

THE WESTERN COMPASS

A comprehensive resource magazine by the
Western Connecticut Area Agency on Aging



Welcome to THE WESTERN COMPASS



We are thrilled to introduce the new design of the Western Connecticut Area Agency on Aging (WCAAA) newsletter—a refreshed and resource-packed guide for our community. This magazine is more than just an update; it's a tool designed to inform, connect, and inspire as we support older adults, individuals with disabilities, and caregivers across our 41 towns.

In each issue, you'll find valuable resources, uplifting stories, and practical tools to navigate

the aging journey. From transportation guides and legislative updates to features addressing loneliness and isolation, our aim is to provide information that matters most to you and your loved ones.

We'll also highlight what's happening in Western Connecticut—showcasing events, programs, and services available in your area. Whether it's finding support, staying connected, or learning about innovative programs, this newsletter is here to keep you informed and empowered.

At WCAAA, we believe in creating a community where every individual feels supported, valued, and connected. We hope this newsletter will serve as a bridge, connecting you with the information and services you need to live independently and with dignity.

Thank you for joining us on this journey, and we look forward to serving you through this new chapter of our communication. Together, we can make Western Connecticut an even more supportive and inclusive place to live.

Happy reading!

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

Spring Raymond, President & CEO of the Western CT Area Agency on Aging

Letter *from the* Editor

To our readers and community,

Hello! My name is Nehway, and I'm honored to mark my first year as the administrative assistant at the Western CT Area Agency on Aging, working closely with Spring, our President and CEO.

Being part of this magazine has been a true blessing. It has taught me about creativity, trust, and the power of storytelling—leaning into the voices of our community, our team, and the incredible individuals we serve. I appreciate your patience as I continue to grow into this role.

I hope this issue has been an enjoyable read. Western was built on the dedication of those who came before us, and The Western Compass was created to reflect our journey—our growth, our change, and the legacy we are building together.

With deepest gratitude, thank you for being part of this new chapter. See you in the next issue!

Warmly,

Nehway



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Are you caring for someone with a diagnosis of
Alzheimer's Disease or **dementia**?

Are you burnt out? Overwhelmed? Run down?
In need of relief?

If so, you may be eligible for the
Connecticut Statewide
Respite Care Program



**Please visit our website at WCAAA.org or
give us a call at 203-757-5449 Option 6
for more information**



**WESTERN CONNECTICUT
AREA AGENCY ON AGING**





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INFORMATION REFERRAL AND ASSISTANCE

Guiding you to the support you need!



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
Homemaking & Home Health Services
Aging in Place with Home Supports
Legal Assistance
Medicaid & Medicare Guidance
Food & Nutrition Programs

Questions? Contact our office

info@WCAAA.org

203-757-5449



Finding Home: Housing & Support for an Elderly Couple After Homelessness

Written by Beatriz Torres ASBA, Lead Service Navigator

Dr. Joseph DeMayo and his family

I first met Donna and Joe, an elderly couple in their late 70s, after they had been homeless for over nine months. Living out of motels for extended periods, they faced not only the challenge of finding stable housing, but also the additional barriers of limited mobility, health concerns, and the need to care for their beloved pet. The couple was overwhelmed by the complexity of navigating multiple systems, and their situation seemed to worsen with each passing month.

After living in a motel for eight weeks under a temporary housing program, the couple faced the devastating reality of being asked to leave due to local residency laws. With nowhere else to go, they found another motel, but this location was ill-suited to their needs. The couple struggled with mobility issues,

and the motel was not equipped to accommodate their physical limitations, making it unsafe for them to stay. To make matters worse, they had a dog that they could not part with, and most housing options in the area did not accept pets.

I immediately began collaborating with multiple local non-profit organizations, realtors, and other community partners to secure both short-term and long-term solutions for the couple. My first step was to get them enrolled in a housing assistance program that covered rooming for an additional eight weeks. I also worked with Meals on Wheels to ensure the couple had access to nutritious, home-delivered meals—helping alleviate the stress of cooking and ensuring they were getting the right nutrition during a very difficult time.

Understanding that their financial situation was precarious, I assisted them in applying for Medicaid programs such as the Medicare Savings Program (MSP), which helped reduce their Part B premiums, copays, and deductibles. Additionally, I secured SNAP benefits to ensure they had the resources to purchase food they could easily prepare in their motel room, further reducing their stress about daily survival.

While the couple stayed in temporary accommodations, I continued searching for more stable housing. I made calls to realtors, tracked local listings, and worked tirelessly to find a safe, affordable apartment that met their needs. The couple's disability and their dog were non-negotiable factors, which made finding an appropriate place particularly difficult.

After months of persistence, we found a pet-friendly apartment that also offered the necessary accommodations for their disability. I worked closely with the property manager, building a strong relationship and ensuring that the couple's specific needs were understood and prioritized throughout the application process. I assisted them in completing the application and lease agreement, ensuring that all necessary documents and requirements were met.

Today, the couple is safely housed in a suitable apartment, where they can live independently with the support of in-home services to assist with daily living activities (ADLs) and safety. The apartment is spacious, pet-friendly, and accessible to meet their mobility needs. Thanks to the resources I connected them to, they now have financial support for healthcare, nutrition, and housing stability.

This journey was long and challenging, but it was an incredible experience to watch this couple regain their independence and sense of security. They are finally living in a place they can call home, and I am proud to have been a part of their journey from homelessness to stability.



New Year, New Health

Supporting Aging Adults with Compassionate Care and Resources

Who We Serve

Connecticut residents aged 60+ and caregivers of individuals aged 18-59 with disabilities.

What We Offer

- **Application Assistance:** Simplifying paperwork and referral processes for services.
- **Prescreening:** Assessing client eligibility for key services like home care, support groups, and legal aid
- **Person-Centered Planning:** Creating tailored care plans based on individual goals
- **Advocacy:** Connecting clients with essential resources to overcome challenges and feel empowered

LET US SUPPORT YOUR HEALTH THIS YEAR

(203) 757-5449 | 84 Progress Lane, Fl. 2 Waterbury, CT 06705



DISCOVER THE CONGREGATE HOUSING SERVICES PROGRAM (C.H.S.P.)

Written by Lynn Aiksnoras, WCAAA RSC Program Coordinator

What is C.H.S.P.?

The Congregate Housing Services Program (C.H.S.P.) is dedicated to helping seniors and individuals with disabilities live independently at home. Through a variety of supportive services, C.H.S.P. empowers eligible individuals to make care choices that allow them to remain in their homes or transition from a care facility to a supportive home environment. This program is provided by the Western CT Area Agency on Aging (WCAAA) and funded by HUD, the U.S. Department of Agriculture, the CT Department of Social Services (DSS), and program participants.

Who is Eligible?

Individuals may qualify for C.H.S.P. if they:

- **Are 62 years of age or older** or have disabilities regardless of age.
- **Reside in designated housing sites.**
- **Require assistance** with at least three activities of daily living (ADLs), such as:
 - **Eating:** Cooking and preparing food.
 - **Bathing:** Getting in and out of the tub or shower.
 - **Grooming:** Washing hair.
 - **Dressing:** Occasional assistance with clothing.
 - **Transferring:** Moving between bed, chairs, or toilet.
 - **Household Management:** Tasks like housework, grocery shopping, laundry, and bill-paying.



Services Offered:

- Homemaker services.
- Personal care assistance.
- Companion service.
- Bill-paying assistance.
- Personal Emergency Response System.
- Congregate meals.

How to Determine Eligibility:

Residents of designated sites can meet with their Resident Services Coordinator (RSC) to discuss their needs. The RSC will conduct a home assessment and collaborate with the individual to design a care plan. The plan is then reviewed by the Professional Assessment Committee (PAC) for formal approval.

Testimonials

The Residents at George B. Lewis I – Osborn Rd. came together about 2 weeks before Christmas and planned a Holiday Party at the community room for 12-20-24. One of the residents put up a small tree which was nicely decorated with ornaments and lights. They arranged the tables to welcome a group to come in and enjoy. They put up a notice on the bulletin board for a Holiday party on Friday 12-20-24 from 2pm till 6pm, come one, come all and bring a dish to share. I could not make the party but they shared that it was a success. I am told that 18 -20 residents came. They had fun, shared food, listened to music and played games.

This was quite something for GBL I. Hope it continues.

Robin Anthony, Resident Services Coordinator

The program is currently offered at these locations:

George B. Lewis I (Naugatuck): 203-720-1431
George B. Lewis II (Naugatuck): 203-729-0508
Grace Meadows (Southbury): 203-262-4678
Nunnawauk Meadows (Newtown): 203-426-0659
Chestnut Grove (Winsted): 860-307-7352
Greenwoods Garden (Winsted): 860-379-1752
Torrington West (Torrington): 860-482-3357

Participants pay 25% of the service costs, with a cap of 20% of their monthly adjusted gross income.

***If you do not live at one of the designated sites and wish to learn more,
contact:***

*Western Connecticut Area on Aging (WCAAA)
84 Progress Lane, Second Floor
Waterbury, CT 06705
203-757-5449 or 800-994-9422
www.wcaaa.org*

Let C.H.S.P. support your journey to independent living!





FY2026 Request for Proposal (RFP)

As we step into a new year, we are excited to announce the commencement of our grants application process. This initiative opens the door for organizations and individuals eager to make a meaningful impact in our community. We welcome both new and returning applicants to apply for grant funds for fiscal year 2026.

Nationally, Agencies on Aging receive federal funding through the Older Americans Act to finance social and nutrition services in designated service areas. These funds are awarded through a legal Request for Proposal (RFP) process. In Connecticut, Agencies on Aging follow the federal fiscal year when awarding most funds, with grants typically covering the period of October 1 through September 30. State funds are awarded and must be spent according to the state fiscal year, which runs from July 1 through June 30.

