

Franklin County Office on Aging  
**Senior Citizen  
Information Handbook**



## **Message from the Commissioners:**

We are pleased to present to you the 14th edition of the *Senior Citizen Information Handbook*. Over time, we have recognized that this information resource has become a staple in our community. It is an exceptional resource for seniors and their families to connect them with important services and information.

Franklin County Board of Commissioners  
Paula Brooks, President  
Marilyn Brown  
John O'Grady

## **Message from the Director:**

On behalf of the Franklin County Office on Aging, I am pleased to present the 14th edition of the *Senior Citizen Information Handbook*. Each day, our office has the pleasure of serving countless seniors in Franklin County. This handbook is one of the many services we provide to area seniors, all of which are made possible by the five-year Senior Services Levy.

If you should need any additional information, please contact the individual agencies listed. We hope that this information guide will be a helpful resource for you and your family.

***Any reproduction of material printed in this handbook must include proper attribution to the Senior Citizen Information Handbook.***

Antonia M. Carroll, M.A., L.S.W.  
Director, Franklin County Office on Aging

## Franklin County Office on Aging

### **MISSION:**

The purpose of the Office on Aging is to provide centralized access to diverse programs and individualized services for older adults and their families so they can preserve their independence.

### **PROGRAMS AND SERVICES:**

- ❑ **Senior Options** - system of care for persons ages 60 and older; funded by the Senior Services Levy. Services include information and advocacy, case management, homemaker services, personal care, caregiver relief, emergency response systems, home delivered meals, medical transportation, adult day services and minor home repair. **(614) 462-6200**
- ❑ **Adult Protective Services** - intended to assist impaired adults who may be harmed due to abuse, neglect or exploitation. **(614) 462-4348**
- ❑ **Property Tax Assistance Program** - offers one-time assistance to assist low-income individuals age 60 and older who are unable to pay their property taxes. **(614) 462-5230**
- ❑ **CommunityCare Registry** - Assists those in need with finding and hiring self-employed home care workers who can assist with various tasks such as, personal care, housekeeping, shopping, meal preparation and caregiver relief. **(614) 462-4161**
- ❑ **Special Events** - **(614) 462-5230**

## Franklin County Senior Options

Franklin County Senior Options helps Franklin County residents age 60 and older maintain their independence.

Senior Options has been providing community-based services since 1993. These services include: home delivered meals, homemaker services, personal care, respite care, adult day care, transportation, emergency response systems, minor home repair and information and advocacy.

Franklin County Senior Options, administered by the Franklin County Office on Aging, is the one-stop shopping point for information and access to senior services. A single call to Franklin County Senior Options at **(614) 462-6200** connects older adults and their families with a caring professional trained to help solve seniors' problems.

Senior Options is funded by the five-year Senior Services Levy passed by the voters in 1992, 1997, 2002 and 2007.

Approximately 5,000 older adults receive Senior Options services monthly. Over 70 percent of the participants are female, over 50 percent are over 75 years of age, and 30 percent have identified themselves as members of minority groups. Over 2,000 callers per month contact Senior Options for information and referral or access to services.

Contact Senior Options at **(614) 462-6200** Monday through Friday 9:00 a.m. - 4:30 p.m. and Thursday 9:00 a.m. - 7:00 p.m. for information and access to services.

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## **CAREGIVER RESOURCES**

**Call Franklin County Senior Options at (614) 462-6200 for information about additional caregiver support programs.**

### **THE ALZHEIMER'S ASSOCIATION OF CENTRAL OHIO**

**3380 Tremont Road**

**Columbus, OH 43221**

**Phone: (614) 457-6003**

**Fax: (614) 457-6634**

**Web: [www.alzheimerscentralohio.org](http://www.alzheimerscentralohio.org)**

Sponsors support group meetings on a monthly basis. Caregivers, family members and friends of persons with Alzheimer's Disease or related disorders are welcome to attend. Support groups are a unique opportunity for learning and sharing and are free of charge. Call for meeting locations and times.

### **CAREGIVER CONSULTATION PROGRAM**

**Northwest Counseling Services**

**1560 Fishinger Road**

**Columbus, OH 43221**

**Phone: (614) 457-7876, ext. 357**

**Web: [www.northwestcounselingservices.org](http://www.northwestcounselingservices.org)**

One-on-one meetings and phone consultations are available to caregivers of older relatives. Meetings take place at times and locations convenient to the caregiver. Assists caregivers in clarifying issues, understanding health problems, preparing for the future, exploring resources and coping with stress.

Caregiver Resources (*continued*)

**FRANKLIN COUNTY CAREGIVER  
SUPPORT PROGRAM**

**Franklin County Office on Aging**

**280 East Broad Street, Room 300**

**Columbus, OH 43215**

**Phone: (614) 462-6200**

**Fax: (614) 462-5300**

**TTY: (800) 750-0750**

**Web: [www.officeonaging.org](http://www.officeonaging.org)**

The Franklin County Office on Aging, in partnership with the COAAA, provides caregiver services through the National Family Caregiver Support Program. This program provides a variety of services to caregivers of older adults on a short term basis. Services include institutional respite, caregiver counseling, adult day services and minor home repair. Call for more information.

**LONG TERM CARE CONSULTATION**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-7250 or (800) 589-7277**

**Fax: (614) 645-3884**

**Web: [www.coaaa.org](http://www.coaaa.org)**

Part of a statewide program that offers free in-home assessment, advice, learning resources, referrals and written recommendations to people of any age about preparing for or addressing the challenges of older life, including retirement, lifestyle planning and long-term care choices.

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## **CONSUMER PROTECTION**

### **ATTORNEY GENERAL'S OFFICE, STATE OF OHIO**

#### **Consumer Protection Section**

**30 East Broad Street, 14th Floor**

**Columbus, OH 43215**

**Phone: (877) AG4-OHIO**

**Web: [www.ag.state.oh.us](http://www.ag.state.oh.us) and [www.ag4ohio.gov](http://www.ag4ohio.gov)**

Answers questions and takes complaints regarding consumer transactions before or after the transaction has taken place. Staff follows up on complaints and attempts to arrange fair settlements. Educational materials and speakers are available. Monthly Consumer Advocate e-newsletter provides consumer alerts and tips.

### **BETTER BUSINESS BUREAU**

**1169 Dublin Road**

**Columbus, OH 43215**

**Phone: (614) 486-6336 or (800) 759-2400**

**Fax: (614) 486-6631**

**Web: [www.bbb.org](http://www.bbb.org)**

**Email: [info@columbus-ohbbb.org](mailto:info@columbus-ohbbb.org)**

Provides reports on business firms that are helpful before making a purchase or donation. Investigates scams and schemes. Offers marketplace tips and educational presentations. Helps resolve disputes involving businesses through conciliation, mediation and arbitration. Promotes ethics and integrity.

**Consumer Protection (continued)**

**OFFICE OF THE OHIO CONSUMERS' COUNSEL**

**10 West Broad Street, 18<sup>th</sup> Floor**

**Columbus, OH 43215**

**Phone: (614) 466-8574 or (877) 742-5622**

**Web: [www.pickocc.org](http://www.pickocc.org)**

Acts as the residential utility advocate serving as a free resource for individuals who have questions and concerns, or would like more information about the services provided by their publicly owned electric, natural gas, telephone and water companies. Free speakers are available on a variety of utility topics including services of the Office of the Ohio Consumer's Counsel, renewable energy and energy efficiency. Consumers can call OCC's hotline with complaints against a utility company or questions about utility issues.

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**COUNSELING**

Many agencies in Franklin County provide counseling. Most offer services and programs for older adults such as in-home counseling, support groups and enrichment workshops.

**CATHOLIC SOCIAL SERVICES**

**197 East Gay Street, 2nd floor**

**Columbus, OH 43215**

**Phone: (614) 221-5891**

**Fax: (614) 228-1125**

**Web: [www.colssc.org](http://www.colssc.org)**

*Counseling (continued)*

**COLUMBUS AREA, INC.**

**1515 East Broad Street**

**Columbus, OH 43205**

**Phone: (614) 252-0711**

**Fax: (614) 252-9250**

**Web: [www.columbus-area.com](http://www.columbus-area.com)**

**CONCORD COUNSELING SERVICES**

**774 Park Meadow Road**

**Westerville, OH 43081**

**Phone: (614) 882-9338**

**Fax: (614) 882-3401**

**Web: [www.concordcounseling.org](http://www.concordcounseling.org)**

**JEWISH FAMILY SERVICES**

**1070 College Avenue**

**Columbus, OH 43209**

**Phone: (614) 231-1890**

**Fax: (614) 231-4978**

**LIFE COUNSELING SERVICES, INC.**

**760 South Yearling Road**

**Whitehall, OH 43213**

**Phone: (614) 239-9965**

**NETCARE CORPORATION**

**NetCare Access**

**199 South Central Avenue**

**Columbus, OH 43223**

**Phone: (614) 276-2273**

**Counseling (*continued*)**

**NORTH CENTRAL COUNSELING (NCC)**

**6435 East Broad Street  
Columbus, OH 43213  
Phone: (614) 856-9610  
Fax: (614) 861-5411**

**NORTH CENTRAL COUNSELING (NCC)**

**338 Granville Street  
Gahanna, OH 43230  
Phone: (614) 475-7090  
Fax: (614) 475-5208**

**NORTH CENTRAL MENTAL HEALTH**

**1301 North High Street  
Columbus, OH 43201  
Phone: (614) 299-6600  
Fax: (614) 299-9007**

**NORTH COMMUNITY COUNSELING CENTERS**

**4897 Karl Road  
Columbus, OH 43229  
Phone: (614) 261-3196**

**NORTH COMMUNITY COUNSELING CENTERS**

**1495 Morse Road, Suite B3  
Columbus, Ohio 43229  
Phone: (614) 261-3196**

*Counseling (continued)*

**NORTH COMMUNITY COUNSELING CENTERS**  
**6565 Worthington-Galena Road, Suite A202**  
**Worthington, Ohio 43085**  
**Phone: (614) 261-3196**

