implementing new technology, strengthening safety practices, and finding new ways to improve the services we provide. Their compassion, creativity, and commitment are what make WCAAA such a special organization.

Looking ahead, our focus remains clear. We will continue strengthening partnerships, expanding innovative programs, advocating for policies that support aging with dignity, and building a more coordinated network of services across Western Connecticut. Every conversation, every partnership, and every new initiative brings us one step closer to creating communities where older adults, caregivers, and individuals with disabilities can thrive.

Thank you to our Board of Directors, staff, volunteers, community partners, elected officials, and the many individuals who place their trust in WCAAA each day. Your collaboration, support, and shared commitment make this work possible.

Together, we are not only responding to today's challenges—we are helping shape a stronger, healthier, and more connected future for Western Connecticut.

With gratitude,

A handwritten signature in cursive script that reads "Spring Raymond".

President & CEO, Western CT Area Agency on Aging

Letter from The Editor



To our readers and community,

When we initially began conceptualizing *The Western Compass*, the one thing we kept in mind has remained a consistent desire going unchanged since Winter 2024: a solid, substantial resource guide for the Northwest Corner of Connecticut.

This magazine, I'd say, has successfully brought that into fruition.

From community testimonials, to creative writing, to the evidence of the work done by The Western CT Area Agency on Aging for our older adults, caregivers, and individuals with disabilities, *The Western Compass* serves as a quality resource guide to be used by all.

I hope this issue has been an enjoyable read. With deepest gratitude, thank you for being part of this new chapter. See you in the next issue!

Warmly,

Nehway Sahn

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- Companion Services
- Adult Family Living (AFL)
- Recovery Assistance
- Mental Health Counseling
- Transportation
- Support & Planning
- Meals on Wheels
- Golden Adult Day Center
- Community Mentor Agency (Autism)

Programs We Participate In

- Community First Choice (CFC)
- CT Home Care Program for Elders (CHCPE)
- Personal Care Assistance (PCA)
- Autism Program
- Advance Behavior Health

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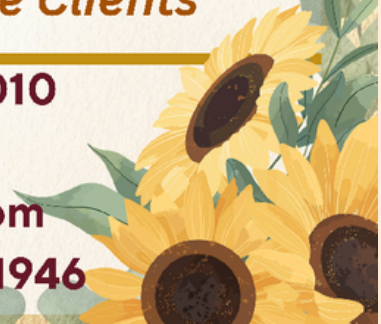


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Celebrating 29 Years of Service

Honoring the Legacy of Loretta Reed,
our Human Resources Director

Written by Spring Raymond, President & CEO, WCAAA

Every organization has individuals whose influence extends far beyond their job description. They become part of the organization's foundation—quietly shaping its culture, supporting its people, and helping guide it through both its greatest successes and its greatest challenges.

This month, the Western Connecticut Area Agency on Aging celebrates one of those remarkable individuals.

After 29 years of dedicated service, our Human Resources Director, Loretta Reed, has announced her retirement.

For nearly three decades, she has been much more than our HR Director. She has been a trusted advisor, a steady presence, a problem solver, a mentor, and an advocate for our employees. Throughout her career, she has welcomed hundreds of new team members to WCAAA, celebrated milestones, guided employees through difficult moments, and helped create a workplace rooted in respect, compassion, and professionalism.

She has witnessed—and helped lead—the agency through tremendous growth and change. From evolving employment laws and expanding programs to organizational restructuring, new technologies, and changing workforce needs, her thoughtful leadership has provided stability during times of transition and confidence during times of uncertainty.

Those who know her best recognize not only her professionalism but also her unwavering commitment to doing what is right. She has approached every decision with integrity, fairness, and genuine care for the people she serves. Her office has been a place where employees could find guidance, support, and a



listening ear—qualities that cannot be measured in reports or policies but are deeply woven into the culture of our organization.

While we are saddened to see her step into this well-earned new chapter, we are also incredibly grateful that she has agreed to remain with WCAAA during the transition to help recruit, mentor, and train her successor. This final gift reflects the same generosity, professionalism, and dedication that have defined her entire career.

Her legacy will continue to shape WCAAA for years to come. The relationships she built, the values she championed, and the culture she helped cultivate will remain an enduring part of our organization.

On behalf of the Board of Directors, leadership team, staff, volunteers, and the thousands of individuals whose lives have been touched through the work of WCAAA, we extend our deepest gratitude for her extraordinary 29 years of service. We wish her every happiness in retirement and thank her for the countless ways she has strengthened this organization and the people who call it home.

Congratulations, and thank you for an exceptional career. Your WCAAA family will always be grateful.



Mission Moments

WCAAA Staff Recognition

An Email to Patti, Care Manager for the CT Home Care Program for Elders

There does not seem to be a better description to my life than pointing out I take 2 steps forward followed by 1 step back. I remain proud of this circumstance because it moves further in the productive direction. Unfortunately, I have had to revert back in my life in many ways but, in order to maintain my optimism, I focus my attention on the metaphorical steps forward.

When I earned my Bachelor's degree I was living quite productively. I played a few years of college basketball but ultimately stopped playing so I could study a semester in Costa Rica because I knew improving my Spanish would help my future more than any layup I could make for my division 3 school. I graduated Summa Cum Laude because I knew how lucky I was to be able to attend such a great university so I worked as hard as I could as often as I could and it ultimately paid off!

In the summer between my bachelor degree graduation, before starting my intended master's degree, it was nice catching up with some high school friends. One night I was celebrating with high school friends had a devastating end. After a car crash, I was in the hospital for a little more than a year, having broke almost every bone and organ in my body. I was able to heal quite miraculously from my tribulations because I was as healthy, active and motivated as I was in the accident and during the recovery.

My determination helped drive me to always push further than expected. I tell people, if someone says they are going to grade me on a scale of one through ten, I aim to get at least a twelve every time! Therefore, going to the gym using my walker and later my knee-walker was inevitably what would occur. I was not embarrassed of needing the assistance, but rather, proud that I was showing the other gym users how dedicated I am to my health. I admit, it really meant a lot to me when strangers would go out of their way to help me. Little things, like holding doors open longer than usual, letting me get my cleaning supplies first if they got to the paper towels slightly before me and many other kind gestures that were not necessary for them to do. In addition, when I had my Colostomy Bag removed and I could swim again I was a regular in my new town's community pool. My mom helps me swim regularly and I usually remind her that I think I was supposed to be born a fish (I love swimming that much!) In addition to my gym and pool use, I engage regularly in adaptive sports which is so fun and inspiring. It moves me to see people with predominantly different struggles than I have engaging in athletic activities as competitively and successfully as they do!

This is how I continue to strive physically yet I sustained a Traumatic Brain Injury (TBI) in the accident too, so I also needed to work extra hard cognitively... I suppose my stubbornness can be beneficial because I was not going to give up on my master's degree because I sustained a TBI. I went to my local community college so I could learn how to learn with a TBI. I then went on to attend Post University because it is a virtual school which I could attend with my current needs. It was difficult approaching school in a less personal way than I used to but it was also enlightening to get a wider viewpoint from my classmates' perspectives: some were from Connecticut, others were from California, Texas, Belgium, South Africa, literally all around the world for some classes! After so much struggle and effort I ultimately earned my master's degree in counseling and human services. I wrote my master's thesis concentrating on the importance of including underserved communities in the community-at-large with similar and dissimilar peers. This thesis obviously means a lot to me because I am so grateful I can still go to the gym, the pool, my church, food shopping, anything I can do in public.

I could not have succeeded through this adversity without the support I have from loved ones and strangers alike. Before this accident I wanted to work in the United Nations and now I still want to create global peace, but on a much smaller scale. Everyone has struggles to varying degrees yet everyone also has productive possibilities as well. We all know what it is like to fail but we also all know the triumph of succeeding!

Disabled successes may have changed descriptions but a success will always be a success. As I mentioned, I used to be so proud entering the gym with my walker because it was proof to me, the other gym users and, in a sense, to the world that I had more determination than the need for a walker could ever take from me. We all have different life circumstances and different dreams but everyone who has breath in their lungs undeniably has something else too: potential. Potential to meet our goals and potential to surpass our goals!

Since she joined the CT Home Care Program in 2024, Rocio Gautier, recognized with the Commitment & Reliability - "Lift Others Up" Award, rose to the challenge to learn her role as care manager and continues to set an extraordinary example for our team

Rocio consistently demonstrates an unwavering commitment to both her colleagues and the clients we serve, stepping up whenever help is needed without hesitation. Whether covering urgent visits, assisting with challenging cases, or volunteering to meet the evolving needs of the department, Rocio approaches every opportunity with professionalism, compassion, and a true team-first mindset.

Rocio is a source of encouragement and strength for those around her. She willingly shares her knowledge, offers guidance to colleagues navigating difficult situations, and creates a supportive environment where others feel confident asking for help. Rocio's selfless commitment and positive influence make our team stronger every day. We are grateful for her unwavering support, exceptional reliability, and the genuine care she brings to both her colleagues and our clients.

Congratulations, Rocio, on this well-deserved recognition. Thank you for your extraordinary commitment to our mission and for continually lifting those around you with such positivity and encouragement.



Maura has been a part of the CT Home Care Program since 2024 and is truly a joy to work with. She brings positivity, perseverance, and compassion to everything she does, and she consistently embodies our mission of serving others. No matter the challenges that arise, Maura approaches every situation with empathy, professionalism, and an unwavering commitment to helping those she serves.

Maura goes above and beyond for her clients—not only ensuring they achieve their goals, but also making sure they feel heard, respected, and comfortable placing their trust in her. She understands that meaningful human connection is at the heart of our work and never loses sight of the person behind each case, regardless of how complex the circumstances may be.

Beyond her outstanding work with clients, Maura is a valued teammate who is admired and respected by her peers. She is always willing to lend a helping hand, offer encouragement, and contribute to a positive, supportive work environment. Her kindness and collaborative spirit make her not only an exceptional employee but also a wonderful colleague.

Congratulations, Maura, on this well-deserved recognition. Thank you for your extraordinary commitment to our clients, your teammates, and our mission. We are grateful to have you on our team.





Meet Malsiella

Malsiella Martinez, WCAAA Service Navigator, has been an integral force as one of Western CT Area Agency on Aging's Service Navigators.. The efforts she makes towards bettering the lives of her clients goes above and beyond what's noticed. Below is an email sent by a grateful client, an email that reflects the greatness of the work she does.

Dear Ms. Martinez,

We are going to hold off on calling nursing homes for now. After our conversation, my husband went back to Glendale Nursing Home and spoke with the admissions administrator. It appears there may be a bed available. She saw how upset my husband was and said she would do everything in her power to get him into their Connecticut facility.

I also want to thank you for all your help, your willingness to assist with calling convalescent homes, and for being so patient and supportive with me. You are passionate at what you do, thank you.

Best regards,
Maria Belo



NAVIGATING TECHNOLOGY: A BEGINNER'S GUIDE TO STAYING CONNECTED

SIMPLE TOOLS FOR VIDEO CALLS, TELEHEALTH, AND STAYING SAFE ONLINE

Written by Michael Minutillo
Treasurer, WCAA Board of Directors

Technology can sometimes feel overwhelming, but it can also open doors—allowing you to see grandchildren across the country, talk to your doctor from home, attend virtual classes, and stay connected to your community. The good news is you don't need to be a computer expert to benefit from technology. Just a few simple tools can make a big difference in helping you stay independent, informed, and connected.

Whether you're using a smartphone, tablet, or computer, learning a few basic technology skills can improve your quality of life and help you stay connected to family, friends, and important services right here in Western Connecticut.



STAY CONNECTED WITH VIDEO CALLS

One of the easiest and most rewarding ways to use technology is through video calls. Seeing family and friends—even when they live far away—can reduce loneliness and help you stay connected to the people who matter most. Popular video calling apps like **Facetime (for iPhone & iPad users), Zoom, Skype, Facebook Messenger, & WhatsApp** allow you to stay connected with your loved ones.

Most families already use one of these apps, so make sure to ask a family member or friend to help set it up for the first time.

Simple Tips for Better Video Calls

As with all technology, it isn't always used without hiccups. To ensure fully connected, better video calls, here are some practical steps you can take:

1. Sit facing a window or light so you can be seen clearly
2. If possible, use Wi-Fi instead of cellular data
3. Use headphones for a clearer sound
4. Keep your device steady by placing on a table instead of holding it.

Local Tip

Many Western Connecticut libraries offer free technology help. Check with the Danbury Library, Brookfield Library, New Milford Library, or your local town library for technology assistance or classes.



TELEHEALTH: DOCTOR VISITS FROM HOME

Telehealth allows you to talk to your doctor using your phone, tablet, or computer without leaving your home. This has become very common and is especially helpful during winter months or when transportation is difficult.

Telehealth can be used for **follow-up visits, prescription renewals, mental health counseling, physical therapy consultation,** and more.

Healthcare providers such as Nuvance Health, Hartford HealthCare, and Yale New Haven Health all offer telehealth appointments.

Telehealth can save time, reduce travel, and make it easier for caregivers to participate in appointments



As more services move online, it's important to stay safe and protect your personal information. Unfortunately, scammers often target older adults, but a few simple rules can keep you safe. **Here are some safety tips you can use to stay safe online.**

- Never give your Social Security number or Medicare number to someone who calls you.
- Medicare will not call asking for personal information.
- Do not click on links from unknown emails or text messages.
- If someone asks you to send gift cards or money, it is almost always a scam.
- Use strong passwords and keep them written down in a safe place.
- When in doubt, ask a family member or trusted friend before responding.

Local Tip: You can report scams or get help through the **AARP Fraud Watch Network** or the **Connecticut Department of Consumer Protection**

That aside, technology isn't just for video calls. It can make everyday tasks easier and help you stay independent longer.

Helpful services include grocery delivery (Stop & Shop, Big Y, Instacart), prescription delivery, online banking, weather apps, medication reminder apps, ride services, smart speakers (Alexa, Google Home, etc)

These tools can make daily life safer, easier, & more convenient.

Local Resources for Learning Technology

If you aren't comfortable with technology yet, you are not alone. There are many Western CT, local resources that can help!

- Local Libraries (technology help and classes)
- Senior Centers (computer and smartphone classes)
- Western Connecticut Area Agency on Aging (WCAAA)
- AARP Senior Planet (free online technology classes)
- Community colleges and adult education programs
- Volunteer programs where students help seniors learn technology

You don't have to learn everything at once—start with one skill and build from there.

You don't need to be an expert to stay connected. Start small—maybe a video call with family, a telehealth appointment, or a class at your local library. With a little help and a little curiosity, technology can become a powerful tool for staying independent, connected, and engaged right here in Western Connecticut.

Local Resources

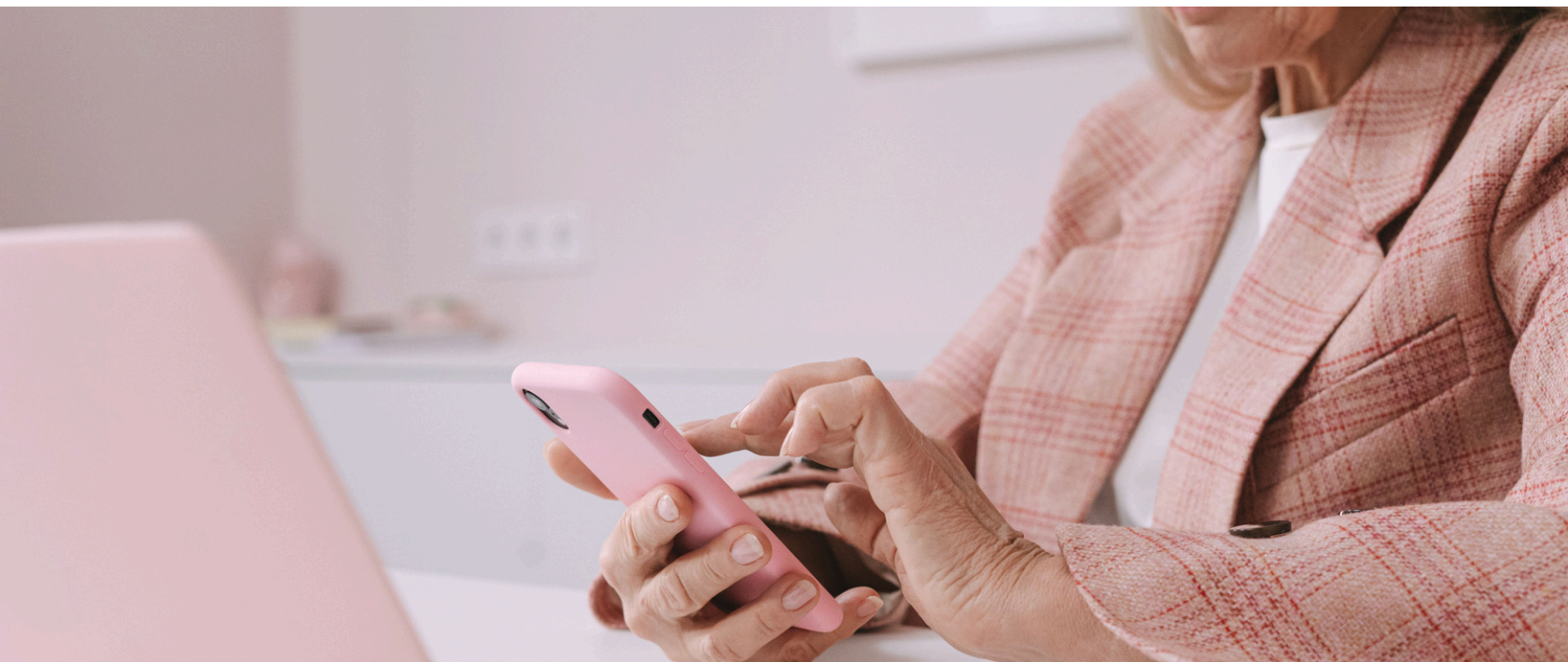
Western Connecticut Area Agency on Aging (WCAAA): www.wcaaa.org | (203) 757-5449

Local Libraries: Contact your town library for technology help and classes

AARP Senior Planet: www.seniorplanet.org

CT Consumer Protection: portal.ct.gov/dcp

2-1-1 Connecticut: Dial 2-1-1 for community services and technology resources



Supporting Compassion & Care in Our Community

Thomaston Savings Bank is proud to sponsor the Western CT Area Agency on Aging.

Learn the signs to protect seniors from financial abuse.

Elder financial abuse is often committed by someone a senior knows and trusts. Watch for unexplained withdrawals, missing funds, unpaid bills, sudden account changes, or individuals trying to control or isolate an older adult. Awareness and early action can help prevent financial exploitation.

Learn more at ThomastonSB.com/iFiU



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SERVICE NAVIGATION

Guidance. Support. Solutions.