Whether you are a new or returning applicant, please request the funding necessary to operate your program, regardless of any changes in your funding request compared to the previous fiscal year. Additionally, if your grant involves a reimbursement rate, ensure you specify the desired rate for our committee to review. WCAAA Title-III grants operate independently and do not adopt state or DSS reimbursement rates. Final awards and reimbursement rates are determined at the discretion of WCAAA's Board of Directors.

Process and Timeline:

January 2025 – Applications are posted in January at: [WCAAA.org/Grants-Contracts](https://wcaaa.org/Grants-Contracts)

February 2025– Individual guidance and training is available, covering the application process and monthly reporting. Please email mis@wcaaa.org to schedule a session.

March 2025 – Applications are due in March

State Alzheimer's Aide: **March 10, 2025 by 4p.m.**

Title-III: **March 17, 2025 by 4:00p.m.**

June 2025 – Applications are reviewed by WCAAA's Review Committee, Advisory Council, and Board of Directors by June.

- State Alzheimer's Aid Grant awards are announced in June.

August 2025 – Title-III Grant awards are announced by August.

Stay Informed and Connected:

For further details or to be added to our "RFP email list," please contact Jose Carchi at mis@wcaaa.org or call 203-757-5449 ext.170. Additionally, you may request an individual training session by providing a day and time of your convenience.

WCAAA is committed to fostering initiatives that enhance the well-being of our elderly community. We eagerly anticipate your applications and the positive impact they will bring to the lives of those we serve.



CHOICES

MEDICARE MADE SIMPLE

CMS NATIONAL UPDATES

Medicare Low-Income Subsidy (LIS) Enrollment Changes Effective January 2025

Important Changes to LIS Enrollment and Special Enrollment Periods (SEP)

Starting in January 2025, there will be significant changes to the Special Enrollment Period (SEP) for Medicare beneficiaries who qualify for the Low-Income Subsidy (LIS), also known as "Extra Help."

New Monthly Enrollment Flexibility

Beginning in 2025, LIS beneficiaries will be able to change their Medicare Part D (prescription drug plan) once per month, rather than the current quarterly option. This new LIS SEP will offer beneficiaries more flexibility to adjust their plans throughout the year.

How This Differs From 2024

In 2024, LIS beneficiaries were allowed to make changes to their drug plans once per quarter for the first three quarters of the year (January-March, April-June, and July-September). They could not make changes during the Annual Open Enrollment Period (OEP) from October 15 to December 7. Starting in 2025, these restrictions will be lifted, and LIS beneficiaries will be able to make changes once every month, giving them more opportunities to find a plan that best suits their needs.

LIS beneficiaries can:

- Leave their Medicare Advantage Plan (MAPD) or Special Needs Plan (SNP) and return to Original Medicare with a stand-alone Part D drug plan.
- Switch between stand-alone Part D drug plans.

LIS beneficiaries cannot:

Enroll in a Medicare Advantage Plan (MAPD) or Special Needs Plan (SNP) or switch between them using this LIS

SEP whether they are fully dual eligible, or partial (QMB or QMB + HUSKY). Other enrollment periods (like Open Enrollment and Special Enrollments) are still available for those changes.

Effective Date of Plan Changes

Any plan change made during the LIS SEP will be effective on the first of the following month, including changes made during Open Enrollment.

Goal of the Change:

The goal of these changes is reduce confusion about the different Special Enrollment Periods available to LIS beneficiaries, to **limit aggressive sales tactics** by preventing too frequent plan changes, and to **allow beneficiaries**, especially those who are dual-eligible for Medicaid and Medicare, to **leave plans more frequently if they are not working for them**.

Note on Dual Special Needs Plans

Full Dual and Partial Dual (Qualified Medicare Beneficiary and LIS only) enrollees can disenroll from an MAPD plan, return to Original Medicare, and enroll in a stand-alone Part D plan on a monthly basis. This new monthly SEP is one-way, meaning they can only leave an MAPD/SNP and move to Original Medicare with a drug plan, but cannot use this SEP to switch into or between MAPD/SNP plans.





Important Clarification for Connecticut:

Although some states are getting an additional Special Enrollment Period for Special Need Plan enrollees, this does not apply to Connecticut at this time.

These updates are designed to offer more flexibility and better protect beneficiaries from confusing plan options and aggressive marketing.

Please contact the State Health Insurance and Assistance Program (SHIP) for further assistance.

SHIP/CHOICES HOTLINE Phone number: 1800-994-9422

Local SHIP/CHOICES Number: 203-757-5449 Option 4

CALLING PROVIDERS & VOLUNTEERS

Contact the SHIP/CHOICES program:

☎ 203-757-5449 x 4 or 1-800-994-9422



2025 Training Schedule

WHAT YOU NEED TO KNOW:

Spring/Summer Session

Orientation: April 1, 9-11 AM

Self-paced Modules: April 1-26

Live Training: May 6, 7, 8

Exam: May 8

✓ CHOICES trainings are free for volunteers and \$125 for in-kind (paid professionals).

✓ We are offering a mix of virtual and in person options for training sessions

✓ Participants must complete an orientation session, self-paced training modules, three training days, sign an MOU and take an online certification exam.

✓ Topics include: The parts of Medicare, Medigap, eligibility, coverage, costs, appeals, coordination of benefits, transitions, & cost assistance programs.

✓ Expectations of counselors include willingness to learn, assist beneficiaries through Medicare Planfinder tool and other tools & resources, assist in the application of cost assistance programs, report counseling sessions and attend two update trainings per year.

Individuals with a conflict of interest, such as insurance agents, are not eligible to participate.

Benefits of Becoming a Counselor:

- Empower Others: Gain Medicare expertise to guide clients with confidence.
- Be a Trusted Resource: Help simplify Medicare for your community.
- Promote Wellness: Support seniors in making healthy choices.
- Grow Professionally: Build valuable skills and credentials.
- Give Back: Make a meaningful impact in your community.

and more!



Navigating Medicare

This project was supported, in part by grant number 90SAP0056, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.



Will the Increase in the Cost-of-Living Adjustment (COLA) Affect My Eligibility for the Medicare Savings Program?

Written by Amanda Halle, WCAAA Staff

Social Security announced the Cost-of-Living Adjustment (COLA) for 2025 will be 2.5% and the Medicare Part B monthly premium will increase to \$185. Those Medicare beneficiaries enrolled in the Medicare Savings Program (MSP) which bases eligibility on income, including one's monthly Social Security income, may be concerned that the COLA increase could possibly make them no longer eligible for the MSP program. As a reminder, the Medicare Savings Program covers the Medicare Part B premium, helps pay for prescription drugs and in some instances covers deductibles and co-payments. Each state determines their own income eligibility guidelines for the Medicare Savings Program using the annual Federal Poverty Level (FPL) announced in January 2025 and goes into effect starting March 1st. Due to the different effective dates of COLA and the Federal Poverty Level, Medicaid established a policy called the "transition period" which is between January 1 – March 1 each year.

Each state determines their own income eligibility guidelines for the Medicare Savings Program using the annual Federal Poverty Level (FPL) announced in January 2025 and goes into effect starting March 1st. Due to the different effective dates of COLA and the Federal Poverty Level, Medicaid established a policy called the "transition period" which is between **January 1 – March 1 each year**. What this means is the CT Department of Social Services (CTDSS), who determines eligibility for the Medicare Savings Program, should not count the COLA increase when determining eligibility during this transition period. This policy applies to those who are currently on the Medicare Savings Program (MSP) or applying to the program. Once the income eligibility guidelines are announced and become effective March 1, beneficiaries will be able to review their income to determine if they continue to qualify for the Medicare Savings Program.

If you have questions about the Medicare Savings Program or feel you have been incorrectly removed from the program during this transition period based upon the COLA increase or have been denied approval because CTDSS used your income based upon the updated COLA, please contact a CHOICES Counselor at the Western CT Area Agency on Aging at 1-203.757.5449 or 1-800-994-9422.

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Sources: <https://www.ssa.gov/cola/>

2023 SSA Cost of Living Adjustment, Hold Harmless, and MSP Disregard (email 12-19-2022), CT State Unit on Aging and Disability, Hartford, CT and Office of Healthcare Information and Counseling, Administration for Community Living, Division of the Department of Health and Human Services, Washington, DC.



Dear CHOICES Counselor

I missed the Open Enrollment Period (OEP) and didn't make any changes to my Medicare plan. Now, as of January 2025, I've discovered that my premium has increased, some of my prescriptions are no longer covered, and certain doctors I see are also not included in my plan. What are my options at this point? Can I switch to a more affordable plan or one that better meets my needs outside of the October 15 - December 7 enrollment period? (Frank, Connecticut)

Dear Frank,

Thank you for reaching out. I understand your concerns about higher premiums, coverage changes, and issues with your current plan. Here's an overview of your options and what you can do now:

CHECK FOR SPECIAL ENROLLMENT PERIODS (SEPS):

Some circumstances allow you to make changes outside the Open Enrollment Period (Oct. 15–Dec. 7). These include:

- **Extra Help/Medicare Savings Program:** If you qualify for financial assistance, you may be eligible for a Special Enrollment Period to change plans.
- **Recent Moves or Changes:** If you've moved or had changes to your Medicaid status, you may qualify.
- **Other Life Events:** Certain events, like your plan leaving your area or other qualifying changes, could grant you an SEP.

MEDICARE ADVANTAGE OPEN ENROLLMENT PERIOD (MA-OEP):

If you're enrolled in a Medicare Advantage Plan, you can switch to another Medicare Advantage Plan or return to Original Medicare between Jan. 1 and March 31, 2025. This period does not allow you to switch from Original Medicare to a Medicare Advantage Plan or add Part D if you don't already have it.

CONSIDER MEDICAIDE OR EXTRA HELP (LIS)

If your income falls below a certain level, you may qualify for programs like Medicaid or the Medicare Savings Program. These programs could help with premiums and give you additional enrollment flexibility.