**NORTH COMMUNITY COUNSELING CENTERS**  
**3025 West Broad Street**  
**Columbus, Ohio 43204**  
**Phone: (614) 261-3196**

**NORTHWEST COUNSELING SERVICES**  
**1560 Fishinger Road**  
**Columbus, OH 43221-2108**  
**Phone: (614) 457-7876, ext.332**  
**Fax: (614) 457-7896**  
**TTD: (614) 442-2989**  
**Web: [www.northwestcounselingservices.org](http://www.northwestcounselingservices.org)**

**THE OHIO STATE UNIVERSITY PSYCHIATRY**  
**OSU Harding Hospital**  
**1670 Upham Drive, Suite 550**  
**Columbus, OH 43210**  
**Phone: (614) 293-9600**

*Counseling (continued)*

**RIVERSIDE SENIOR HEALTH SERVICES**

**John J. Gerlach Center for Senior Health**

**3724-A Olentangy River Road**

**Columbus, OH 43214**

**Phone: (614) 566-5858**

**Fax: (614) 566-1916**

**SOUTHEAST, INC.**

**1455 South Fourth Street**

**Columbus, OH 43207**

**Phone: (614) 444-0800**

**Fax: (614) 444-1036**

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**CREDIT COUNSELING**

**CONSUMER CREDIT COUNSELING SERVICE OF  
CENTRAL OHIO, INC.**

**4500 East Broad Street**

**Columbus, OH 43213**

**Phone: (614) 552-2222**

**Fax: (614) 552-4800**

Provides a personal comprehensive financial session to address budget concerns and preventative credit counseling at no charge to Central Ohio residents. A debt repayment program is offered at minimal cost to those needing help to keep payments from falling behind. Additionally, mortgage counseling is available dealing with pre-purchase, default and reverse equity.

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## **CRIME PREVENTION**

### **COLUMBUS DIVISION OF POLICE**

**Strategic Response Bureau**

**Community Liaison Section**

**3042 McKinley Avenue**

**Columbus, OH 43206**

**Phone: (614) 645-4610**

Provides community liaison officers to assist with problem solving, movies, slide presentations and literature on crime prevention and offers free residential security analysis. Usually 1-2 week notice is required to fill requests.

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## **DAY SERVICES, ADULT**

Adult day services are designed to meet the supportive needs of older adults living at home, while providing respite for caregivers. **For more information, call Franklin County Senior Options at (614) 462-6200.**

### **HERITAGE DAY HEALTH CENTERS**

**3341 East Livingston Avenue**

**Columbus, OH 43227**

**Phone: (614) 236-0586**

**Fax: (614) 338-2350**

Provides comprehensive day services programs in three locations for physically and/or cognitively impaired adults living in the community.

The centers provide needed health, rehabilitation and recreational services during the day, enabling participants to maintain independence in their own homes for as long as possible. Services provided include health monitoring, medication administration, rehabilitation therapies and personal care. Activities include arts and crafts, music, games, exercise and educational discussion groups.

Nutritious lunches, snacks and door-to-door transportation are also provided. The centers are open Monday through Friday from 7:00 a.m. - 6:00 p.m. and Saturday 8:00 a.m. - 5:00 p.m. A sliding scale fee schedule is used to determine the client's ability to pay. Referrals can be made to the main office at (614) 236-0586.

Day Services, Adult (*continued*)

**LIFE CENTER: ADULT DAY SERVICES**

**2225 State Route 256**

**Reynoldsburg, OH 43068**

**Phone: (614) 866-7212**

**Fax: (614) 863-4200**

Life Center provides adult day services where seniors and adults with disabilities receive an individualized plan of daytime care. The program serves the southeast quadrant of Franklin county and portions of Fairfield and Licking counties.

Therapeutic activities and socialization are incorporated in a well-supervised completely accessible home-like environment. Programs include assistance in daily living activities, art, crafts, intergenerational programs, music therapy, exercise therapy and bathing. A registered nurse is always on duty, a full-time social worker is on staff and all the staff is C.P.R. certified.

Our Caregiving team facilitates opportunities for Clients to maintain their maximum health and wellness while the family caregiver is relieved of caregiving responsibilities for as many days per week as needed.

The daily charge includes meals, snacks, cultural, recreational and educational activities. Open Monday-Friday, 6:30 am - 5:30 pm and Saturday 9:00 am - 5:00 pm. Times and hours can be adapted to individual needs. Accessible transportation is available within a predetermined radius for an additional charge.

Day Services, Adult (*continued*)

**RIVERSIDE ADULT DAY HEALTH PROGRAM**

**John J. Gerlach Center for Senior Health**

**3724-A Olentangy River Road**

**Columbus, OH 43214**

**Phone: (614) 566-4063**

**Fax: (614) 566-1936**

Provides a daytime alternative to nursing home and home-care services for adults who live at home or in assisted living.

Provides nursing supervision and individual attention, as well as stimulating activities, in a safe and comfortable environment. The combination of an enjoyable atmosphere and supervision promotes the health and well-being of the individual.

Services include, but are not limited to: medication administration and other nursing services, social work support and resource referrals, rehabilitation therapies, massage therapy, podiatry, beautician services, door-to-door transportation, therapeutic activities and socialization.

The Riverside Adult Day Health Program is open Monday through Friday from 7:00 a.m. to 6:00 p.m. Enrollment may be for one to five days per week.

Day Services, Adult (*continued*)

**UNITED CEREBRAL PALSY OF CENTRAL OHIO**

**440 Industrial Mile Road**

**Columbus, OH 43228**

**Phone: (614) 279-0109**

**Fax: (614) 279-2527**

UCP's Grace Kindig Adult Day Program helps adults maintain their independence and develop friendships and interests outside the home. Provides door-to-door transportation, flexible scheduling and nutritious lunches and snacks. Activities include music, arts and crafts, discussion groups, exercise and trips to area points of interest. Two new additions include a fitness program and a multi-sensory room. Personal care assistance, social work service coordination and health monitoring are also provided.

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**DAY SERVICES, SPECIALIZED**

**PATHWAY CLUBHOUSE**

**Columbus Area, Inc.**

**1203 East Broad Street**

**Columbus, OH 43205**

**Phone: (614) 251-7820**

**Fax: (614) 251-2447**

Provides a psychosocial clubhouse for persons in Franklin County experiencing mental illness. Vocational and social opportunities are available. Person must be connected with a mental health center.

Day Services, Specialized (*continued*)

## **SAGE SENIOR SERVICES**

**Goodwill Columbus**

**1331 Edgehill Road**

**Columbus, OH 43212-3163**

**Phone: (614) 294-5181**

**Fax: (614) 294-6895**

**Web: [www.goodwillcolumbus.com](http://www.goodwillcolumbus.com)**

Provides individualized support services on two shifts for older adults with mental retardation and/or developmental disabilities. Work opportunities, socialization, community activities, volunteer work and a variety of leisure and recreational activities are available. In-home services are also available to eligible persons.

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## **DENTAL SERVICES**

### **COLUMBUS DENTAL SOCIETY**

**663-F Park Meadow Road**

**Westerville, OH 43081**

**Phone: (614) 895-2371**

**Fax: (614) 895-0060**

Provides referral information regarding local dentists to the physically or mentally handicapped and low-income community.

**Dental Services** *(continued)*

**COLUMBUS MOBILE DENTAL CLINIC**

**1405 South High Street**

**Columbus, OH 43207**

**Phone: (614) 293-3330**

**Fax: (614) 293-3336**

A mobile unit, operating on Mondays, that provides dental services for the senior population living in downtown Columbus.

**DENTAL CLINIC**

**The Ohio State University College of Dentistry**

**305 West 12th Avenue**

**Columbus, OH 43218**

**Phone: (614) 292-2751**

Comprehensive dental care is provided by dental and dental hygiene students. Payment is expected with delivery of treatment. Appointments may require 2-3 hours.

**GERIATRIC DENTAL CLINIC**

**The Ohio State University College of Dentistry**

**305 West 12th Avenue**

**Columbus, OH 43218**

**Phone: (614) 292-1140**

Comprehensive dental services are provided to older adults. Patients experiencing dental problems related to dry mouth are encouraged to take advantage of the services of this clinic.

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## **DISCOUNTS AND COURTESY SERVICES**

### **AMERICA THE BEAUTIFUL - THE NATIONAL PARKS AND FEDERAL RECREATION LANDS PASS**

**Phone: (888) 467-2757**

**Web: [www.nps.gov/fees\\_passes.htm](http://www.nps.gov/fees_passes.htm)**

Pay a \$10.00 fee to obtain a lifetime entrance pass (for citizens or permanent U.S. residents 62 or older) to most national parks, monuments, historic sites, recreation areas and national wildlife refuges that charge a fee.

Passports must be purchased at a Federal recreation site or office (National Park, Historic Site, Wildlife Refuge) that charges an entry fee.

