Forest Hill

Aging Well at Home

Resource Guide

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Intended Use of This Document

The purpose of this document is to provide a start-up listing of resources to assist meeting the needs of those who live within the Forest Hill community who have chosen to age at home or who are living at home with disabilities. This document was developed by members of the Forest Hill community to assist neighbors as a starting point for navigating service providers.

The audience for this document includes those seeking service providers, neighbors assisting neighbors to identify service providers, and the Forest Hill community, in general, to guide the scope of this resource.

Please do not consider this a comprehensive identification of services available to our community.

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Meeting our Needs

When we choose to age at home, we may find ourselves needing assistance. Below are some potential local resources that may be helpful in meeting your needs.

Assistance with understanding needs and identifying resources

If you cannot find a resource in this document, call the contacts listed below to further assist you with finding resources available to meet your needs.

Options for Cleveland Heights Residents

- Call the Cleveland Heights Office on Aging for assistance or recommendations.
  - Phone # 216-291-2737

Options for East Cleveland Residents

- Call Tracey Kirksey, director of the East Cleveland Rose Center for Aging Well at the Salvation Army.
  - Phone # 216-373-1696 or email tkirksey@benrose.org

Options for both Cleveland Heights and East Cleveland Residents

- The Aging and Disability Resource Network (ADRN)

  The Aging and Disability Resource Network is a collaborative effort of the Western Reserve Area Agency on Aging (WRAAA) and local partner agencies designed to streamline access to long-term support and services. The ADRN initiative is part of a nationwide effort to restructure services and supports for older adults, all persons with disabilities, family members and care providers.

  The ADRN connects older adults and individuals with disabilities to professionals who will help identify available public benefits and community based services. The professionals will present an array of options, create choices, and then follow up to ensure the individual secured the supports they needed.

  Contact ADRN at: 855-585-ADRN (2376).

Meal Delivery

This section identifies service providers which deliver meals or meet emergency food needs.

Options for Cleveland Heights Residents

- Cleveland Heights Meals on Wheels
  - Meals on Wheels of Cleveland Heights delivers lunch and dinner to residents.

    Call the C.H. Office on Aging at 216-291-2737 for more information.

Options for East Cleveland Residents

- The East Cleveland Rose Center for Aging Well at the Salvation Army provides lunch daily at 11:30 at the center for a $1 donation for each meal.
- Food pantry site: www.foodpantries.org provides a list of nearby food pantries. Several churches within East Cleveland near Forest Hill are listed, for example, Calvary Lutheran Church **216-436-2000.**

Options for both Cleveland Heights and East Cleveland Residents

- Greater Cleveland Food Bank
  - Call 216-738-2067

    The Greater Cleveland Food Bank Help Center is dedicated to assisting those in need of food. You can call or walk-in for a referral to a neighborhood Food Pantry. In addition you may also complete an application for several government assistance programs. Clients can apply for SNAP (formerly food stamps) and more than 20 other programs with one of their benefits counselors. Calls are free and confidential. The Food Bank does not distribute food to walk-in clients. Walk-in hours are for assistance signing up for benefits.
    http://www.greaterclevelandfoodbank.org

Grocery Delivery

Options for both Cleveland Heights and East Cleveland Residents

- Dave's, Heinen's, and Whole Foods all offer home delivery of groceries.
  - Heinen's, Dave's and Whole Foods use Instacart for home delivery of groceries.

    Instacart's delivery fee depends on the size of the order and the chosen delivery time. The service fee for each delivery will be displayed when selecting a delivery window during checkout, before the order is placed. All orders must be greater than $10. The service fee is not a tip for the driver. A Busy Pricing delivery fee may apply if the delivery time requested is during a high demand period.

- Zagara's offers home delivery of groceries.
  - Zagara's uses PrestoFresh for grocery delivery.

    PrestoFresh includes several thousand items offered by Zagara's, including produce that is purchased fresh daily at the Northern Ohio Food Terminal and Ohio-produced meats that are fresh-cut and packaged daily by in-store butchers at Zagara's Marketplace. Customers can schedule next-day home delivery, with delivery charges as low as $4.95. The system is set up so that over time it remembers orders and enables customers to repeat a previous order.

    NOTE: we recommend starting out with smaller orders to test the delivery method to insure you can lift the packages.