REVIEW PRESCRIPTION COVERAGE WITH YOUR PLAN

You might be able to work with your current plan to address prescription coverage gaps, such as requesting an exception or a prior authorization for medications that are not covered.

PLAN FOR THE NEXT OPEN ENROLLMENT

Mark your calendar for Oct. 15–Dec. 7, 2025, when you can review and switch your Medicare plan for the following year. We can help you compare plans and ensure your doctors and prescriptions are covered.

Your next steps would then be to contact the SHIP/CHOICES Program at the Western CT Area Agency on Aging: Let us review your specific situation. If you're eligible for an SEP, we can guide you through the process.

Additionally, you can call your current plan's customer service to clarify why certain prescriptions or doctors are no longer covered and explore any immediate solutions.

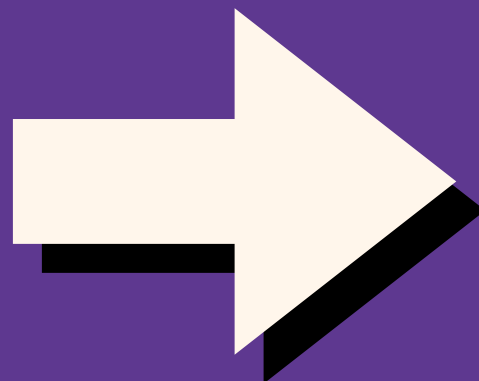
Call today at **203-757-5449 Option 4**, or **1-800-994-9422** to receive more details or to schedule an appointment. We're here to help!

Regards,

Your Choices Counselor



What's New for Medicare in 2025? At a Glance!



Original Medicare Part A Costs: 2024 vs. 2025

Part B: Medical insurance	2024	2025
Part A premium	\$0/month if you've worked more than 10 years	\$0/month if you've worked more than 10 years
	\$278/month if you've worked between 7.5 and 10 years	\$285/month if you've worked between 7.5 and 10 years
	\$505/month if you've worked fewer than 30 quarters (7.5 years)	\$518/month if you've worked fewer than 30 quarters (7.5 years)
Hospital deductible	\$1,632 each benefit period	\$1,676 each benefit period
Hospital coinsurance	\$0/day for days 1 – 60 once you've met your deductible	\$0/day for days 1 – 60 once you've met your deductible
	\$408/day for days 61 – 90 of each benefit period	\$419/day for days 61 – 90 of each benefit period
	\$816/day for days 91 – 150 (non-renewable lifetime reserve days)	\$838/day for days 91 – 150 (non-renewable lifetime reserve days)
Skilled nursing facility coinsurance	\$0/day for days 1 – 20 each benefit period (after a minimum 3-day inpatient hospital stay)	\$0/day for days 1 – 20 each benefit period (after a minimum 3-day inpatient hospital stay)
	\$204/day for days 21 – 100 each benefit period	\$209.50/day for days 21 – 100 each benefit period

Medicare Part D Costs: 2024 vs. 2025		
Part D: Prescription drug coverage	2024	2025
Part D base premium	\$34.70	\$36.78
Part D maximum deductible	Up to \$545/year	Up to \$590/year
Part D coverage gap threshold	\$5,030	None
Part D catastrophic coverage limit <i>You pay \$0 for covered drugs after your cost-sharing for covered drugs reaches this amount.</i>	\$8,000	\$2,000

Part D: Prescription drug coverage

The \$2,000 cap on out-of-pocket drug costs at a glance:

- Starting in 2025, your annual out-of-pocket Part D costs are capped at \$2,000. After you reach this out-of-pocket limit, you owe nothing for covered drugs for the rest of the year.
- Your Part D plan should keep track of how much money you have spent out of pocket for covered drugs and your progression through coverage periods—and this information should appear in your monthly statements.
- Remember that only costs associated with covered drugs help you move through the coverage phases. If you spend money on non-covered drugs, those costs will not help you reach the annual cap.

Remember:

After reaching this \$2,000 cap, you owe nothing for covered drugs for the rest of the year. This new limit changes the Part D coverage phases, which will now include three periods:

Deductible period: You pay the full negotiated price for most covered drugs until meeting your deductible (up to \$590 in 2025, varying by plan). Some drugs, like insulin (\$35 cap) and immunizations (100% covered), are not subject to the deductible.

Initial coverage period: After meeting the deductible, costs for covered prescriptions are shared between you and your plan through copayments or coinsurance.

Catastrophic coverage: Once you reach the \$2,000 cap, you owe \$0 for covered drugs.

Costs that count toward the deductible and cap are your True Out-of-Pocket (TrOOP) costs, including payments from programs like Extra Help, SPAPs, and others, as well as contributions from friends or family. Your plan tracks these costs and includes the information in your monthly statements. Note that only costs for covered drugs count toward your deductible and cap—expenses for non-covered drugs do not apply.

The Medicare Prescription Payment Plan (MPPP)

- Beginning in 2025, you have the option to sign up for a payment plan for Part D out-of-pocket costs.
- The MPPP allows you to spread your drug costs throughout the year, with the goal of helping you manage your monthly expenses.
- For example, if you anticipate reaching the annual Part D cap quickly due to expensive medications, you can spread those costs throughout the year—rather than paying a lot in the first months of the year and nothing in later months of the year.
- When you sign up for the MPPP, your plan will communicate your choice to your pharmacy. You should pay \$0 at the pharmacy for your covered Part D drugs. Your plan will pay the cost-sharing at the time of your purchase and send monthly bills to you for the cost-sharing amounts. You pay no fees or interest, even if your payment is late.

Are any Special Enrollment Periods (SEPs) changing in 2025?

Yes. There are two new SEPs that are available to dually eligible people and/or those eligible for Extra Help (also known as the low-income subsidy, or LIS).

- **Dual/LIS SEP:** You qualify for this SEP if in addition to Medicare, you have Medicaid, a Medicare Savings Program (MSP), or Extra Help. You can make a once-per-month change—either from a Medicare Advantage Plan to Original Medicare with a stand-alone Part D plan, or from one stand-alone Part D plan to another stand-alone Part D plan. You cannot use this SEP to enroll in a new Medicare Advantage Plan with prescription drug coverage.
 - Note: This SEP replaces the previous SEP for those with Medicaid, an MSP, or Extra Help to switch prescription drug coverage once-per-quarter for the first three quarters of the year.

IMPORTANT NOTE THAT APPLIES ONLY TO SPECIAL NEEDS PLANS (SNPs):

Starting in 2025, individuals with QMB/Extra Help active status and/or HUSKY active status who are interested in enrolling in or switching Special Needs Plans (SNPs) will have a limited timeframe to do so. Enrollment changes for SNPs will be restricted to the Medicare Advantage Open Enrollment Period, which runs from January 1st to March 31st.

This rule applies whether you are:

- Enrolling in a SNP for the first time
- Switching from one SNP to another

What You Need to Know

Eligibility:

To qualify for a Special Needs Plan (SNP), you must meet specific eligibility criteria based on the plan's requirements:

- **QMB (Qualified Medicare Beneficiary)/ Extra Help:** You must have active QMB/Extra Help status, which provides assistance with Medicare premiums and cost-sharing and offers enhanced prescription drug coverage and reduced out-of-pocket costs
- **HUSKY Health:** Enrollment in HUSKY Health (Connecticut's Medicaid program) may also fulfill SNP eligibility requirements, depending on the plan you select.

- **Plan-Specific Requirements:** Some SNPs may cater to individuals with specific chronic conditions, disabilities, PLUS dual eligibility for Medicare and Medicaid. Ensure the plan you are considering aligns with your unique healthcare needs.

Enrollment Period:

- The January 1st to March 31st window is the only time you can make changes to your SNP enrollment. Outside of this period, you will generally need to wait until the Annual Enrollment Period (October 15th to December 7th) or qualify for a Special Enrollment Period (SEP) due to life changes or other circumstances.

Plan Options:

- SNPs are designed to meet the unique needs of individuals with chronic illnesses, disabilities, or dual eligibility for Medicare and Medicaid. Plans may include tailored benefits such as care coordination, enhanced drug coverage, and additional resources to support your healthcare needs.

Action Steps:

- Review your current coverage: Ensure your SNP still meets your healthcare and prescription needs for 2025.
- Mark your calendar: Make changes between January 1st and March 31st, 2025, to avoid missing your opportunity to switch plans.

*Sources: Medicare Minute Teaching Materials – Jan. 2025 | The Medicare Rights Center
<https://www.medicarerights.org/>*

This document 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 \$2,534,081 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.



**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 Testimonials

After handling my Mom's medical insurance transitions as she has aged, and then as I applied for Medicare myself, I discovered the process certainly wasn't always easy. So, after I retired, I happened to run across a volunteer opportunity in assisting Medicare-eligible beneficiaries in wading through some of the process, and ultimately help them choose from their options for medical coverage. I plunged into the opportunity in early 2025 and trained for over 6 weeks. I learned so much more about Medicare, Medicaid, and the various options and resources available to support residents right here in Western Connecticut. The experience has been both challenging and fulfilling over the past year.

More seasoned counselors have assisted me in picking up some of the intricacies, additional resources, and techniques that we find with each individual beneficiary's case. When I felt comfortable, I jumped in to handle individual Medicare counseling discussions. Some cases have been as simple as answering questions about how to enroll, or to do a quick plan comparison of the options. Some are more complex, requiring research, several sessions, and sometimes three-way discussions with plans or providers.

The best result is when a client makes a decision to adjust their coverage that is better suited for them, or they find out their current coverage is already just fine. I enjoy the interaction with clients, and even more so when they feel that I've helped them simplify the process or identified more effective options.

I would recommend the volunteer counselor role to anyone with the energy and willingness to help seniors in a tangible way. Not having a personal financial tie to the end result of any individual's decision on coverage really does make this a great service opportunity. It's all about what is best for the client!

