

DFSS Senior Services At a Glance

The Chicago Department of Family and Support Services (DFSS) Senior Services Division offers a variety of citywide programs designed to address the diverse needs and interests of older Chicagoans and their caregivers. **In general, all Chicagoans aged 60 and older are eligible for services. Some programs have lower ages of eligibility, call us!**

**Call Information and Assistance at 312-744-4016 or call 311
Monday – Friday, 8:30 am to 4:30 pm or email aging@cityofchicago.org**

In-Home Support Services

Caregiver Respite

Caregiver Respite provides a break from caring for loved ones. A variety of options include in home care - home care aides, hiring of a personal friend or family, and residential care in a facility. Support is available for up to two weeks annually.

Caregiver Support

People who care for their aging family or loved ones (caregivers) can receive supportive services such as one-on-one or family counseling, support groups, food boxes, information and referrals, help purchase of goods or services, and education opportunities. A range of ages qualify – please call for information.

Caregiver Training & Education

The Savvy Caregiver™ Training Program is a 12-hour education program for family caregivers taking care of those with Alzheimer's Disease and related disorders. Each free weekly session is 2-hours over six weeks. A Caregiver Manual is provided. Training opportunities are available throughout the year.

Chore Services

Short-Term Chore service provides assistance with light housekeeping, laundry, shopping or other household support due to a life change, illness, disability, or temporary situation. **Heavy-Duty Chore is an intensive cleaning** for those whose living conditions pose a threat to their health and safety. Services include trash removal, moving heavy furniture, help with clutter, packing and more.

Grandparents & Older Relatives Raising Children

Grandparents or older relatives aged 55+ who have primary responsibility for a child under 18 or loved one with severe disabilities aged 19-59 are eligible for services including one-on-one or family counseling, support groups, information and referrals, education opportunities, and help purchasing goods or services such as clothes, school supplies, toys, and more.

Adult Protective Services (APS)

Elder Rights, Legal Services, Protection, & Advocacy

Certified APS workers respond to reports of alleged abuse of Chicagoans aged 60+ and those with disabilities aged 18-59. Concerns including physical, emotional, and sexual abuse, self-neglect, neglect, confinement, and / or financial exploitation. APS stops the abuse and develops a plan for safety, well-being, and prevention.

Case Advocacy & Support (CAS)

CAS provides a Well-Being Check to Chicagoans aged 55+ living in the community who may be experiencing challenges living independently or are at-risk to themselves or others. The Team meets with the older adult, assesses their situation, then provides helpful referrals to services and links to community supports.

Intensive Case Advocacy Services (ICAS)

ICAS provides ongoing support to Chicagoans aged 55+ who are experiencing challenges living independently in the community by helping clients to access supports that prolong the ability to remain living at home. ICAS can also help those who are moving, experiencing transitions, health challenges, and more.



Legal Services

Legal Services protects the rights of older Chicagoans on matters such as: housing, guardianship, Powers of Attorney for health care and property, bankruptcy, fraud, employment, family law, financial and foreclosure counseling, reverse mortgages, and Advance Directives.

Ombudsman Program

Ombudsmen protect, defend and advocate for residents in long-term care facilities such as nursing homes, assisted living, and more. Ombudsmen protect resident rights, resolve complaints, provide information, and ensure quality care for Chicago's long-term care residents over aged 19.

Senior Health Insurance Program (SHIP)

SHIP helps Medicare beneficiaries access Medicare, drug plans, and more. SHIP Counselors host educational programs and one-on-one counseling to help older adults and people with disabilities by providing objective information about health insurance to those who have questions about Medicare.

Senior Medicare Patrol

The Senior Medicare Patrol (SMP) Program educates consumers about Medicare & Medicaid fraud, waste, and abuse. Program staff and volunteers help Chicagoans to prevent, detect, and report Medicare and Medicaid abuse.

Congregate Dining

Meals

Nutritious meals in a group setting are provided each weekday to nearly 50 community locations throughout Chicago. These meals promote better health through improved nutrition and reduced social isolation. Culturally specific meals are available.

Home Delivered Meals

Microwave-ready frozen or hot meals delivered to home-bound older adults 60 years of age or older who are unable to prepare meals for themselves and have no other means of acquiring nutritious and / or dietary-specific meals.

Brain Health Initiative

Community Programs

This free virtual and call-in training program is available to all Chicagoans and is targeted to residents living in apartment buildings. The programs focuses on behaviors to maintain healthy brains throughout life.