    Placing a grocery order requires access to a computer. For individuals who do not have access to a computer, a family member or caregiver can create an account for you and place your order. PrestoFresh is set up to allow for separate billing and "ship to" addresses. Zagara's is willing to conduct training sessions for using PrestoFresh.

    https:// www.prestofreshgrocery.com

Prescription Delivery

Options for both Cleveland Heights and East Cleveland Residents

- Walgreen's in Cleveland Heights and East Cleveland
  - Walgreen's offers free prescription delivery up to 3 times per week.

    Walgreen's will store your credit card on file to charge your prescription.

    You must call to arrange delivery and you must be home to receive your delivery.

    Cleveland Heights: 3020 Mayfield Rd 216-932-4759

    East Cleveland: 14525 Euclid Ave 216-851-1472

Transportation

Transportation needs include transportation to and from doctor appointments, the grocery, errands, and community planned social events at the Cleveland Heights Senior Center.

Options Cleveland Heights Residents

- Van transportation service for medical and non-medical trips arranged through the C.H. Office on Aging
  - C.H. provides van transportation to C.H. residents age 60 or over who are not eligible for RTA's Paratransit Service.

    Service is available Monday through Friday, 8:30 am – 4:30 pm.

    Service is free; donation suggested.

    Call the C.H. Office on Aging at 216-691-7377 for additional information.

Options for East Cleveland Residents

- Transportation to and from the East Cleveland Rose Center for Aging Well at the Salvation Army is provided for a $1 donation each way each time for East Cleveland residents within a one-mile radius of the center.

Options for both Cleveland Heights and East Cleveland Residents

- RTA's Paratransit Service

  - Individuals may be eligible for RTA's Paratransit Service if they are unable to travel on public transit without assistance, need a wheelchair lift or similar device to board the vehicle but one is not available at the location where individual needs to board, or have a condition that prevents them from traveling on the public transit system. You must submit an application to participate in RTA's disability program.

    Call 216-621-9500 for additional information or to request a copy of the application.

    To reserve a Paratransit ride, call 216-621-9500, or for the hearing impaired only, 216-781-6148 (TDD). Operators are available to process your trip request seven days a week from 8:30 am to 4:00 pm.

- Cleveland Clinic Stephanie Tubbs Jones Health Center

  - Go the Health, Wellness and Safety Check-in section of this document to learn more about services offered by the Stephanie Tubbs Jones Health Center.

    Of special note is their free shuttle service, which picks up patients at their homes within a five-and-a-quarter mile radius of the Stephanie Tubbs Jones Health Center and takes them to any of five Cleveland Clinic locations, but not the Main Campus, and brings them back home. For more information or to schedule a shuttle, call 216-767-4100.

- Uber Health

  - Ask your health care provider if they offer Uber Health transportation or for other transportation options they provide.

    Uber Health is a HIPAA-compliant technology solution for healthcare organizations. The service allows hospitals and other healthcare professionals to request, manage, and pay for rides for their patients.

    Healthcare organizations are using Uber Health to help get people to and from the care they need. Through an on online dashboard, healthcare organizations can schedule rides to and from care for patients. The cost for the ride is billed directly to the healthcare organization. Riders don't need to be tech savvy - they don't need to be existing Uber users or even have a phone.

Companionship and Socialization

Options for Cleveland Heights Residents

- The C.H. Senior Activities Center offers quite a few fun and healthy programs. The C.H. Van Transportation can take you to and from activities at the Senior Activities Center.
  - Call 216-691-7377 for a current list of activities or check online at http://www.clevelandheights.com/modules/showdocument.aspx?documentid=2415

Options for East Cleveland Residents

- The East Cleveland Rose Center for Aging Well at the Salvation Army provides a variety of activities and programs that East Cleveland seniors can participate in.
  - The East Cleveland center is open Monday – Friday, 9:00 AM – 3:00 PM at 1507 Doan Avenue, off Hayden just to the East of the RTA station, within the Salvation Army building. There's no street sign so look for the Salvation Army logo high on the building.
  - Ms. Tracey Kirksey, the center's Director, is a Forest Hill neighborhood resident and welcomes calls at 216-373-1696 or emails at TKirksey@benrose.org . Interested seniors need to make an appointment with her to sign up at the center, be assessed for available services, and become an official center "member;" there is no cost involved.
  - Morning classes offered include: arts and crafts, computer use, Jazzercise, martial arts, Tai Chi, Yoga, and Walking Club.
  - Daily AM informal activity gatherings include: dominos-cards, billiards, crocheting and knitting.
  - Lunch is provided at 11:30 for a $1 donation each meal.
  - Throughout each month there are speakers on topics of interest to seniors and trips to shopping and activity destinations (transportation provided). Transportation to and from the center is provided for a $1 donation each way each time for East Cleveland residents within a one-mile radius of the center.