[E.B. Volunteering since April 2024]

Volunteering with the organization has been incredibly rewarding, particularly when engaging with beneficiaries and their families as we work together to solve individual challenges related to Medicare and Medicaid. The ability to provide a resource that proves to be extremely helpful as they navigate the complexities of the healthcare system is something I truly enjoy.

A particularly memorable experience was when a couple came in with their daughter to change their Part D Prescription Drug plans. After discussing their needs and comparing options, I was able to assist them in enrolling in a new plan. The gratitude they expressed was clear, and it was moving to see the relief on their faces as they left the office.

It was a truly rewarding moment for me. The impact our team and services have on the community is significant. You can hear it in our customers' voices or see it in their expressions when their issues are resolved. Navigating the healthcare system can be especially difficult for seniors and knowing that we help make that process easier makes all the difference. As more seniors become aware of who we are and what we offer, our ability to create positive change in the community continues to grow. It's incredibly rewarding to be able to make a positive impact on people's lives, and if you're looking to give back and contribute meaningfully, this team and its mission are ideal.

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



If someone were considering volunteering here, I would describe the organization as a highly engaged, dedicated team with a wealth of knowledge. As a new volunteer, I felt incredibly welcomed. The culture is fantastic, and I deeply appreciate how open and accessible the team is, always ready to answer questions and provide support. Given the challenges that some of our customers are facing in their lives, simply listening to their questions, providing some plan options and enrolling in a new plan can make a huge difference. I find this work extremely rewarding and hope that others will consider joining the team in a volunteer capacity”

[J. F. – Volunteering since September 2023].

When I retired from teaching, I knew that I wanted to volunteer with an organization that gave back to my community. With the onset of COVID, it took me some time to find a “good fit”. One morning I was listening to WATR 1320 and a representative from WCAAA was on air explaining what they do. A few weeks later my neighbor was telling me about his struggles to maintain his home on a very small Social Security income. I decided to call WCAAA and was able to help him enroll in MSP as well as SNAP. After this experience, I thought this might be a good place to volunteer.

I’ve always been a detail-oriented person and prior to teaching I was a Programmer at Travelers Insurance so I’m comfortable with technology. I spoke with the Regional Manager and decided to take the training. It was a lot of information to learn but over the past 3 years I’ve become a confident counselor who enjoys helping people navigate the confusing world of Medicare. Volunteering with CHOICES/SHIP has been good for me mentally, socially and emotionally. I work with a great group of caring people and my knowledge

¿Interesado en ser voluntario con nosotros?

¡Es fácil marcar la diferencia! Simplemente regístrate hoy escaneando el código QR a continuación, y un miembro dedicado del equipo se comunicará contigo para guiarte en el proceso.

Ya sea que estés buscando obtener una valiosa experiencia o generar un impacto positivo en tu comunidad, te ayudaremos a comenzar tu viaje como voluntario con nosotros. Únete a nuestra misión hoy y sé parte de algo significativo.

Convirtiéndose en un Consejero
Certificado de CHOICES



has allowed me to also help family and friends. It keeps my brain active and I’m always learning new topics. The beneficiaries who call here are very grateful for the help that we offer them. I feel satisfied and sometimes tired at the end of the day but I’m grateful that I am still an active member in my community in my senior years.

CHOICES/SHIP is a hidden gem that not enough people know about in our community. As a committed Choices Counselor, I try spreading their message the best I can.”

[M.R. – Volunteering since March 2022].

My journey into CHOICES and SMP started many years ago assisting my mom with her annual plan selection and dealing with medical issues as they arose throughout the year. When the Medicare and You book arrived my mom was immediately stressed. The information was overwhelming, she worried about how to decide on the right plan, and didn't want to be a burden by asking for help so she'd stress over it for weeks. Over time I was able to get her to understand I enjoyed going through it and she finally let me take it on each year, as did a number of her friends who had no family to lean on for plan comparisons and enrollment assistance.

At the time I wasn't aware of CHOICES and often wondered how folks without family, or someone they could trust, got through the annual process and who they turned to for assistance when issues arose during the year. Following my retirement, I was looking for a volunteer activity and happened to attend an Intro to Medicare session hosted by a SHIP counselor.

It brought back memories of the issues and challenges my mom and her friends faced, and ultimately prompted me to apply to be a volunteer for both CHOICES and SMP. Though I'm still very new to the program, having started in mid-2024, the work to date has been incredibly fulfilling. The cases range from simple quick phone calls to complex interactions requiring multiple calls often with third parties involved. I especially enjoy the opportunity to get out into the community and have more of the face-to-face interactions. Reflecting on the past year, and my initial time with CHOICES / SMP, three things in particular stand out for me.

First is the great team of people across WCAAA who are always there to provide assistance. Their knowledge, commitment, passion and support made the learning process so much easier than I expected coming out of the training and it's a fun group to be with in the office.

Second, is the personal sense of fulfillment I get from the work. Every week I'm learning something new and many times I feel like I'm talking to my mom and her friends, which brings back wonderful memories for me.

Finally, is how much beneficiaries and family members appreciate the help and support we provide,

the heartfelt thank-you's are numerous and make my day. However, what has struck me most deeply is how much they just appreciate having someone listen to them. Even when they don't get the answer they want, you can hear in their voice how appreciative they are just to have someone listen and try to help.

Even when they don't get the answer they want, you can hear in their voice how appreciative they are just to have someone listen and try to help.

I would recommend CHOICES and SMP for anyone who is looking to give back and provide meaningful assistance to the elderly and those less fortunate. It has given me the "sense of purpose" I lost when I retired and it certainly helps fill a void for many in the community who have nobody to turn to for assistance.

[T.W. Volunteering since April 2024]





WHY it is so important to read your Medicare Summary Notice (MSN) or Medicare Advantage Plan (MAP) Explanation of Benefits (EOB)

What Can You Do to Stop DME Fraud?

- Be sure your doctor has assessed your condition and orders the durable medical equipment (DME) or supplies.
- Never sign a blank form from your health care provider or equipment supplier.
- Always read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB). Look for charges for equipment you do not need or did not receive.
- Refuse and report any equipment or supplies offered as free.

 877.808.2468
SMPRESOURCE.ORG

Is original/traditional Medicare or your Medicare Advantage Plan being billed for supplies never ordered or never received? Senior Medicare Patrol (SMP) has reported cases of catheters and diabetic supplies being fraudulently billed throughout the country and right here in Connecticut! Important tips to stop durable medical equipment (DME) Medicare fraud:

- Did **your Doctor** order it?
- **Never sign** blank forms!
- **Always read** MSNs or EOBs
- **Refuse and report** supplies offered as free

Scammers are billing for a year's worth of urinary catheter claims, all at once. A lot of these bills have been \$10,000 - \$20,000! This means if you miss reviewing that single Medicare statement, you wouldn't even know it happened. This is a great reminder to always be checking your Medicare statements to make sure there isn't a charge there that shouldn't be. If you need help learning how to read your Medicare statements, contact the SMP!

Miss One MSN, Miss A Lot!

Scammers are billing for a year's worth of urinary catheter claims, all at once - many times being paid over \$10,000.

This means if you miss reviewing that single Medicare statement, you wouldn't even know it happened.



   877.808.2468



MSN Watch
BE ON THE LOOKOUT FOR DIABETIC SUPPLIES CHARGES

 877.808.2468
SMPRESOURCE.ORG

There have been a lot of reports to the SMPs across the country about diabetic supply charges being found on Medicare statements when the beneficiary doesn't have diabetes. Have you read your most recent statement? If not, be sure to and see if you find any charges that look suspicious. If you find something, report it!

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 \$381,065 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.

A GOLDEN MILESTONE

Western Celebrates 50 Years of Impact

Written by Spring Raymond, Chief Executive Officer of the Western CT Area Agency on Aging



2024 Marked a Momentous Milestone for the WCAAA

Fifty Years of Dedicated Service to our Community

On October 24, 2024, we came together at the beautiful Aria in Prospect, CT, to celebrate five decades of commitment, advocacy, and impact in our community.

The 50th Anniversary Gala was a night to remember, filled with heartfelt reflections, inspiring tributes, and a shared vision for the future.

A Night of Gratitude and Celebration

As the President and CEO of the WCAAA, I had the incredible honor of opening this wonderful event. As I warmly welcomed guests, I couldn't help but reflect on the appreciation I felt for the many individuals and organizations who have played vital roles in the agency's success. Attorney Mike Giardina served as the evening's Master of Ceremonies, guiding the program along and sharing jokes which filled the room with laughter.

Trayvonn Diaz, representing Senator Chris Murphy, joined Mr. Giardina on stage to honor the agency with a congratulatory proclamation. "Thank you, Spring, for having me," he said with a smile, "Sitting next to your mother has been a pleasure." The audience giggled and cheered.





Dr. Joseph DeMayo and his family

As the evening unfolded, Dr. Joseph DeMayo took the stage to deliver an inspiring keynote that struck every chord in the room. The speech, titled “Aging Trends and the Cycle of Frailty,” highlighted valuable insights on fostering physical, mental, and social well-being in older adults, while emphasizing the importance of promoting vitality, resilience, and connection throughout the aging process.

Dr. Joseph DeMayo is a distinguished physician with a Master’s in Public Health from the Yale School of Medicine and recognition as a John Hartford Scholar in Geriatrics from the University of Connecticut School of Medicine. With over 40 years of experience in Internal Medicine and Geriatrics, Dr. DeMayo has dedicated his career to advancing the care

of older adults and those with age-related conditions. Through his work, he has made significant contributions to the field as a clinical investigator in the trial of Alzheimer’s treatment for the FDA and as the Director of the Alzheimer’s and Age-Related Disorders Clinic. His commitment to education is evident in his role as an Instructor in Geriatrics at St. Mary’s Residency Program and as a Clinical Attending and Instructor at Yale School of Medicine’s Primary Care and Internal Medicine Residency Program.