### **CENTRAL OHIO TRANSIT AUTHORITY**

**60 East Broad Street**

**Columbus, OH 43215**

**Phone: (614) 228-1776**

**Web: [www.cota.com](http://www.cota.com)**

Passengers who are 65 or older are entitled to ride the bus for 75 cents each way with a COTA Senior I.D. Proof of age is needed, i.e., drivers license, birth certificate, state of Ohio I.D. cards. COTA I.D. cards are issued at the above address weekdays from 9:00 a.m. - 4:00 p.m.

Discounts and Courtesy Services *(continued)*

**GOLDEN BUCKEYE PROGRAM**

**Ohio Department of Aging  
50 West Broad Street, 9th Floor  
Columbus, OH 43215  
Phone: (800) 422-1976  
Fax: (877) 767-9954  
TTY: (614) 466-6191  
Web: [www.GoldenBuckeye.com](http://www.GoldenBuckeye.com)**

Open to all Ohio residents age 60 and older, or to qualifying persons with disabilities. Card is honored at participating restaurants, entertainment venues, grocery stores and other establishments. Savings vary by merchant.

**GOLDEN HOBBY SHOP**

**Columbus Recreation and Parks Department  
630 South Third Street  
Columbus, OH 43206  
Phone: (614) 645-8329  
Web: <http://recparcs.columbus.gov/arts/goldenhobby.asp>**

Sells new handicrafts made by central Ohio residents age 50 and older on consignment. Accepts new consigners every day; consignment fee to join is \$20 per year. Open Tuesday through Saturday from 10:00 a.m. - 5:00 p.m.

Discounts and Courtesy Services (*continued*)

**OHIO BUREAU OF MOTOR VEHICLES**

**1970 West Broad Street**

**Columbus, OH 43223**

**Phone: (614) 752-7500**

**Web: [www.bmv.ohio.gov](http://www.bmv.ohio.gov)**

State of Ohio identification cards are issued to non-drivers. Applicant must present birth certificate and proof of Social Security number. Cost is \$8.50. Card is valid for four years (expiring on the applicant's birthday) and may be obtained at deputy registrars in Franklin County and throughout the state.

**EDUCATION**

There are many local universities, school districts and senior centers that offer educational programs for older adults. Many are available at little or no charge. For further information, contact the educational institution of interest.

**COLUMBUS STATE LIFELONG  
LEARNING INSTITUTE**

**Phone: (614) 287-3663**

**THE OHIO STATE UNIVERSITY PROGRAM 60**

**Phone: (614) 292-8860**

**OLDER WISER LIFELONG SCHOLARS (OWLS)**

**Westminster-Thurber Community**

**Phone: (614) 228-8888**

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## **EMERGENCY SERVICES**

In case of emergency related to Police, Fire, or medical need, dial 911.

For emergencies not related to the Police or Fire Departments, such as the need for emergency shelter, food, etc., contact FIRSTLINK at (614) 221-2255.

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## **EMPLOYMENT AGENCIES AND OPPORTUNITIES**

### **EMPLOYMENT FOR SENIORS, INC.**

**4500 East Broad Street**

**Columbus, OH 43213**

**Phone: (614) 863-1219**

**Fax: (614) 863-1358**

**Web: [www.employseniors.org](http://www.employseniors.org)**

Arranges job interviews for people age 50 and older with employers in need of their skills and experience. Open from 9:00 a.m. - 1:00 p.m., but interview by appointment only between 9:00 a.m - noon. Services are provided free of charge.

**Employment Agencies and Opportunities *(continued)***

**FOSTER GRANDPARENT PROGRAM**

**Firstlink**

**195 North Grant Avenue**

**Columbus, OH 43215**

**Phone: (614) 221-6766**

**Fax: (614) 221-6866**

**Web: [www.firstlink.org](http://www.firstlink.org)**

Stipended volunteers 60 years of age and older share their experience and talents to improve the lives of children with special needs.

**NEW DIRECTIONS CAREER CENTER**

**199 East Rich Street**

**Columbus, OH 43215**

**Phone: (614) 849-0028**

**Fax: (614) 849-0142**

**Web: [www.newdirectionscc.org](http://www.newdirectionscc.org)**

Provides employment preparedness, career counseling, information and referrals and career clothing to individuals in transition, especially women.

**Employment Agencies and Opportunities** *(continued)*

**AARP FOUNDATION WORKSEARCH PROGRAM**

**1393 East Broad Street**

**Columbus, OH 43205**

**Phone: (614) 258-7295**

**Fax: (614) 258-7723**

**Web: [www.aarpworksearch.org](http://www.aarpworksearch.org)**

Helps you sharpen your skills, obtain training, and find a job. If you are 55 or older and meet income qualifications, we may be able to pay you an hourly wage while you train through our Senior Community Service Employment Program.

**SENIOR COMPANION PROGRAM**

**Catholic Social Services**

**3377 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-0095**

Seniors provide companionship to older adults with special needs. Companions volunteer 20 hours per week. A stipend and travel expenses are provided. Income guidelines apply.

**VIETNAM VETERANS OF AMERICA**

**35 East Chestnut, Suite 416**

**Columbus, OH 43215**

**Phone: (614) 228-0188**

Provides veterans with assistance in filing for compensation benefits and/or pension benefits from the U.S. Department of Veterans Affairs.

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## **END OF LIFE SERVICES**

### **CENTRAL OHIO LIONS EYE BANK**

#### **Eye Donations**

**262 Neil Avenue, Suite 140**

**Columbus, OH 43215**

**Phone: (614) 545-2057**

**Fax: (614) 545-2067**

**Web: [www.coleb.org](http://www.coleb.org)**

Accepts donated eyes for corneal transplants, eye research and medical education. Eyes can be donated upon death via the Ohio Donor Registry (BMV) or other legal document of gift. Age is not a limitation for eye research and medical education donors. Up to age 72, donor eyes that are medically eligible may be used for corneal transplants.

### **FUNERAL CONSUMERS ALLIANCE OF CENTRAL OHIO**

**P.O. Box 14835**

**Columbus, OH 43214**

**Phone: (614) 263-4632**

**Web: [www.ohiofunerals.org](http://www.ohiofunerals.org)**

A non-profit, nonsectarian organization servicing Central Ohio residents. Provides information and assists in the pre-planning of inexpensive funerals and memorial services.

End of Life Services (*continued*)

**LIFELINE OF OHIO**

**Organ and Tissue Donation**

**770 Kinnear Road, Suite 200**

**Columbus, OH 43212**

**Phone (614) 291-5667 or (800) 525-5667**

**Fax: (614) 291-0660**

**Web: [www.lifelineofohio.org](http://www.lifelineofohio.org)**

Lifeline of Ohio is the federally designated, non-profit organ procurement agency charged with facilitating the donation of human organs and tissues for transplant in Central and Southeastern Ohio. Contact Lifeline of Ohio with questions about donation or to place your name in the Ohio Donor Registry.

**OHIO STATE UNIVERSITY COLLEGE OF MEDICINE  
BODY DONATION PROGRAM**

**279 Hamilton Hall**

**1645 Neil Avenue**

**Columbus, OH 43210**

**Phone: (614) 292-4831**

Accepts full body donations from Ohio residents after death for use in teaching medical, dental, nursing and a variety of other health professionals. Some restrictions apply. Bodies with the following conditions are ineligible to participate: autopsies, embalming, communicable diseases and extreme weight issues. Call for more information.

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## **ENERGY ASSISTANCE AND WEATHERIZATION**

### **HOME ENERGY ASSISTANCE PROGRAM (HEAP)**

Provides assistance in the payment of heating bills during November through March for income-eligible adults and families. For applications and additional information call the Ohio Consumers' Counsel at (877) 742-5622, The Ohio Department of Development at (800) 282-0880, the Central Ohio Area Agency on Aging at (614) 645-7250 or Franklin County Senior Options at (614) 462-6200.

### **IMPACT COMMUNITY ACTION**

**700 Bryden Road**

**Columbus, OH 43215**

**Phone: (614) 252-2799**

**Appointments: (866) 747-1038**

Provides assistance in the payment of heating bills November through March for income eligible households. Call for more information.

**Energy Assistance and Weatherization (*continued*)**

**IMPACT HOME WEATHERIZATION ASSISTANCE PROGRAM**

**1300 Memory Lane North**

**Columbus, OH 43209**

**Phone: (614) 258-8702**

**Fax: (614) 258-4532**

Provides furnace cleaning and tuning, caulking, weatherstripping, insulation and other energy-saving measures for homes of income-eligible residents of the City of Columbus.

**RESIDENTIAL ENERGY CONSERVATION PROGRAM (WARMCHOICE)**

**Mid-Ohio Regional Planning Commission**

**1111 Liberty Street, Suite 100**

**Columbus, OH 43215**

**Phone: (614) 621-1171**

**Web: [www.morpc.org](http://www.morpc.org)**

Provides free weatherization service to eligible low-income Columbia Gas customers of Franklin County. Some of the services provided are attic, sidewall and crawl space insulation, weatherstripping and plastic installation. Free furnace tune-ups and replacements (replacements for owner-occupied only) are included in the weatherization package. Tune-up and replacements are not available without the package.

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## **FOOD AND NUTRITION SERVICES, DINING CENTERS**

Home delivered meals may be provided on a sliding fee basis to persons in need who are 60 and older. **Call Franklin County Senior Options at (614) 462-6200.** Also, call Senior Options for grocery stores in your area that deliver to your home.