Health, Wellness, and Safety

Options for Cleveland Heights Residents

- Cleveland Heights Police Department: 216-321-1234 for non-emergency assistance.
- Cleveland Heights Fire Department: 216-291-2673 for non-emergency assistance.
- Call the C.H. Office on Aging for additional information about:
  - Blood pressure checks
  - Flu, pneumonia and shingles shots
  - Safety education, for example fall prevention programs
  - Other health and safety questions

Options for East Cleveland Residents

- East Cleveland Police Department: 216-451-1234 for non-emergency assistance.
- East Cleveland Fire Department: 216-681-2410 for non-emergency assistance.
- The East Cleveland Rose Center for Aging Well at the Salvation Army provides a variety of activities and programs that East Cleveland seniors can participate in. The center promotes successful aging for Northeast Ohio's adults.
  - The East Cleveland center is open Monday – Friday, 9:00 AM – 3:00 PM at 1507 Doan Avenue, off Hayden just to the East of the RTA station, within the Salvation Army building. There's no street sign so look for the Salvation Army logo high on the building.
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  - Lunch is provided at 11:30 for a $1 donation each meal.
  - Throughout each month there are speakers on topics of interest to seniors and trips to shopping and activity destinations (transportation provided).

Transportation to and from the center is provided for a $1 donation each way each time for East Cleveland residents within a one-mile radius of the center.

Options Available to Both Cleveland Heights and East Cleveland Residents

- Medicare Consulting
  - The Ohio Senior Health Insurance Information Program (OSHIIP) offers unbiased, impartial Medicare consulting.

    Cleveland Heights and East Cleveland residents can call the C.H. Office on Aging at 216-691-7377 for more information

    Or, call OSHIIP directly at 800-686-1578 for more information.

- Cuyahoga County Division of Senior and Adult Services (DSAS)
  - The mission of DSAS is to empower seniors and adults with disabilities to age successfully by providing resources and support that preserve their independence.

    Centralized Intake Number 216-420-6700

    DSAS Main Number 216-420-6750

  - Programs and Services
    - Adult Protective Services – mandated by the state of Ohio to investigate allegations of elder abuse, neglect and exploitation
    - Home Support Services

      Cuyahoga County residents living in their own home or apartment may be able to receive support services to live independently at home.

    - Benefits Check-Up

      Benefits eligibility screening will assist you with finding out if you are missing out on federal, state, and Cuyahoga County assistance programs, and/or discount prescription drug programs for which you are eligible.

      Screening involves completing a questionnaire developed by the National Council on Aging in partnership with Cuyahoga County.

      To learn more, logon to www.benefitscheckup.org or call the Cleveland Heights Office on Aging at 216-691-7377.

The screening process may identify qualification for benefits such as Senior Citizen Tax Credit, Earned Income Tax Credit, Homestead Exemption, HEAP, Family Caregiver Support Program, Homestead Water Rate Discount, AT&T Lifeline Ohio Program, Legal Rights Service.

- Cleveland Clinic Stephanie Tubbs Jones Health Center

  - This center promotes the prevention and management of chronic disease while linking patients and their families to other community services. Among its treatment areas, the center focuses on: diabetes, hypertension, kidney failure, mental health, and specialized care for women and children. It has an Express Care clinic that's also open on weekends, a pharmacy and a dialysis center. It offers behavioral health services, a variety of classes and patient navigators for individual guidance in the clinic experience and financial, social, and community services.

    Of special note is their free shuttle service, which picks up patients at their homes within a five-and-a-quarter mile radius of the Center and takes them to any of five Cleveland Clinic locations, but not the Main Campus, and brings them back home. For more information or to schedule a shuttle, call 216-767-4100.

    The center is located at:

    13944 Euclid Avenue, East Cleveland, 44112, 216-767-4242

    Hours: Monday ~ Friday 8 AM – 5 PM

    Express Care Clinic: Monday ~ Friday 6 AM – 9 PM; Saturday & Sunday 8 AM – 4 PM

- Safety Education

  - Both cities have community policing teams. For more information on ways these teams can assist in helping resolve issues between neighbors or increase your sense of safety at home:

    In Cleveland Heights, call Sgt. Davis at 216-482-3207; he can also assist you to set up a Neighborhood Watch program on your street.