Foster Grandparents

An opportunity for seniors to make a difference in a child's life. This program recognizes senior volunteers as a presence in the community. Volunteers make a difference in the lives of children and youth by mentoring and tutoring in communities across the city. This program includes travel, meal reimbursements, and a monthly stipend.

Senior Companion Program

Seniors make a difference in the lives of lonely, isolated older adults by reading, visiting and chatting, preparing light meals and more. This program recognizes senior volunteers as a presence in the community and includes travel, meal reimbursements, and a monthly stipend.

Chicago Fitness Plus

Senior Centers

Award-winning fitness programs that boost endurance, strength, balance and flexibility. Our centers are equipped with age-friendly exercise equipment and staffed by experienced, certified senior fitness professionals who lead group exercise classes and one-on-one training in-person or online.

Health & Wellness Program

Evidence-based health promotion and disease prevention programming is provided at all Senior Centers through monthly presentations, health screenings, and consultations with wellness nurses, dietitians, pharmacists, and social workers.

Life Enrichment Programs

A variety of social, educational & recreational activities for older adults tailored to the interests of the local community. Life Enrichment programming designed to keep participants active while providing opportunities to foster personal growth and creativity.

SENIOR SERVICES: AT A GLANCE

SENIOR CENTERS

Monday through Friday 8:30 am to 4:30 pm

CENTRAL WEST

Regional Senior Center
2102 W Ogden Ave
312-746-5300

NORTHEAST

Levy Senior Center
2019 W Lawrence Ave
312-744-0784

NORTHWEST

Copernicus Senior Center
3160 N Milwaukee Ave
312-744-6681

DOWNTOWN

Renaissance Court
78 E Washington St
312-744-4550
(temporarily closed)

SOUTHEAST

Altas Senior Center
1767 E 79th St
312-747-0189

SOUTHWEST

Regional Senior Center
6117 S Kedzie Ave
312-747-0440

SATELLITE SENIOR CENTERS

Monday through Friday 8:30 am to 4:30 pm

Abbot Park

49 E 95th St
312-745-3493

Auburn Gresham

1040 W 79th St
312-745-4797

Austin

5071 W Congress Parkway
312-743-1538

Chatham

8300 S Cottage Grove Ave
312-745-0401

Edgewater

5917 N Broadway St
312-742-5323

Englewood

653-657 W 63rd St
312-745-3328

Garfield Ridge

5674-B S Archer Ave
312-745-4255

Kelvyn Park

2715 N Cicero Ave
312-744-3350

North Center

4040 N Oakley Ave
312-744-4015

Norwood Park

5801 N Natoma Ave
773-775-6071

Pilsen Center

2021 S Morgan St
312-743-0493

Portage Park

4100 N Long Ave
312-744-9022

Roseland

10426 S Michigan Ave
312-745-1500

South Chicago

9233 S Burley Ave
312-745-1282

West Town

1613 W Chicago Ave
312-743-1016



Free Legal Services for Seniors

Common legal issues we assist with include, but are not limited to:

Advance Planning

- Power of Attorney for Healthcare and Property
- Wills

Domestic Relations

- Age and Disability Discrimination
- Elder Abuse and Orders of Protection for Victims of Domestic Violence
- Guardianship Discharge
- Health and Long-Term Care Including Medicare

Grandparents/Other Relatives Raising Children

- Custodial Rights
- Support for Non-Parent Youth Caregivers (i.e., Appeals of DCFS Decisions)

Housing

- Foreclosure Defense
- Home Equity Conversion and Reverse Mortgages
- Landlord Relations
- Loans and Installment Purchases
- Utilities Including Eviction Defense of Subsidized Housing

Money and Debt

- Bankruptcy and Debt Defense
- Chapter 7 and Chapter 13
- Consumer Fraud/Collections/Creditor Problems
- Contracts and Warranties
- Financial Exploitation
- Public Aid Benefits (Social Security, SSI, SNAP, TANF, Medicaid)

**For assistance, call DFSS Senior Services at 312-744-4016
or email: aging@cityofchicago.org**

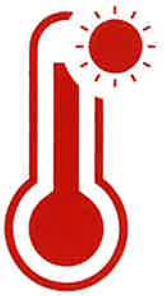


We cannot help with criminal, personal injury, probate, traffic, worker's compensation, pensions, medical malpractice, building code violation, or business dispute cases.

Free interpretation services available; including Sign Language, TTY, and translation of multiple languages.



COOLING CENTERS



COMMUNITY SERVICE CENTERS

COOLING CENTER HOURS: 9 A.M. – 5 P.M. (Monday–Friday)

Englewood Center
1140 W. 79th St.