Currently, Dr. DeMayo serves as a Clinical Skills Instructor at Yale School of Medicine and as a Consultant in Geriatrics and Medicine for the Yale New Haven Health System. His expertise is highly sought after on the national stage,

where he lectures on topics including Alzheimer’s Disease, neurotransmitters, neuropathy, and the overlap between aging and disease. Dr. DeMayo’s excellence in teaching has been recognized with multiple awards, including the Teacher of the Year award from the Yale Primary Care Residency Program and the Community Teacher of the Year award from both St. Mary’s and Yale School of Medicine. His outstanding contributions to the field have also earned him election to the International Society of Hypertension in Blacks.

On behalf of the Western CT Area Agency on Aging, **we extend deep gratitude!**

Honoring Leadership and Dedication

The evening paid tribute to the exceptional leaders who have shaped WCAAA over the years. Larry Marsh, our first Executive Director, was remembered for laying a solid foundation for the agency. Christine Fishbein, who served as Executive Director for over 30 years attended and was recognized for her dedication and commitment. Mike Hebert, who navigated the challenges of the COVID-19 pandemic, was recognized for their contributions.

We were able to celebrate the dedicated efforts of past and present Board of Directors, Advisory Council members, volunteers, and staff. Special recognition was given to our Administrative Assistant, Nehway Sahn, and our Grants Manager, Jose Carchi, whose behind-the-scenes efforts were crucial to the gala's success.

Awards and Tributes

The evening also honored individuals whose dedication has left a lasting impact:


Sandy Taylor, a driving force behind the Meals on Wheels program, was recognized for her extraordinary dedication, including a weekly 350-mile commute to serve her community. For 21 years, Sandy has exemplified the true spirit of service with her unwavering passion and tireless effort.

Loretta Reed, Director of Human Resources, celebrated 27 years of unwavering service, embodying the heart and spirit of WCAAA. She's has been a cornerstone of WCAAA, demonstrating dedication and care in every step she takes. Her commitment and unwavering support have made a lasting impact on WCAAA, and we are deeply grateful for her many years of service.

Carla Gilbode, leader of the CHCP program, was praised for her compassion, innovative spirit, and steadfast advocacy for those WCAAA serves. She's been with us for 16 years, for which we are eternally grateful!



Carla Gilbode of CHCPE, accepting her award

Alicia Knox, a woman with long dark hair, is smiling and posing in a long, sleeveless, gold sequined dress. She is standing in front of a backdrop featuring the Western Connecticut Area Agency on Aging logo, which consists of stylized human figures in blue, yellow, and green. To her right, there are gold and blue balloons. The text "WESTERN CONNECTICUT AREA AGENCY ON AGING" is repeated across the backdrop.

Alicia Knox, captured by Val Sousa

Among those honored was Alicia Knox, one of our dedicated care managers from the CHCPE program, whose creative contribution played a pivotal role in rebranding our agency—an initiative perfectly aligned with this milestone. Last year, a contest to redesign the logo was held, and Alicia drafted an initial concept that was further refined into the vibrant and sophisticated logo we’ve come to cherish. We thank Alicia for her invaluable contributions. She was awarded a \$400 prize for her efforts, and we are truly grateful for her creativity and dedication!


Looking Ahead

As part of the celebration, we unveiled this new logo, along with our revised mission, vision, and values statements, which we believe accurately reflects the organization’s evolving commitment to its community.

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.”

Vision: “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.”

We concluded the evening by outlining ambitious plans for the future, including leveraging technology, expanding partnerships, and addressing critical issues such as affordable housing, mental health, and social isolation.



Nehway Sahn, performing a rendition of Stand by Me by Ben E. King
Photo by Val Sousa



On behalf of the Western Connecticut Area Agency on Aging, I would like to express our deepest gratitude to everyone who contributed to this milestone celebration. Your support and collaboration make our work possible, and together, we look forward to building a brighter future for our community.

Here's to another 50 years of service, innovation, and impact!

Spring Raymond





Peace in Petals

I would like to say that I am honored to work here at the Western CT Area Agency on Aging.

This is by far the best Company/organization I have ever worked for. I am emotional as I write this. The week my father passed away I received the most beautiful plant from WCAAA.

When I received the plant, I sat and cried my eyes out. The message of the plant is amazing, it goes like this...this is a joyful and peaceful plant. Used to bring joy in moments of sorrow. I must say it meant so much to me and I look forward to being here for longevity.

Love,

*Migdalia Hernandez
aka, Mindy*

Guiding Lights

We are service navigators, with
determining choices,

We are service navigators,
advocating all along.

We are service navigators, for the
frail and the voiceless,

We are service navigators, with a
guiding song.

We are service navigators, handling
cases with care,

We are service navigators, using
urgency and grit

We are service navigators, holding
burdens few would dare

We are service navigators, keeping
hope alit.

We are service navigators, a flame
in the dark,

We are service navigators, igniting
the spark.

We are service navigators, justice
we seek,

We are service navigators, for the
forgotten and weak.

We are service navigators, in every
action we keep,

We are service navigators, to uplift
and lead.

And if you need a fresh debrief,

We are service navigators. and we
stand for advocacy.

by Malsiella Martinez, Service Navigator





Drop Off

By Nehway Sahn

I recall mornings at Paul elementary. Seated

At the epicenter
of my father's Ford Explorer,
maple syrup trapped in the seams
of my Justice jeans, my father
clutching Polly Pockets
in his safe hands. We'd race
to the front door, blinking the breeze
from my lashes. "Daddy, I won, I won!"
And he lingered — a snail, masking the salt
drops flowing from his eyes,
behind a cheeky grin.

A quiet plea to engrave my
youth in the depths of earth,
piled with cement
so daddy's little girl stays little.

Sixteen years have passed,
the death-rattle of his
Toyota Highlander, lugs us both
to the real world,
my limbs stretched like beanstalks,
silver sandpaper softening his head,
exit twenty-nine - a sign of time gone by.
small girl no more, off on her own,
no sticky syrup,
but a warm embrace
as he sets a dove free.

Salt kissed checks at the drop off.



WESTERN CONNECTICUT
AREA AGENCY ON AGING

SERVICE NAVIGATOR

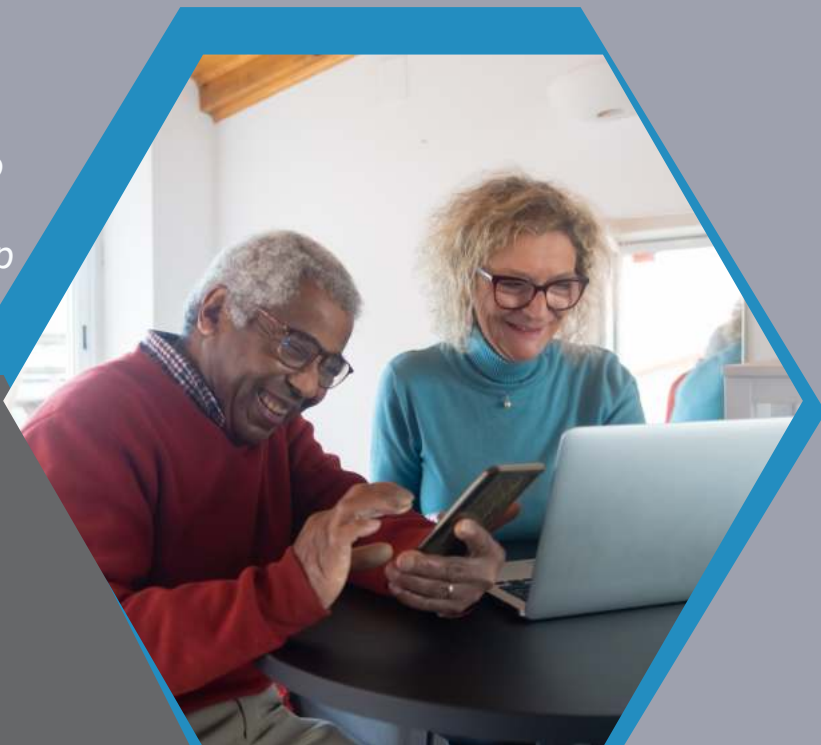
Service Navigators are Community Resource Specialists who assist aging adults and persons with disabilities who may be facing multiple complexities. Our goal is to provide effective solutions, addressing each challenge one step at a time.

WHO WE SERVE?

We provide services to Connecticut residents aged 60 and older, as well as adults between the ages of 18 and 59 who have a disability and currently receive care from a caregiver.

WHAT WE OFFER?

- **Prescreening:** We conduct a thorough prescreening process to assess clients' eligibility based on their specific needs. Our clients may require support in areas such as public assistance, assisted living resources, home care referrals, support groups, food and nutrition, case consultations, and more.
- **Application and Referral Assistance:** We help clients complete and process forms, ensuring they have the support needed to navigate the application and referral process.
- **Person-Centered Planning:** We collaborate closely with individuals to develop customized care plans that reflect their unique needs, preferences, and goals.
- **Advocacy:** We provide guidance, education, and connect clients with essential resources. By partnering with other professionals, we address client challenges and help them advocate for their rights. Our mission is to ensure that every client feels valued, heard, and understood.



**PLEASE
CALL**

 **203-757-5449**



**84 Progress Lane, Waterbury
CT, 06705**

Have you gotten a call asking you to confirm your Medicare number or asking if you got a new Medicare card that's:

- Plastic
- Microchipped
- New because it's an election year
- For any other reason?

If so, it's a scammer trying to get your actual Medicare number to scam Medicare and steal your medical identity. If you have received any of these calls or have given out your Medicare number, please contact your local Senior Medicare Patrol (SMP) in Connecticut at 1-800-994-9422.

YOU ARE **NOT** GETTING A NEW MEDICARE CARD

- ✗ Not with a microchip
- ✗ Not a plastic one
- ✗ Not because of Medicare Open Enrollment



Have you gotten calls saying Medicare is calling? Scammers are attempting to steal your medical identity. If you have received any of these calls or have given out your Medicare number, please contact SMP immediately!