    In East Cleveland, call Investigator Mark Allen for east side of EC locations at 216-319-1125 or email mallen@eastclevelandpolice.org or Investigator Larry McDonald, Jr. at 319-3188 for west side of EC locations.

Remember to call 911 for emergencies, not either police department.

- Safety Tips from the CH Police Department, from a community presentation, February 2018 (abbreviated):

  Lock your doors and windows to your home, garage, and car, whether at home or away.

  Do not leave spare keys, purse, cell phone, GPS, spare change, or any other valuables in your car and minimize their sight at home and in your garage.

  Never leave vehicle registration or other personal documentation in your car.

  Do not leave equipment unattended on sidewalk, lawn, or porch; stay nearby or put it away.

  Never open your door to strangers.

  Avoid being a victim of a scam. Never give any personal information over the phone. Never respond to a request to send money to anyone, even supposedly a family member or friend, unless and until you contact them directly and make sure it's not a scam.

  Install a security alarm system and motion-activated flood lights on your house.

  Keep your bushes and lawn neatly trimmed.

  Participate in a Neighborhood Watch program.

Utilities Assistance

Options Available to Both Cleveland Heights and East Cleveland Residents

- Financial Help in Paying Your Heating or Cooling Bill
  - The Home Energy Assistance Program (HEAP) is a federally funded program that provides eligible Ohioans assistance with their home energy bills. This one-time-a-year benefit is applied directly to the customer's utility or bulk fuel bill. Ohioans with a household income at or below 175 percent of the federal poverty guidelines are eligible for the program. Both homeowners and renters are eligible for assistance but not those living in federally subsidized housing.

Applications for HEAP are available at libraries, the Cleveland Heights Office on Aging, and at www.development.ohio.gov/is/is_heap.htm.

For additional information, please call (800) 282-0880, Monday through Friday, 7:30 a.m. to 5:00 p.m.

For the hearing-impaired, then dial 711.

- CHN Housing Partners (Cleveland Housing Network) – Help With Utility Payments
  - CHN is a HEAP, PIPPPLUS and Winter/Summer Crisis site. They offer assistance for customers of First Energy, Cleveland Division of Water and Northeast Ohio Regional Sewer District. For homeowners and renters, CHN provides assistance or guidance with catching up on past-due utility bills, shut-off crisis, and more affordable utility bill payments.
  - Gas & Electric Assistance

    Call (216) 518-4014 to schedule an appointment at a convenient location.

    If you have a gas shut-off crisis, CHN can help from November 1 - March 31. If you have an electric shut-off crisis, they can help between July 1 - August 31 and between November 1 - March 31 (outside of those dates, they can help only if the electric supplier is First Energy.
  - Water/Sewer Discounts

    Walk in between 8:30 am – 4 pm Monday through Friday, and bring your most recent water and sewer bill and income verification. Or mail application to:
    CHN
    ATTN: Utilities
    2999 Payne Ave.
    Cleveland, OH 44114
  - Sewer Shut-off Crisis

    Walk in between 8:30am – 4:00pm Monday – Friday.
    No appointment necessary.
    Bring your most recent water and sewer bill, income verification and proof of hardship (hardship must have occurred within the past 6 months).
  - All programs require annual income re-verification. You can mail (or drop off) your documents at 2999 Payne Avenue, Suite 208. Bring your most current gas, electric, water and sewer (if you're responsible for paying them), proof of past 90

days of income for everyone in the household, social security cards for all household members and your photo ID. Free parking is available.

Legal and Financial Services

Options for Cleveland Heights Residents

- Legal Consultation through C.H. Office on Aging
  - Call C.H. Office on Aging at 216-691-7377 to schedule a 30 minute appointment.
- Help with federal, state and local income tax forms
  - Call C.H. Office on Aging at 216-691-7377 for more information.
- Financial Workshops
  - See schedule at Senior Activities Center or call 216-691-7377 for schedule of workshops

    Topics, for example, include financial empowerment and exploitation and investment fraud
- Financial Consulting related to budget, home ownership, home maintenance
  - See Home Repair Resource Center in the Home Repair and Household Assistance section of this document.

Options Available to Both Cleveland Heights and East Cleveland Residents

- Legal Assistance or Estate Planning
  - Wills and living trusts should be set up by an attorney. Call Legal Aid for referral to a private attorney.
  - If you need legal assistance, you can contact Legal Aid any weekday for help.

    Monday, Wednesday, Friday: 9:00 am – 4:00 pm.