*Garfield Center
10 S. Kedzie Ave.

King Center
4314 S. Cottage Grove

North Area Center
845 W. Wilson Ave.

South Chicago Center
8650 S. Commercial Ave.

Trina Davila Center
4312 W. North Ave.

SENIOR CENTERS

COOLING CENTER HOURS: 8:30 A.M. – 4:30 P.M. (Monday–Friday)

Central West Center
2102 W. Ogden Ave.

Northeast Senior Center
2019 W. Lawrence Ave.

Northwest Senior Center
3160 N. Milwaukee Ave.

Renaissance Court
78 E. Washington
10 A.M. – 5 P.M.

Southeast Senior Center
1767 E. 79th St.

Southwest Center
6117 S. Kedzie Ave.

ALTERNATE LOCATIONS

Chicago Parks & Libraries also serve as cooling centers during extreme heat.
Check in with your local park, library or police station for cooling center locations & hours.

VISIT 311.CHICAGO.GOV OR CALL 3-1-1 FOR THE MOST CURRENT INFORMATION ON CITY COOLING CENTERS



*The Garfield Center is available 24/7 to connect residents to shelter!

BEAT THE HEAT!



KEEP YOUR COOL DURING EXTREME HOT WEATHER.

The City of Chicago has services available to help residents cope safely with extreme weather conditions. Those resources will be even more impactful with your support. Make a special effort to check on your friends and neighbors during a heat wave, especially if they are older adults, young children, live alone or are people with special needs.

CALL 3-1-1 TO:

- Locate a Cooling Center near you.
- Request a well-being check for someone.
- Register for the City's Extreme Weather Notification System.

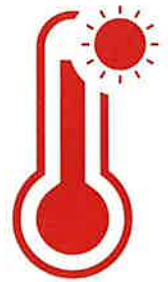
HOT WEATHER TIPS:

- Drink lots of water, avoid alcoholic beverages, coffee, and sodas.
- Avoid going outside in extreme heat.
- If you don't have air conditioning, keep shades drawn and blinds closed, with windows slightly open.
- If you must be outside, seek shade.
- Keep electric lights off or turned off.
- Minimize your use of your stove or oven.
- Wear loose, light, cotton clothing.
- Take cool baths and showers.
- Don't leave anyone (including pets) in a parked car, even for a few minutes.
- Never leave children, older adults, or those who require special care during periods of intense summer heat.
- Older adults and others who may be sensitive to extreme heat should contact friends, neighbors, or relatives periodically throughout the day.
- Seek help if you feel symptoms of heat related illnesses.

REMEMBER

Check on relatives, neighbors and friends. If you are unable to make contact, call 3-1-1 and request a well-being check.

¡COMBATA EL CALOR!



MANTÉNGASE FRESCO CUANDO HAGA CALOR EXTREMO.

La Ciudad de Chicago tiene servicios disponibles para ayudar a los residentes a sobrellevar con seguridad las condiciones climáticas extremas. Esos recursos serán aún más impactantes con su apoyo. Haga un esfuerzo especial para controlar a sus amigos y vecinos durante una ola de calor, especialmente si son adultos mayores, niños pequeños, viven solos o son personas con necesidades especiales.

LLAME AL 3-1-1 PARA:

- Encontrar un centro para refrescarse cerca de usted.
- Pedir un control de bienestar para alguien.
- Registrarse en el Sistema de notificación de clima extremo de la ciudad.

CONSEJOS PARA EL CLIMA CALUROSO:

- Beba mucha agua, evite las bebidas alcohólicas, el café y los refrescos.
- Evite salir al exterior con calor extremo.
- Si no tiene aire acondicionado, mantenga las persianas cerradas con las ventanas ligeramente abiertas.
- Si debe estar afuera, busque sombra.
- Mantenga las luces eléctricas apagadas.
- Minimice el uso de su cocina u horno.
- Use ropa suelta, clara y de algodón.
- Báñese y dúchese con agua fría.
- No deje a nadie (incluyendo las mascotas) en un auto estacionado, aunque sea por unos minutos.
- Nunca deje solos a los niños, adultos mayores o aquellos que necesiten cuidados especiales durante los períodos de intenso calor del verano.
- Los adultos mayores y otras personas que puedan ser sensibles al calor extremo deben comunicarse con amigos, vecinos o parientes periódicamente durante el día.
- Busque ayuda si siente síntomas de enfermedades relacionadas con el calor.