The Western CT Area Agency on Aging Service Navigators provide free, personalized guidance for older adults (60+), individuals with disabilities (18–59), and their caregivers.

Services Offered:

-  Housing Planning
-  Aging in Place
-  Financial Support
-  Protective Services
-  Medicaid Assistance
-  Medicare Counseling
-  Employment Support
-  Legal Support & Assistance

CONTACT OUR TEAM:

203-757-5449

NAVIGATORS@WCAAA.ORG



**WESTERN CONNECTICUT
AREA AGENCY ON AGING**

SUCCESS THROUGH COLLABORATION

Keeping Clients Safe at Home

By Beatriz Torres, Lead Service Navigator

At the Western Connecticut Area Agency on Aging (WCAAA), every successful outcome is the result of collaboration, compassion, and a shared commitment to helping older adults remain safely in their homes with dignity and the highest possible quality of life.

A recent case involving Evelyn highlights the power of person-centered planning and cross-program teamwork.

Evelyn was first referred to WCAAA through the Unite Us platform while she was serving as the primary caregiver for her unmarried partner. As our Service Navigation team worked with her, it became clear that Evelyn also had significant needs of her own. Evelyn, a veteran stated she has very limited supports and after being diagnosed with atrial fibrillation (A-Fib), Evelyn became increasingly stressed as she had also recently learned she would require surgery for a hip replacement, prompting the development of a person-centered plan focused on maintaining her independence and preparing for her recovery.

Following a full left hip replacement, Evelyn faced an urgent challenge. She had no committed support available to assist her at home, placing her at risk of unnecessary institutional care. Through collaboration between WCAAA programs, staff acted quickly to put the right support in place.

Working together, the Service Navigation team coordinated with Evelyn's nephew, who agreed to become her caregiver. Simultaneously, the caregiver program team responded immediately, completing an assessment within just 29 minutes of the request so in-home respite services could begin without delay.

The collaboration did not stop there. During the same home visit, Evelyn was also enrolled in the Farmers Market Nutrition Program, providing her with access to fresh, nutritious food to support her recovery and overall well-being. Because multiple WCAAA programs worked together seamlessly, Evelyn was able to remain safely in the comfort of her own home, surrounded by familiar surroundings and supported by services tailored to her individual goals and circumstances.

This success story reflects the heart of WCAAA's mission. By breaking down program silos and working collaboratively, our staff can respond quickly to changing needs, connect clients with multiple resources through a single coordinated effort, and empower older adults to age in place **15**



with independence, dignity, and an improved quality of life.

Every partnership, every referral, and every coordinated response bring us one step closer to ensuring that older adults and individuals with disabilities have the support they need to live safely and thrive in the communities they call home.

" Beatriz you are a very nice woman, you care about your clients, and you made sure that I got services in place. I hope other veterans see this and call your agency for help. I cannot thank you enough." – Evelyn, Naugatuck, CT





Guiding an Improved Dementia Experience

New Dementia Patient & Caregiver Support is available! If you or a loved one have been diagnosed with dementia, you may be eligible for support through the federal government's new program, **GUIDE**

What is GUIDE?

GUIDE is a program developed for Medicare dementia clients and their caregivers to offer increased support and education to individuals with mild, moderate, or severe dementia. The goal of the program is to provide compassionate, person-centered support for the dementia client and their caregiver that promotes quality of life and reduces stress.

GUIDE Program Highlights:

- Services are covered at no additional cost to the client or caregiver.
- \$2,625 annually for in-home or adult day center respite (time off for the caregiver).
- Comprehensive Assessments: To understand the specific challenges and strengths of each individual and caregiver.
- Personalized Care Plans: Tailored care that adapts as needs evolve.
- Ongoing Support: Regular check-ins to help you navigate the complexities of dementia care with confidence.
- Caregiver services include training on how to best care for your loved one living with dementia, education, and respite services.

Who Qualifies?

- Individuals with a diagnosis of mild, moderate, or severe dementia
- Individuals with traditional Medicare parts A&B (not enrolled in Medicare Advantage)
- Those living at home (not in an assisted living facility, group home, or rest home), or in a long-term nursing home
- Those not enrolled in an SCO/One Care, PACE, or hospice

For More Information, Contact Us At: The Western Connecticut Area Agency on Aging



Scan QR Code or Call us at,

203-757-5449 "option 6"

Super Aging: A Super Power!

I am sure you have read or heard that to lower your risk of heart disease you should eat a certain way, or to lower your risk of diabetes you should get a certain amount of exercise, or to lower your risk of high blood pressure, you should lower your stress level, or that quality sleep is important when you're aging.

For nearly 50 years, WCAAA has served as a lifeline for seniors and individuals with disabilities across our 41-town region. Your support allows us to bridge the gap for those who need it most, whether it's providing direct services to those with limited financial means or ensuring our neighbors stay informed about critical benefits like Medicare and Medicaid.

Dr. Eric Topol's "Super Agers", the Alzheimer's Association's "Brain-Healthy Habits", and Dr. Dale Bredeisen's protocol for preventing or delaying cognitive decline all suggest a similar set of lifestyle habits to help slow aging, prevent chronic diseases, and promote a healthy lifespan. These habits help prevent or delay the onset of obesity, diabetes, cardiovascular diseases, cancers and neurodegenerative diseases.

Dr. Topol puts exercise as number one on the list, with the inclusion of aerobic, strength training and balance exercises in this category. The intensity does not have to be strenuous. Just try to increase what you're doing a bit, or add the components (aerobic, strength, or balance) if you're missing any. Silver Sneakers has a YouTube channel with over 117 exercise videos to help you reach your goals.

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(aerobic, strength, or balance) if you're missing any. Silver Sneakers has a YouTube channel with over 117 exercise videos to help you reach your goals.

Cognitive engagement from brain training helps build more connections between brain cells. As adults, we need to keep learning and keep our brains active. Brain training activities can include learning a new skill or language, taking a class in something you don't know a lot about, working puzzles, or reading books. Changing the activity to a new one if it becomes easy helps your brain keep building those new cell connections.

Finally, knowing your numbers is important in prevention. Monitoring your blood pressure, blood sugar and cholesterol levels regularly is critical for managing your health and catching a sign of disease risk early if a number starts to rise. Any consistent changes in your numbers should be addressed with your healthcare provider to discuss interventions and options to bring the numbers under control. You can't manage what you don't measure.

As Dr. Cladwell Esselstyn, a prominent physician featured in *The China Study* and *Forks Over Knives* stated "Some people think that plant-based or vegan diets are extreme or drastic. But compared to eating a western diet and then having open-heart surgery, which one is really extreme?" It seems a no-brainer, if you will forgive the pun, to follow the simple and evidence-based steps above to improve our health span and brain health, and not just our life span.

The Western CT Area Agency on Aging has created a program, Integrated Wellness and Case Management, to help seniors adopt these healthy lifestyle habits. Contact Abbey Ellner, (203) 757-5449 or aellner@wcaaa.org today for more information.

Caring for Family: One Connecticut Story

How one family's love and a Connecticut caregiver support program are keeping a family together at home



For Meriam, family has always come first. When her mother Ruth was diagnosed with dementia five years ago, Meriam made a decision that millions of family caregivers in the U.S. face: she would become Ruth's primary caregiver, keeping her care at home rather than moving her into a facility.

Keeping Life Full of Meaning

Ruth lives with Meriam and Meriam's two youngest children. Together the family swims, takes walks, and keeps active around the house. To support Ruth's cognitive health, Meriam involves her mother in simple, purposeful tasks: folding laundry, sorting socks, and sweeping. Ruth loves spending time with her daughter and grandchildren, whatever that may look like — even something as simple as picking out flowers, an activity that brings her genuine joy.

Support That Makes It Possible

Two years ago, Ruth's neurologist referred the family to Careforth's Adult Family Living program—a Connecticut Medicaid program that provides family caregivers with professional coaching, a personalized care plan, and financial support. Meriam's care team includes Sue, a care manager who brings 40 years of nursing experience and is always available to answer questions and offer guidance — whether Meriam has concerns about Ruth's care or needs support of her own.



“I’m blessed because Careforth has allowed me to keep my mom at home where she wants to be,” Meriam shared. With Careforth’s support, Meriam also built a caregiving circle: her sister serves as Ruth’s alternate caregiver, with other siblings stepping in so Meriam can rest and recharge.

Connecticut caregivers interested in learning more can visit careforth.com or scan the QR code to watch Meriam and Ruth’s full story.

Connecticut caregivers interested in learning more can visit careforth.com or scan the QR code below to watch Meriam and Ruth’s full caregiving story at careforth.com

Submitted by Careforth — Supporting Connecticut family caregivers through the Adult Family Living program



HELP AND SUPPORT FOR ALZHEIMER'S DISEASE AND RELATED DEMENTIAS

Concerned about Alzheimer's or dementia? Now what?

Living with memory loss is a journey that can last for many years. Your path will have twists and turns as each person with Alzheimer's disease and related dementias may progress differently. Persons living with dementia and their caregivers often need information, support, and guidance along the way.

In Connecticut, getting help begins with a phone call:

Call your local **Area Agency on Aging (AAA)** at **1-800-994-9422**. AAA is a trusted source of information and assistance, where older adults can turn to find specialized information, support, and service options in their area: respite programs, in-home care, Medicare counseling, healthy aging programs, and more.

You can also call the Alzheimer's Association at 1-800-272-3900.

The Association has a **24/7** helpline that provides expert advice, care consultation, and referrals at both national and local levels. They also offer assistance with trainings, support groups, prevention, diagnosis, and treatment. **www.alz.org/ct**



CONNECTICUT'S ROAD MAP FOR ALZHEIMER'S DISEASE AND RELATED DEMENTIAS



Get a diagnosis

Dementia is not a normal part of aging. A diagnosis can help you manage next steps.



Get treatment options

There are medical and non-medical ways to manage the condition.



Address safety

Address driving, home safety issues, and wandering.



Make a plan

Get help with legal/financial planning.



Get connected

Access support groups, senior centers, and healthy living programs.



Learn more

Get educated about Alzheimer's disease and related dementias.



Learn about care options

Understand how care needs may change over time.



Call

Area Agencies on Aging
1-800-994-9422
Alzheimer's Association
1-800-272-3900

Scan this QR code
to learn more





Where Connection Happens



UConn

Explore new ideas, enjoy fun activities, and connect with interesting people. The Osher Lifelong Learning Institute (OLLI) at UConn Waterbury offers lifelong learning, friendship, and community for people 50+ all in one place.



COME AND SEE FOR YOURSELF!

✉ osher@uconn.edu ☎ 475-222-6261 🌐 <https://olli.uconn.edu>



Put Life Back Into Your Life! Consider a Live Well Workshop

Are you an adult age 60 or older with an ongoing health condition or care for someone with an ongoing health condition?

You'll get the support you need, find practical ways to deal with pain and fatigue, discover better nutrition and exercise choices, understand new treatment choices, and learn better ways to talk with your doctor and family about your health.

If you have conditions such as diabetes, arthritis, high blood pressure, heart disease, chronic pain, anxiety, the Live Well Workshop can help you take charge of your life.

About Live Well...

- FREE 2 ½-hour Live Well Workshop, held once a week for six weeks.
- Learn from trained volunteer leaders with health conditions themselves.
- Set your own goals and make a step-by-step plan to improve your health—and your life.
- Learn about decision-making, problem-solving, communication skills, action planning, healthy eating, physical activity, and dealing with difficult emotions.



"The workshop put me back in charge of my life, and I feel great. I only wish I had attended this sooner."

Feel better.

Be in control.

Do the things you want to do.



For more information about future Live Well Workshops,

**please call WCAAA at
203-757-5449 ext. 161**

or visit our website www.wcaaa.org

"It's your life, live it well!"

What to expect from the Live Well Workshops:

- Workshops are highly participatory.
- Mutual support and success build participants' confidence in their ability to manage their health and maintain active and fulfilling lives.
- Each participant is guided to tailor the workshop content to their own needs.
- Workshops can be offered in-person, virtually, or by phone.
- Two trained leaders facilitate the workshops.
- Participants receive a Living a Healthy Life with Chronic Conditions book to accompany the workshop topics.



Topics covered include:

- * Appropriate exercises for improving strength and endurance
- * Falls prevention
- * Healthy eating
- * Better breathing techniques
- * Appropriate use of medication
- * Working more effectively with healthcare providers
- * Communicating better with friends and family
- * Learning to communicate with oneself
- * Communicating effectively with the health care system
- * Action-planning, problem-solving, decision-making



Something to Smile About: WCAAA & CT Foundation for Dental Outreach's Pilot Dental Clinic

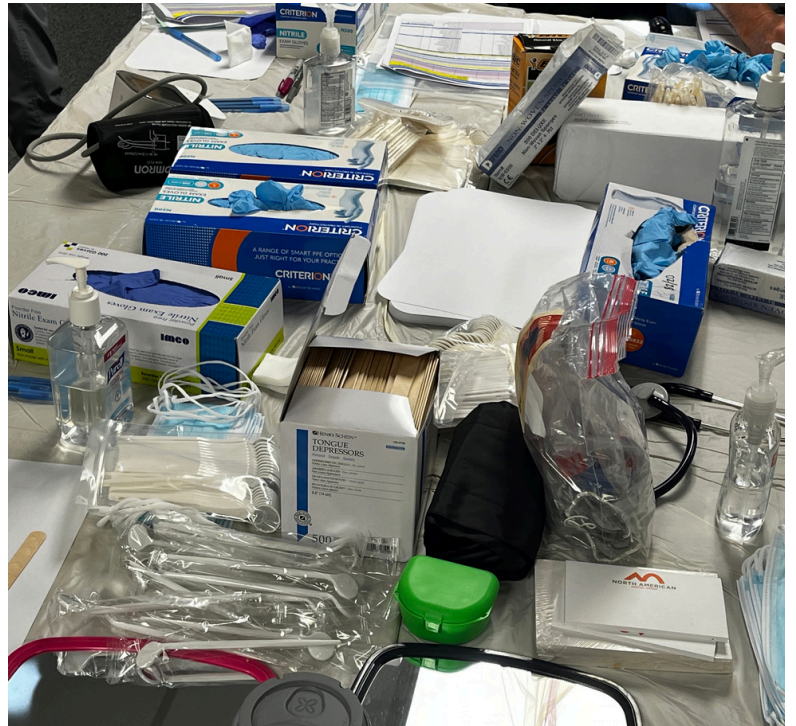
By Nehway Sahn, Executive Assistant

On September 11th, 2026, the Western Connecticut Area Agency on Aging (WCAAA) opened its doors to seniors residing select Northwest CT towns for its first screening for the dental clinic, created in partnership with CT Foundation for Dental Outreach & CT Mission of Mercy (MOM).

84 Progress Lane was filled with older adults in need of free dental care. Dentists and dental assistants awaited the older adults upstairs to greet them with a smile, meeting them to assess their needs and offer appointments.



“I think this is going pretty well,” she said.

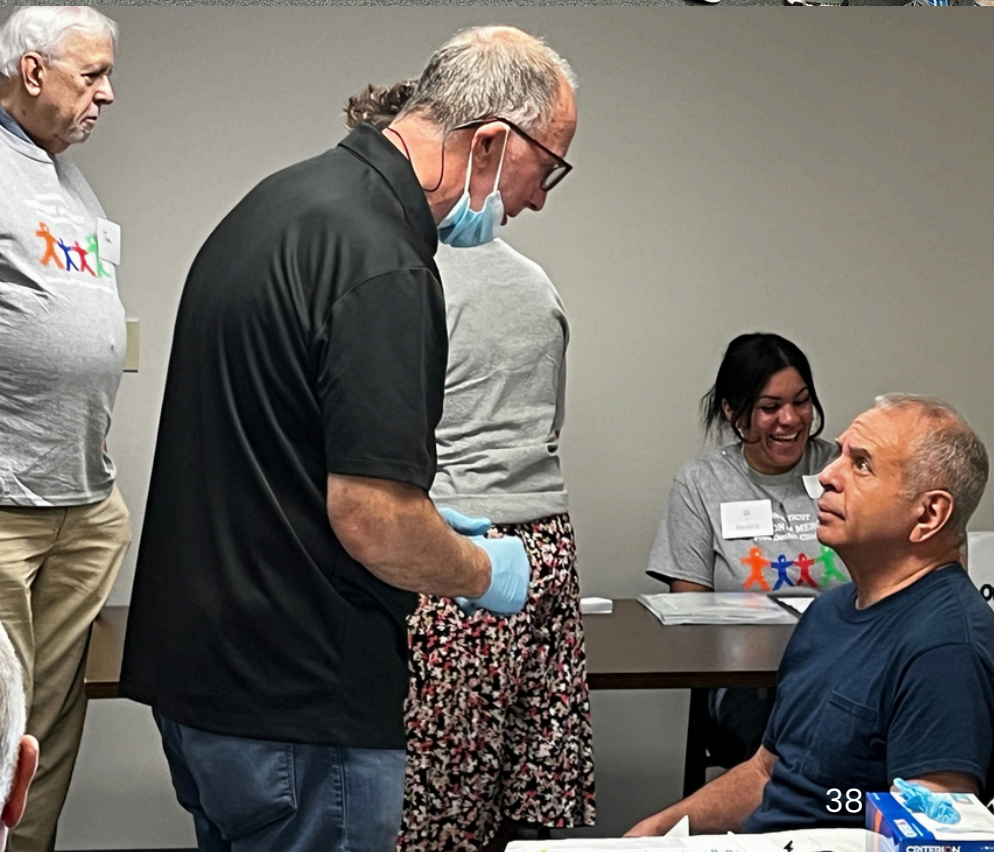


“Alright, sir, oral hygiene... 8:30 AM...” says Beatriz, pen in hand, writing with precision on a mini appointment card, “We’ll see you on the 23rd.”



CT Foundation for Dental Outreach (CFDO) volunteers arrived bright and early to the Agency on Aging, Lisa Perry, CFDO's Executive Director laid out the foundations for providing the best possible care.





The Western CT AAA & CFDO first came in contact for this clinic as early as last winter, with the objective of assessing the need for dental care in Western Connecticut.

While the initial reach is intended for residents of Waterbury, Watertown, Cheshire, Prospect, Wolcott, Naugatuck, Middlebury, Southbury, and Litchfield, the initial reach was Waterbury clients, but with the grants provided, the Agency & Foundation hope – with the success of this clinic – to expand and offer dental care to WCAAA’s 41-town region.

With this clinic, the agency is hoping to contribute to healthy and happy smiles for our community.

A Ray of Sun

by Tricia Hadden, WCAAA

Living without you seems impossible
Because you weren't just part of my life.
You were my life.
You were woven into everything.
Every plan I made.
Every decision.
Every moment.