    Tuesday, Thursday: 9:00 am – 2:00 pm.

    New intakes are process via phone: 888-817-3777 or 216-687-1900. If you have a communication limitation, contact Legal Aid through the Ohio Relay Service or, for hearing impaired, dial 711 from any phone in Ohio.

You can go in-person for an intake application on Tuesdays or Thursdays between 9:00 am – 1:00 pm.

- Taxes
  - Call 211 for assistance identifying tax preparers during tax season.
  - AARP provides free income tax preparation to low and medium income persons.

    AARP Income Tax Assistance Program

    Call 216-691-7377 to schedule an appointment (February – April)

    Appointments are one hour in length

    For Federal, State and Local simple income tax forms only; contact a tax consultant for complex or complicated forms

    Tax preparers are trained volunteers but are not accountants

    Cost: no cost; available to individuals 60+ years old

- CHN Housing Partners (Cleveland Housing Network) – Help with Finances & Taxes
  - Housing and financial counselors will work with you on all your financial needs—from completing your tax return to reducing your debt, improving your credit or saving for a big purchase.
  - CHN offers student loan and personal tax preparation services. CHN is a member of the Cuyahoga County EITC Coalition to promote free and fair tax preparation services for low and moderate income families. Their HUD-approved counselors are trained in tax preparation and can provide free, high-quality tax return filing services as an alternative to paid preparers
  - Services are free of charge.
  - For questions or an appointment, call (216) 881-8443 or

    fill out the form available at https://chnhousingpartners.org/housing-and-community-services/help-with-finance-and-taxes/

    or stop in at their office at 2999 Payne Ave, Cleveland, 44114.

- Hebrew Free Loan Association (HFLA) – financial assistance
  - HFLA lends money interest free to responsible individuals in need.

- Loan applicants must demonstrate a genuine need, are unable to receive a loan from a conventional source, must be able to repay the loan in monthly installments beginning immediately following the granting of the loan, and have one or more suitable guarantors.
- General loans are offered for needs such as bills, repairs, medical expenses, transportation, high interest debt, etc. HFLA also offers education and business loans.
- For loan requirements: http://www.interestfree.org/loans/
- Contact the organization: 216-378-9042 or email to: team@hflaclev.org

Home Repair and Household Assistance

Options for Cleveland Heights Residents

- CARE Program
  - The CARE program, formed in 2017, seeks to help seniors living in several east side communities including Cleveland Heights live safely within their homes for as long as possible. The CARE program, which costs senior members $200 per year, allows for up to six visits a year from volunteers who will perform tasks, or "service bundles", around the house that seniors cannot do themselves.
  - The CARE program is a collaborative effort between several community organizations including the Community Partnership on Aging and the Cleveland Heights Office on Aging.
  - For more information on volunteering or enrolling in the program call

    Eric McLellan, CARE Program Coordinator, at 216-970-0599 or

    via email at care4eight@gmail.com.
  - A membership costs $200 and provides six separate visits (two hour maximum) to the home to complete any one of the services addressed. CARE Members must own their own home/condo, be 60 years old or older, and live in Cleveland Heights.
  - CARE Program Service Bundles - the details of each Bundle, as well as the client's specific needs, will be determined between the Program Coordinator and the

CARE Member. Bundles are not to exceed a two hour time limit. Doing so will result in a second bundle being utilized and may result in having to come back on a different day.

- See Appendix for listing of bundle options.

  Also see Appendix for a copy of volunteer application. Please share with anyone you know who may be interested in volunteering for this program.

- Violation Repair Program

  - The Housing Preservation Office (HPO) offers various programs to assist Cleveland Heights homeowners with violations and repairs to their homes. The loans and grants provided through HPO are publicly funded by the Department of Housing and Urban Development and, as such, require that all participants using these programs have gross incomes at or below the federally established limits based on family size. Applicants must also be owner/occupants. The staff of this office assists grant and loan recipients through the entire home repair process.

  - For further information about the violation repair programs offered through the Housing Preservation Office contact Lori Sanford, Housing Counselor, at 216-691-4869 or via email at lsanford@clevelandheights.org.

- For a list of Cleveland Heights city-approved contractors, visit www.clevelandheights.com, choose "Government," then "Departments," then "Building", then "Contractors," then "View list of approved contractors."

- Home Repair Resource Center (HRRC)

  - Homeowners age 62+ can get personalized assistance in assessing their repair needs and contracting repairs. HRRC also teaches workshops for seniors.