Medicare is not laminating Medicare cards. There are reports of a lot of calls about new Medicare laminated cards, or replacement cards

MEDICARE IS NOT LAMINATING MEDICARE CARDS!



Scammers are calling and offering to laminate your Medicare card.

Do not give them your Medicare number.

being sent. These are not calls from Medicare. These are scam attempts to get your Medicare information.

YOUR MEDICARE CARD
**DOES NOT
EXPIRE**
and there is NOT a
\$10,000 FINE
for using an "expired" card.
This is a **SCAM!**



Have you received a call saying your Medicare card is going to expire and if it does you will owe a fine, even up to \$10,000? This is not true. Your card is not expiring, and you do NOT ever need to worry about a fine. Please don't give your Medicare or banking information over the phone.

REPORT THIS SCAM!



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 \$381,065 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.

Brain Games

Across

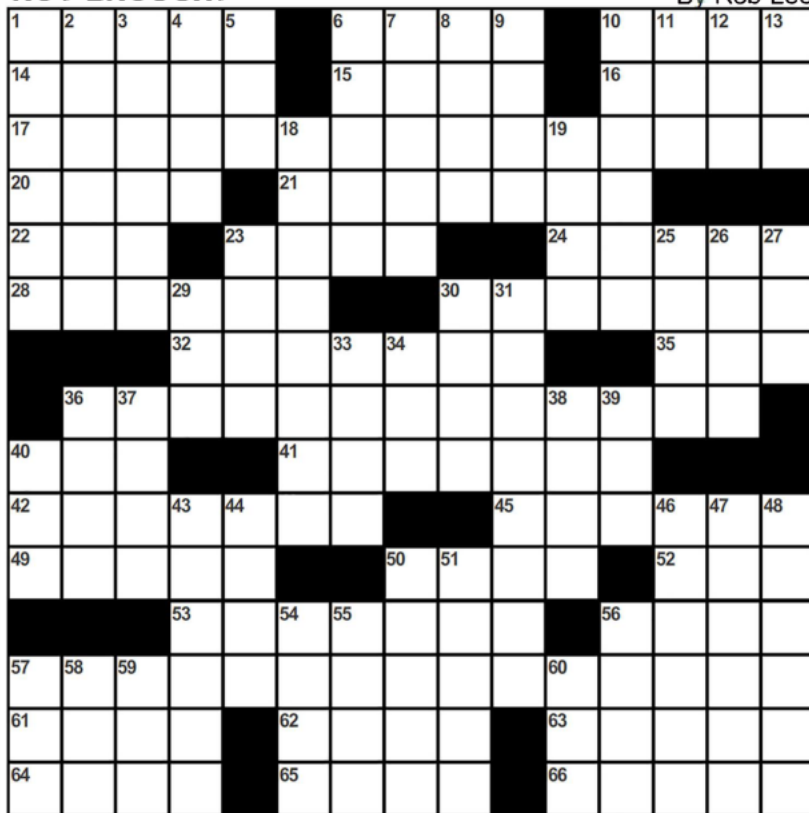
- | | |
|--------------------------------|-------------------------------------|
| 1) Inclination | 40) Suffers from |
| 6) Middle Eastern monarchy | 41) Cough drop flavor |
| 10) Iranian currency | 42) Like a glutton |
| 14) Some soft drinks | 45) Calculator of a sort |
| 15) Tree trunk | 49) Leisurely walk |
| 16) Land o' the shamrock | 50) Blanched |
| 17) How some lay it on? | 52) Anti-apartheid party, for short |
| 20) Tear apart | 53) Certain singer |
| 21) Property recipient, in law | 56) Certainly not often |
| 22) Satisfied one's hunger | 57) What a hint is |
| 23) "A likely story!" | 61) Like a tie score |
| 24) Apogee's antithesis | 62) Bookie's quote |
| 28) Common volcanic rock | 63) Ration out |
| 30) Six-stanza verse form | 64) Lightbulb unit |
| 32) Is generous | 65) Not messy at all |
| 35) Mighty high peak | 66) Dabbling ducks |
| 36) Almost certifiable | |

Down

- 1) Sacred beetle of ancient Egypt
- 2) Controversial Nabokov novel
- 3) Bartender's supply
- 4) High-priced spread
- 5) "To the max" indicator
- 6) Daggers, in printing
- 7) Recurring theme
- 8) Common skin cream ingredient
- 9) Attention-getting light
- 10) Warm, as leftovers
- 11) Three, on old clocks
- 12) Not quite a circle
- 13) Albanian dollar
- 18) It may follow Tom, Dick or Harry
- 19) Easy math column
- 23) Much
- 25) Cameron of Hollywood
- 26) In a thorough manner
- 27) Music category
- 29) Commercials
- 30) Paving stone
- 31) Type of onion (Var.)
- 33) Tucked in for the night
- 34) Plating material
- 36) Coffee, slangily
- 37) Functions
- 38) It prevents exposure
- 39) In the way of
- 40) Emulate a rabbit
- 43) Forwarded
- 44) Plowable snowfall
- 46) Kind of oil
- 47) Not hip
- 48) Perfumes
- 50) Type of "bear"
- 51) Anxiety
- 54) Unit measuring loudness
- 55) Kings Dominion attraction
- 56) Eye up and down
- 57) Make a cuff
- 58) Eggs, to biologists
- 59) Big Apple athlete
- 60) Meal source?

NOT ENOUGH?

By Rob Lee



Advertise in The Western Compass!

Looking to connect with a broad and engaged audience?

Our magazine reaches readers across our 41-town district, bringing valuable resources, insights, and stories to the community. Whether you're a local business, organization, or service provider, advertising with us is a great way to reach those who matter most.

For more information, please contact our Editor-in-Chief, Nehway, at (203) 757-5449 ext. 130 or via email at nsahn@wcaaa.org



AGING IN PLACE

WHAT IS AGING IN PLACE

Aging in Place is a program that offers home repairs and ADA assistance to seniors, veterans, and disabled low-income homeowners, enabling them to live safely and comfortably in their homes. We are committed to promoting safe and livable homes and communities by providing products and services that improve the quality of life. We believe that everyone should have the opportunity to age with dignity in their own home and community.

WHAT WE DO

We provide a diverse range of safety improvements, mobility modifications, weatherization enhancements, and exterior/yard improvements. *You can find a complete checklist at the back.*

ELIGIBILITY

To qualify for our aging-in-place program, applications are required to meet the following eligibility criteria:

1. Homeowners Only. This program is not valid for renters.
2. Must carry Homeowners' Insurance.
3. Monthly household income of \$6,000 or less.
4. Must live in our service area.

HOW TO APPLY

It's quite simple to apply for the services - just head over to our website and fill out the application.

Visit: Housatonichabitat.org/aging-in-place

OUR SERVICE AREA



Please note that even though the team strives to assist everyone, meeting the eligibility criteria and submitting an application does not necessarily guarantee free services.

51 AUSTIN STREET, DANBURY, CT 06810 | 203-744-1341 | HOUSATONICHABITAT.ORG



AGING IN PLACE PROGRAM

CUSTOMIZED TO MEET THE NEEDS OF THE VISUALLY IMPAIRED

INCREASE INTERIOR LIGHTING LEVELS

- Modify lighting by installing high-wattage light bulbs for both overhead fixtures and lamps, choosing warm or cool incandescent bulbs depending on the need.
- Install task lighting, such as under-cabinet kitchen lighting.
- Install night lights in hallways and bathrooms.
- Install adjustable window blinds to maximize natural daylight during the day.
- Paint light switches in a bright, contrasting color from the wall color.
- Install high-wattage lighting in stairways.

FURNITURE ARRANGEMENTS

- Review furniture arrangements to allow for wide pathways throughout rooms.
- Position seating next to a window to benefit from natural light for reading or tasks.

REDUCE SAFETY HAZARDS

- Remove rugs whenever possible. When not possible, install double-sided rug tape to secure the edges of area rugs to the floor.
- Repair floors as required to eliminate tripping hazards.
- Increase the visibility of exits in the home with bright colors, exit lights, or contrasting colors.
- Secure electrical cords behind electronics and remove them from traffic routes.
- Install a hand railing on the stairs and in the hall leading from the bedrooms to the bathroom.
- Install grab bars in the shower and bathtub.
- Paint or tape the edges of each step with reflective materials to keep them highly visible. Mark any other changes in floor level with bright, reflective colors.
- Install or replace smoke and carbon monoxide detectors.
- Paint walls a color that contrasts easily with the floor color for better visibility.

HOW TO APPLY

It's quite simple to apply for the services - just head over to our website and fill out the application.

Visit: Housatonichabitat.org or scan the QR code.



51 AUSTIN STREET, DANBURY, CT 06810 | 203-744-1341



Live Well Workshops Make a Difference

Debby Horowitz, Live Well Regional Coordinator

Happy New Year! We're already a quarter of the way into the 21st century, and time isn't standing still for any of us. As we mark birthdays and decades, we realize that our bodies are changing and we need to take better care of ourselves. With most adults over the age of 60 having one or more chronic conditions, this is a good time to consider taking a free, six-week, Live Well workshop. These evidence-based self-management programs were developed at Stanford University and are offered in person, virtually and on the phone.

Live Well programs for chronic conditions, chronic pain and diabetes have been offered by WCAAA since 2010 and have been making a difference in the lives of many people in our communities. In the last eight years alone, our diverse cadre of leaders have facilitated 185 workshops with 1,483 participants and close to an 80% completion rate, well above the national average of 72%. About 37% of participants are Black or Hispanic. Some of the workshops are offered in Spanish by native Spanish speaking leaders.

The average age of our participants is 69, with about 73% of them female and 27% male. The average number of chronic conditions is 5.3 per person. Diabetes, arthritis, chronic pain, hypertension and high cholesterol lead the list of conditions most frequently cited in the participant information surveys. About a third of the participants say they are obese, and about a third say they suffer from depression.