RECUERDE

Controle a familiares, vecinos y amigos. Si no puede comunicarse, llame al 3-1-1 y pida un control de bienestar.



CENTROS PARA REFRESCARSE

CENTROS DE SERVICIOS DE LA COMUNIDAD

HORARIO DEL CENTRO PARA REFRESCARSE: 9 A. M. - 5 P. M. (lunes-viernes)

Englewood Center
1140 W. 79th St.

*Garfield Center
10 S. Kedzie Ave.

King Center
4314 S. Cottage Grove

North Area Center
845 W. Wilson Ave.

South Chicago Center
8650 S. Commercial Ave.

Trina Davila Center
4312 W. North Ave.

CENTROS PARA ADULTOS MAYORES

HORARIO DEL CENTRO PARA REFRESCARSE: 8:30 A. M. - 4:30 P. M. (lunes-viernes)

Central West Center
2102 W. Ogden Ave.

Northeast Senior Center
2019 W. Lawrence Ave..

Northwest Senior Center
3160 N. Milwaukee Ave.

Renaissance Court
78 E. Washington

Southeast Senior Center
1767 E. 79th St.

Southwest Center
6117 S. Kedzie Ave.

10 A. M. - 5 P. M.

LUGARES ALTERNATIVOS

Los parques y las bibliotecas de Chicago también sirven como centros para refrescarse durante el calor extremo.

Consulte con su parque, biblioteca o estación de policía local para conocer los lugares y los horarios de los centros para refrescarse.

VISITE 311.CHICAGO.GOV O LLAME AL 3-1-1 PARA OBTENER LA INFORMACIÓN MÁS ACTUAL SOBRE LOS CENTROS PARA REFRESCARSE DE LA CIUDAD



*El Garfield Center está disponible 24/7 para conectar a los residentes con el refugio.

PUNKTY OCHŁODY



ÓŚRODKI POMOCY SPOŁECZNEJ

GODZINY OTWARCIA PUNKTÓW OCHŁODY: 09.00 – 17.00 (poniedziałek – piątek)

Englewood Center
1140 W. 79th St.

***Garfield Center**
10 S. Kedzie Ave.

King Center
4314 S. Cottage Grove

North Area Center
845 W. Wilson Ave.

South Chicago Center
8650 S. Commercial Ave.

Trina Davila Center
4312 W. North Ave.

ÓŚRODKI DLA SENIORÓW

GODZINY OTWARCIA PUNKTÓW OCHŁODY: 8:30 – 16:30 (poniedziałek – piątek)

Central West Senior
2102 W. Ogden Ave.

Northeast Senior Center
2019 W. Lawrence Ave..

Northwest Senior Center
3160 N. Milwaukee Ave.

Renaissance Court
78 E Washington St
10:00 – 17:00

Southeast Senior Center
1767 E. 79th St

Southwest Center
6117 S. Kedzie Ave.

POZOSTAŁE MIEJSCA

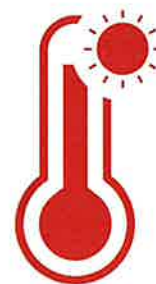
Podczas ekstremalnych upałów można także ochłodzić się w parkach i bibliotekach na terenie Chicago. Informacje o lokalizacji i godzinach otwarcia punktów ochłody można znaleźć w lokalnym parku, bibliotece lub na posterunku policji.

ODWIEDŹ 311.CHICAGO.GOV LUB ZADZWOŃ POD NUMER 3-1-1, ABY UZYSKAĆ BIEŻĄCE INFORMACJE NA TEMAT MIEJSKICH PUNKTÓW OCHŁODY



*** Garfield Center jest dostępne 24 godziny na dobę, 7 dni w tygodniu, aby dostarczać mieszkańcom schronienie!**

POKONAJ UPAŁ!



CHROŃ SIĘ PODCZAS EKSTREMALNYCH UPAŁÓW.

Miasto Chicago oferuje usługi pomagające mieszkańcom bezpiecznie radzić sobie z ekstremalnymi warunkami pogodowymi. Twoje wsparcie zapewni jeszcze większą skuteczność tych zasobów. Zachęcamy do kontaktowania się ze znajomymi i sąsiadami podczas fali upałów, zwłaszcza jeśli są to osoby starsze, małe dzieci, osoby mieszkające samotnie lub mające specjalne potrzeby.

ZADZWOŃ POD NUMER 3-1-1, ABY:

- Zlokalizować najbliższy punkt ochłody.
- Poprosić o sprawdzenie stanu zdrowia innej osoby.
- Zarejestrować się w miejskim systemie powiadomień o ekstremalnych warunkach pogodowych.