    Contact: Wesley Walker
    Program Coordinator
    (216) 381-6100, ext. 22
    wwalker@hrrc-ch.org

  - Seniors who come to HRRC benefit from:

    - Help applying for financial assistance for repairs.
    - 90-minute Home inspections to assess repair needs, prioritize what needs done, and plan for "aging in place" issues.
    - Help with reviewing contractor estimates.

- Inspection of completed work.
- Advice to homeowners on how to recognize changing physical needs and plan for aging-in-place. Thoughtful planning on adapting the physical environment.

Participation Fee:

- Cleveland Heights residents are eligible to receive a 90-minute in-home repair consultation for a nominal fee.
- East Cleveland residents are eligible for a 60-minute consultation at the HRRC (not in-home) for a nominal fee.

Workshops for Seniors:

- HRRC hosts workshops geared towards Seniors and aging-in-place planning. Topics range from plumbing repairs, to hiring contractors, to home modifications, and more.

Options for East Cleveland Residents

- Home Repair Resource Center (HRRC)
  - East Cleveland homeowners age 62+ are eligible for a 60 minute repair, prioritization, and planning for "aging in place" consultation at the HRRC office for a nominal fee.
  - Contact: Wesley Walker
    Program Coordinator
    (216) 381-6100, ext. 22
    wwalker@hrrc-ch.org

Options Available to both Cleveland Heights and East Cleveland Residents

- Rebuilding Together Northeast Ohio – Safe at Home Program
  - The Safe at Home Program can assist with
    - Installing smoke & CO detectors and fire extinguishers
    - Installing interior & exterior handrails
    - Minor bathroom modifications, such as: grab bars, elevated toilet seats, handheld showers, etc.
    - Installing storm doors, doorknobs, deadbolts, and doorbells
    - Replacing interior/exterior light fixtures
    - Other misc. minor repairs that address health, safety, or accessibility

- Eligibility requirements, applicants must:
    - Be over the age of 60 or have a disability
    - Live in Cleveland or a surrounding suburb
    - Own their home
    - Be current on their property taxes or be on a delinquent payment plan
    - Have homeowner's insurance
    - Meet an income requirement based on household size
- To get receive an application, call 216-800-8556.

- CHN Housing Partners (Cleveland Housing Network) – Weatherize & Energy Programs and Services
    - Home owners and renters may be eligible for free home insulation, energy-efficient appliances, plumbing repairs, furnace or hot water tank, etc. through CHN Housing Partners.
    - An application must be submitted in order to apply for services. The application applies to all of the following energy services:
        - Home Weatherization Assistance Program (HWAP) –air leakage weatherization; heating, ventilation and air conditioning (HVAC) repairs and replacement; health and safety wiring; hot water tank repairs and replacement; and client education.

          The Home Weatherization Assistance Program (HWAP), provides eligible Ohioans with assistance to improve the energy efficiency of their homes and reduce their energy costs. Ohioans participating in the HWAP will receive a home inspection to identify the services necessary to improve their home's energy efficiency.
        - Housewarming – (Dominion customers only) – weatherization, heating, HVAC repairs and replacement, insulation, carbon dioxide and smoke detector installation, and client education.
        - Community Connections – (Illuminating customers only) health and safety wiring repairs, LED bulb installation, and refrigerator replacement for high energy use.
        - CPP baseload – (Cleveland Public Power customers) health and safety wiring repairs, LED bulb installation, and refrigerator replacement for high energy use.

- Water programs – plumbing and sewer repairs for water

➢ Call 216-574-7100

or http://chnhousing partners.org

or stop in at their office at 2999 Payne Ave, Cleveland, 44114

to request an application or additional information.

- Cleveland Restoration Society – Heritage Home Program

➢ The Heritage Home Program offers a range of free technical assistance to help homeowners repair, maintain and rehab their home while retaining architectural features. The program also offers access to affordable rehabilitation loan rates. Both Cleveland Heights and East Cleveland are participating communities. Homes must be at least 50 years old.

(216) 426-3116

Homeowners within Forest Hill can take advantage of the following ***free*** services:

- Site visits from a construction specialist to review your home improvement projects and to answer home repair and maintenance questions
- Recommendations on maintenance, repair, rehab, additions, and modernizations
- Information on local contractors
- Review of contractor bids and estimates
- Advice on energy efficiency methods
- Guidance on materials, supplies, and resources
- Color consults for exterior painting

The Heritage Home Program can help determine what improvements will increase the value of the home, preserve the architectural features, and recommend materials to use for optimal results and where to find them.