And now you're gone.
And I'm supposed to just... keep going?
How?

How do I live in a world that doesn't
have you in it?
How do I make plans for a future you're
not part of?

I don't know how to do this.
I wake up every morning and for a split
second, I forget.
And then I remember. And the weight of
it crushes me all over again.

You're gone.
And I have to live an entire day without
you.
And then another.
And another.
For the rest of my life.
That feels impossible.

I don't want to learn to live with it.
I don't want to get used to a life without
you in it.
I don't want this to become my normal.

Everything feels wrong now.
I go through the motions. I do what I'm
supposed to do. I show up. I function.
But I'm not living. Not really.



I'm surviving.
Barely.
Just getting from one day to the next.
Trying not to drown in the weight of
missing you.
I'm just... here.
Existing.
Going through the motions of a life that
doesn't feel like mine anymore.
Because my life had you in it.
And now it doesn't.
And I don't know who I am in this
version.
I don't know how to be me without you.
Every day feels like I'm walking through fog.
Like I'm watching my life happen from behind glass.
I can see it.
I can participate in it.
But I can't actually feel it the way I used to.



Because you were what made it
real.

You were what made it matter.
And without you, it's all just
noise.

I know I'm supposed to keep
living.

I know that's what you'd want.

I know life goes on whether I'm
ready or not.

But living without you seems
impossible.

And some days, I don't know if
I'm strong enough to keep doing
it.

But I get up anyway.

I keep breathing.

I keep moving forward.

Not because I want to.
Not because I know how.
But because I don't have a
choice.

Living without you seems
impossible.

But somehow, I'm still here.

Raymond William Malinosky, Jr
December 30th 1963 - December 25th, 2025



B.R.I.D.G.E

MEDICARE MADE SIMPLE

Working Past 65?

Understanding Medicare, Employer Health Coverage, and HSA Rules in 2026

By the WCAAA B.R.I.D.G.E Team

If you are becoming eligible for Medicare and plan to continue working, or are covered under a spouse's employer health plan, it is important to understand how Medicare coordinates with employer coverage. Knowing the rules can help prevent coverage gaps, penalties, and unexpected costs.

If you have a Health Savings Account (HSA), remember that once you enroll in Medicare, you can no longer contribute to your HSA. Continuing contributions after Medicare enrollment may result in tax penalties.

Most people become eligible for Medicare when they turn age 65. Others qualify for Medicare after receiving

Social Security Disability Insurance (SSDI) benefits for 24 months. Individuals diagnosed with End-Stage Renal Disease (ESRD), permanent kidney failure requiring dialysis or a kidney transplant, may qualify for Medicare earlier.

MEDICARE AND HEALTH SAVINGS ACCOUNTS (HSAS)

Many individuals who work beyond age 65 have a High Deductible Health Plan (HDHP) paired with an HSA. While this can be an effective way to save for healthcare expenses, special Medicare rules apply. Once enrolled in Medicare Part A, Part B, or both, you are no longer eligible to contribute to an HSA. If you are delaying Medicare enrollment and later apply for Social Security retirement benefits, Medicare Part A may be retroactive for up to six months (but no earlier than the month you became eligible for Medicare). Because of this rule, individuals should consider stopping HSA contributions before Medicare enrollment to avoid excess contributions and potential tax consequences.

You may continue to use funds already accumulated in your HSA to pay for qualified medical expenses, including Medicare deductibles, copayments, coinsurance, and certain Medicare premiums. Consult your tax advisor or benefits administrator for guidance regarding your specific HSA situation.



Before You Delay Medicare, Read This!

✓ Delaying Medicare Part B when working for an employer with fewer than 20 employees.

✓ Continuing to contribute to a Health Savings Account (HSA) after enrolling in Medicare.

✓ Assuming retiree health coverage works the same as active employer coverage.

✓ Failing to verify with Human Resources or the benefits administrator which insurance pays first.

A simple misunderstanding about Medicare and employer coverage can lead to higher healthcare costs, coverage gaps, tax penalties, or late enrollment penalties. If you are unsure how Medicare coordinates with your employer health plan, contact a CHOICES Counselor for free, unbiased guidance.

203-757-5449
Option 4. Or
1800-994-9422

UNDERSTANDING COORDINATION OF BENEFITS

When a person has both Medicare and employer-sponsored health insurance, one insurance pays first and the other pays second.

The insurance that pays first is called the primary payer. The insurance that pays second is called the secondary payer.

The primary payer determines covered services and provider networks. The secondary payer may help cover some of the remaining costs after the primary plan has processed the claim.

The order of payment depends on several factors, including:

- Whether Medicare eligibility is based on age, disability, or ESRD
- Whether the beneficiary is actively working.
- The size of the employer sponsoring the health plan.

If you are unsure of your employer's size, contact your Human Resources (HR) department or benefits administrator.

IF YOU ARE ELIGIBLE FOR AGE-BASED MEDICARE (65+)

Employer with 20 or More Employees

- Group Health Plan pays first.
- Medicare pays second.
- Individuals may delay Part B while covered by active employer coverage and qualify for a Special Enrollment Period (SEP) later.

Employer with Fewer Than 20 Employees

- Medicare pays first.
- Group Health Plan pays second.
- Failure to enroll in Medicare when first eligible can result in coverage gaps and potential penalties.

Important: Employer coverage rules can vary. Before delaying Medicare enrollment, contact your employer's HR department or benefits administrator to confirm how your coverage coordinates with Medicare.

IF YOU HAVE END-STAGE RENAL DISEASE (ESRD)

Individuals under age 65 who qualify for Medicare due to disability have different coordination of benefits rules:

Employer Has 100 or More Employees

- Group Health Plan pays first.
- Medicare pays second.

Employer Has Fewer Than 100 Employees

- Medicare pays first.
- Group Health Plan pays second.

MULTI-EMPLOYER AND UNION HEALTH PLANS

If your health insurance is provided through a union or multi-employer plan, coordination rules may vary. Contact your employer, union representative, or benefits administrator to determine how your coverage coordinates with Medicare.

RETIREE HEALTH COVERAGE

Retiree health coverage is different from active employee coverage. If you are retired and covered by a retiree health plan, Medicare generally pays first and the retiree coverage pays second.

Because retiree coverage is not considered coverage based on current employment, it generally does not allow individuals to delay Medicare Part B enrollment without the risk of late enrollment penalties or gaps in coverage.

Before retiring or leaving employer coverage, review your Medicare enrollment options carefully to ensure a smooth transition and avoid interruptions in coverage.

QUESTIONS ABOUT MEDICARE AND EMPLOYER COVERAGE?

Don't risk costly mistakes. CHOICES Counselors offer free, unbiased, and confidential assistance to help you understand your Medicare options and avoid coverage gaps or penalties. We are just a phone call away:

1-800-994-9422 OR 203-757-5449 OPTION 4



Connecticut's Official SHIP/CHOICES Program

Help your community navigate
Medicare with free, unbiased support.

**Become a State SHIP Certified and be
that resource your community
needs...no sales, no pressure.**

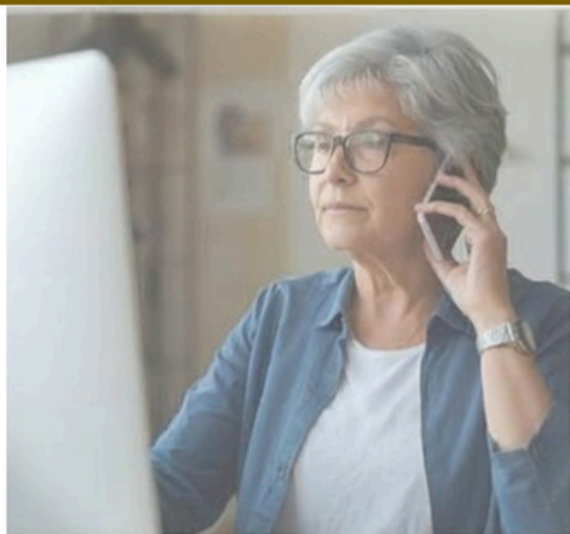
We train you!

MORE INFO





Medicare Open Enrollment
Period starts October 15th,
and ends December 7!



SHIP/CHOICES counselors
provide free, unbiased, &
confidential Medicare
guidance.

They do not sell insurance,
they simply help people
understand their options.

**Not sure if your Medicare
plan is still the right fit?**

*Certified counselors
can help...*

- See how your current plan will change in the new year.
- Check if your doctors and prescriptions are still covered.
- Compare Medicare Advantage & Part D plans.
- Find ways to lower your out-of-pocket costs.
- Act before the December 7 deadline.

*...and you? have you taken the time to
review your plan and confirmed you will
be covered next year?*

Call us now

1-800-994-9422

Don't Miss Your Opportunity to Save on Medicare Costs!

Medicare Open Enrollment 2026 Starts Soon

Medicare plans change every year, and so do your healthcare needs. The plan that worked best for you this year may not be the best option for 2026. Take the time to review your coverage and make sure your Medicare plan still meets your needs.

The Medicare Annual Open Enrollment Period runs from October 15–December 7, 2026. During this time, Medicare beneficiaries can review their options and make changes with help from a certified SHIP (CHOICES) Counselor at the Western Connecticut Area Agency on Aging (WCAAA). Appointments fill quickly each year, so don't wait until the last minute. Schedule your appointment early to ensure you have time to compare your options and make an informed decision.

During the 2025 Annual Medicare Open Enrollment Period, CHOICES Counselors serving the 41 towns covered by WCAAA helped Medicare beneficiaries save more than \$1 million by reviewing prescription drug plans and Medicare Advantage plans.

SHIP/CHOICES Counselors **provide free, unbiased, confidential, and non-commission-based counseling** to help Medicare beneficiaries understand their coverage options, compare plans, and learn about programs that may help lower healthcare costs, including the Medicare Savings Program and Medicaid (HUSKY Health).

What Can You Do During Medicare Open Enrollment?

During October 15–December 7, you can:

- Join a new Medicare Advantage Plan or Medicare Prescription Drug Plan (Part D)

- Switch from Original Medicare to Medicare Advantage
- Switch from Medicare Advantage back to Original Medicare (with or without a Part D plan)

Changes made during Open Enrollment take effect January 1, 2027.

Why Should You Review Your Plan? Even if you are happy with your current Medicare plan, it is important to review your coverage every year because:

- Your health needs, medications, or preferred providers may have changed.
- Prescription drug plans may change covered medications, costs, or pharmacy networks.
- Medicare Advantage plans may change provider networks, benefits, premiums, or out-of-pocket costs.

A plan that was affordable last year may cost more in 2027, or another plan may better fit your needs.

How Do I Know If I Should Change Plans?

Start by reviewing your plan's:

- Annual Notice of Change (ANOC)
- Evidence of Coverage (EOC)

You can also compare Medicare plans using Medicare.gov or meet with a certified SHIP/CHOICES Counselors who can review your options with you.

SHIP/CHOICES Counselors are the first door to Medicare, providing free, unbiased guidance by phone, Zoom, or in person.

To schedule an appointment, contact WCAAA at 203-757-5449 option #4 or 1-800-994-9422. Visit our website at www.wcaaa.org for Medicare Open Enrollment updates and resources.



Dear SHIP/CHOICES Counselor

I am turning 65 in November 2026 and I am very confused about Medicare, especially when it comes to my prescriptions. I currently take several medications, and my biggest concern is being able to afford them. I have heard Medicare changed some of the prescription rules recently, including a limit on out-of-pocket costs, but I do not understand how it works. I do not have a lot of income, but I do have some savings. Will Medicare help with my prescriptions? Do I need to choose a drug plan? Are there programs that can help me lower my medication costs? - Marissa, Naugatuck CT

Dear Marissa,

Thank you for reaching out with your question. We are happy to help you better understand your Medicare options and available resources

When you become eligible for Medicare at age 65, your healthcare coverage will change, and you will have important decisions to make. Medicare Part A and Part B cover many medical services, but they generally do not cover most outpatient prescription medications. To have prescription coverage, you will need to enroll in **either** a

- Medicare Prescription Drug Plan (Part D) or a
- Medicare Advantage Plan that includes prescription drug coverage- also known as Medicare Part C.

Medicare prescription costs have changed in recent years, and there are important protections in place to help beneficiaries manage medication expenses. **Beginning in 2025 and continuing into 2026, Medicare Part D includes a yearly out-of-pocket limit for covered prescription drugs. In 2026, once a Medicare beneficiary's out-of-pocket costs for covered Part D medications reach \$2,100, the beneficiary will no longer have to pay additional covered prescription drug costs for the remainder of that calendar year.**

This protection helps beneficiaries who take expensive medications avoid unlimited prescription expenses. However, the \$2,100 limit applies only to covered Part D medications and does not mean all medications are automatically free. Choosing a Part D plan that covers your specific prescriptions and reviewing assistance programs like Extra Help (LIS) and Medicare Savings Program (MSP) can provide additional savings.

Extra Help (Low-Income Subsidy)

Extra Help is a federal program designed to assist Medicare beneficiaries with limited income and resources who need help paying for prescription drug costs. Depending on eligibility, Extra Help may assist with: lower or no Part D monthly premiums, Part D deductibles, or protection from higher medication costs.

Many individuals qualify for this program and do not realize they are eligible. It's always best connect with a SHIP/CHOICES counselor to help determine your eligibility.

Medicare Savings Program

You may also want to explore Connecticut's Medicare Savings Program. MSP helps eligible Medicare beneficiaries with Medicare expenses. Depending on the level of eligibility, benefits may include (1) payment of your Medicare Part B premium, or (2) help with Medicare cost-sharing expenses.

In Connecticut, if you apply for and are approved for any level of the Medicare Savings Program (MSP), including Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), or Additional Low-Income Medicare Beneficiary (ALMB), you are automatically connected to the Low-Income Subsidy (LIS), also known as "Extra Help," for Medicare prescription drug costs.

This means you do not need to submit a separate application for Extra Help. Once approved for MSP, the information is shared with Medicare, and Extra Help can help lower your Part D prescription costs by reducing premiums, deductibles, and medication copayments. This is one of the many reasons applying for MSP can provide significant savings and make Medicare coverage much more affordable.

A SHIP/CHOICES counselor can review your income and resources to determine which programs may be available to you.

Manufacturer Assistance Programs & Prescription Savings Cards

While these resources are not a replacement for Medicare insurance or a Part D plan, they may help provide temporary support with prescription costs until you are enrolled in Medicare prescription coverage.

Many pharmaceutical companies offer manufacturer assistance programs, savings cards, or coupons that may help eligible individuals lower the cost of certain brand-name medications. These programs often have income and eligibility requirements and may provide significant savings for qualifying medications. Individuals can check directly with the medication manufacturer or use resources that help connect consumers with available programs, such as:

- NeedyMeds: A resource that connects individuals with available medication assistance programs. | <https://www.needymeds.org/>
- RxAssist: Helps individuals find pharmaceutical manufacturer assistance programs. | <https://www.rxassist.org/>

**INDEPENDENCE
WITH
SAFETY &
PEACE OF MIND**

Contact Us Today!

info@LivingWithoutLimits.org





Prescription Discount Programs:

Additional savings may be available through prescription discount resources such as

- GoodRx: A mobile app and website that provides prescription discount coupons that may lower the cost of certain medications. | <https://www.goodrx.com/>
- ArrayRx: A prescription discount program offering savings through participating pharmacies. | <https://www.arrayrxsolutions.com/>

Please remember: these programs are not insurance and generally cannot be combined with Medicare Part D coverage, but they may provide savings on certain prescriptions, while exploring longer-term coverage options.

Federally Qualified Health Centers (FQHCs):

Community Health Centers provide healthcare services on a sliding fee scale based on income. Many FQHCs also have pharmacy resources, medication assistance programs, or access to discounted medication pricing through participating pharmacies. These centers may be another option to explore if prescription costs become difficult to manage.

Review Medications with Your Healthcare Provider

It may also be helpful to speak with the doctor who prescribes your medications. Your provider may be able to discuss lower-cost alternatives, including generic medications, similar medications, or other treatment options that may reduce your monthly expenses while still meeting your healthcare needs.

Charitable Organizations & Local Community Resources

Some nonprofit organizations, community clinics, and local programs may offer assistance with healthcare expenses, including prescription medications. Availability varies depending on eligibility and available funding.

Town-Based Prescription Assistance Programs

Some towns in Connecticut offer prescription assistance programs for residents who are uninsured or whose medications are not currently covered. These programs are typically limited to residents of that specific town. For example, some municipalities, such as Salisbury, have offered prescription assistance resources. You may want to contact your town's Social Services Department or Municipal Agent for the Elderly to ask what programs may be available in your community.

Important Medicare Enrollment Reminder:

When you turn 65, you will have a 7-month Initial Enrollment Period. This includes

- 3 months before your birth month
- Your birth month
- 3 months after your birth month

We recommend beginning the Medicare enrollment process during the 3 months before your birthday month to help avoid delays and ensure your coverage begins on time.

Medicare can feel overwhelming, but you do not have to navigate it alone. CHOICES counselors provide free, unbiased assistance to help you compare options, understand your benefits, and connect you with programs that may help lower your healthcare and prescription costs.

Please contact us at 203-757-5449 x 4 or 1800-994-9422 to speak with a certified CHOICES counselor and receive personalized assistance. We're always happy to help!

Regards,

*Your CHOICES
Counselor*



**ALL HANDS IN
VOLUNTEER TODAY!**

CHOICES/SHIP VOLUNTEERS NEEDED

Certified CHOICES Counselors provide free and unbiased information to help older adults and disabled persons navigate Medicare and understand their health insurance options.

As a CHOICES Counselor, you become an important resource for older adults in your community to help them navigate Medicare.

Being a CHOICES certified counselor is a wonderful way to give back to your community.

Come join a fun, collaborative and supportive CHOICES team at WCAAA.

To learn more about CHOICES or for further information, please contact the CHOICES Regional Coordinator at Western CT Area

Agency on Aging at:
(203) 757-5449 ext. 100.