PORADY DOTYCZĄCE UPAŁÓW:

- Pij dużo wody, unikaj alkoholu, kawy i napojów gazowanych.
- Unikaj wychodzenia na zewnątrz podczas ekstremalnego upału.
- Jeśli nie masz klimatyzacji, opuść żaluzje i rolety, ale lekko uchyl okna.
- Jeśli musisz wyjść na zewnątrz, staraj się pozostawać w cieniu.
- W miarę możliwości nie włączaj światła elektrycznego.
- Jak najmniej korzystaj z kuchenki lub piekarnika.
- Noś luźne i lekkie ubrania z bawełny.
- Bierz chłodne kąpiele i prysznice.
- Nie pozostawiaj osób (ani zwierząt domowych) w zaparkowanym samochodzie, nawet na kilka minut.
- W okresach intensywnych letnich upałów nigdy nie pozostawiaj bez opieki dzieci ani osób starszych i osób ze specjalnymi potrzebami.
- Seniorzy i inne osoby, które mogą być wrażliwe na ekstremalne upały, powinny regularnie kontaktować się w ciągu dnia ze znajomymi, sąsiadami lub krewnymi.
- Jeśli odczuwasz dolegliwości związane z wysoką temperaturą, zwróć się o pomoc.

PAMIĘTAJ

Kontaktuj się z krewnymi, sąsiadami i znajomymi. Jeśli nie jesteś w stanie nawiązać kontaktu, zadzwoń pod numer 3-1-1 i poproś o sprawdzenie stanu zdrowia.

COMMUNITY SERVICE CENTERS

HOURS OF OPERATION

Monday thru Friday
9:00 a.m. - 5:00 p.m.
"Excluding Holidays"

LOCATIONS

Garfield Center

10 S. Kedzie Ave., 312-746-5400

North Area Center

845 W. Wilson Ave., 312-744-2580

Trina Davila Center

4312 W. North Ave., 312-744-2014

King Center

4314 S. Cottage Grove Ave., 312-747-2300

South Chicago Center

8650 S. Commercial Ave., 312-747-0331

Englewood Center

1140 W. 79th St., 312-747-0200

OUR FACILITIES PROVIDE ACCESS TO:

- Emergency Rental Assistance
- Crisis Intervention Services
- Veterans Services Assistance
- Case Work
- Shelter and Housing Assistance
- Job Training/Placement Services and Referral Services
- Emergency Food Referrals
- Domestic Violence Assistance
- Public Benefits Eligibility Assessments
- Public Computers
- Extreme Weather Relief
(Cooling/Warming Centers)
- Other Social Services Needs

Call 311 for assistance at any hour or call or visit a Department of Family and Support Services Community Center during regular business hours.

For more information about DFSS programs and services, please call 312-743-0300 or visit our website at www.cityofchicago.org/fss.

CENTROS DE SERVICIOS COMUNITARIOS

HORARIO DE FUNCIONAMIENTO

Lunes A Viernes
9:00 a.m. - 5:00 p.m.
"Excluyendo días de fiesta"

LUGARES

Garfield Center

10 S. Kedzie Ave., 312-746-5400

North Area Center

845 W. Wilson Ave., 312-744-2580

Trina Davila Center

4312 W. North Ave., 312-744-2014

King Center

4314 S. Cottage Grove Ave., 312-747-2300

South Chicago Center

8650 S. Commercial Ave., 312-747-0331

Englewood Center

1140 W. 79th St., 312-747-0200

NUESTRO CENTROS OFRECEN ACCESO A:

- Asistencia de emergencia para pago de la renta
- Servicios de intervención en casos de crisis
- Servicios de asistencia a veteranos de guerra
- Trabajo social
- Asistencia para Vivienda y albergue
- Capacitación laboral/servicios de colocación y servicios de referencia
- Asistencia contra la violencia doméstica
- Evaluaciones de elegibilidad para - beneficios públicos
- Computadoras públicas
- Asistencia durante clima extremo (centros - con aire acondicionado/calefacción)
- Referencias de alimentos de emergencia
- Otras ayudas de servicios sociales en español

Llame al 311 para obtener asistencia en cualquier momento; también puede llamar o visitar un Centro Comunitario del Departamento de Familia y Servicios de Apoyo en horario hábil regular.

Si desea obtener más información sobre los programas y servicios del DFSS, llame al 312-743-0300 o visite nuestro sitio web en www.cityofchicago.org/fss.