The Heritage Home Program is not affiliated with any contractor or company and does not sell products. Heritage opinions are always impartial, knowledgeable, and experienced in the field.

Library Book Drop-Off or Pick-Up

Options for Cleveland Heights Residents

- Cleveland Hts. Library has an outreach program.
  - Call Coordinator: John Piché at 216-932-3600.

    Residents can sign up with him and books will be mailed to them.

    A pouch will be included to mail books back.

Options for East Cleveland Residents

- East Cleveland Library is re-establishing their outreach program.
  - Call 216-541-4128 to learn more.

    The East Cleveland Library plans to re-start their outreach program through which library employees will deliver and pick up books.

Assistance Caring for Pets

This section identifies services to assist in emergency situations with caring for pets or checking in to ensure pets are getting an appropriate level of care.

Options Available to both Cleveland Heights and East Cleveland Residents

- At this time we have not identified any not-for-profit resources available to assist residents with emergency care for their pets.

Support Organizations

Options for Cleveland Heights Residents

- Parkinson's Support Group, for patients and their families to assist each other in coping and to share information and research findings. Meets first Wednesday of every month at 2:00 PM at the Cleveland Heights Community Center.

- American Association of Retired Persons (AARP), Cleveland Heights chapter, for residents 50 years old and older to learn about and advocate for issues of particular interest to seniors. Meets the last Thursday of every month at 1:00 PM at the Cleveland Heights Community Center. Refreshments and social hour after the meeting.

- Cleveland Heights Library Support for Visually Impaired, Deaf and Hard-of-Hearing

  - Visually Impaired
    Large-print collection at each C.H. library branch for visually impaired patrons. Each branch also has a large screen PC with ZoomText software. Ask a librarian if you cannot locate these items. You can also find large-print items in the CLEVNET catalog.

  - Deaf and Hard-of-Hearing Resources at the Coventry Village Branch
    The following resources are available to the deaf and hard-of-hearing members of the Heights Libraries community at the Coventry Village branch. Services are free and accessible to anyone in the community:

    Online Deaf Resource Page
    Website features a special deaf resources page that includes links to online magazines, area events, language resources, employment and education resources, and organizations serving the deaf community.

    Materials
    The library provides DVDs, videos, CDs, and magazines for and about the deaf community. The collection includes resources on culture, language, education, and the history of deaf people.

    Programs
    The Coventry Village branch provides a variety of programs for the deaf and hard-of-hearing community, including the American Sign Language film series, American Sign Language basics presented by Cleveland SignStage Theatre, and the Deaf Gathering social hour.

Options for East Cleveland Residents

- Contact the East Cleveland Rose Center for Aging Well at the Salvation Army, 1507 Doan Avenue, 216-383-1696 for further information.

- East Cleveland Public Library Services

- The library, at 14101 Euclid Ave., offers a variety of computer classes, some of which are free. One class includes how to find Health and Wellness Apps. Call 541-4128 for further information.

Appendices

Care Program Service Bundles

Service Bundle	Details
Yard Clean Up Bundle	This bundle includes basic yard work to be completed in order to help maintain the outside of the home. Possible services include: trimming of trees, weeding, watering, leaf raking, planting, etc. depending on the needs of the client and size of the job. (we do not cut grass or plow snow)
Season Clothing Bundle	This bundle includes switching out seasonal clothing from closets and dressers, as well as straightening closets in order to prepare for the change in seasons.
Refresh Bundle	In order to help refresh your home, this bundle includes the possibility of three different services: changing of light bulbs around the home, changing of smoke detector batteries, and/or changing of furnace filters.
Window Cleaning Bundle	This bundle includes the cleaning of windows around the home. Windows to be cleaned can be indoor, outdoor, or a combination of both. Exterior windows limited to first floor only.
Kitchen Clean Up Bundle	In order to maintain safety in the kitchen, this bundle includes a deep cleaning of the kitchen refrigerator, freezer and kitchen stove. Help with clearing out expired items in the refrigerator and cabinets is also included with the cleaning.
Storm & Bad Weather Clean Up Bundle	After a major storm or period of bad weather, this bundle would help with cleaning up your home in order to maintain safety. This bundle can be tailored based on the weather damage, but would include help cleaning up small fallen branches or debris in the yard, help cleaning out unsafe food if the power went out and caused freezers/fridges to turn off, etc.
Screen & Storm Window Changing Bundle	This bundle includes the simple changing of storm and screen windows around the home.
Home Organization Bundle	This bundle includes help with sorting through pictures, organization of pantry or cupboards, or help with cleaning out expired food or products. This bundle can help with small tasks that when completed, would add to the overall organization of the home.
Technology Bundle	The technology bundle is aimed towards helping fill the need for technology help with the devices in your home. Updating devices, introductory computer lessons, etc. This bundle would be tailored toward the technological tasks you specifically need help with.