Volunteer Spotlight:

Eugene Brandon

Certified SHIP/CHOICES Counselor

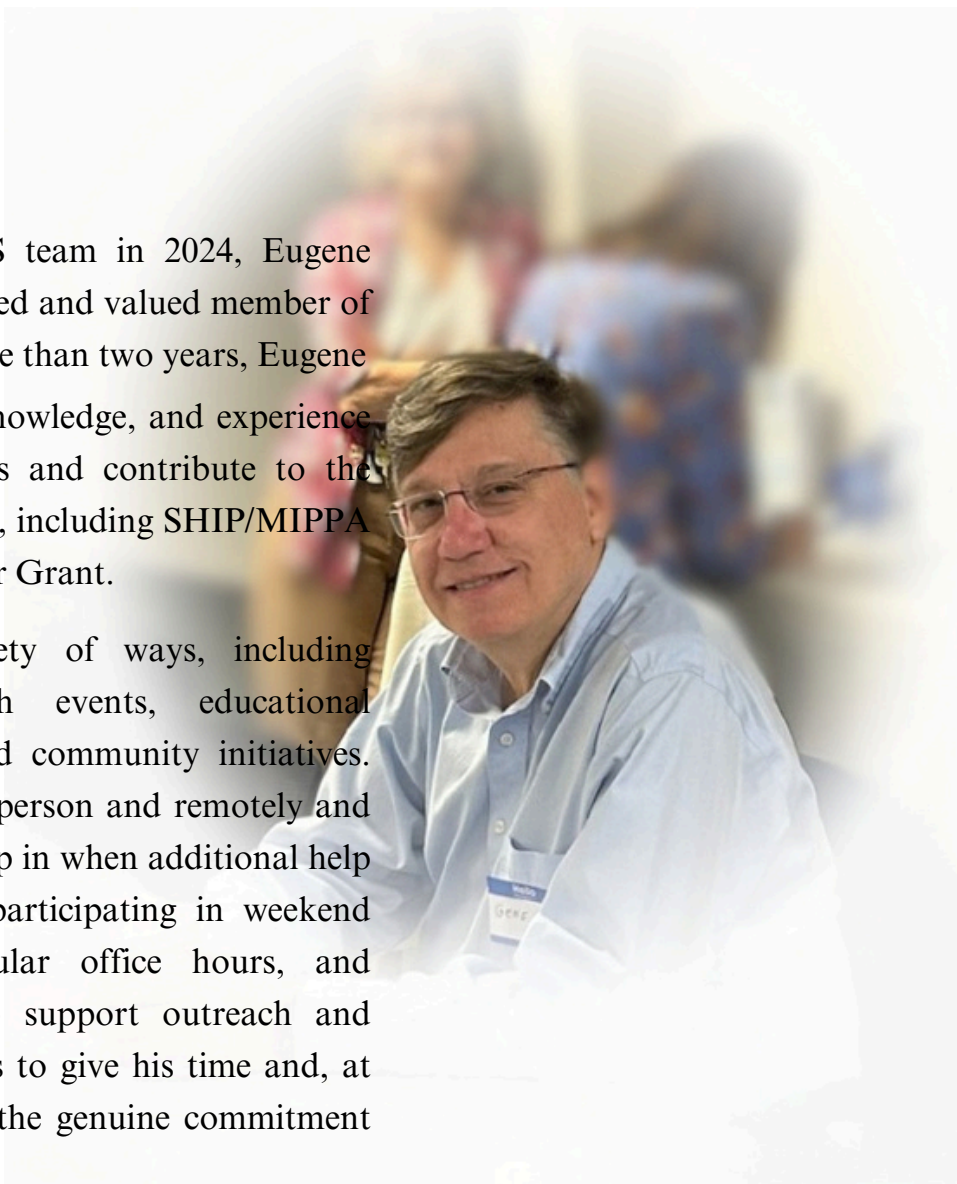
A True Volunteer

Meet Eugene.

Since joining our CHOICES team in 2024, Eugene Brandon, has been a dedicated and valued member of our volunteer team. For more than two years, Eugene has generously shared his time, knowledge, and experience to support Medicare beneficiaries and contribute to the work of the BRIDGE Department, including SHIP/MIPPA and the Benefits Enrollment Center Grant.

He has contributed in a variety of ways, including individual counseling, outreach events, educational activities, recruitment efforts, and community initiatives. He has provided support both in person and remotely and has consistently been willing to step in when additional help was needed. This has included participating in weekend activities, assisting outside regular office hours, and traveling significant distances to support outreach and community events. His willingness to give his time and, at times, personal resources reflects the genuine commitment he brings to serving others.

What particularly stands out about Eugene is the care and attention he brings to every counseling session. He takes the time to provide thorough, detailed, and individualized guidance, carefully listening to each client and tailoring the conversation to their needs. He makes sure clients understand the information and options being discussed, welcomes questions, and never makes someone feel rushed. His patience, empathy, and understanding are especially meaningful for individuals who may be new to Medicare and unsure of where to begin.



Eugene's approach goes beyond simply providing information. He strives to ensure that each person leaves the conversation feeling heard, supported, and more confident in making informed decisions. His knowledge combined with his genuine compassion has made him a trusted resource for the individuals he serves and a valuable part of our volunteer team.

Interested in Volunteering with Us?

It's easy to make a difference! Simply sign up today by scanning the QR code below, and a dedicated team member will reach out to guide you through the process. Whether you're looking to gain valuable experience or make a positive impact in your community, we'll help you get started on your volunteering journey with us. Join our mission today and be part of something meaningful!

Becoming a Certified CHOICES Counselor



While every CHOICES volunteer brings their own strengths, experiences, and dedication to the program, this spotlight recognizes the unique contributions Eugene has made over the past two-plus years. His willingness to embrace new initiatives, support the BRIDGE Department, and make himself available when there is a need is truly appreciated.

We are incredibly grateful for Eugene's time, generosity, compassion, and continued commitment to the people and communities we serve. Thank you, Eugene, for being a wonderful example of the spirit of volunteerism and for making a meaningful difference in the lives of so many individuals!

Being new to Medicare, I felt overwhelmed and didn't know where to begin, but Eugene took the time to walk me through everything step by step and made sure I understood my options. He was patient, kind, and genuinely caring, and by the end of our conversation, I felt much more confident and reassured about making the right choices for myself. — Southbury resident

CHOICES Counselor Appreciation Event

By Chelcy Htoo, B.R.I.D.G.E.



With the help of Kiara and the team, we set up a nice food spread for the counselors. They helped arrange everything and made the space feel welcoming and ready for everyone to enjoy.

EVENT HIGHLIGHTS



Celebrated our CHOICES counselors and volunteers



Guest speakers from Social Security, CMS, and SMP



Valuable information on Medicare, retirement benefits, and resources



Fun Kahoot trivia game and friendly competition



Time to connect, celebrate, and recognize another successful year

This year, the B.R.I.D.G.E department proudly celebrated another year of the incredible dedication and hard work of our CHOICES counselors and volunteers. Following a particularly busy and hectic Open Enrollment season, we wanted to take a moment to recognize and appreciate the many hours our volunteers dedicated to supporting community members. Their commitment, compassion, and service make a meaningful difference, and we truly could not do this work without them.

Key Insights from Our Guest Speaker



Benjamin F. Rhodes III

Metropolitan Public Affairs Specialist

From the Social Security Administration, joined us to discuss Social Security benefits, retirement benefits, and how Medicare and Social Security work together to support beneficiaries.



Audrey Cole

Program Coordinator for Senior Medicare Patrol (SMP)

SMP Coordinator, joined us to briefly speak about the SMP program and the important resources available to support Medicare beneficiaries.



Melanie Lambert

Metropolitan Public Affairs Specialist

We were also pleased to welcome Melanie Lambert from the Centers for Medicare Advocacy (CMA), who shared information about the role of CMS and how the agency supports CHOICES counselors in assisting beneficiaries and navigating complex cases. (they usually do appealing)

Picture Highlights from the Event

Benjamin from the Social Security Administration (SSA) presented valuable information to CHOICES counselors, sharing updates and resources to help strengthen our ability to assist clients with Social Security-related questions and services.



Melanie shared an overview of the Centers for Medicare & Medicaid Services (CMS), offering important updates and information to help CHOICES counselors stay informed and better assist Medicare beneficiaries.

A Little Friendly Competition!

We wrapped up the event with an exciting CHOICES Kahoot game! Many staff shared how much they enjoyed participating and joked that the questions should have been a little more competitive- which only goes to show how knowledgeable our CHOICES counselors truly are.



Audrey provided an overview of her program, highlighting available services, resources, and opportunities for collaboration to better support the individuals we serve.



Thank you!

Your dedication, compassion, and commitment to serving our community do not go unnoticed.

We are so grateful for all that you do!

Concierge care.
For them.
And you.

Schedule a private consultation to see if Senior Advocate Services is right for you and your family.



**DEEP
FRAUD
ALERT**

45

#::~text=Here%20in%20the%20Boston%20Division,in%20New%20Hampshire
%20lost%20%244%2C144%2C467



SHIP

State Health Insurance
Assistance Program

**Navigating
Medicare**

WE WERE LOOKING FOR YOU!

Join Connecticut's Official SHIP/CHOICES Program

- Help Your Community.
- Support Neighbors on Medicare.
- Become a Trusted Local Resource.
- No sales. No pressure.
Just helping people.

2027 TRAININGS

Spring Training

(application deadline 02/02/2027)

Fall Training

(application deadline 07/01/2027)

Call to find out exact dates .

WHAT IS SHIP/CHOICES?

CHOICES is Connecticut's SHIP program. It's free, unbiased Medicare help for CT residents.

Counselors help people understand:

- *Medicare & Medicaid
- *Prescription drug plans
- *Medicare Advantage & Medigap
- *Programs that save money on healthcare costs

SHIP Counselors

- *DO NOT sell insurance plans
- *DO NOT get paid commissions.

SHIP consumers make informed choices regarding their health insurance... no pressure, no sales, just honest and unbiased help!

ONE PERSON CAN CHANGE A TOWN

Communities with local CHOICES counselors enjoy faster help, informed residents, and trusted Medicare support close to home.

✨ YOU CAN MAKE THAT
DIFFERENCE!

Scan or click on
QR code to get
started



CALL US

203-757-5449 X 100

to learn more

WHO CAN JOIN?

You might be a great fit if you are:

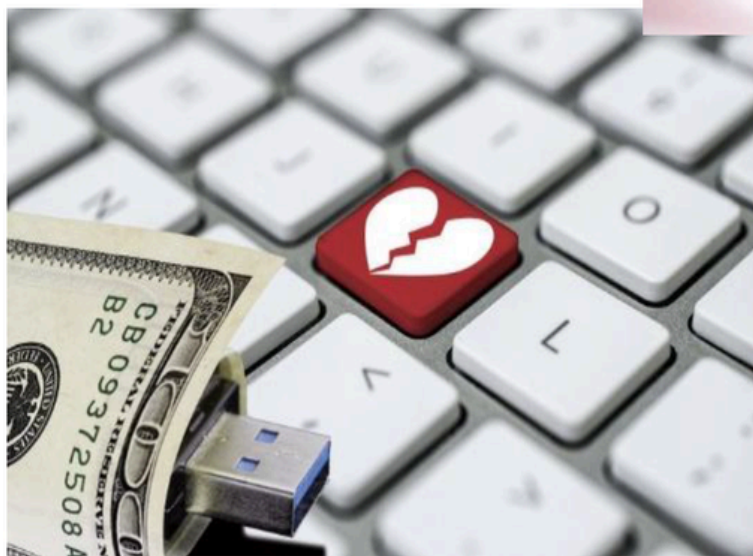
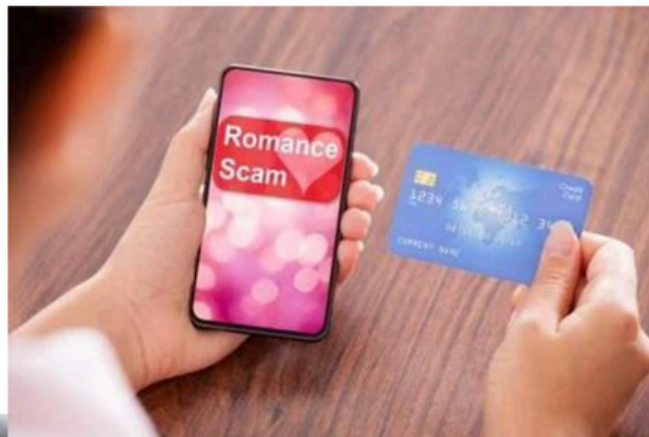
A caring community member | Retired or semi-retired
Someone who enjoys helping others | Comfortable learning and explaining information | Looking for meaningful volunteer work

**No prior Medicare experience
required, we train you!**



How Medicare & Romance/Cryptocurrency Scams Intersect:

Depending on which state you live in, if a Medicare beneficiary is enrolled in the federal Medicare Savings Program (MSP) and becomes a victim of a romance/cryptocurrency scam, their MSP benefits may be reduced/ eliminated. How could this happen? If residing in states (e.g., Connecticut) that do not consider assets when enrolling in MSP, and then take out funds from retirement accounts, those monies then become income and may put beneficiaries above income limits of the MSP in some states.



Never Ever:

- Give out personal information if you did not initiate contact first
- Click on sponsored advertising links, where criminals are very active
- Post personal information on your social media accounts
- Respond to fear threats such as "if you don't do this" ... something bad will happen, or "tell no one"
- Think a scammer may be a legitimate government entity because they have partial information on you that needs correcting

REMEMBER:

- Watch out for 3-4 holiday weekends!
- Artificial Intelligence (AI) can Clone images & voices of you, your family & friends ... always contact that person you know directly
- Create a "safe" word to confirm a person is real and knows you



Senior Medicare Patrol (SMP) provides information needed to *PROTECT* you from Medicare fraud, errors, or abuse; *DETECT* potential fraud, errors, or abuse; and *REPORT* your concerns. Please call your local CT Area Agency on Agency at 1-800-994-9422

This publication is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$416,470 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.



Common Medicare Fraud Schemes:

- Ambulance
- Cardiac Genetic Testing
- COVID-19
- Durable Medical Equipment (DME)
- Genetic Testing
- Home Health Care
- Hospice
- Medical Identity Theft
- Medicare Card Scams
- Misleading Marketing and Marketing Violations
- Nursing Home Care
- Outpatient Mental Health Care
- Pharmacy and Prescription Drug
- Remote Patient Monitoring (RPM)

**PLEASE CALL YOUR LOCAL CT AREA AGENCY ON AGING TO REPORT
SUSPECTED FRAUD, ERRORS OR ABUSE IN MEDICARE**



e Prevent
e Detect
e Report

1-800-994-9422
SMPRESOURCE.ORG
SUPPORTED BY GRANT# 90MPRC0002 FROM ACL

STRUGGLING TO COVER HEALTH OR FOOD COSTS?

WE CAN HELP!

Your Gateway To State, Federal & Local Benefits Starts Here!



SNAP (FOOD STAMPS)

Helps you afford groceries every month



HUSKY (MEDICAID)

Low-cost health insurance coverage for individuals & families,



MSP (MEDICARE SAVING PROGRAM)

Help pays for Medicare premiums, deductibles, and co-pays



LIS (EXTRA HELP FOR MEDICATION)

Reduces your prescription drug costs and plan premiums

Call Us Today! Free, Confidential & Unbiased Support

Get personalized help applying for benefits with our B.R.I.D.G.E team

1-800-994-9422 | 203-757-5449 option 4

84 Progress Lane, Waterbury. CT 2nd floor | www.wcaaa.org |



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¿Necesita ayuda para cubrir sus gastos de salud o comida?

¡Estamos aquí para ayudarle!

¡Su puerta de acceso a beneficios estatales, federales y locales comienza aquí!



SNAP (CUPONES DE ALIMENTOS)

Le ayuda a pagar sus compras de alimentos cada mes.



HUSKY (MEDICAID)

Opciones de seguro médico a bajo costo



MSP (PROGRAMA DE AHORROS DE MEDICARE)

Ayuda a cubrir los costos de primas, deducibles y copagos de Medicare



LIS (AYUDA ADICIONAL DE MEDICARE)

Ayuda a reducir el costo de sus medicamentos recetados y las primas del plan.

¡Llámenos hoy! Asesoría gratuita, confidencial e imparcial.

Le ayudamos paso a paso a solicitar beneficios con nuestros consejeros certificados de SHIP y nuestro equipo de apoyo.

1-800-994-9422 | 203-757-5449 # 4

84 Progress Lane, Waterbury. CT 2nd floor | www.wcaaa.org |



Esta publicación cuenta con el apoyo de la Administración para la Vida Comunitaria (ACL, por sus siglas en inglés), del Departamento de Salud y Servicios Humanos de los Estados Unidos (HHS, por sus siglas en inglés), como parte de una subvención por un total de \$577,233, financiada en un 100% por ACL/HHS. El contenido es responsabilidad de los autores y no necesariamente representa las opiniones oficiales ni constituye un respaldo por parte de ACL/HHS o del Gobierno de los Estados Unidos.



SHIP

Navigating Medicare

Information Referral And Assistance

Your First Call For Aging & Disability Resources



Our Information, Referral, and Assistance (IR&A) Specialist is here to listen and connect you with programs and services that may help—at no cost. We provide guidance on resources related to housing, transportation, in-home support, and more, tailored for older adults and people with disabilities.

If you're an adult aged 60+ or a person with a disability aged 18+, reach out to an IR&A Specialist. Depending on your needs, we may connect you with a Service Navigator or our Aging and Disability Coordinator for more in-depth support, all free of charge.

OUR IR&A STAFF PROVIDES INFORMATION ON:

- Financial & Emergency Assistance
- Housing Resources
- Transportation Options
- Health, Wellness & Senior Activities
- Caregiver Support
- Aging in Place with Home Supports
- Legal Assistance
- Medicaid & Medicare Guidance
- Food & Nutrition Programs
- Longterm Services & Supports

Questions? Contact our office
info@WCAAA.org
203.757.5449



HOUSING RESOURCE GUIDE FOR WESTERN/NORTHWESTERN CONNECTICUT



Housing Definitions

Subsidized rental housing is for seniors and people with disabilities whose health and physical mobility enable them to live independently with minimal assistance. Most sites accept people who are at least 62 years old, but some accept those starting at age 55. Income is at or below 80% of the median income, and rent varies but is usually no more than 30% of income. Most sites listed are operated by local housing authorities, but some are owned by private nonprofit organizations that receive government grants or loans.

Continuing Care Retirement Communities

Continuing Care Retirement Communities (CCRCs), also known as life care communities, provide lifetime housing and services through contractual agreements. Residents sign a residency agreement with a continuing care provider, requiring an entrance fee and monthly payments. CCRCs offer varying levels of care, allowing residents to transition as their needs change while remaining on campus. Admission typically requires a health screening, and residents must be able to live independently at the time of entry.

Retirement Communities

Retirement communities are designed for independent, healthy older adults. These age-restricted communities offer apartments, single-family homes, or condominiums for rent or purchase, with varying services and fees. Most provide recreational activities and supportive services, with costs ranging from moderate to high based on amenities. They may have strict maintenance rules and require monthly fees in addition to rent or mortgage payments.