### **FRANKLIN COUNTY, OSU EXTENSION**

#### **Family Nutrition Program**

**2105 South Hamilton Road, Suite 100**

**Columbus, OH 43232**

**Phone: (614) 866-6900, ext. 211**

**Fax: (614) 866-8280**

Strives to improve the level of nutritional education of seniors who are food stamp participants or eligible non-participants. Programs include nutrition, meal planning, food safety, and shopping.

### **MEALS-ON-WHEELS AT LIFECARE ALLIANCE**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3130**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Meals-on-Wheels are delivered to homebound chronically ill seniors and disabled persons in Franklin and Madison counties. Call for more information.

**Food and Nutrition Services, Dining Centers (continued)**

**SENIOR DINING CENTERS OF LIFECARE ALLIANCE**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3153**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Serves hot, nutritious noonday meals Monday through Friday at designated Senior Dining Centers in Franklin County. Transportation is available to most dining centers. Contributions are expected. The following is a list of locations of the Lifecare Alliance Senior Dining Centers. Call for more information.

**SENIOR DINING CENTER LOCATIONS:**

**CENTRAL**

Bollinger Tower

Salvation Army Golden Age Center

Jaycee Arms Senior Residence

Nazareth Towers Senior Residence

**EAST**

Asbury North United Methodist Church

Empire Buffet

Leo Yassenoff Jewish Center

Maplewood Senior Apartments

Mt. Vernon Plaza Senior Residence

Sawyer Towers Senior Residence

Stygler Village Senior Residence

Village at Ottawa Ridge

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**Food and Nutrition Services (*continued*)**

**NORTH**

Corban Commons

John J. Gerlach Center for Senior Health Riverside ADC

Mingflower

North Community Evangelical Lutheran Church

St. Stephen's Community House

Sunflower Restaurant

**SOUTH**

E.L. Evans Community Center

Carrie's Cafe

**WEST**

Hilltop Senior Village

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**FOOD PANTRIES**

Emergency food is available at many Franklin County locations.  
Contact FIRSTLINK at (614) 341-2282 for a referral.

**THE CLINTONVILLE-BEECHWOLD COMMUNITY  
RESOURCES CENTER**

**14 West Lakeview Avenue**

**Columbus, OH 43202**

**Phone: (614) 268-3539**

Provides food pantry services in zip codes 43202 and 43214.

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## **FOOD STAMPS**

You may be eligible for food stamps if your assets (savings, investments, etc.) and income, after certain allowable expenses, do not exceed the requirements set by the federal government.

When applying for food stamps, take your proof of identity, rent receipts, utility bills, proof of income, bank statements, medical bills, and any other receipts that can prove your eligibility for the program.

If you are currently receiving public assistance (OWF, Medicaid, Disability Medical Assistance or Disability Financial Assistance) contact your current caseworker. For more information, contact the Franklin County Department of Job and Family Services Community Opportunity Center nearest you.

### **FRANKLIN COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES OPPORTUNITY CENTERS:**

#### **EAST OPPORTUNITY CENTER**

**1055 Mount Vernon Avenue**

**Columbus, OH 43203**

**Phone: (614) 251-6300**

**Fax: (614) 251-6347**

Zip Codes: 43068, 43109, 43147, 43203, 43205, 43206, 43209,

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Food Stamps (*continued*)

**NORTHEAST OPPORTUNITY CENTER**

**3443 Agler Road**

**Columbus, OH 43219**

**Phone: (614) 428-6700**

**Fax: (614) 428-6708**

Zip Codes: 43004, 43054, 43081, 43219, 43224, 43226, 43229, 43230, 43231, 43236

**NORTH OPPORTUNITY CENTER**

**345 East Fifth Avenue**

**Columbus, OH 43201**

**Phone: (614) 233-2000**

**Fax: (614) 233-2524**

Zip Codes: 43002, 43085, 43201, 43202, 43210, 43211, 43212, 43214, 43215, 43220, 43221, 43234, 43235, 43240, 43272

**WEST OPPORTUNITY CENTER**

**314 North Wilson Road**

**Columbus, OH 43204**

**Phone: (614) 308-1200**

**Fax: (614) 308-1225**

Zip Codes: 43016, 43017, 43026, 43065, 43119, 43126, 43204, 43222, 43223, 43228

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**Food Stamps (continued)**

**SOUTH OPPORTUNITY CENTER**

**3723 South High Street  
Columbus, OH 43207  
Phone: (614) 233-2000  
Fax: (614) 233-2691**

Zip Codes: 43110, 43123, 43125, 43137, 43140, 43146, 43206, 43207, 43217, 43232

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**FRIENDLY VISITING**

There are many volunteer programs that make scheduled visits to persons confined to their homes. Also contact your church or temple to see if it provides this kind of assistance through volunteers.

**MITZVAH CORPS VOLUNTEER SERVICES**

**Jewish Family Services  
1070 College Avenue  
Columbus, OH 43209  
Phone: (614) 559-0125**

Volunteers befriend older adults in the Jewish Community in Franklin County. Volunteers can visit in the home or participate together in community activities. Clients live in their own homes, apartments or assisted living.

Friendly Visiting (*continued*)

**SENIOR COMPANION PROGRAM**

**Catholic Social Services**

**3377 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-0095**

**Fax: (614) 274-0096**

Older volunteers provide free companionship, meal preparation, respite care and other friendly visiting activities for older adults and their families in Franklin County. There may be a waiting list for this service.

## **HEALTH RELATED SERVICES**

This section includes health centers, in-home nursing services, nursing clinics and other specialized services.

### **A. Assessment and Care Plan Development**

Franklin County Senior Options can assess the need for community based services and develop a plan for care. Call (614) 462-6200 for more information.

### **B. Health Centers, Columbus Neighborhood**

Provides health care services to individuals of all ages. Care includes prevention, diagnosis, treatment, pharmacy, laboratory and follow-up services. Special emphasis at these centers is given to the care of those that cannot afford such services, the elderly and those that find health services inaccessible. All services are provided on a sliding fee scale according to your income and family size. For more information, contact the center in your area.

#### **COLUMBUS NORTHEAST HEALTH CENTER**

**3433 Agler Road, Suite 2800**

**Columbus, OH 43219**

**Phone: (614) 645-1600**

**Fax: (614) 645-1347**

#### **EAST CENTRAL HEALTH CENTER**

**1180 East Main Street**

**Columbus, OH 43205**

**Phone: (614) 645-5535**

**Fax: (614) 645-5546**

**Health Related Services (continued)**

**HILLTOP COMMUNITY HEALTH CENTER**

**2500 Sullivant Avenue**

**Columbus, OH 43204**

**Phone: (614) 645-2300**

**Fax: (614) 645-2333**

**ST. STEPHEN'S HEALTH CENTER**

**1500 East 17th Avenue**

**Columbus, OH 43219**

**Phone: (614) 645-2700**

**Fax: (614) 645-2727**

**C. Nursing Services - In Home**

The home health services of Public Health Nurses and other specialists such as physical, occupational and speech therapists may be covered under Medicare, Medicaid and private insurance. Visits are made regardless of the patient's ability to pay. A physician may order that visits be made to a patient. Individuals, family members or health care professionals may all refer patients for service.

Health Related Services (*continued*)

**VISITING NURSES OF LIFECARE ALLIANCE (VNA)**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3145 24-hours**

**Fax: (614) 351-6699**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Offers a wide range of services in the home: skilled nursing care, wound care, infusion therapy, home health aide services, physical and occupational therapies, social services, medication education and scheduling, pharmacist services and medical nutrition education.

The services provided by the VNA may allow patients to remain in or return to their own homes earlier from a hospital, rehabilitation center or other facility. Staff works closely with the patient, family and physician focusing on recovery, education, training and independence. VNA is certified by the federal government and is able to bill Medicare, Medicaid and selected private insurance.

Health Related Services (*continued*)

**D. Nursing Clinics**

**WELLNESS CENTERS OF LIFECARE ALLIANCE**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3130**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Staff includes Registered Nurses, Registered Dietitian, Adult Nurse Practitioner and Visiting Pharmacist. Nurses provide high quality health services in wellness centers located throughout Franklin County. Services include health assessments, screening tests, skilled nursing care, diabetes self-management, nutritional education and counseling, foot care and PACE Exercise Program. See following list for locations. Locations are subject to change. Please call ahead. Donations are appreciated.

**WELLNESS CENTERS OF LIFECARE ALLIANCE:**

**East**

***Maplewood Senior Center***

91 Maplewood Avenue (614) 437-2923

***Trinity Baptist Church***

461 St. Clair Avenue & Atcheson Street (614) 437-2923

**South**

***Marion Franklin Community Center***

2801 Lockbourne Road (614) 437-2927

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**Health Related Services (*continued*)**

**North**

***Gillie Senior Recreation Center***

4625 Morse Center Drive (614) 540-9997

**West**

***LifeCare Alliance Wellness Center***

670 Harmon Avenue (614) 437-2997

***Dorrian Hilltop Senior Center***

375 Alberty Trail Way (614) 437-2997

**E. Health Related - Specialized Services**

**THE ALZHEIMER'S ASSOCIATION OF  
CENTRAL OHIO**

**3380 Tremont Road**

**Columbus, OH 43221-2112**

**Phone: (614) 457-6003**

**Fax: (614) 457-6634**

**Web: [www.alzheimerscentralohio.org](http://www.alzheimerscentralohio.org)**

Monthly caregiver support groups, educational opportunities, Safe-Return Program, in-home caregiver support team and helpline are available for caregivers, family members and friends of persons with Alzheimer's Disease and related dementias. Most services are free of charge. Call for meeting times and locations.