CARE Program - Individual Volunteer Application Form

(See next page)

CARE INDIVIDUAL VOLUNTEER APPLICATION

Complete and email this form to CARE4eight@gmail.com or mail to: CARE Program C/O Eric McLellan 1370 Victory Drive South Euclid, OH 44121 **Please print responses.**

Name: _____Date: _____

Address: _____

Phone Number (that's best to reach you): (_____) _____

Email Address: _____

Please CHECK all volunteer areas you are most interested in helping with:

☐ **Exterior Yard and Home Tasks** (Leaf raking, weeding, small to medium paint projects, etc.)	□ **Exterior Yard and Home Tasks with Power Tools** (Use of hedge trimmers, power washers, etc.)	□ **Interior Home Tasks I** (Cleaning of stove, refrigerator, interior/exterior windows, switching out seasonal clothing in closets/drawers, etc.) *	□ **Interior Home Tasks II** (Changing furnace filters, light bulbs, and/or smoke detector batteries)*
☐ **Home Organization** (Cleaning/organizing of cupboards, expired food, sorting pictures, etc.) *	□ **Technology Assistance** (Assisting in the updating of devices, short educational sessions, etc.) *	☐ **Simple Screen and Storm Window Changing** (changing of simple storm/screen windows)*	☐ **Assign me wherever help is needed** *
Restrictions / Limitations / Comments:		**Cities Available to Work in:** (circle all that apply) **Maple Hts. Solon Cleveland Hts. Mayfield Village Mayfield Hts. South Euclid Lyndhurst Highland Hts.**	

*Subject to possible background check

AVAILABILITY:

Weekdays:	□ Mornings	□ Afternoons	□ Evenings
Weekends:	□ Saturday	□ Sunday	I have a specific date in mind: ____ /____ / _____
Hours per week you would like to volunteer:		Hours per month would you like to volunteer:	
□ Please contact me to discuss availability.			

I, the undersigned volunteer of CARE, agree and understand that the purpose of CARE is to provide services and minor home repair to the older adults in Cleveland Heights, Highland Heights, Lyndhurst, Maple Heights, Mayfield Heights, Mayfield Village, Solon and South Euclid. I hereby release CARE, its directors, staff and agents from any and all claims, responsibility, liability, or causes of action, for any injury, loss, or damage that I may incur in connection with my volunteer activities at CARE. I further understand that, as a volunteer of CARE, any and all information pertaining to clients is strictly confidential. I agree to hold in confidence any information about clients and donors, which comes to my knowledge during my association with CARE. I understand and acknowledge that either party may terminate this volunteer relationship at any time and that submitting this application does not imply a guarantee to volunteer. Upon acceptance as volunteers, my family or group agrees to serve under the leadership, guidance, and procedures of CARE for the duration of the volunteer service.

Signature of Volunteer or Parent/Legal Guardian: _____

AUDIO/PHOTO/VIDEO MEDIA RELEASE FORM

I grant permission to CARE and its agents or employees to use photographs and/or video and audio taken of me. These images may be used in educational and documentary materials such as Public Service Announcements, Grant Applications, Video Documentaries and both printed and online newsletters. Furthermore, I authorize the use of my image, likeness, and voice for all program promotion, materials, and any other purposes in connection with the program deemed appropriate and necessary by CARE.

I hereby agree to release, defend, and hold harmless CARE and its agents or employees, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper, via electronic media, or on Web sites, from any claim, damages, or liability arising from or related to the use of the photographs/video, including but not limited to any misuse, distortion, blurring, alteration, optical illusion, or use in composite form, either intentionally or otherwise, that may occur or be produced in taking, processing, reduction, or production of the finished product, its publication, or distribution.

If the volunteer is under the age of 18 years old, the parent or legal guardian of the minor must sign off on this release.

Printed Name of Volunteer: _____

Signature of Volunteer or Parent/Legal Guardian: _____

Date: _____

Emergency Contact Name and Number:_____

Recommended Additional Resources

TBD