Resident Services Coordination

Housing environments may differ regarding the services they are required to provide, as well as the services they are prohibited from offering. In addition to providing different types of services (e.g. Assisted Living, Alzheimer's Independent living, etc.), housing communities can offer varying degrees of the same service. They also vary in terms of (1) the residents they serve, 2) whether they are required to be licensed to operate, 3) their conditions for requiring when residents must move to another level of care and 4) costs.

Subsidized Housing

Elderly housing communities may employ Resident Services Coordinators (RSCs) to assist residents in maintaining independence. RSCs identify needs, coordinate supportive services, and monitor service delivery. They also address community-wide concerns, advocate for residents, and organize social activities. RSCs may work full- or part-time, serving a single community or multiple housing sites."

Skilled Nursing Facilities

Also known as Chronic and Convalescent Nursing Homes, Skilled Nursing Facilities provide comprehensive care for individuals with chronic, unstable, or uncontrolled conditions requiring significant daily assistance. These facilities offer medical supervision for non-surgical treatment of chronic diseases or recovery from acute illnesses or injuries. Some residents may have physical or mental impairments preventing independent living. While skilled nursing care is provided under medical supervision, residents do not require hospitalization.

Assisted Living Facilities

An assisted living designation in this directory applies to managed residential communities that provide supportive services through a licensed Assisted Living Services Agency (ALSA), as regulated by the Connecticut Department of Public Health. These communities either hold an ALSA license or contract with a licensed provider.

Managed residential communities must offer core services, including laundry, transportation, housekeeping, meals, recreational activities, and maintenance. While ALSAs typically do not provide skilled medical care, they support residents with chronic and stable conditions. Residents live in apartment-style units, paying monthly fees, with additional charges for extra services.

Congregate Living

Congregate living facilities are for mostly self-sufficient individuals who need limited support to live independently. They offer private living spaces, common dining areas, social activities, housekeeping, and at least one daily meal. However, they do not provide in-unit assistance, healthcare, or medication management, and they are not licensed. Those requiring supervision, daily assistance, or extensive services are generally not suitable for congregate housing.

Residential Living

Residential care communities are intended for people who are basically independent with their activities of daily living but still should not be living alone. These facilities provide a room, meals and supervision, but no nursing services. Services vary from facility to facility but may include dietary and housekeeping services, monitoring and administration of prescription medication, and social opportunities. Residential care communities in Connecticut are licensed by the Department of Public Health. They also accept Medicaid/Title 19.

Independent Living

Independent living communities are age-restricted rental housing, though some may allow younger individuals with disabilities. Residency is obtained through rental contracts or leases. These communities typically offer fewer amenities than upscale retirement communities & services, rules,

and occupancy requirements vary based on management decisions and legal regulations. While not licensed, they must meet building and safety codes. Designed for individuals who can live independently with minimal assistance, residents are responsible for arranging any supportive services they may need. Some communities have Resident Services Coordinators to help connect residents with community-based resources.

Housing Authorities

BETHEL

Bethel Housing Authority

25 Reynolds Ridge, Bethel, CT 06801

Phone: (203) 797-9909

Fax: (203) 797-0068

Email: office@bethelhousingauthority.org

BROOKFIELD

Brookfield Housing Authority

3 Brooks Quarry Road, Brookfield, CT 06804

Phone: (203) 775-1403

Fax: (203) 740-8714

Website: www.brookfieldct.gov/housing-authority

CHESHIRE

Cheshire Housing Authority

50 Rumberg Road, Cheshire, CT 06410

Phone: (203) 272-7511

Fax: (203) 271-7511

Email: cheshirehousing@aol.com

DANBURY

Danbury Housing Authority

2 Mill Ridge Road, Danbury, CT 06811

Phone: (203) 744-2500

Fax: (203) 797-1864

Website: www.hacdct.org

LITCHFIELD

Litchfield Housing Authority

111 Wells Run, Litchfield, CT 06759

Phone: (860) 567-5308

Website: www.townoflitchfield.org/housing-authority

NAUGATUCK

Naugatuck Housing Authority

16 Ida Street, Winsted, CT 06098

Phone: (860) 379-4573

Fax: (860) 379-0430

Website: <http://www.winchesterhousing.org>

NORTH CANAAN

North Canaan Housing Authority

132 Quinn, North Canaan, CT 06018

Phone: (860) 824-0521

Email: wangumvillage@yahoo.com

TORRINGTON

Torrington Housing Authority

110 Prospect Street, Torrington, CT 06790

Phone: (860) 482-3581

Fax: (860) 482-3581

Website: <https://torringtonhousingauthority.org>

WATERBURY

Waterbury Housing Authority

2 Lakewood Road, Waterbury, CT 06704

Phone: (203) 596-2640

Fax: (203) 596-4877

Email: info@waterburyha.org

WATERTOWN

Watertown Housing Authority

1091 Buckingham Street, Watertown, CT 06795

Phone: (860) 274-0598

Fax: (860) 945-9731

Email: lori@watertownhousingauthority.com

WOLCOTT

Wolcott Housing Authority

10 Kenea Ave, Wolcott, CT 06716

Phone: (203) 879-8100

Fax: (203) 879-8105

WINCHESTER

Winchester Housing Authority

80 Chestnut Street, Winsted, CT 06098

Phone: (860) 379-4573

Fax: (860) 379-0430

Website: <http://www.winchesterhousing.org>

Bantam

Bantam Village

Address: 48 West Street, Litchfield, CT 06750-1719

Phone: 860-567-4438

Phone: 860-668-5342

Age: 62+ or Persons with Disabilities.

Bethel

Cascades

Address: 13 Park Lawn Drive, Bethel, CT, 06801-1043

Phone: 203-830-7390

www.bethelhealthcare.com

Age: 62+ or Persons with Disabilities.

Bethel Congregate

Address: 101 Simeon Road, Bethel, CT 06801

Phone: 203-790-9744

Age: 62+ or Persons with Disabilities.

Reynolds Ridge

Address: 25 Reynolds Ridge, Bethel, CT, 06801

Phone: 203-797-9909

Age: 62+ or Persons with Disabilities.

Units vary: 80 units

Bethel Health Care

Address: 13 Park Lawn Drive, Bethel, CT

Phone: 203-830-4180

Email: **bethel-info@nathealthcare.com**

Bethlehem

North Purchase

Address: 11 Jackson Lane, Bethlehem, CT, 06751

Phone: 203-266-5353

Age: 62+ and person with disabilities.

Brookfield

Charter Senior Living of Brookfield

Address: 291 Federal Road, Brookfield, CT, 0009

Phone: (203) 742-1547

Age: 62+

Memory Care Dpt.

Units: 125

North Canaan

Geer Village

Address: 77 South Canaan Road, 06018

Number: 860-824-2600

Assisted living/senior housing/ Skilled Nursing

Beckly House

Address: 85 South Canaan Road, CT, 06018

Number: 860-824-7884

Age: 62+ and adults with disabilities for the town of North Canaan.

Wangum Village

Address: 132 Quinn Street, North Canaan, Ct 06018

Number: 860-824-0521

Age: 62+ and adults with disabilities for the town of North Canaan.

Station Place APTS- HUD Housing

Address: 107 Whitford Court, North Canaan, CT, 06018

Number: 860-824-7979

Site Manager- Sonedara Porter

stationx@carrproperty.com

Age: 62+ or person with disabilities.

Pets are not allowed, only service animals.

15 housing vouchers available.

Geer Village Nursing & Rehabilitation Center

Address: 99 South Canaan Road, Canaan, CT, 06018

Phone Number: 860-824-5137

Cheshire

Elim Park Baptist Home

Address: 140 Cook Hill Road, Cheshire, CT 06410

Number-203-272-3547

Age: 62+ or Persons with disabilities.

www.elimpark.com

Beachport Apartments

Address: 50 Rumberg, Cheshire, CT, 06410

Number: 203-272-7511

Age: 62+/ Person w/ disabilities.

Cheshire Hillside Village I & II

Address: 175 East, Mitchell Av, Cheshire, CT, 06410-4125

Number: 203-272-3781

Age: 62+ or Persons with disabilities.

Cheshire Housing Authority

Address: 50 Rumberg Rd, Cheshire, CT 06410

Number: (203) 272-7511

Marbrige Retirement Center

Address: 665 West Main Street, Cheshire, CT, 06410

Phone Number: 203-272-2901

Units: 25

Cornwall

Bonney Brook

Address: 33 Kent Road South, Cornwall Bridge, CT 06754

Phone: (860) 619-8194

Fax: (860) 619-8195

bonneybrook@ehmchm.org

Kugeman Village

Address: 256 Kent Rd, Cornwall, CT, 06753

Phone: 860-672-4430

Units -18

Danbury**Maplewood at Danbury**

Address: 22 Hospital Ave, Danbury, CT, 06810

Phone Number: (203) 429-0501

Units available

Spring Village at Danbury

Address: 8 Glen Hill Road, Danbury, CT, 06811

Phone Number: 203-748-0506

Augustana Home/Bishop Curtis Homes

Address: 88 Main Street, Danbury, CT 06810

Number: (203) 791-8510

Crosby Manor- Danbury

Address: 84 West Wooster Street, Danbury, CT, 06810

Phone Number: 203-744-2500

62+ and Persons with disabilities.

Danbury Towers – Subsidized Housing

Address: 40 William Street, Danbury CT, 06810

Phone Number: 203-748-6670

62+ and Persons with disabilities.

Eden Drive Apartments

Address: 146 Eden Drive, Danbury CT, 06810

Contact Name: Guido Gualpa

Phone Number: (203) 744-6533

Fairfield Mill Ridge

Address: 42 High Ridge Road, Danbury, CT 06810

Phone Number: 203-744-2501

Glen Apartments

Address: 25 Memorial Drive, Danbury, CT 06810

Phone Number: 203-744-2500

Ives Manor

Address: 198 Main Street, Danbury, CT, 06810

Phone Number: 203-744-2500/203-797-0301

Kimberly Place

Address: 19 Main Street, Danbury, CT, 06810

Phone Number: 203- 797-1919

Palace View Senior Housing

Address: 132 Main Street, Danbury, CT 06810

Phone Number: (203) 778-5502

Wooster Manor

Address: 36 W. Wooster Street, Danbury, CT, 06810

Phone Number: 203-744-2500

62+ and Persons with disabilities.

Brookside Rest Home, Inc

Address: 134 Franklin Street, Danbury, CT, 06811

Phone Number: 203-743-9130

Harborside Glen Crest

Address: 3 Glen Hill Road, Danbury, CT, 06810

Phone Number: 203-790-9161

Civita Care Center of Danbury

Address: 107 Osborne Street, Danbury, CT, 06811

Phone Number: 203-792-8102

Havencare at Filosa

Address: 13 Hakim Street, Danbury, CT, 06810

Phone Number: 203-744-3366

Autumn Lake Healthcare at Glen Hill

Address: 1 Glen Hill Road, Danbury, CT, 06811

Phone Number: 203-744-2840

Pope John Paul II Center for Health Care

Address: 33 Lincoln Av, Danbury, CT, 06810

Phone Number: (203) 385-2527

Harwinton**Wintergreen**

Address: 21 Wintergreen Circle, Harwinton, CT

06791

Phone Number: 860-485-1200

Fax: (860) 485-9200

wintergreen@ehmchm.org

Kent**Templeton Farm Apartments**

Address: 16 Swift Lane, Kent, CT, 06757

Phone Number: 860-927-4000

Disabilities- Units 24

www.ehmchm.org

Morning Star

Address: 38 Elizabeth Street, Kent CT, 06757

Phone Number: 860-927-3272

Litchfield

Brandywine Litchfield by Monarch

Address: 19 Constitution Way, Litchfield, CT 06759

Phone Number: (860) 567-9500

Bantam Falls - Housing Authority

Address: Doyle Road, Litchfield, CT, 06759

Phone Number: 860-567-5308

Age 62+ or Persons with Disabilities.

Wells Run

Address: 111 Wells Run Road, Litchfield, CT 06759

Phone Number: 860-567-5308

Age 62+ or Persons with Disabilities.

Woodside Heights

Address: 500 Woodside Av, Middlebury, CT, 06762

Phone Number: 203-758-2936

Age: 62+

www.ehmchm.org

Middlebury

New Horizons, Inc

Address: 11 Nutmeg, Rd, Middlebury, CT, 06762

Phone Number: 860-673-8893

Age: 18+ Persons with Disabilities.

Morris

Eldridge Senior Housing

Address: 109 East Street, Morris, CT, 06763

Phone Number: 860-567-5876

Naugatuck

George B. Lewis

Address: 71 Osborne Rd, Naugatuck, CT, 06770

Phone Number: 203-729-8214

Age: 62+

George B Lewis II

Address: 1013 Weid Drive, Naugatuck, CT, 06770

Phone Number: 203-729-8214

Age 62+

Oak Terrace- Building 20

Address: 53 Conrad Street, Naugatuck, CT, 06770

Phone Number: 203-723-9201

Age 62+ or Persons with Disabilities.

Robert E. Hutt Congregate

Address: 480 Millville Av, Naugatuck, CT 06770

Phone Number: 203- 723-2972

Age 62+ or Persons with Disabilities.

Freelove Manor

Address: 246 Quinn Street, Naugatuck, CT, 06770

Phone Number: 203-720-2936

Beacon Brook Health Center

Address: 89 Weid Drive, Naugatuck, CT, 06770

Phone Number: 203-729-9889

Takes Title-19

Unit: 126

Glendale Center

Address: 4 Hazel Ave, Naugatuck, CT, 06770

Phone Number: 203-723-1456

Units :119

New Milford

Butter Brook Hill Apartments

Address: 105 Butter Brook Hill New Milford, CT, 06770

Phone Number: 860- 355-0814

Age 62+

Chestnut Grove

Address: 200 Chestnut Grove, New, Milford, CT, 06776

Phone Number: 860-350-9950

62+, Units 40

Glen Ayre

Address: 1 Glen Ayre Drive, New Milford, CT, 06776

Phone Number: 860- 350-6505

glenayre@ehmchm.org

Candlewood Vally Health & Rehab

Address: 30 Park Lane East, New Milford, CT, 06776

Phone Number: 860-355-0971

Village Crest Center for Health and Rehabilitation

Address: 19 Poplar Street, New Milford, CT, 06776

Phone Number: 860-354-9365

Newtown

Benchmark at Newtown

Address: 2 Boulevard, Newtown, CT, 06470

Phone Number: 203-689-7886

The Cascades at Stone Bridge

Address: 139 Toddy Hill Road, Newtown, CT, 06470

Phone Number: 203-426-5847

Newtown

Maplewood at Newtown

Address: 166 Mt. Pleasant Road, Newtown, CT, 06470
Phone Number: 203-426- 8118

Nunnawauk Meadows

Address: 3 Nunnawauk Rd, Newtown, CT, 06470
Phone Number: 203-426-5000
Age 62+ or Persons with Disabilities.

Norfolk

Meadowbrook Apartments

Address: 9 Shepard Road, Norfolk, CT, 06058
Phone Number: 860-542-5470
28 units

North Canaan

Station Place Apartments

Address: 107 Whitford Ct, North Canaan, CT 06018
Phone Number: (860) 824-7979

Wangum Village

Address: 132 Quinn Street, North Canaan, CT, 06018
Phone Number: 860-824-0521

Oakville

Woodview Apartments Oakville

Address: 88 Cobb Street, Oakville CT, 06779
Phone Number: 860-274-1789

Woodview Apartments Oakville

Address: 88 Cobb Street, Oakville CT, 06779
Phone Number: 860-274-1789

Redding

Ridge Crest at Meadow Ridge

Address: 100 Redding Rd, Redding, CT, 06890
Phone Number: 203-544-1000
Toll #: 877-544-8100

Meadow Ridge

Address: 100 Redding Rd, Redding, CT, 06890
Phone Number: 203-544-1000
Toll #: 877-544-8100

Ridgefield

Benchmark at Ridgefield Crossings

Address: 640 Danbury Rd, Ridgefield, CT 06877
Phone Number: 203-431-2255

Ballard Green

Address: 25 Gilbert Street Ridgefield, CT, 06877
Phone Number: 203-438-9845

Laurel Ridge Health Care Center

Address: 642 Danbury, CT, Ridgefield, CT, 06877
Phone Number: 203-438-8226

Roxbury

Bernhardt Meadow

Address: 19 Bernhardt Meadow Lane, Roxbury, CT, 06783
Phone Number: 860-355-3017

Salisbury

Noble Horizons

Address: 17 Cobble Road, Salisbury, CT, 06068
Phone Number: **860-435- 9851**

Sharon

Sharon Health Care Center

Address: 27 Hospital Hill Rd, Sharon, CT, 06069
Phone Number: 860-364-1002

Southbury

Monarch Southbury

Address: 655 Main Street, Southbury, CT, 06488
Phone Number: 203-267-7100

Pomperaug Woods

Address: 80 Heritage Rd, Southbury, CT, 06488
Phone Number: 203-262-6555

The Watermark at East Woods

Address: 611 E Hill Rd, Southbury, CT 06488
Phone Number: 203-262-6868

Grace Meadows, I. II

Address: 380 North Poverty Rd, Southbury, Ct, 06488
Phone Number: 203-264-3228

Grace Meadows III, IV

Address: 273 Roxbury Rd, Southbury, CT, 06488
Phone Number: 203-264-3311

Lutheran Home of Southbury

Address: 990 Main Street, North Southbury, CT, 06488
Phone Number: 203-264-9135

Southbury (continued)

White Oak Manor

Address: 688 Main Street, North Southbury, CT, 06488

Phone Number: 203-264-5491

River Glen Health Care

Address: 162 South Britain Rd, Southbury, CT, 06488

Phone Number: 203-264-9600

Thomaston

Green Manor

Address: 63 Green Manor, Thomaston, CT, 06787

Phone number: 860-283-5174

Units 62

Grove Manor

Address: 11 Grove Street, Thomaston, CT, 06787

Phone Number: 860-283-5607

Torrington

Cottage at Litchfield Hills

Address: 376 Goshen Road, Torrington, CT, 06790

Phone Number: 860-489-8022

Keystone Place at Newbury Brook

Address: 1058 Litchfield St, Torrington, CT 06790

Phone Number: (860) 387-4130

Laurel Acres & Laurel Acres Annex

Address: 523 Tarringford West Street, Torrington, CT, 06790

Phone Number: 860-482-3581

Michael Koury Terrace

Address: Tucker Drive, Torrington CT, 06790

Phone Number: 860-482-3581

Thompson Heights

Address: 301 Litchfield, CT, 06790

Phone Number: 860-482-3581

Torrington West Apartments

Address: 356 Tarringford West Torrington, CT, 06790

Phone Number: 860-489-7328

Torrington Towers:

Address: 52 Summer Street, Torrington, CT, 06790

Phone Number: 860-482-3581

Willow Gardens

Address: 52 Willow Street, Torrington, CT 06790

Phone Number: 860-482-3581

Workman Apartments

Address: 244 Forest, Torrington, CT, 06790

Phone Number: 860-482-0016

Luna Health and Rehabilitation Center

Address: 225 Wyoming Av, Torrington, CT, 06790

Phone Number: 860-482-8563

Litchfield Woods Health Care Center

Address: 255 Roberts St, Torrington, CT 06790

Phone Number: 860-489-5801

Torrington Center For Nursing & Rehabilitation

Address: 80 Fern Drive, Torrington, CT, 06790

Phone Number: (860) 294-7300

Valerie Manor

Address: 1360 Tarringford Street, Torrington, CT, 06790

Phone Number: 860-489-1008

Wolcott Hall Nursing Center

Address: 215 Forest Street, Torrington, CT, 06790

Phone Number: 860-482-8554

Waterbury

Autumn Lake Healthcare at Bucks Hill

Address: 2817 North Main Street, Waterbury, CT, 06706

Phone Number: (203) 757-0731

Units: 90

Bishops School House

Address: 47 Beacon Street, Waterbury, CT, 06704

Phone Number: 203-755-2416

Nottingham Towers

Address: 31 Nottingham Terrace, Waterbury, CT, 06704

Phone Number: 203-756-7356

Age 62+

Units: 165

Cheshire House Health Care and Rehab

Address: 3396 East Main Street, Waterbury, CT, 06705

Phone Number: 203-754-2161

East Gates Apartments**Address:** 2171 East Main Street, Waterbury, CT, 06705**Phone Number:** 203-575-1680**Units:** 44**East Gates Apartments II****Address:** 36 Maybury Circle, Waterbury, CT, 06705**Phone Number:** 203-754-7683**Edwin D Bergin Towers****Address:** 70 Lakewood Ave, Waterbury CT 06705**Phone Number:** 203-596-2646**Units:** 76**Age 62+ or Persons with Disabilities.****Enterprise Apartments****Address:** 13 Cherry Ave, Waterbury, 06702**Phone Number:** 203-755-2416**Age 62+ or Persons with Disabilities.****Exchange Place Towers****Address:** 44 Center Street, Waterbury, CT, 06702**Phone Number:** 203-755-1000**Units:** 150**Elton Residential Care Home****Address:** 30 W Main St #1, Waterbury, CT 06702**Phone Number:** (203) 756-1229**Units:** 96**Franklin D Roosevelt Apartments****Address:** 27-95 Kearney Drive Waterbury, CT 06704**Phone Number:** 203-596-2646**Units:** 48**Grace House Apartments****Address:** 25 Abbot Terrace Waterbury, Ct, 06702**Phone Number:** 203-591-9177**Units:** 40**Josephine Towers****Address:** 24 Union Street, Waterbury, CT, 06706**Phone Number:** 203-597-0340**Age 62+ or Persons with Disabilities.****Waterbury (continued)****Kelly Apartments****Address:** 119-125 Fairmount Street, Waterbury, CT 06706**Phone Number:** 203-596-2646**Age 62+ or Persons with Disabilities.****Lambda Pho Apts****Address:** 330 Bishop St #401, Waterbury, CT 06704**Phone Number:** (203) 574-0363**Linden Grove****Address:** 79-80 Street, Waterbury, CT, 06702**Phone Number:** 203-573-9924**Units:** 44**Carriage Manor****Address:** 157 Hillside Ave, Waterbury, CT 06710**Phone Number:** (203) 574-2317**Units:** 17**Mattatuck Health Care Facility****Address:** 9 Cliff Street, Waterbury, CT, 06710**Phone Number:** 203-573-9924**Units:** 43**Ottone Apartments****Address:** Leasing Office, 60 Phoenix Ave, Waterbury, CT 06702**Phone Number:** (203) 527-4122**Units:** 115**Plaza on the Green****Address:** 2 North Main Street, Waterbury, CT, 06702**Phone Number:** 203-755-0846**Age 62+ or Persons with Disabilities.****Prospect Towers****Address:** 34 Prospect, Waterbury, CT, 06702**Phone Number:** 203-575-1680 x112**Units:** 151**Pinewood Manor on Pine Street****Address:** 53 Pinewood Street, Waterbury, CT, 06710**Phone Number:** 203-756-5187**Units:** 13**Robin Ridge Towers****Address:** 990 West Main Street, Waterbury, CT, 06708**Phone Number:** 203-753-9818**Units:** 144**Southmayd Home, Inc****Address:** 250 Columbia Blvd, Waterbury, CT, 06710**Phone Number:** 203-754-0360**Units:** 35

The Village at East Farms**Address:** 180 Scott Rd, Waterbury, CT 06705**Phone Number:** 203-757-7660**Waterbury Center Rehabilitation Center****Address:** 177 Whitewood Road, Waterbury, CT 06704**Phone Number:** 203-757-9491**Webster School Apartments****Address:** 90 Platt Street, Waterbury, CT, 06704**Phone Number:** 203-755-2416**Age 62+ or Persons with Disabilities****Units 42****Wilby School House****Address:** 42 Pine Street, Waterbury, CT, 06710**Phone Number:** 203-755-2416**Age 62+ or Persons with Disabilities.****William E. Kelley Apartments****Address:** 119-125 Fairmont Street, Waterbury, CT 06705**Phone Number:** (203) 721-8249**30 Units****Age 62+ or Persons with Disabilities.****Vally Mall Manor****Address:** 80 Glenbrook Av, Waterbury, CT, 06705**Phone Number:** 203-754-3443**Units 56****Watertown****Country Ridge****Address:** 1091 Buckingham Street, Watertown, CT, 06795**Phone Number:** 860-274-0598**Units: 40****Age: 62 + or Persons w/ Disabilities****Apple Rehab Watertown****Address:** 35 Bunker Hill Road, Watertown, CT, 06795**Phone Number:** 860-274-5428**Accepts Title-19****Gardenbrook Residential Care Program****Address:** 470 Straits Turnpike, Watertown, CT, 06795**Phone Number:** 860-274-8905**Pleasant View Manor****Address:** 225 Bunker Hill Road, Watertown, CT, 06795**Phone Number:** 860-945-3700**Units: 18****Truman Terrace****Address:** 100 Steel Brook Road, Watertown, CT, 06795**Phone Number:** 860-274-0598**Units: 40****Age: 62 + or Persons w/ Disabilities****Woodview Apartments****Address:** 88 Cobb Street, Watertown, CT 06779**Phone Number:** 860-274-1789**Units: 80****Age: 62 + or Persons w/ Disabilities****Winchester/Winsted****Chestnut Grove Apartments****Address:** 80 Chestnut Grove Apartments, Winsted, CT, 06098**Phone Number:** 860-379-4573**Units 79****Director:** Betsy Soto**Email:** betsy@winchesterhousing.org**Greenwoods Gardens Apartments****Address:** 31 Gay Street, Winsted, CT 06098**Phone Number:** 860-379-1752**Units: 40****Director:** Betsy Soto**Email:** betsy@winchesterhousing.org**Laurel Commons****Address:** 75-81 Gay St, Winsted, CT 06098**Phone Number:** 860-379-7001**Units: 44****Director:** Ann Marie Ovitt**Email:** aovitt@ctrealestatemanagement.com

Carriage Maker Place Apartments

Address: 19 Gay Street, Winsted, CT 06098

Phone: 860-379-7001

Units: 32

Director: Ann Marie Ovitt

Email: aovitt@ctrealestatemanagement.com

Susan M.B. Perry Apartments

Address: 117 Spencer Street, Winsted, CT 06098

Phone: 860-738-1115

Units: 20 Units

Director: Allison Kittredge

Email: akittredge@demarcomc.com

The Glen Apartments

Address: 130 Willow Street, Winsted, CT 06098

Phone: 860-529-1111

Units: 48

Director: Marisol Medina

Email: mmedina@millennium-realty.com

Wolcott**Chestnut Apartments**

Address: 40 Edgemont Lane Wolcott, CT 06716

Phone: (203) 879-1658.

Fax: (203) 879-0255

Units: 39

Countryside Apartments

Address: 12 Wolf Hill Road, Wolcott, CT, 06716

Phone Number: 203-879-0254

62+ or Person with Disabilities

Units: 109

Laurel Ridge

Address: 45 Edgemont Lane Wolcott, CT 06716

Phone: (203) 879-4101

Fax: (203) 879-4123

Wolcott View Manor Health and Rehabilitation Center

Address: 50 Beach Road, Wolcott, CT, 06716

Phone Number: 203-879-8066

Units: 129

WOODBURY**Premier Care of Woodbury**

Address: 280 Middlebury Rd Turnpike, Woodbury, CT, 06798

Phone Number: 203-263-2009

Unites: 15

Spruce Bank Farm

Address: 823 Main Street, South Woodbury, CT, 06798

Phone Number: 203-266-4628

Units: 60

Something wrong?

If you see information needing to be corrected,
please email us at info@wcaaa.org

TRANSPORTATION RESOURCE GUIDE FOR WESTERN/NORTHWESTERN CONNECTICUT

The guide aims to provide comprehensive information on transportation services available to seniors, individuals with disabilities, and the public in Western Connecticut. The guide includes fixed-route transit, paratransit, dial-a-ride services, medical transportation, and other local and regional options. If you find we have missed a resource, please contact WCAAA so we can update the listing.

Key to Transportation Services

ADA Paratransit

A bus service for people with disabilities of any age. This service complements regular bus routes with shorter buses.

- Eligibility: Individuals with disabilities prevented from using fixed-route bus or rail services.
- Service Area: Operates within ¾ mile of a fixed bus route or rail station.
- Service Hours: Same as the fixed route schedule.
- Fare: No more than twice the regular fixed route fare.
- Reservations: Request must be made the day before, within an hour of the desired time.
- Companions & Attendants:
 - Personal care attendants: Ride free if announced at scheduling.
 - Companions: Do not ride for free.
- Application:
 - Visit [ADA Application Form](#)
- Contact your local transit district or The Kennedy Center at (203) 365-8522.

Dial-a-Ride Service

Provides transportation for seniors (usually 60+) and people with disabilities.

- How It Works:
 - Once registered, riders call a dispatcher to schedule a ride.
 - Vehicles provide round-trip transportation from home to the destination and back.
- Destinations:
 - Common destinations include medical offices, senior centers, and shopping centers.
 - May vary based on provider policies.
- Cost: May vary; providers may offer free service while others charge a fee.
- Registration: Proof of age or disability is required. Contact your local provider.

Fixed Route Transit

Standard bus service operating on a set schedule and route. Often referred to as the “City Bus.”

- How It Works:
 - Pay the fare (exact change often required).
 - Reduced fares available for seniors and persons with disabilities.
- Accessibility: All CT buses are equipped for people with disabilities.
- Providers in Northwest CT:
 - Northeast Transportation Company
 - Greater Waterbury Transit District
 - Northwest CT Transit District
 - HARTransit
 - Valley Transit District and CT Transit



Home Care and Chore Services Providers

Agencies sometimes offer companion-assisted transportation for their clients. Contact your local provider for details on availability and payment assistance.

Long Distance Train & Bus Options

- Peter Pan Bonanza Bus Lines: Serves the I-84 corridor.
- Phone: 1-800-343-9999
- Metro North Railroad: Serves New York City.
- Website: www.mta.info
- Phone: 1-212-532-4900 or 1-800-638-7646
- Amtrak: Stops in New Haven, serving Boston, New York, and Washington, DC.
- Website: www.amtrak.com
- Phone: 1-800-872-7245

Medical Transportation Programs

These programs offer non-emergency transportation for patients and accompanying caregivers or family members.

Other Sources of Information

- www.ctrides.com: Provides resources for Connecticut commuters.
- Info Line (211): Lists transportation services by town, type, and general information. Visit www.infoline.org.
- The Kennedy Center, Inc.: Offers one-on-one travel training for individuals with disabilities, seniors, and veterans.
- Trainers teach users how to navigate local bus and rail systems.
- Service: Free, statewide in Connecticut.
- Phone: (203) 365-8522, ext. 2950



BARKHAMSTED

Dial-a-Ride

Phone: (866) 906-7433, (860) 489-2535

Days & Hours of Service: Mon., Tues., Thurs. & Fri 8:00 A.M. to 4:00 P.M.

Fare: Free. Personal Care Attendants may ride for free when accompanying a passenger with a disability; companions are required to pay a fare.

Who Can Ride: Service for the elderly (60+) & disabled, Paratransit.

Reservations: First come, first serve basis with 24-hour advance notice. Curb to curb service. All vehicles are wheelchair accessible.

Where Can Riders Travel: Barkhamsted, Canaan, Falls Village, Sharon, Salisbury, Harwinton, Kent, Warren, Morris, Norfolk, Torrington, Winchester, Winsted

Trip Types: Medical and personal

Service Provider: Northwest CT Transit District

Website: www.nwcttransit.com

Inter-Regional (RITS)

Phone: (860) 489-2535, (866) 906-7433

Days & Hours of Service: Monday - Friday 7am earliest P/U to 4pm

Fare: All riders on suggested donation

Who can ride: Service for the elderly (60+) & disabled.

Reservations: On a first-come, first-serve basis, please provide as much advance notice as possible. Curb to curb service. All vehicles are wheelchair accessible.

Where Can Riders Travel: Travel anywhere in the state for medical appointments.

Trip Types: Non-emergency medical

Service Provider: Northwest CT Transit District

Website: www.nwcttransit.com

BEACON FALLS

Beacon Falls Mini-Bus

Phone: 203-516-8498

Days & Hours of Service: Monday, Wednesday, Thursday 9:30am-4pm. Tuesday 1pm-5pm.

The last appointment is at 4pm.

Fare: Free

Who Can Ride? Residents 65 years and older. Or under sixty-five with a disability who are unable to drive. You do not have to be a member of the senior center to ride.

Reservations: 24 hours in advance; schedule between 9am and noon. Curb to curb.

Wheelchair Access: Yes

All riders must be independent to ride the bus, if not they must have aid to assist.

Where Can Riders Travel? Beacon Falls, Naugatuck, Thomaston, Waterbury, Watertown

Trip Types: Medical, personal, social, and shopping

Service Provider: Town of Beacon Falls Minibus Senior Center

BETHEL

SweetHART ADA Paratransit

Phone: 203-744-4070 option three

Days & Hours of Service: Monday - Friday 7:00 am - 10:30 pm
Saturday 8:15 am to 10:30 pm, Sunday 9:00 am to 7:00 pm.

Fare: \$3.00 one way, \$4.00 same day roundtrip, and ten rides \$27.00 Personal Care Attendants (NOT COMPANIONS) ride free.

Who Can Ride: ADA Paratransit services are available to individuals with disabilities who are unable to use the public fixed-route bus system due to their disability. Must be ADA certified to ride.

Reservations: Call Monday – Friday 7:00 am to 4:30 pm.

ADA Paratransit trips can be scheduled as early as Monday morning two calendar weeks in advance of the requested trip, or as late as 4:30 pm the day before the trip.

Wheelchair Access: Yes

Where Can Riders Travel? Bethel, Brookfield, Danbury, and New Milford

Trip Types: Personal and non-emergency medical. Must have origins and destinations that are within the ADA service area, typically three-fourths of a mile of the Fixed route Bus system and occur with the same hours of operation.

Service Provider: HARTtransit

Website: www.hartransit.com

SweetHART ADA Dial-a-Ride

Phone: 203-744-4070

Days & Hours of Service: Monday - Friday 8am-4pm

Fare: One way cash \$1; ten rides \$9; Same day roundtrip \$4

Who can ride: Seniors aged sixty-five or older and people of any age with a mobility disability.

Riders must apply to be eligible for the service.

Reservations: Monday - Friday: 7:00am to 4:00pm

SweetHART Dial-A-Ride trips can be scheduled as early as Monday morning two weeks calendar weeks in advance of the requested trip, or as late as 4pm the weekday ahead of the trip.

Wheelchair Access? Yes

Where Can Riders Travel? Bethel, Brookfield, Danbury, and Newtown

Trip Types: Non-emergency medical and personal

Service Provider: HARTtransit

Website: www.hartransit.com

To apply for ADA Paratransit service, complete our ADA Paratransit Application. The application can be found online or by contacting WCAAA.

Bethel Senior Van

Phone: 203-792-3048

Days & Hours of Service: Monday – Thursday 9:00 am to 4:00 pm
Friday 9:00 am to 12:00 pm

Cancellations & Delays: Follow Town of Bethel Board of Ed

Fare: \$2.00 Round Trip Suggested Donation.

Who Can Ride: Age 50+ and people with disabilities.

Reservations: 24-to-48-hour advance notice. Curb to curb service

Wheelchair Access: Yes. Scooter users are asked to transfer to a seat after boarding.

Where Can Riders Travel: Bethel, Brookfield, and Danbury

Trip Types: Non-Emergency medical, personal, and shopping

Service Provider: Town of Bethel

BETHLEHEM

Bethlehem Senior Van

Phone: 203-266-6699 x303

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: First come first serve.

Wheelchair Access: Yes

Where Can Riders Travel: Bantam, Bethlehem, Danbury, Litchfield, Milford, Southbury, Torrington, Waterbury, Watertown, Woodbury, New Milford

Trip Types: Medical and personal. Medical rides have priority.

Service Provider: Town of Bethlehem

BRIDGEWATER

Bridgewater Senior Van

Phone: 860-355-3090

Days & Hours of Service: Monday - Friday 8:00 am to 5:00 pm

Fare: Free

Service Provider: Town of Bridgewater Senior Center

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: 2 weeks in advance. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Bridgewater, Brookfield, and Danbury

Trip Types: Medical and personal

BROOKFIELD

SweetHART ADA Paratransit

See Bethel

SweetHART ADA Dial-a-Ride

See Bethel

Friends in Service Here (FISH) of Brookfield

Phone: 203-616-9678

Days & Hours of Service: Monday- Friday 9:00 am to 2:00 pm

Fare: Free, donation if rider wishes.

Who Can Ride: Ambulatory individuals with a and seniors.

Reservations: At least 3 days weekdays but no more than 7 days before the appointment.

Wheelchair Access: No

Where Can Riders Travel: Bethel, Brookfield, Danbury, New Milford, Newtown

Trip Types: Only medical appointments

Service Provider: FISH of Brookfield

CANAAN/ NORTH CANAAN

Rural Transit Dial-a- Ride

Phone: (866) 906-7433, (860)489-2535

Days & Hours of Service: Monday through Thursday 8:00 A.M. to 4:00 P.M. Friday 8:00 A.M. to 1:00 P.M.

Fare: Free

Personal Care Attendants may ride for free when accompanying a passenger with a disability; companions are required to pay a fare.

Who Can Ride: Service for the elderly (60+) & disabled, Paratransit.