**Health Related Services (*continued*)**

**AMERICAN CANCER SOCIETY  
CENTRAL REGION OFFICE**

**870 Michigan Avenue**

**Columbus, OH 43215**

**Phone: (614) 228-8466 or (877) 227-6446**

**Fax: (877) 227-2838**

**Web: [www.cancer.org](http://www.cancer.org)**

Provides emotional support to all cancer patients who request it. Rehabilitation visitation is provided to cancer patients. Can also provide limited assistance in paying for medications and supplies for cancer patients unable to afford them.

Services and support groups include: The Helpline, Early Stage Group, Educational Resources, Day Out Club, Safe Return, Sunday Respite, Caregiver Support Team, Rural Outreach and Family Support Groups.

24-hour Cancer Information Hotline: (800) 227-2345.

Health Related Services (*continued*)

**AMERICAN HEART ASSOCIATION**

**5455 North High Street**

**Columbus, OH 43214**

**Phone: (614) 848-6676**

**Fax: (614) 848-4227**

**Web: [www.americanheart.org](http://www.americanheart.org)**

Offers free literature on subjects related to heart and blood vessel disease as well as heart disease prevention.

Community services include: speakers bureau, support group for cardiac patients, worksite wellness programs and school education. Also has programming targeting the African-American community. *Power to End Stroke* is an aggressive campaign to reach African-Americans to provide information and reduce the risk of stroke.

Another workbook, *Search Your Heart*, is available to churches and describes how to hold blood pressure screenings, nutrition and exercise programs. Several cookbooks are available through local bookstores. Volunteer opportunities are available.

Health Related Services *(continued)*

**AMERICAN LUNG ASSOCIATION OF OHIO (ALAO)**

**1950 Arlingate Lane**

**Columbus, OH 43228**

**Phone: (614) 279-1700 or (800) 232-5864**

**Fax: (614) 279-4940**

**Web: [www.ohiolung.org](http://www.ohiolung.org)**

Provides information, education, videos and workshops about various lung diseases to those afflicted, their families and caregivers. Offers information on COPD (Chronic Obstructive Pulmonary Disease), asthma, flu, pneumonia, tuberculosis, radon and indoor and outdoor air quality. ALAO also offers programs and self-help materials for those ready to quit smoking.

**ARTHRITIS FOUNDATION**

**CENTRAL OHIO CHAPTER**

**3740 Ridge Mill Drive**

**Hilliard, OH 43026**

**Phone: (614) 876-8200**

**Fax: (614) 876-8363**

**Web: [www.arthritis.org](http://www.arthritis.org)**

Offers information and referral services, land and water exercise programs, support groups and self-help courses. Also offers financial assistance for medication, durable medical equipment and home assessments by occupational therapists.

Health Related Services *(continued)*

**THE BREATHING ASSOCIATION**

**1520 Old Henderson Road**

**Columbus, OH 43220**

**Phone: (614) 457-4570**

**Fax: (614) 457-3777**

**Web: [www.breathingassociation.org](http://www.breathingassociation.org)**

Provides individual evaluation and home visitation to promote lung health and independent living in persons with COPD (chronic obstructive pulmonary disease). Offers a monthly support group at five Central Ohio locations. Provides programs to promote adult health through smoking cessation. Offers free literature on diseases such as emphysema, asthma and chronic bronchitis, while serving as a referral center for adults with lung disease. Speakers available for presentations on lung diseases and breathing exercises. Free lung health clinic, HEAP program and prescription assistance for qualifying individuals.

**CENTRAL OHIO DIABETES ASSOCIATION**

**1100 Dennison Avenue**

**Columbus, OH 43201**

**Phone: (614) 884-4400**

**Fax: (614) 884-4484**

**Web: [www.diabetesohio.org](http://www.diabetesohio.org)**

Offers nutritional counseling with a registered dietitian, free diabetes detection blood tests at test sites, diabetes literature, patient education classes, support groups, counseling with nurse educator, case management services, medical assistance programs and support of local research.

Health Related Services (*continued*)

**CENTRAL OHIO PARKINSON SOCIETY (COPS)**

**1380 Dublin Road**

**P.O. Box 16126**

**Columbus, OH 43216**

**Phone: (614) 486-1901**

**Web: [www.centralohioparkinson.org](http://www.centralohioparkinson.org)**

Provides literature, support groups, exercise classes, speech therapy and Alexander Technique and Tai Chi classes to persons with Parkinson's Disease. Other activities include caregiver support groups, annual symposia and advocacy opportunities. Services are free of charge.

**COLUMBUS AIDS TASK FORCE**

**1751 East Long Street**

**Columbus, OH 43203**

**Phone: (614) 299-2437**

**Toll Free: (866) 739-0720**

**Fax: (614) 291-7163**

**Web: [www.catf.net](http://www.catf.net)**

Case management, medical referrals, educational programs, anonymous and confidential HIV testing, volunteer opportunities, mental health counseling, housing, resource library open to the public and support groups. The Ohio AIDS/HIV/STD Hotline number is (800) 332-2437.

Health Related Services (*continued*)

**COLUMBUS CANCER CLINIC**

**65 Ceramic Drive**

**Columbus, OH 43214**

**Phone: (614) 263-5006**

**Fax: (614) 263-5019**

**Web: [www.columbuscancerclinic.org](http://www.columbuscancerclinic.org)**

Must be a cancer patient in Franklin County. Application is required. Must have income less than 150% above Federal poverty level, and less than \$5,000 liquid assets. Contracts with the American Red Cross and Yellow Cab to transport patients to and from cancer therapy and cancer-related medical appointments. Therefore, the clinic requires that cancer patients apply for additional transportation assistance (MCD, FCSO, etc). Government-funded; must pay first.

**DIVISION OF FIRE**

**Office of Community Relations**

**3639 Parsons Avenue**

**Columbus, OH 43207-4054**

**Phone: (614) 645-7377**

**Fax: (614) 645-4284**

**Web: [www.columbusfire.org](http://www.columbusfire.org)**

Offers blood pressure and glucose checks at all fire stations. Speakers, video programs and literature are available. Also, when available, smoke detectors are given to the community-at-large. For all other information, visit the Web site.

Health Related Services *(continued)*

**EPILEPSY FOUNDATION OF CENTRAL OHIO**

**17 South High Street, Suite 1000**

**Columbus, OH 43215**

**Phone: (614) 358-0874**

**Toll Free: (800) 878-3226**

**Fax: (614) 228-7702**

**Web: [www.epilepsy-ohio.org](http://www.epilepsy-ohio.org)**

Dedicated to the prevention, cure and control of epilepsy through increasing public awareness and enhancing the quality of life for those affected. Free educational programs, counseling services and support groups are available to those living in Franklin and surrounding counties.

**FLU SHOTS**

**Adult Immunization Coalition of Central Ohio**

**Flu Shot Hotline: (888) 202-1319**

**Web: [www.vaccine4me.com](http://www.vaccine4me.com)**

Provides education and free flu vaccine for at-risk individuals who meet financial guidelines. Call for information and clinic schedule.

Health Related Services (*continued*)

**FRANKLIN COUNTY, OSU EXTENSION**

**Senior Series Program**

**2105 South Hamilton Road, Suite 100**

**Columbus, OH 43232**

**Phone: (614) 866-6900, ext. 218**

**Fax: (614) 868-8280**

Provides educational information to older adults that will improve the quality of their mental and physical health, strengthen their independence and allow optimum opportunities to continue living within their home. Sixteen program topics offered include arthritis, diabetes and aging, senior safety, talking to your doctor and home modification.

**HEALTHY, WELL & WISE**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-3875 or (800) 589-7277**

**Web: [www.coaaa.org](http://www.coaaa.org)**

Offers speakers on topics related to health and aging. Choice of over 24 topics. Fee is based on group type. Community groups are free of charge. Speakers are based on availability Monday through Saturday, including early evenings. Presentation length can be tailored to fit meeting time, typically 1/2 hour to 1 hour.

Health Related Services *(continued)*

**HOMEREACH HOSPICE**

**Kobacker House**

**3595 Olentangy River Road**

**Columbus, OH 43214**

**Phone: (614) 566-5377**

**Toll Free: (888) 389-6231**

Provides home care service and 24-hour on-call support along with inpatient care to terminally ill patients and their families. Hospice services are also available through local area nursing homes. Grief support groups and educational programs are offered on a regular basis to the community.

**MOUNT CARMEL HOSPICE**

**1144 Dublin Road**

**Columbus, OH 43215**

**Phone: (614) 234-0200**

**Fax: (614) 234-0201**

**Web: [www.mountcarmelhealth.com/programs-services/hospice/](http://www.mountcarmelhealth.com/programs-services/hospice/)**

Provides care for adults diagnosed with a life-limiting illness with a life expectancy in the range of six months or less. Hospice provides comfort through nursing care, pain and symptom management and emotional and spiritual care. Services are available to supplement the family, with on-call availability 24 hours a day, seven days a week. Affiliated with Mount Carmel Palliative Care Services, which provides care and support to individuals with long-term chronic disease.