In their workshop evaluations, participants express gratitude for the many new tools we teach them, including action plans, decision making, healthy eating, symptom management, stress reduction, communication skills and problem solving. Another major benefit of the workshops is that they help many people overcome social isolation and loneliness as they connect with others in a safe, non-judgmental way. Participants share many things and quickly bond as they learn that they are not alone with their chronic conditions, stress, pain and difficult emotions. They enthusiastically tell us about getting their blood sugar levels under control, exercising more, understanding how to read food labels, and being respected and heard by leaders.

We are grateful for the ongoing support of the Connecticut Bureau on Aging. We are also very appreciative of the Connecticut Community Foundation's generous support of the Live Well program over the years. **Stay tuned for more information about upcoming workshops!**

Take
Control



FREE Live Well with Diabetes Workshop!

Are you an adult with diabetes or pre-diabetes? Or do you care for someone who has diabetes? This workshop can help you be in control and feel better!

You will learn about:

- What to eat
- Low and high blood sugar
- Guidelines for when you're sick
- Tips for dealing with stress
- How to set small, achievable goals

These are just some of the topics covered in a free weekly two-hour workshop for 6 weeks with two trained Live Well Leaders!

Class size is limited, **so register today!**



Energize

Live

Enjoy

Charlotte Hungerford Hospital

The Hungerford Center

780 Litchfield Street, Torrington

Hungerford Ctr. Conference Room

Thursdays, May 15 – June 19 from 2-4pm

To register, call Carla Angevine 860.496.6676

or email Carla.Angevine@hhchealth.org



Sponsored by the Western Connecticut Area Agency on Aging,
the Torrington Area Health District and Charlotte Hungerford Hospital.
Live Well is an evidence based self-management workshop developed at Stanford University.



Meet Margaret Guerrero

Margaret joined the Western Connecticut Area Agency on Aging SMP team in 2022 after retiring from a career as a respiratory therapist and educator, which included serving as the director for the respiratory program at Naugatuck Valley Community College. Margaret's experience as a healthcare educator serves her well in her SMP Presenter role as she facilitates group presentations to Medicare beneficiaries, their families, and caregivers. When asked what she enjoys most about volunteering with SMP Margaret says, "I like being out there, meeting people, going to different places, and feeling like I'm making a difference. I'm doing something that is definitely worthwhile."

Her passion for teaching and helping others shines in everything she does. In addition to volunteering with SMP, Margaret volunteers as a docent at Mattatuck Museum in Waterbury where she facilitates tours and educational programs for children. She also continues to teach occasionally at Naugatuck Valley Community College.

Margaret's advice to new SMP volunteers:

"The online trainings through the SMP Resource Center are an excellent resource, very informative and well done. Download the handbook. I refer to it often to refresh when I haven't done a program in a few months. Everything is right there. Watch as many presentations as you can until you feel comfortable. It will help you get an idea of how the presentation flows and how the audience interacts with the presenter."



Navigating Medicare



Preventing Medicare Fraud

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**



Balancing in the Senior Years

Mary Rose McArdle, Choices Counselor

As we age, maintaining balance becomes increasingly important to prevent falls and maintain independence. Normal aging and various health conditions can affect a person's balance. Our balance can worsen due to several factors. Let's explore some of the reasons why this happens:

Loss of Muscle Mass: As we get older, we gradually lose muscle mass, a process known as sarcopenia. This decline in muscle mass occurs due to factors like increased inactivity and hormonal changes. Unfortunately, when muscle mass and strength decrease, our ability to maintain stable joints also diminishes.

Decline in Joint Mobility and Flexibility: Aging often leads to reduced joint mobility and flexibility. A sedentary lifestyle in our senior years contributes to this decline. When we spend extended periods sitting or lying down, our muscles and joints become tight. Consequently, our joints lose their ability to move well, affecting overall balance.

Cognitive Changes: Unconscious processes in the brain that help us balance may not integrate as effectively with age and inactivity.

Visual, Positional, and Vestibular Systems: The ability to stand or sit without falling involves a complex interplay of our visual, positional, and vestibular systems

Reduced Bone Density: Aging affects bone density, making bones more fragile. Weaker bones can contribute to balance problems and increase the risk of fractures from falls.

Changes in Proprioception: Proprioception refers to our sense of body position and movement. As we age, proprioceptive abilities may decline, affecting our ability to maintain balance.

While certain aspects of aging are beyond our control, there are steps we can take to maintain better balance. Aim for 5-10 minutes of balance work several times a week. If you haven't been active or have some health concerns, it's recommended to talk to your primary doctor before starting a new fitness routine.


- Engage in regular physical activity to preserve muscle strength and joint flexibility.
- Practice balance exercises (e.g., standing on one leg, heel-to-toe walking) to improve stability.
- Consider tai chi or yoga, which promote balance and body awareness.
- Opt for a diet rich in nutrients that support bone health (e.g., calcium, vitamin D).
- Address any vision or hearing impairments promptly.
- Keep your home environment safe by removing tripping hazards and using handrails where needed.

Here are some effective balance exercises that seniors can do locally and online:

- Locally – Senior Centers and Community Classes, Physical Therapy Clinics, Local Gyms and Fitness Studios
- Online - YouTube: YouTube has a wealth of balance exercise videos for seniors. Search for terms like “senior balance exercises,” “fall prevention exercises,” or “balance workouts for older adults.” You'll find routines that you can follow from the comfort of your home. Online Fitness Platforms: Websites and apps like SilverSneakers offer online balance classes and workouts. These platforms often provide a variety of exercise options, including balance-focused routines. PDF Resources: Lifeline offers a downloadable PDF with 14 strength and balance exercises for seniors.

Remember that consistency is key. Incorporate these exercises into your daily routines to see long-term benefits. Start slowly, listen to your body and consult with your healthcare provider before beginning any new exercise program. Regular practice can lead to improved balance and reduced risk of falls. Celebrate small victories! Stay safe and enjoy staying active.

<https://www.lifeline.ca/en/resources/14-exercises-for-seniors-to-improve-strength-and-balance/>



HOUSING RESOURCE GUIDE FOR WESTERN/NORTHWESTERN CONNECTICUT

Housing Definitions

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

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.

Resident Services Coordinators

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."

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.

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.



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

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

New Milford (continued)

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

Church Hill Village

Address: 2 Boulevard, Newtown, CT, 06470
Phone Number: (203) 701-6240

The Cascades at Stone Bridge

Address: 139 Toddy Hill Road, Newtown, CT, 06470
Phone Number: 203-426-5847

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

Redding

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

Waterbury

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.

Carriage Manor

Address: 157 Hillside Ave, Waterbury, CT 06710

Phone Number: (203) 574-2317

Units 17

Elton Residential Care Home

Address: 30 W Main St #1, Waterbury, CT 06702

Phone Number: (203) 756-1229

Units 96

Pinewood Manor on Pine Street

Address: 53 Pinewood Street, Waterbury, CT, 06710

Phone Number: 203-756-5187

Units: 13

Southmayd Home, Inc

Address: 250 Columbia Blvd, Waterbury, CT, 06710

Phone Number: 203-754-0360

Units 35

Autumn Lake Healthcare at Bucks Hill

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

Phone Number: (203) 757-0731

Units: 90

Cheshire House Health Care and Rehab

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

Phone Number: 203-754-2161

Mattatuck Health Care Facility

Address: 9 Cliff Street, Waterbury, CT, 06710

Phone Number: 203-573-9924

Units: 43

Waterbury Center Rehabilitation Center

Address: 177 Whitewood Road, Waterbury, CT 06704

Phone Number: 203-757-9491

Watertown

Country Ridge

Address: 1091 Buckingham Street, Watertown, CT, 06795

Phone Number: 860-274-0598

Units: 40

Age: 62 + or Persons w/ Disabilities

Watertown (continued)

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

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

Apple Rehab Watertown

Address: 35 Bunker Hill Road, Watertown, CT, 06795

Phone Number: 860-274-5428

Accepts Title-19

Winchester/Winsted

Chestnut Grove Apartments

Address: 80 Chestnut Grove Apartments, Winsted, CT, 06098

Phone Number: 860-379-4573

Units 79

Laurel Commons

Address: 79 Gay St, Winsted, CT 06098

Phone Number: 860-379-1752

Units: 44

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

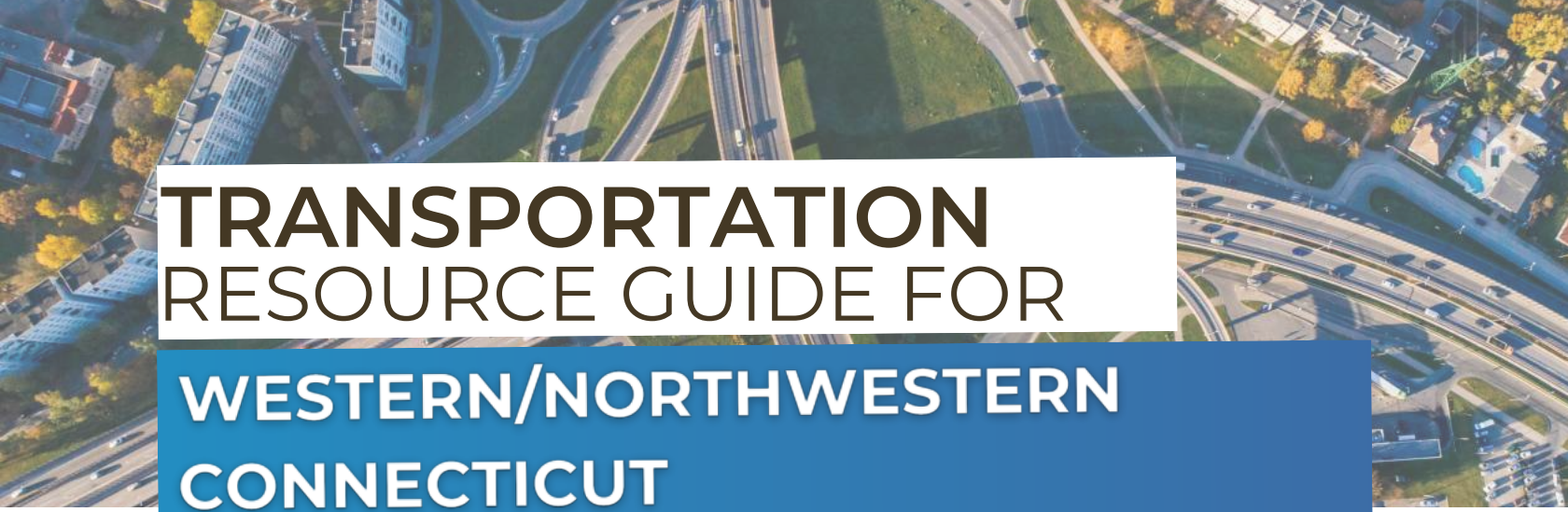
Fax: (203) 879-4123

Brain Games: Solution

NOT ENOUGH?