Reservations: First come, first serve basis with 24-hour advance notice. Curb to curb service.

All vehicles are wheelchair accessible.

Where Can Riders Travel: Barkhamsted, Canaan, Falls Village, Sharon, Salisbury, Harwinton, Kent, Warren, Morris, Norfolk, Torrington, Winchester, Winsted

Trip Types: Medical and personal

Service Provider: Northwest CT Transit District

Website: www.nwcttransit.com

Inter-Regional (RITS)

Phone: (860) 489-2535, 1 (866) 906-7433

Days & Hours of Service: Monday - Friday 7am earliest P/U to 4pm

Fare: All riders on suggested donation

Who can ride: Service for the elderly (60+) & disabled.

Reservations: On a first-come, first-serve basis, please provide as much advance notice as possible. Curb to curb service.

All vehicles are wheelchair accessible.

Where Can Riders Travel: Travel anywhere in the state for medical appointments.

Trip Types: Non-emergency medical

Service Provider: Northwest CT Transit District

Website: www.nwcttransit.com

Geer Village Dial-a-Ride

Phone: 860-824-7067

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Fare: Free of charge, donation if rider wishes.

Who Can Ride? People with disabilities aged 18+, and seniors aged 60+.

Reservations: Call for details 24 hours in advance booking.

Door to door service

Wheelchair Access? Yes

Where Can Riders Travel: Canaan (Falls Village), Cornwall, North Canaan, Salisbury, and Sharon

Trip Types: Non-emergency medical and personal

Service Provider: Geer Village Dial-a-Ride

CHESHIRE

Town of Cheshire Senior Transportation Service

Phone: 203-272-0047

Days & Hours of Service: Monday - Friday 8:30 am to 4:00 pm

Fare: \$2 roundtrip or \$1 round trip \$6 out of town, roundtrip

Who Can Ride: Aged 55+ and people aged 21+ with disabilities.

Reservations: 24 hours in advance. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Cheshire, Hamden, Meriden, New Haven, North Haven, Southington, Wallingford

OUT OF TOWN TRIPS ARE FOR MEDICAL APPOINTMENTS ONLY

Trip Types: Non-emergency medical and personal

Service Provider: Town of Cheshire Senior and Transportation Services Department

Greater Waterbury Paratransit - ADA

Phone: 203-756-5550

Days & Hours of Service: Monday – Fridays 5:00 am – 9:00 pm

Saturdays 5:30 am – 6:00 pm, Sundays 8:30 pm – 4:30 pm

Fare: \$7.00 round trip, ten rides twenty-eight

Who Can Ride? ADA Certified, disability prevents use of public bus service, certification by application and in-person interview.

Reservations: Reservations can be made from the previous day and up to two weeks in advance between

Wheelchair Access: Yes

Where Can Riders Travel? Cheshire, Middlebury, Naugatuck, Prospect, Southbury, Thomaston, Waterbury, Watertown, and Wolcott, riders in any part of town may use the paratransit services operated by Northeast Transportation. Service is also available on a limited basis to Gaylord Hospital in Wallingford.

Service Provider: Northeast Transportation

Greater Waterbury Transit District Dial-a- Ride

Phone: 203-756-5550, Dispatch 2032720047

Days & Hours of Service Fridays 9:00 am to 4:00 p

Fare: Free if ride. \$3.50 fare for the ADA Paratransit riders.

Who Can Ride: Aged 60+ and people with disabilities. Any Cheshire resident rides free on Fridays; fills quickly.

An application must be filled out and returned to the designated address to begin use of the GWTD Dial-A-Ride services.

Reservations: Reservations must be made at least 2 days before a trip or up to 14 days before each trip. Reservations are made on a first-come first-served basis.

Wheelchair Access? Yes

Where Can Riders Travel: Cheshire, Middlebury, Naugatuck, Prospect, Thomaston, Waterbury, Watertown, and Wolcott

Trip Types: Non-emergency medical and personal

Service Provider: Greater Waterbury Transit District, Northeast Transit

COLEBROOK

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

CORNWALL

Inter-Regional (RITS)

See Canaan/North Canaan

Geer Village Dial-a-Ride

Phone: 860-824-7067

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Fare: Free of charge, donation if rider wishes.

Who Can Ride: People with disabilities aged 18+, and seniors aged 60+.

Reservations: Call for details 24 hours in advance booking. Door to door service

Wheelchair Access: Yes

Where Can Riders Travel? Canaan (Falls Village), Cornwall, North Canaan, Salisbury, and Sharon

Trip Types: Non-emergency medical and personal

Service Provider: Geer Village

Town of Goshen - Cornwall Senior Bus

Phone: 860-294-7878

Days & Hours of Service: Monday- Friday 9am-4pm

Fare: Free

Who Can Ride: Service for the elderly (60+) & disabled.

Reservations: First come, first serve basis with 24hr notice. Curb to curb service.

Wheelchair Access: Yes

Where can riders travel? Cornwall, Goshen, and Torrington

Trip Type: Personal and non-emergency medical

Provider: Town of Goshen

DANBURY

Department of Elderly Services Bus

Phone: 203-797-4686

Days & Hours of Service: Monday-Friday 8:00 am to 4:30 pm

Fare: One way \$1

Who Can Ride? Aged 60+ who are registered with the senior center.

Door to door service.

Reservations: Riders should call one week in advance.

Wheelchair Access: No

Where Can Riders Travel? From home in Danbury to senior center and return

Trip Types: Senior Center

SweetHART ADA Paratransit

See Bethel

SweetHART Dial-a-Ride

See Bethel

GOSHEN

Town of Goshen- Cornwall Senior Bus

See Cornwall

Inter-Regional (RITS)

See Canaan/North Canaan

HARWINTON

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

KENT

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

LITCHFIELD

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

Medical Transportation Van

Phone: 860-489-2580

Days & Hours of Service: Monday - Friday 8:00 am to 2:00 pm

Fare: Suggested donation, round trip for therapy is \$6. Out of town \$6 per hr.

Who Can Ride: Aged 60+ or older or people with disabilities.

Reservations: Call as soon as possible. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Charlotte Hungerford Hospital, Harwinton, Litchfield, Torrington and

Trip Types: Medical only

Service Provider: City of Torrington

MIDDLEBURY

Greater Waterbury Paratransit - ADA

See Cheshire

Greater Waterbury Transit District Dial-a- Ride

See Cheshire

Middlebury Transportation Program

Phone: 203-577-4166 x708

Days & Hours of Service: Monday - Friday 8:30 am to 2:30 pm

Fare: Suggested donation in town: \$1.00; Out of town: \$3.00.

Who Can Ride: Aged 60+ or people with disabilities.

Reservations: 2 days in advance. Call between 9:00 am and 1:00 pm. Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Middlebury, Naugatuck, Southbury, Waterbury, Watertown, and Prospect

Trip Types: Non-emergency medical and personal

Service Provider: Town of Middlebury

Website: www.middlebury-ct.org

MIDDLEBURY (CONTINUED)

Be Well Bus

Phone: 203-573-6100

Days & Hours of Service: Monday - Friday 6:30 am to 5:30 pm

Fare: Free ride, rider can bring a Personal Care Assistant (**NOT COMPANION**) along for the ride without charge.

Phone: 203-573-6100

Days & Hours of Service: Monday - Friday 6:30 am to 5:30 pm

Fare: Ride Free, rider can bring a Personal Care Assistant (**NOT COMPANION**) along for the ride without charge.

Who Can Ride: Patients of doctors affiliated with Waterbury Hospital; participating doctors pay a fee so their patients can use this service.

Where Can Riders Travel: Waterbury Hospital and participating medical offices in Naugatuck, Middlebury Southbury, Waterbury, and Watertown

Reservations: 2 days in advance but will accept 1 week or last minute depending on availability. Curb to curb service.

Wheelchair Access: Yes.

Trip Types: Medical appointments at Waterbury Hospital participating offices in Naugatuck, Middlebury, Southbury, Waterbury, Watertown, Wolcott, and Thomaston.

Service Provider: Waterbury Hospital

Website: www.waterburyhospital.org

MORRIS

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

NAUGATUCK

Greater Waterbury Paratransit - ADA

See Cheshire

Greater Waterbury Transit District Dial-a- Ride

See Cheshire

Senior Center Minibus by HRD

Phone: 203-720-7069

Days & Hours of Service: Monday - Friday 8:30 am to 4:00 pm

Who Can Ride: People aged 60+ and people with disabilities. Call for an application.

Reservations: Prefer as soon as possible but will accept 1 week in advance. **RESERVATIONS BETWEEN 8:45 am and 12:00 pm.**

Where Can Riders Travel: Naugatuck, parts of Middlebury, parts of Prospect, parts of Waterbury*

Trip Types: Non-emergency medical, personal and NAUGATUCK shopping trips

Fare: Free on a suggested donation basis.

Curb to curb service.

Wheelchair Access: Yes

Service Provider: Human Resource Development Agency, Town of Naugatuck

Be Well Bus

See Middlebury

NEW FAIRFIELD

SweetHART ADA Paratransit

See Bethel

SweetHART Dial-a-Ride

See Bethel

NEW HARTFORD

Rural Transit Dial-a- Ride

See Canaan/North Canaan

Inter-Regional (RITS)

See Canaan/North Canaan

NEW MILFORD

New Milford Senior Center Transportation

Phone: 860-355-6075

Who Can Ride: Aged 60+ or ADA Certified by HARTransit.

Reservations: Require 3 days in advance, can take last minute if there is availability.

Where Can Riders Travel: New Milford

Trip Types: Medical, personal, and senior center

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Fare: \$1 suggested donation, if rider wishes.

Curb to curb service.

Wheelchair Access: Yes, must be able to transfer.

Service Provider: Town of New Milford

Website: www.newmilford.org

The Wheels Program

Phone: 860-354-6012

Who Can Ride: Aged 60+ or ADA Certified.

Reservations: Service is first come, first serve, and fills up fast. Book as soon as you have your appointment scheduled. No day of reservations

Where Can Riders Travel: All over the region, including to the VA hospital in NY. Most appointments are in the Danbury and New Milford area.

Trip Types: Medical only, Curb to curb service.

Days & Hours of Service: Monday - Thursday 8:00 am to 4:00 pm

Fare: Donations requested.

Wheelchair Access: Yes

Towns we serve: New Milford, Northern Brookfield, Sherman, South Kent, Washington, Roxbury, and Bridgewater.

Service Provider: The Wheels Program of Greater New Milford, Inc. (we are an independent non-profit providing the service)

SweetHART ADA Paratransit

See Bethel

NEWTOWN

SweetHARTDial-a-Ride

For Newtown Residents 65+ or with a disability, to locations in Danbury, Brookfield, & Bethel

Monday - Friday 7:30 AM (first pick-up) - 4:00 PM (last pick-up);

Saturday 8:15 AM (first pick-up) - 4:15 PM (last pick-up)

Within Newtown and to locations in Danbury, Brookfield and Bethel.

Registration with HarTransit is required.

Fare \$1 each way, \$4 same day trips.

Newtown Easy Transit

Providing Rides Monday - Friday for Newtown Residents 60+ or Persons with a Disability

Suggested Donation: Other In-town Rides: \$3 one way
Monroe and Southbury \$5 one way, Danbury \$10 one way
Other locations as permitted by availability: Senior Center,
Municipal Center, Library, FAITH food pantry: FREE!
Registration with Newtown Human Services is required.
Contact: 203-270-4297

Newtown Rides

For shopping, social events, appointments and errands with in
Newtown

Tuesdays, Wednesdays, and Thursdays

Between 9:30 am and 2:30 pm

Please contact FONS (Friends of Newtown Seniors) at 203-430-
0633

Rides Provided by FONS Volunteers are at no charge

PROSPECT

Prospect Minibus

Phone: 203-758-5300

Days & Hours of Service: Monday - Friday 9:00 am to 4:00 pm

Fare: Free

Who Can Ride: Age 55+ or people with disabilities.

Reservations: 1 week in advance. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Cheshire, Middlebury, Naugatuck,
Prospect and Waterbury

Trip Types: Medical and personal

Service Provider: Town of Prospect Senior Center.

Website: www.townofprospect.org

Be Well Bus

See Middlebury

Greater Waterbury Paratransit - ADA

See Cheshire

Greater Waterbury Transit District Dial-a- Ride

See Cheshire

REDDING

Heritage Center Van Service

Phone: 203-938-9725

Days & Hours of Service: Monday - Thursday 9:00 am to 4:30
pm

Fare: Free

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: Reservations are necessary. Door to door
service.

Wheelchair Access: Yes

Where Can Riders Travel: Bethel, Danbury, Newtown, Redding,
and Ridgefield

Trip Types: Medical trips take priority.

Service Provider: Town of Redding

Website: www.townofreddingct.org

RIDGEFIELD

SweetHART ADA Paratransit

See Bethel

Rides for Ridgefield

Phone: 203-894-7433

Days & Hours of Service: Monday – Sunday 10:00 am to 2:00
pm (Pending availability of driver.)

Fare: Call for fare information.

Who Can Ride: Aged 60+ and people with disabilities. The
program connects riders to transportation or provides rides if
necessary. Riders must complete a rider's agreement before
they can ride.

Reservations: Reservations are necessary at least 2 days in
advance. **Door to door but must be able to get in and out of
the car.**

Wheelchair Access: Folding equipment is usually accepted.

Where Can Riders Travel: Up to the driver.

Trip Types: Non-emergency medical and personal

Service Provider: Rides for Ridgefield, Inc.

Sphere Town Loop Bus

Phone: 203-431-2700

Days & Hours of Service: Tuesday, Wednesday, and Thursday
9:00 am to 4:00 pm

Fare: Free

Who Can Ride: Aged 60+ and people with disabilities and their
Personal Care Attendants (NOT COMPANIONS).

Reservations: Ridgefield loop, fixed schedule, no reservations
needed.

Wheelchair Access: Yes

Where Can Riders Travel: Ridgefield Residents

Trip Types: Non-medical and Personal

Service Provider: Town of Ridgefield.

Website: www.ridgefieldct.org

ROXBURY

Senior / Disabled Transportation

Phone: 860-210-0201

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: 48hrs. Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Anywhere in CT

Trip Types: Non-emergency medical, shopping trips every
Wednesday 1st Monday Danbury for shopping. On the road
again trips. (Call for specific days and times).

Fare: Free

Service Provider: Town of Roxbury

Website: www.roxburyct.com

Senior / Disabled Transportation

Phone: 860-210-0201

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: 48hrs. Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Anywhere in CT

Trip Types: Non-emergency medical, shopping trips every
Wednesday 1st Monday Danbury for shopping. On the road
again trips. (Call for specific days and times).

Fare: Free

Service Provider: Town of Roxbury

Website: www.roxburyct.com

ROXBURY

WHEELS of Greater New Milford

Phone: 860-354-6012

Who Can Ride: Aged 60+ or ADA Certified.

Reservations: 48 hours in advance.

Curb to curb service.

Where Can Riders Travel: Danbury, New Haven, New Milford, New Preston, Roxbury, Sherman and Washington Depot and Washington

Trip Types: Medical only

Days & Hours of Service: Monday - Thursday 8:00 am to 4:00 pm

Fare: Donations requested.

Wheelchair Access :Yes

Service Provider: New Milford Senior Citizens Advisory Board

SALISBURY

Dial-a-Ride

See Barkhamsted

Inter-Regional (RITS)

See Barkhamsted

Geer Village Dial-a-Ride

Phone: 860-824-7067

Days & Hours of Service: Monday - Friday 8:00 am to 4:00 pm

Fare: Free of charge, donation if rider wishes.

Who Can Ride: People with disabilities aged 18+, and seniors aged 60+.

Reservations: Call for details 24 hours in advance booking. Door to door service

Wheelchair Access: Yes

Where Can Riders Travel? Canaan (Falls Village), Cornwall, North Canaan, Salisbury, and Sharon

Trip Types: Non-emergency medical and personal

Service Provider: Geer Village

SHARON

Dial-a-Ride

See Barkhamsted

Inter-Regional (RITS)

See Barkhamsted

SHERMAN

WHEELS of Greater New Milford

See Roxbury

Friends in Service Here (FISH) of Sherman

Phone: 860-354-6012

Who Can Ride: Aged 60+ or ADA Certified.

Reservations: 48 hours in advance.

Curb to curb service.

Where Can Riders Travel: Danbury, New Haven, New Milford, New Preston, Roxbury, Sherman and Washington Depot and Washington

Trip Types: Medical only

Days & Hours of Service: Monday - Thursday 8:00 am to 4:00 pm

Fare: Donations requested.

Wheelchair Access :Yes

Service Provider: New Milford Senior Citizens Advisory Board

SOUTHBURY

Senior Center Minibus and Dial-a-Ride

Phone: 203-262-0652

Days & Hours of Service: IN TOWN Monday - Friday 9:00 am to 3:30 pm. OUT OF TOWN Monday - Friday 9:00 am to 1:00 pm.

Appointments must conclude by 2:00 pm.

Fare: \$2 round trip in town, \$3 to Waterbury and New Haven and \$5 to Danbury. **Must be paid by punch card purchased at senior center.**

Who Can Ride: Aged 60+ or people with disabilities.

Reservations: Must call between 8:30 am and 10:00 am 2 business days in advance for reservations.

Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Danbury, Middlebury, New Haven, Southbury, Waterbury, and Woodbury. In town rides to municipal buildings are FREE of charge.

Trip Types: Medical and personal

Service Provider: Town of Southbury

Website: www.southbury-ct.org

Greater Waterbury Paratransit - ADA

See Cheshire

Greater Waterbury Transit District Dial-a- Ride

See Cheshire

THOMASTON

Senior Mini Bus

Phone: 860-483-2579

Days & Hours of Service: Tuesday, Thursday 9:00 am to 3:00 pm

Fare: Free

Who Can Ride: Aged 55+ or people with disabilities.

Reservations: 24 hours in advance. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Thomaston, Torrington, Waterbury, Watertown, Waterbury

Trip Types: Medical and personal

Service Provider: Town of Thomaston

Website: www.thomastonct.org

TORRINGTON

Dial-a-Ride & Inter-Regional (RITS)

See Salisbury

Assisted Medical Transportation Program

Phone: 860-489-2580

Days & Hours of Service: Monday - Friday 9:00 am to 2:00

Fare: No fixed charge for this program, however donations of \$4 are appreciated and accepted.

Who can ride: Serving Residents of: Harwinton, Litchfield, and Torrington. Aged 60+. Anyone who has difficulty ambulating, therefore limiting one's ability to drive, or in need of a wheelchair lift.

Reservations: Based on availability, call as soon as you know.

Door to door.

Wheelchair Access: Yes

Where Can Riders Travel: Charlotte Hungerford, medical and the Winsted VA Clinic.