Health Related Services *(continued)*

**NATIONAL MULTIPLE SCLEROSIS SOCIETY**

**651-G Lakeview Plaza Boulevard**

**Worthington, OH 43085**

**Phone: (614) 880-2290**

**Toll Free: (800) 667-7131**

**Fax: (614) 880-2296**

**Web: [www.msohiobuckeye.org](http://www.msohiobuckeye.org)**

Provides free services for individuals living with multiple sclerosis. Services include:

- **Transportation:** provides door-to-door transportation to medical appointments and MS self-help groups. Cabs and life transport available. Need 7-10 days notice.
- **Respite Care:** aids in obtaining home health care services and short term respite care.
- **Counseling:** short term solution focused individual and family therapy with counselors knowledgeable about MS.
- **Equipment Program:** financial assistance for purchase or repair of durable medical equipment. Equipment available to borrow from the Chapter Loan Program.
- **Self-Help Groups:** a network of self-help groups for people with MS, their families and friends.
- **Peer Support:** one-on-one peer support via telephone.

**Health Related Services (continued)**

**NATIONAL KIDNEY FOUNDATION SERVING OHIO**

**1373 Grandview Avenue, Suite 200**

**Columbus, OH 43212-2804**

**Phone: (614) 481-4030 or (800) 242-2133**

**Fax: (614) 481-4038**

**Web: [www.nkfofohio.org](http://www.nkfofohio.org)**

Seeks answers to the prevention, treatment, management and cure of kidney and urinary tract disease through research and education. Provides donor cards for those wishing to donate organs and tissue after death. Educational programs and literature are provided for the community at no charge. An emergency fund is also provided to individuals with kidney failure, which is coordinated by the dialysis center social workers.

**NETCARE CORPORATION**

**199 South Central Avenue**

**Columbus, OH 43223-1301**

**Phone: (614) 276-2273 (CARE) 24-hour Crisis Hotline**

**(614) 274-9500**

**Fax: (614) 279-0925**

Franklin County's front door for drug and alcohol services. Provides crisis de-escalation and stabilization at two 24-hour centers. Drug and alcohol assessment and referral services available by walk-in and appointment. Fees vary with services; services available to everyone regardless of ability to pay.

**Health Related Services** *(continued)*

**NIGHTINGALE HOME CARE**

**3380 Tremont Road**

**Columbus, OH 43221-2112**

**Phone: (614) 457-6006**

**Fax: (614) 442-2020**

**Web: [www.nightingalehomecare.org](http://www.nightingalehomecare.org)**

Nightingale Home Care provides care for the elderly, frail or chronically ill patients with special expertise in caring for those afflicted by dementia and Alzheimer's disease. We are a non-profit Medicare, Medicaid, Private Duty agency. Our service region includes Franklin and surrounding counties.

Our services are provided by nurses, home health aides, physical therapists, occupational therapists, speech therapists and geriatric social workers.

We can lend a helping hand with our Respite Care Services, which provide regularly scheduled relief for caregivers, and our Personal Care Services, which assist patients with bathing, grooming, dressing, feeding and ambulating. Nightingale Home Care can also provide Functionality and Residential Home Assessments, Complete Care Planning, Physician Ordered Treatments and Diet and Medication Training for Caregivers.

Health Related Services (*continued*)

**OHIO KEPRO**

**Rock Run Center, Suite 100**

**5700 Lombardo Center Drive**

**Seven Hills, OH 44131**

**Phone: (800) 589-7337**

**Web: [www.ohiokepro.com](http://www.ohiokepro.com)**

Ohio KePRO is a quality improvement organization contracted by the Centers for Medicare and Medicaid Services. Monitors the quality, necessity and appropriateness of health care received under Medicare. Call the toll free number if you have concerns about the care you receive or are facing early discharge. Literature and speakers are available.

**PASSPORT**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-7250**

**Web: [www.coaaa.org](http://www.coaaa.org)**

PASSPORT (Pre-Admission Screening System Providing Options and Resources Today), a program of the Central Ohio Area Agency on Aging, provides home and community-based services to those who are eligible in an eight county service area. For more information about home care services or to make a referral, call (614) 645-7250.

Health Related Services (*continued*)

**RIVERSIDE SENIOR HEALTH SERVICES**

**John J. Gerlach Center for Senior Health**

**3724-A Olentangy River Road**

**Columbus, OH 43214**

**Phone: (614) 566-5858**

**Fax: (614) 566-6807**

Riverside Senior Health Services, located in The John J. Gerlach Center for Senior Health, provides a positive perspective to aging through healthcare programs and support services especially designed for the unique needs of older adults and their families. Services provided include:

- **Adult Day Health Program**
- **AdvantAge Senior Membership:** includes health and wellness education.
- **Aging and dementia information and support**
- **Exercise and fitness programs**
- **Balance and Mobility clinic**
- **Geriatric Assessment Clinic**
- **DJ's cyber-cafe and computer training**
- **Volunteer opportunities**

Also offers yearly flu and pneumonia vaccine clinics, transportation to and from medical appointments and travel opportunities for a fee.

**Health Related Services (*continued*)**

**SENIOR INDEPENDENCE**

**5796 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 433-0031**

Services include skilled nursing, physical therapy, occupational therapy, speech therapy, IV infusion and wound care. Call for information on payers and fees.

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**HEARING AND SPEECH SERVICES**

FIRSTLINK TTY: (614) 341-2272

Ohio Relay Service TDD: (800) 750-0750

**COLUMBUS COLONY**

**901 South Sunbury Road**

**Westerville, OH 43081**

**Phone: (614) 890-5533**

**TTY: (614) 890-5535**

**Fax: (614) 890-5534**

**Web: [www.columbuscolony.org](http://www.columbuscolony.org)**

Columbus Colony is a not-for-profit unique residential community adapted for the deaf, deaf-blind and deaf multi-handicapped with special priority for elderly persons. Offers support facilities, access to existing social services, health care and other programs.

Hearing and Speech Services (*continued*)

**COLUMBUS SPEECH AND HEARING CENTER**

**510 East North Broadway**

**Columbus, OH 43214**

**Phone: (614) 263-5151**

**TTY: (614) 263-2299**

**Fax: (614) 263-5365**

**Web: [www.columbusspeech.org](http://www.columbusspeech.org)**

Provides complete diagnostic, hearing aid and therapeutic services for individuals with speech, language or hearing difficulties.

**DEAF MODIFICATION PROGRAM**

**City of Columbus, Department of Development**

**757 Carolyn Avenue**

**Columbus, OH 43224**

**Phone: (614) 841-9991**

**Email: [communityresources@dcs.org](mailto:communityresources@dcs.org)**

The City of Columbus has contracted with Deaf Services Center at 5830 N. High St. Worthington, Oh 43085 to provide modifications to the homes of deaf and hard of hearing persons. Must meet income guidelines and live in the City of Columbus.

**Hearing and Speech Services (continued)**

**DEAF SERVICES CENTER, INC.**

**5830 North High Street**

**Worthington, OH 43085**

**Phone/TTY: (614) 841-1991**

**Web: [www.dsc.org](http://www.dsc.org)**

Provides specialized assistive equipment to deaf and hard of hearing individuals to increase safety and accessibility of their home. Must meet income requirements and be a resident in the city of Columbus.

**MID-OHIO BOARD FOR INDEPENDENT LIVING  
ENVIRONMENT/MOBILE CENTER FOR  
INDEPENDENT LIVING (MOBILE)**

**690 South High Street**

**Columbus, OH 43206**

**Phone: (614) 443-5936**

**TTY: (614) 443-5957**

**Fax: (614) 443-5954**

The Deaf Equipment Program provides TTY equipment, visual smoke detectors, doorbell signalers, baby monitors, etc. to persons who are deaf. Applicants must meet guidelines established by the Franklin County Board of Commissioners. This program serves people living in Franklin County, but outside the city of Columbus.

**Hearing and Speech Services (continued)**

**SPEECH-LANGUAGE-HEARING CLINIC**

**The Ohio State University**

**141 Pressey Hall**

**1070 Carmack Road**

**Columbus, OH 43210-1002**

**Phone: (614) 292-6251**

**Fax: (614) 292-5723**

Evaluation and treatment services are provided for anyone who sustains a communication disorder involving speech, language or hearing. Hearing aid services are available. Waiting time for an appointment is usually less than two weeks, depending on service required. A fee is required for services.

**WESTERVILLE PUBLIC LIBRARY**

**126 South State Street**

**Westerville, OH 43081**

**Phone: (614) 882-7277**

**TDD: (614) 895-7896**

The Westerville Public Library provides access to the library resources by the deaf community through a TDD in the Reference Services department. Also offers sign language classes to the public at the beginning and intermediate levels.

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## HOME MAINTENANCE AND REPAIR

Minor home repair is available for persons in need who are ages 60 and older (income eligibility criteria apply). **Call Franklin County Senior Options at (614) 462-6200.**

### CITY OF COLUMBUS, DEPARTMENT OF DEVELOPMENT

757 Carolyn Avenue  
Columbus, OH 43224

- **Chores Program (614) 645-6771:** Provides minor home repairs for seniors and/or disabled living in the City of Columbus. Must meet income guidelines.
- **Emergency Repair Program (614) 645-8526:** Provides up to a \$7,500 grant for heating, plumbing and electrical repairs to owner-occupants of a single family residential structure in the City of Columbus who have lived in the home at least one year. Must meet income guidelines.
- **Home Safe & Sound (614) 645-8526:** Provides repairs to assist in correcting substandard, unsanitary conditions to owner-occupants of a single family residential structure. Must meet income guidelines and live in the home for a minimum of one year and reside in designated yearly target areas. Call for information.