By Rob Lee

1	S	2	L	3	O	4	P	5	E		6	O	7	M	8	A	9	N		10	R	11	I	12	A	13	L
14	C	O	L	A	S					15	B	O	L	E					16	E	I	R	E				
17	A	L	I	T	T		18	L	E	T	O	O		19	T	H	I	C	K								
20	R	I	V	E			21	A	L	I	E	N	E	E													
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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 $\frac{3}{4}$ 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

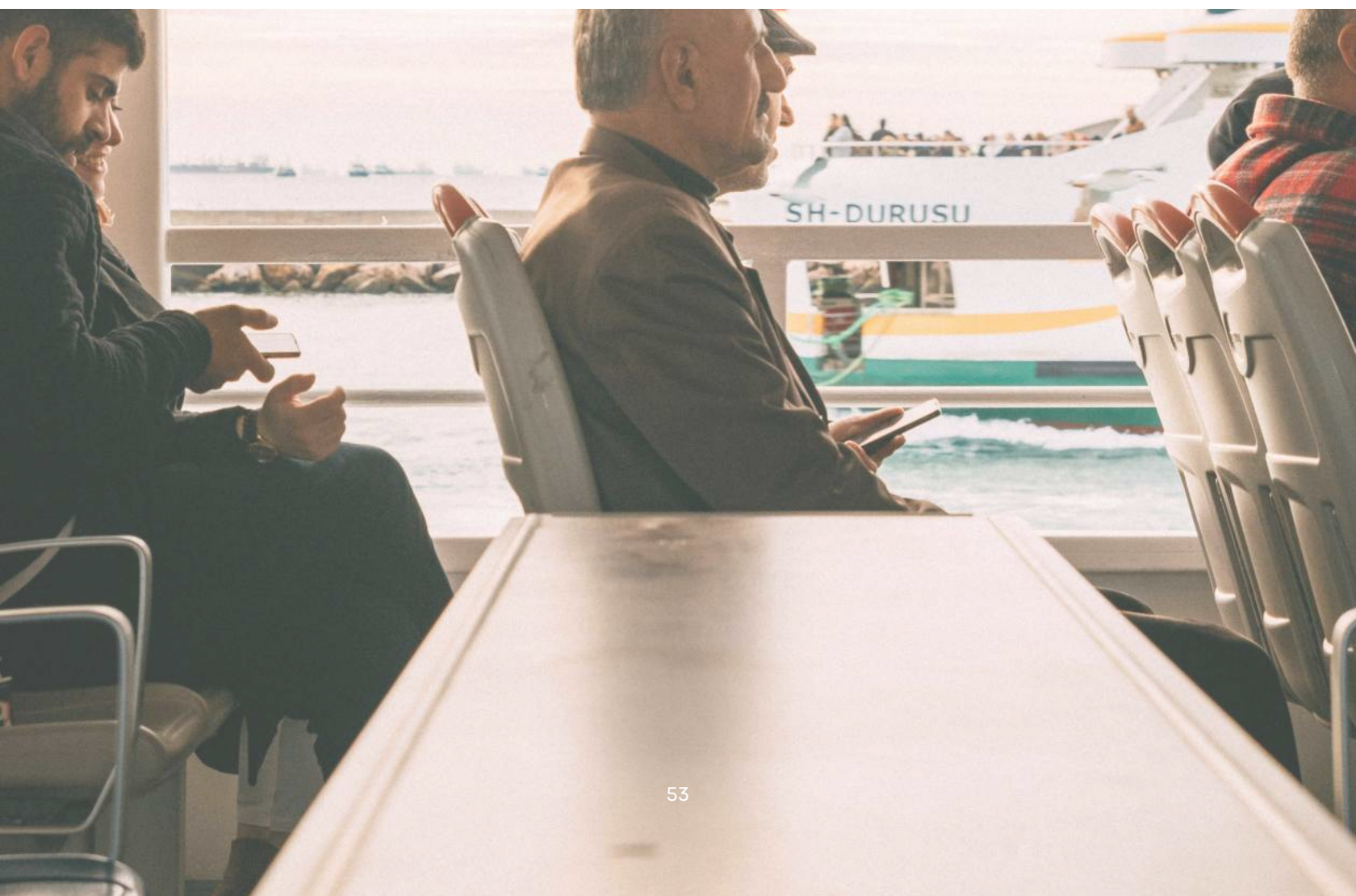
- Peter Pan Bonanza Bus Lines: Serves the I-84 corridor.
- Phone: 1-800-343-9999
- Metro North Railroad: Serves New York City.
- Website: www.mta.info
- Phone: 1-212-532-4900 or 1-800-638-7646
- Amtrak: Stops in New Haven, serving Boston, New York, and Washington, DC.
- Website: www.amtrak.com
- Phone: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

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

SweetHART ADA Paratransit

See Bethel

NEWTOWN

Newtown Rides (Friends of Newtown Seniors)

Phone: (203) 430-0633

Who Can Ride: Residents of Newtown

Reservations: Requires 3 days in advance & a coordinator to return the call.

Trip Types: Medical, personal, senior center

Days & Hours of Service: Tuesday-Thursday, 9:30 AM -12:30 PM, 11:30-2:30 PM

OXFORD

Oxford Senior Center Transportation

Phone: 203-881-5231 ext.101

Days & Hours of Service: Monday - Thursday 9:00 am to 5:00 pm

Fare: Free

Who Can Ride: Aged 60+ and people with disabilities over age 21.

Reservations: As soon as you receive an appointment or at least 1 week in advance.

Curb to curb service.

Wheelchair Access: Yes

Where Can Riders Travel: Ansonia, Beacon Falls, Derby, Middlebury, Naugatuck, Oxford, Seymour and Southbury

Trip Types: Medical, personal, and social

Service Provider: Town of Oxford

Website: www.oxford-ct.gov

Community Carpool Service

Phone: 203-881-0406

Days & Hours of Service: Monday - Friday 9:00 am to 4:00 pm or earlier depending on availability.

Fare: Free

Reservations: As soon as you schedule an appointment or at least 1 day before.

Curb to curb service.

Wheelchair Access: No

Who Can Ride: Non-driving residents of Oxford of any age.

Where Can Riders Travel: Ansonia, Beacon Falls, Derby,

Middlebury, Naugatuck, Oxford, Seymour and Southbury

Trip Types: Medical

Service Provider: Town of Oxford

Website: www.oxford-ct.gov

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

ROXBURY (CONTINUED)

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.roxburycct.com

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

TORRINGTON (CONTINUED)

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.washingtonct.org

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

See Salisbury

WASHINGTON

Washington Senior Van

See Warren

Washington Senior Van

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: Curtin Transportation City of Waterbury

Website: www.waterburyct.org See Sherman

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

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

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

Friends in Service Here of Woodbury (FISH)

Phone: (203) 263-4888

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

Fare: Free, donation if rider wishes.

Who Can Ride: Ambulatory individuals with a and seniors.

Reservations: 48 Hours in advance

Wheelchair Access: No

Where Can Riders Travel: Bethlehem, Middlebury
Naugatuck, Southbury, Waterbury, Watertown, Woodbury

Trip Types: Only medical appointments

Service Provider: FISH volunteers.

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

Do not do in person home visits. 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**

Be Driven, LLC

Be Driven, LLC operates wheelchair-lift-equipped vehicles and employs specialty-trained Field Service Representatives experienced in wheelchair transportation. Their concierge-style service ensures that passengers do not have to wait for the vehicle; instead, the drivers wait for them, enhancing convenience and reliability. They have three wheelchair vehicles available 6 days a week. Call a week ahead prior to your appointment for a vehicle reservation. For more information or to book a ride, individuals can **contact Be Driven, LLC at (203) 426-7820 or via email at info@bedrivenllc.com. Website: www.bedrivenllc.com**

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 7days/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)**

Notice anything incorrect or out of date? Submit corrections or updates to nsahn@wcaaa.org. We appreciate your help keeping our resources accurate and up to date!

Credits:

Select images sourced from Pexels.com, a huge thanks to all contributing photographers!

Other images sourced from Val Sousa

ABOUT US

Western Connecticut Area Agency on Aging is a 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

Alzheimer Respite Care Program:
Support for Caregivers

CHOICES - Helping you Navigate
Medicare

Senior Medicare Patrol

Service Navigation

and more!



MORE INFORMATION

203-757-5449



www.wcaaa.org



84 Progress Lane,
Waterbury, CT 06705





AgingCT

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.



AgingCT

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

**AGENCY ON AGING OF SOUTH CENTRAL CT**

117 Washington Ave.,
North Haven, CT 06473
203-785-8533 • www.aosccc.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*

Western CT Area Agency on Aging
84 Progress Lane, 2nd Floor
Waterbury, CT 06705

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WATERBURY CT

MISSION

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.

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.