Trip Types: Medical

Service Provider: City of Torrington Sullivan Sr Center

Website: www.torringtonct.org

WARREN

Washington Senior Van

Phone: (860) 868-0735

Days & Hours of Service: Monday –Friday 9AM-4PM.

Fare: Free.

Who Can Ride: Aged 60 + or people with disabilities.

Reservations: 24 to 48 hours in advance. Door to door service.

Wheelchair Access: Yes

Where Can Riders Travel: Warren and Washington

Trip Types: Medical and personal

Service Provider: Town of Washington

Website: www.washingtont.org

Dial-a-Ride & Inter-Regional (RITS)

See Salisbury

WASHINGTON

Washington Senior Van

See Warren

WATERBURY

City of Waterbury Senior Shuttle

Phone: (203) 275-0124

Days & Hours of Service:

Monday – Saturday

9:00am and 2:00pm for reservations. Otherwise, Monday – Friday 8:00 am to 5:00 pm, Saturday 8:00am to 1:00pm.

Fare: Suggested donation, one way \$2.

Who Can Ride: Waterbury residents Aged 60+. All shuttle riders are required to have a Senior Shuttle ID card which may be obtained by calling 203-346-3810 ext. 7274.

Reservations: Rides can be scheduled up to three (3) days in advance and medical appointments can be made up to one (1) month in advance.

Wheelchair Access: Yes

Where Can Riders Travel: Waterbury

Trip Types: Medical, personal, and social

Service Provider: Curtain Transportation City of Waterbury

Website: www.waterburyct.org

La Casa Bienvenida/ The Hispanic Coalition

Phone: 203-754-6172

Days & Hours of Service: Monday - Friday 8:00 am to 1:00 pm

Fare: Free, but donations are accepted.

Who Can Ride? Aged 55+ and must be mobile. Must be a member. To become a member please call the office.

Reservations: Week in advance. Door to door service.

Wheelchair Access? No

Where Can Riders Travel? Waterbury

Trip Types: Medical and personal for members of the Hispanic Coalition. Transportation to riders who are not part of the Coalition is limited to medical destinations only.

Service Provider: Hispanic Coalition

Website: www.thehispaniccoalition.org

WATERTOWN

Greater Waterbury Paratransit - ADA

See Prospect

WATERTOWN

Greater Waterbury Transit District Dial-a-Ride

See Prospect

Be Well Bus

See Prospect

Falls Ave Senior Center

Phone: 860-945-5250

Days & Hours of Service: Monday - Friday 9:00 am to 3:30 pm

Fare: Suggested donations .50; Rider must pay with a punch card. Purchase twenty rides for \$5.00.

Who Can Ride: Aged 60+ and people with disabilities.

Reservations: Call Monday through Thursday between 8:30 am and 12:30 pm; Fridays between 8:30 am and 11:00 am, 1 day in advance. Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Oakville, Waterbury, and Watertown

Trip Types: Medical, personal, and shopping.

Service Provider: Town of Watertown

Website: www.watertownct.org

WINCHESTER/WINSTED

Go Geer! Van Rides

Phone: 860-453-4800

Days & Hours of Service: Monday-Friday,

Where Can Riders Travel: Connecting parts of Torrington and Winsted

Wheelchair Access: Yes, curb to curb service

Cost: Free

Who can ride: Age 60+ or persons with a disability

Reservations: Call to book rides on day of ride. Office opens at 7am

Trip Types: Non-emergency medical appointments and basic needs that are not able to schedule ahead of time

NWCTD Transit Fixed Bus Route

Phone: 860-489-2535

Days & Hours of Service: Monday-Friday, 7:30am-5:00pm

Where Can Riders Travel: Winsted/Torrington

Wheelchair Access: Yes, curb to curb service

Cost: \$1.75 each way. Reduced fare for age 65+ and persons with disability \$.85 cents each way (show Medicare card to the driver)

Who can ride: Open to the public

Reservations: This is a deviated fixed route service. The bus will travel 3/4 mile off its regular route if there is a barrier, upon request (must call 24 hours ahead).

Trip Types: Non-emergency medical appointments, shopping, and social activities

Winsted Senior Center Van Rides

Phone: 860-379-4252 ext.1

Days & Hours of Service: Monday-Friday, 8:45am-noon

Where Can Riders Travel: Winsted and Winchester only

Wheelchair Access: Yes, curb to curb service

Cost: Suggested donation, \$1 each way

Who can ride? Age 55+ or persons with disability

Reservations: At least 24 hours ahead

Trip Types: Senior center, medical appointments (make appointments within our hours), shopping, please limit purchases to 4 bags per person, and social activities

NWCTD Transit Dial-A-Ride

(Through NW Transit & Geer)

Phone: 860-489-2535

Days & Hours of Service: Monday-Friday, 8:00am-5:00pm

Where Can Riders Travel: Winsted to out-of-town

Wheelchair Access: Yes

Cost: Donation accepted

Who can ride: Must be a resident of Winsted, age 60+ or persons with a disability

Reservations: At least 24 hours ahead, first come first serve

RITS Program

(Through NW Transit & Geer)

Phone: 860-489-2535

Days & Hours of Service: Monday-Friday, 8:00am-5:00pm

Where Can Riders Travel: Winsted to out-of-town

Wheelchair Access: Yes

Cost: Donation accepted

Who can ride: Must be a resident of Winsted, age 60+ or persons with a disability

Reservations: At least 24 hours ahead, first come first serve

WOLCOTT

Greater Waterbury Paratransit - ADA

See Prospect

Greater Waterbury Transit District Dial-a-Ride

See Prospect

Be Well Bus

See Prospect

Wolcott Minibus

Phone: (203)-879-2078

Days & Hours of Service: Monday - Friday 8:30 am to 3:30 pm.

Who Can Ride: Age 60+ and people with disabilities.

Reservations: 24-48 hours in advance, but, for medical reasons, call as soon as possible.

Curb to curb service.

Where Can Riders Travel: Waterbury, Wolcott, and the medical offices on the Straits Turnpike in Middlebury

Trip Types: Medical and personal

Fare: Free.

Wheelchair Access: Yes

Service Provider: Town of Wolcott

Website: www.wolcottct.org

WOODBURY

Woodbury Senior Bus

Phone: 203-263-2828

Day of Service: Monday -Friday 8am -4pm

Fare: Free. Donations accepted.

Who Can Ride: Senior age 60+ and people with disabilities
Reservations: 24 hours in advance. Door to door service.

Wheelchair: Yes

Where can rider's travel: medical appointments in Woodbury, Southbury, Middlebury Watertown, and Waterbury only. Contact the office for more stops.

Types of trips: Personal and medical

Service Provider: Town of Woodbury

MEDICAL TRANSPORTATION

American Cancer Society

Volunteer Transport services are available for ambulatory patients receiving cancer treatments. Available Mon.-Fri., 9 am to 5 pm. No charge. Reservations are required at least 3 days in advance. **Contact American Cancer Society (203) 756-8888**

American Medical Response

For a fee, private medical transportation services are available through a 24-hour phone line. Fees may vary, depending on private and third-party payments. Wheelchair Van fee is charged each way plus mileage. Reservations required for all medical transportation services.

Reservations for the Wheelchair Van must be made 2 days in advance. By Wheelchair if the person has Medicaid, they must call 855-478-7350.

\$155 each way private pay only within Woodbury. \$18.52 a mile if traveling outside of Woodbury. \$1000 stretcher each way, stretcher must be medically necessary, or they will bill the person. Additionally, the stretcher service is \$31.10 a mile for stretcher. **Contact (203) 573-770 for details, fees, and payments.** Does not include in-person visits.

Refocus Eye Health - Opti-Care, Eye Care Transportation

Pick-up and drop-off transportation services are available for the day of eye surgery, as well as the day after surgery for follow-up appointments. No charge for surgery day or follow-up appointment transport. Available Tuesday and Thursday, subject to time of appointment. **Contact (203) 574-2020 for more details.**

Opal Stork Wheelchair Van Transportation

Wheelchair Van available 7 days/week. For a reservation, call 3 days ahead prior to your appointment. **Contact (203) 574-2020 for more details. Website: www.opalstork.com/transportation**

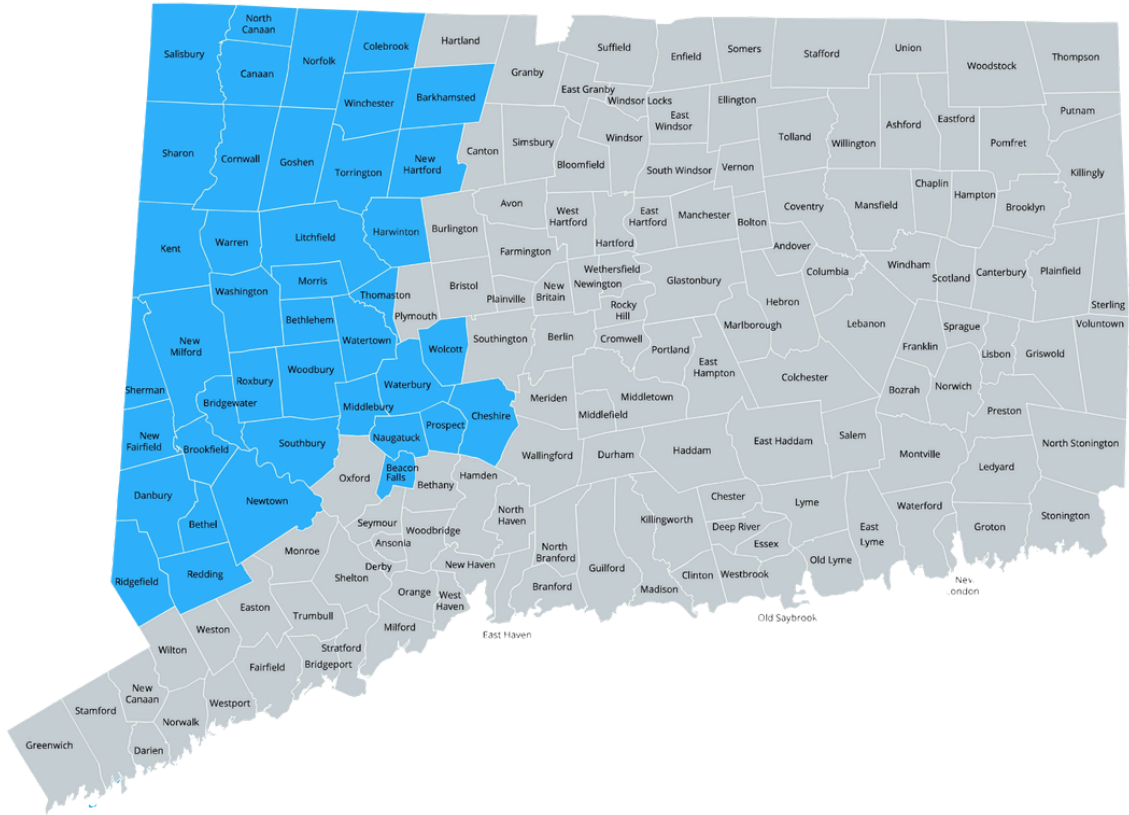
Trinity Health of New England EMS

Medical transportation services (coach and livery) are available for pre-scheduled and non-emergency needs. Reservations and advanced notice are required. Ambulance services are available 24 hours a day. Fees may vary, depending on private and third-party payments. **Contact (800) 382-3222, Push #2 (Mon. - Sat., 5 am to 9 pm)**

Something wrong?

If you see information needing to be corrected,
please email us at info@wcaaa.org

WCAAA SERVICE AREA



Barkhamsted	Cornwall	Naugatuck	Redding	Torrington
Beacon Falls	Danbury	New Fairfield	Ridgefield	Warren
Bethel	Goshen	New Hartford	Roxbury	Washington
Bethlehem	Harwinton	New Milford	Salisbury	Waterbury
Bridgewater	Kent	Newtown	Sharon	Watertown
Brookfield	Litchfield	Norfolk	Sherman	Winchester
Canaan	Middlebury	North Canaan	Southbury	Wolcott
Cheshire	Morris	Prospect	Thomaston	Woodbury
Colebrook				

www.wcaaa.org | facebook.com/westernctaaa | instagram.com/thewcaaa
youtube.com/thewcaaa



Five Agencies, One Vision

AgingCT is the association of Connecticut's Agencies on Aging.

We are federally designated planning agencies offering services for aging adults located in five regions of Connecticut.

Agencies on Aging were established under the Older Americans Act of 1965 to respond to the needs of adults ages 60 and over.

We are highly visible centers of information, assistance, and supportive services. Recently, we launched **Aging Answers**, comprehensive navigation support to help aging adults and their caregivers access the resources required.

With the guidance of a regional Board and Advisory Council, each Agency strives to meet the needs of older adults and persons with disabilities in their community.

Together, the agencies advocate for and promote healthy aging.

Building capacity in the community, AgingCT convenes a strong, inclusive, well-informed network of aging- and disability-related providers to support the needs of older adults and persons with disabilities and to advocate for policies that enhance dignity and independence.

AgingCT also conducts needs assessments and supports nonprofits and municipalities through the distribution of Older Americans Act funds.

Working with Connecticut's Aging and Nutrition Service Providers, the Agencies provide millions to support home-delivered and community café meals.



Learn more: agingct.org

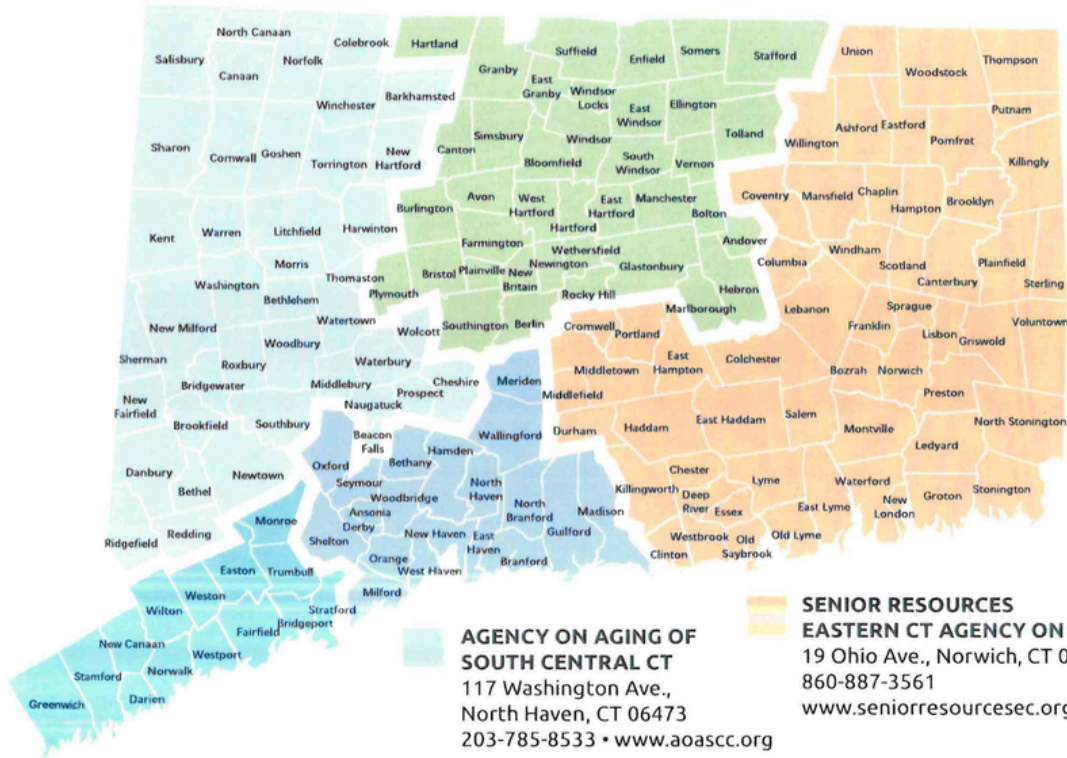
See reverse side for map of our five regions.

**WESTERN CT AGENCY ON AGING**

84 Progress Lane, Waterbury, CT 06705
203-757-5449 • www.wcaaa.org

**NORTHCENTRAL AGENCY ON AGING**

151 New Park Ave., PO Box 75, Hartford, CT 06106
860-724-6443 • www.ncaaact.org

**SOUTHWESTERN CT AGENCY ON AGING**

1000 Lafayette Blvd., Bridgeport, CT 06604
203-333-9288 • www.swcaa.org

**SENIOR RESOURCES****EASTERN CT AGENCY ON AGING**

19 Ohio Ave., Norwich, CT 06360
860-887-3561
www.seniorresourcesec.org

Have questions?

We have **Aging Answers:**

NAVIGATION

- Medicare and Health Insurance Navigation
- Medicare Savings Program
- Low Income Subsidy
- Preventing Scams
- Prescription Drug Assistance
- Medicaid Application Assistance
- Social Security Assistance
- Application and Enrollment for all State and Federal Supports

CAREGIVER SUPPORTS

- Alzheimer's Respite Care Program
- National Family Caregiver Support Program
- Support for Home Safety Technology & Other Services Including Adult Day Care, Aides, Adult Diapers, Emergency Response Meals and More
- Caregiver Support Groups
- Caregiver Navigation Support

CARE MANAGEMENT

- Veterans Self-Directed Care
- Alzheimer's Respite
- National Family Caregiver
- CT Home Care for Elders*
- CT Home Care for Acquired Brain Injury*
- CT Home Care for Persons with Disabilities*
- Private Care Management*

**NOT AVAILABLE IN ALL REGIONS*

CREDITS

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Golden Years Home Care, Thomaston Savings Bank, UCONN: OLLI, ARMS: Living Without Limits, Senior Advocate Services. **Special Thanks** to Careforth

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WATERBURY CT

Mission Statement

The Western Connecticut Area Agency on Aging enriches the lives of older adults, individuals with disabilities, and their caregivers by providing support, services, and information to help them live well with assurance, independence and dignity.

Vision

Our vision is to foster a community where older adults and persons with disabilities are supported, valued, and connected with services that enable them to live independently, in their chosen home, with dignity.

Value Statement

Western CT Area Agency on Aging, Inc. (WCAAA) is guided by a deep and authentic commitment to enriching the lives of older adults, individuals with disabilities, and their caregivers. Our core values—dignity, compassion, inclusion, choice, trust, and collaboration—influence every decision we make and shape the services we provide.

Dignity: We believe all people should be treated with dignity.

Compassion: We interact with all people on the basis of kindness and empathy.

Inclusion: We value all people regardless of age or ability.

Choice: We strive to maximize people's ability to decide where and how they want to live.

Trust: We foster the trust of the people we serve and the agencies we work with.

Collaboration: We work in partnership within our communities to meet the needs of those we serve.