*(continued next page)*

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**Home Maintenance and Repair (continued)**

**CITY OF COLUMBUS  
DEPARTMENT OF DEVELOPMENT**

- **Home Modification Program (614) 645-8526:** Provides modifications to the homes of persons with physical disabilities to increase the independent living opportunities in their home. Must meet income guidelines and live in the City of Columbus.
- **Deaf Modification Program (614) 841-9991 TTY/Voice:** Provides modifications to the homes of persons with hearing impairments to increase independent living opportunities in their homes. Must meet income guidelines and live in the City of Columbus.

**Home Maintenance and Repair (continued)**

**THE CLINTONVILLE-BEECHWOLD COMMUNITY  
RESOURCES CENTER**

**Senior Service Program  
14 West Lakeview Avenue  
Columbus, OH 43202  
Phone: (614) 268-3539**

Provides health and safety related repairs to homeowners unable to afford them over the age of 60 and those 55 and older who are declared disabled.

Services the following zip codes: 43201, 43202, 43211, 43212, 43214, 43215, 43219, 43224, 43229 and 43231.

**FRANKLIN COUNTY BOARD OF HEALTH**

**280 East Broad Street  
Columbus, OH 43215  
Phone: (614) 462-3160**

- **Community Development Block Grant Program**  
Provides grants to low-income homeowners (outside the City of Columbus) for repairing one system (roof, furnace, etc.). Also provides safety and accessibility modifications (wheelchair ramps, etc.) and sewer system repair.
- **Veterans Safe Housing Program**  
Provides assistance (limited home repairs and handicap accessibility) to Veterans living in Franklin County.

**Home Maintenance and Repair (continued)**

**LIFECARE ALLIANCE CHORES PROGRAM**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3130**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Provides minor home repairs for seniors and/or disabled persons living in the City of Columbus. Repairs may include minor electrical, carpentry, plumbing and masonry repairs. Must meet income guidelines.

**MID-OHIO REGIONAL PLANNING COMMISSION  
(MORPC)**

**111 Liberty Street, Suite 100**

**Columbus, OH 43215**

**Phone: (614) 228-2663**

**Web: [www.morpc.prg](http://www.morpc.prg)**

- **Franklin County Single-Family Housing Rehabilitation Program:** Housing rehabilitation loan and grant assistance for single-family, owner-occupied homes located within Franklin County but outside the city limits of Columbus.
- **Residential Energy Conservation Program:** Income eligible applicants may receive free home repairs (if needed) including added insulation, a new furnace, hot water heater, or refrigerator in order to make homes more safe and comfortable, lower utility bills and help the environment.

**Home Maintenance and Repair (continued)**

**PROJECT WORK**

**Southeast, Inc.**

**1705 South High Street**

**Columbus, OH 43207**

**Phone: (614) 445-8442**

**Fax: (614) 445-3369**

Provides residential cleaning, moving, lawn service, snow shoveling and labor support for individuals and businesses in Franklin County for a fee.

**REBUILDING TOGETHER COLUMBUS**

**P.O. Box 1347**

**Grove City, OH 43123**

**Phone: (614) 258-6392**

**Fax: (614) 877-4385**

A volunteer initiative of skilled and unskilled community members who get together to help restore homes to be warm, safe and dry. Focuses on elderly, disabled and low income homeowners. Supported through donations by businesses, individuals and foundation grants. Applicants must meet eligibility criteria. Serves homes in the Columbus and Franklin County area.

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## **HOMEMAKER SERVICES**

Homemaker service is available on a sliding-fee scale basis for persons in need who are age 60 and older. **Call Franklin County Senior Options at (614) 462-6200.**

## **CATHOLIC SOCIAL SERVICES**

**3377 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-0095**

Serves the following zip codes:, 43119, 43126, 43212, 43222, 43228, 43123, 43204, 43215 and 43223.

## **COMMUNITYCARE REGISTRY**

**Franklin County Office on Aging**

**280 East Broad Street, Room 300**

**Columbus, OH 43215**

**Phone: (614) 462-4161**

Assists those in need with finding and hiring self-employed home care workers who can assist with various tasks such as, personal care, housekeeping, shopping, meal preparation and caregiver relief.

Provides access to pre-screened experienced home care workers whose qualifications, availability and service fees match your particular needs.

**Homemaker Services (continued)**

**LIFECARE ALLIANCE HELP-AT-HOME PROGRAM**

**1699 West Mound Street**

**Columbus, OH 43223**

**Phone: (614) 278-3130**

**Web: [www.lifecarealliance.org](http://www.lifecarealliance.org)**

Homemakers and home health aides assist with daily living skills. Homemakers may perform light housekeeping, errands, or shopping. Home health aides provide personal care to people older than 60 or chronically ill individuals that are unable to accomplish these tasks alone.

**SENIOR INDEPENDENCE**

**5796 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 433-0031**

Provides homemaking and companionship. Call for fees.

## **HOSPITALS**

Most hospitals have social service departments whose staffs are available to assist patients and their families in planning for discharge, financial matters, nursing home placement, arranging in-home services, etc.

In addition, many hospitals provide a wide range of in-home supportive services for older adults. For further information, contact the hospital directly. A listing of nonprofit hospitals follows. Consult the phone book for other hospital listings.

For complaints of premature hospital discharge of Medicare beneficiaries, call Ohio KePRO at (800) 589-7337.

### **DOCTORS HOSPITAL WEST**

**5100 West Broad Street  
Columbus, OH 43228  
Phone: (614) 544-1000**

### **GRANT MEDICAL CENTER**

**111 South Grant Avenue  
Columbus, OH 43215  
Phone: (614) 566-9310 Patient/Visitor Information  
(614) 566-9265 Social Services**

### **MOUNT CARMEL EAST**

**6001 East Broad Street  
Columbus, OH 43213  
Phone: (614) 234-6085 Case Management  
(614) 234-8178 Golden Lifestyles  
(614) 234-6220 Patient/Visitor Information**

Hospitals (continued)

**MOUNT CARMEL ST. ANN'S HOSPITAL**

**500 South Cleveland Avenue**

**Westerville, OH 43081**

<b>Phone: (614) 898-4000</b>	<b>Main Number</b>
<b>(614) 898-4100</b>	<b>Patient/Visitor Information</b>
<b>(614) 898-4385</b>	<b>Case Management/Social Work Services</b>

**MOUNT CARMEL WEST**

**793 West State Street**

**Columbus, OH 43222**

<b>Phone: (614) 234-5000</b>	<b>Main Number</b>
<b>(614) 234-5165</b>	<b>Case Management/Social Work Services</b>
<b>(614) 234-5060</b>	<b>Patient/Visitor Information</b>
<b>(614) 234-8178</b>	<b>Senior Services</b>

**THE OHIO STATE UNIVERSITY HOSPITALS EAST**

**1492 East Broad Street**

**Columbus, OH 43205**

<b>Phone: (614) 257-3160</b>	<b>Patient/Visitor Information</b>
<b>(614) 257-3257</b>	<b>Social Work Services</b>

Hospitals (continued)

**THE OHIO STATE UNIVERSITY MEDICAL CENTER**

**410 West Tenth Avenue**

**Columbus, OH 43210**

**Phone: (614) 293-8427**

**(614) 293-8300**

**Social Work Services**

**Patient/Visitor Information**

**THE OHIO STATE UNIVERSITY PSYCHIATRY**

**OSU Harding Hospital**

**1670 Upham Drive**

**Columbus, OH 43210**

**Phone: (614) 293-9600**

**General Information**

**RIVERSIDE METHODIST HOSPITALS**

**3535 Olentangy River Road**

**Columbus, OH 43214**

**Phone: (614) 566-5858**

**(614) 566-5221**

**(614) 566-5858**

**(614) 566-5397**

**(614) 566-5000**

**Adult Day Services**

**Patient Information**

**Senior Health Programs**

**Social Services**

**Patient/Visitor Information**

**TWIN VALLEY BEHAVIORAL HEALTHCARE**

**2200 West Broad Street**

**Columbus, OH 43223**

**Phone: (614) 752-0333**

**General Information**

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## **HOUSING AND ALTERNATIVE LIVING**

There are many public and private housing facilities in Franklin County. The Franklin County Office on Aging publishes the *Senior Citizen Housing List*, which may assist you in finding housing that meets your needs. Call (614) 462-5230 or visit [www.officeonaging.org](http://www.officeonaging.org) to obtain a free copy.

For additional information regarding housing options for the homeless, call FIRSTLINK at (614) 221-2255.

### **COLUMBUS METROPOLITAN HOUSING AUTHORITY (CMHA)**

**880 East Eleventh Avenue**

**Columbus, OH 43211**

**Phone: (614) 421-6000**

**Fax: (614) 421-4505**

**TDD: (614) 421-6209**

**Web: [www.cmhanet.com](http://www.cmhanet.com)**

CMHA serves Columbus by helping people access affordable housing, promoting neighborhood revitalization and assisting residents in accessing needed social services. Rents are based on income.

**Housing and Alternative Living (continued)**

**COLUMBUS URBAN LEAGUE**

**788 Mt. Vernon Avenue**

**Columbus, OH 43203**

**Phone: (614) 257-6300**

**Fax: (614) 257-6327**

**Web: [www.cul.org](http://www.cul.org)**

The Fair Housing Program provides both government subsidized and private market lists of affordable housing for individuals. The office investigates and verifies discrimination complaints through established federal and state process. Provides counseling and mediation services regarding landlord/tenant relations. Distributes books, brochures, posters and other housing related informational material. Provides homebuyer education workshops and information.

**THE ENGAGEMENT CENTER AT MARYHAVEN**

**1775 Alum Creek Drive**

**Columbus, OH 43207**

**Phone: (614) 449-1530**

**Fax: (614) 449-9361**

**Web: [www.maryhaven.com](http://www.maryhaven.com)**

Admissions received via Netcare Reach Out and police. Any referral from a hospital must have a nurse-to-nurse report prior to acceptance. Must be intoxicated and homeless. Offers 24-hour emergency services, case management and referrals to treatment.

**Housing and Alternative Living (continued)**

**FAITH MISSION - NANCY'S PLACE**

**325 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 224-6617, ext. 2162**

**Web: [www.faithmissionofohio.org](http://www.faithmissionofohio.org)**

Provides three meals a day and case management for up to 42 women.

**FAITH MISSION ON EIGHTH**

**599 East Eighth Avenue**

**Columbus, OH 43201**

**Phone: (614) 299-3192**

**Web: [www.faithmissionofohio.org](http://www.faithmissionofohio.org)**

Serves up to 95 men each night. Provides case management and three meals daily.

**FAITH MISSION ON SIXTH**

**151 North Sixth Street**

**Columbus, OH 43215**

**Phone: (614) 224-6617, ext. 2151**

**Web: [www.faithmissionofohio.org](http://www.faithmissionofohio.org)**

Provides shelter, meals and hygienic necessities for up to 110 men.

**Housing and Alternative Living (continued)**

**HOMESHARING PROGRAM**

**Northwest Counseling Services**

**1560 Fishinger Road**

**Columbus, OH 43221**

**Phone: (614) 221-4663**

**Fax: (614) 457-7896**

**Web: [www.northwestcounselingservices.org](http://www.northwestcounselingservices.org)**

Matches older adults that have room to spare with others that are seeking affordable housing. All participants are interviewed, screened and have background checks. Some home providers participate primarily in order to receive additional monthly income from their housemates, others receive help with in-home services such as housecleaning or evening security. Most matches involve one older and one younger adult.

**LUTHERAN SOCIAL SERVICES**

**750 East Broad Street**

**Columbus, OH 43205-1000**

**Phone: (614) 228-5200**

**Fax: (614) 228-3059**

**Web: [www.lscso.org](http://www.lscso.org)**

Offers a full continuum of housing services: skilled nursing, assisted and retirement living communities, affordable housing for senior adults, transitional housing for persons transitioning from homelessness to self-sufficiency and emergency shelters.

**Housing and Alternative Living (continued)**

**THE OPEN SHELTER, INC.**

**61 East Mound Street**

**Columbus, OH 43215**

**Phone: (614) 222-2885 or (614) 461-0407**

Provides outreach and advocacy services for homeless and recently homeless persons. Day Center services include financial management and payeeship program, shelter/housing access negotiation, landlord/tenant negotiation, clothing, lunches and referral services. Evening meals are served at 501 East Broad Street Monday, Tuesday and Thursday at 4:30 p.m. Open 10:00 a.m. - 2:00 p.m., Monday - Friday.

**YWCA FAMILY CENTER**

**900 Harvey Court**

**Columbus, OH 43219**

**Phone: (614) 253-3910**

**Web: [www.ywcacolumbus.org](http://www.ywcacolumbus.org)**

The YWCA Family Center offers 24-hour assistance to Franklin County families experiencing a housing crisis. Assistance may include homeless prevention, emergency shelter, meals, licensed child care, housing resources, employment resources, case management and referrals to other community resources.

The YWCA Family Center staff will discuss housing options with families that have children 17 years old and younger who are seeking shelter. Families with no other resources will be assisted in finding emergency shelter and may be admitted to the Family Center program.

**Housing and Alternative Living (*continued*)**

**YWCA OF COLUMBUS**

**65 South Fourth Street**

**Columbus, OH 43215-4383**

**Phone: (614) 224-9121**

**Fax: (614) 233-3305**

**Web: [www.ywcacolumbus.org](http://www.ywcacolumbus.org)**

**WINGS Center for Self-Discovery:** Permanent Supportive Housing for chronically homeless women ages 18 and older who have a history of mental illness.

**Residence for Women:** Residential rooms for single women. Income requirements apply.

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**INCOME TAX**

**AARP TAX-AIDE PROGRAM**

**Web: [www.aarp.org/money/taxaide/](http://www.aarp.org/money/taxaide/)**

Offers free one-on-one counseling during tax season to help individuals prepare basic tax forms, including the 1040, 1040A, 1040EZ and standard schedules. To locate the tax counseling site nearest you, visit [www.aarp.org](http://www.aarp.org) or call (888) 227-7669.

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## **INFORMATION AND ASSISTANCE**

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### **BENEFITSCHECKUP**

**Ohio Department of Aging**  
**50 West Broad Street, 9th Floor**  
**Columbus, OH 43215**  
**Phone: (800) 282-1206**  
**Web: [www.benefitscheckup.org](http://www.benefitscheckup.org)**

A free online service from the National Council on Aging and the Ohio Department of Aging that helps seniors identify state and federal assistance programs that can improve their quality of life. Seniors fill out a confidential questionnaire accessible from any computer connected to the Internet and the service returns up to date information on government programs that the user would most likely qualify for.

If you do not have access to a computer, call (800) 282-1206.

### **LONG TERM CARE CONSULTATION**

**Central Ohio Area Agency on Aging**  
**174 East Long Street**  
**Columbus, OH 43215**  
**Phone: (614) 645-7250 or (800) 589-7277**  
**Fax: (614) 645-3884**  
**Web: [www.coaaa.org](http://www.coaaa.org)**

Part of a statewide program that offers free in-home assessment, advice, learning resources, referrals and written recommendations to people of any age about preparing for or addressing the challenges of older life, including retirement, lifestyle planning and long-term care choices.

**Information and Assistance (continued)**

**ELDERCARE LOCATOR**

**Phone: (800) 677-1116**

**Web: [www.eldercare.gov](http://www.eldercare.gov)**

Clients may access an extensive network of state and local organizations that serve older people anywhere in the United States. Assists the user in identifying the most appropriate organization for information and assistance in an older person's community.

Phone hours of operation are 9:00 a.m. - 8:00 p.m. Eastern Standard Time.

**FIRSTLINK**

**195 North Grant Avenue**

**Columbus, OH 43215**

**Phone: (614) 221-2255**

**Fax: (614) 224-6866**

**TTY: (614) 341-2272**

**Web: [www.firstlink.org](http://www.firstlink.org)**

A 24-hour information and referral service that provides individuals with the most current community service information seven days a week, free of charge.

**Information and Assistance (continued)**

**FRANKLIN COUNTY SENIOR OPTIONS**

**Franklin County Office on Aging**

**280 East Broad Street, Room 300**

**Columbus, OH 43215**

**Phone: (614) 462-6200**

**Fax: (614) 462-5300**

**TTY: (800) 750-0750**

**Web: [www.officeonaging.org](http://www.officeonaging.org)**

Provides information and access to needed services for Franklin County older adults, friends and families to maintain independent living.

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**LEGAL SERVICES AND ADVOCACY**

**CAPITAL UNIVERSITY FAMILY ADVOCACY  
CLINIC**

**303 East Broad Street**

**Columbus, OH 43215**

**Phone: (614) 236-6779**

Assists individuals who cannot afford to hire private council with issues related to interpersonal violence, including representation in civil protection orders.

**Legal Services and Advocacy (continued)**

**CAPITAL UNIVERSITY LEGAL CLINIC**  
**303 East Broad Street**  
**Columbus, OH 43215**  
**Phone: (614) 236-6245**

Accepts cases in late August and early January for low income individuals for assistance with will preparation, living wills, powers of attorney, eviction divorce/dissolution cases, and general civil matters.

**COUNCIL FOR RETARDED CITIZENS, INC.**  
**2344 East Fifth Avenue**  
**Columbus, OH 43219-2638**  
**Phone: (614) 252-4900**

Matches volunteers with the developmentally disabled.

Legal Services and Advocacy (continued)

**ELDER RIGHTS DIVISION/LONG-TERM  
CARE OMBUDSMAN**

**Ohio Department of Aging  
50 West Broad Street, 9th Floor  
Columbus, OH 43215  
Phone: (800) 282-1206  
Fax: (614) 466-5201  
Web: [www.GoldenBuckeye.com](http://www.GoldenBuckeye.com)**

Serves by resolving disputes, upholding consumers' rights and responding to complaints throughout Ohio. Ombudsmen offer three main services:

- **Complaint investigation and resolution:** handles complaints about nursing homes, adult care facilities and home and community-based services.
- **Education and information:** informs consumers of their rights and benefits and educates the public about choices available in long-term care services.
- **Advocating consumer rights:** identifies issues affecting the rights of long-term care clients. This may involve working toward ensuring consistent standards of care or defining consumer rights.

**Legal Services and Advocacy (continued)**

**INTAKE DIVISION**

**Columbus City Attorney Richard C. Pfeiffer Jr.'s Office,  
Prosecutor Division**

**375 South High Street, 7th floor**

**Columbus, OH 43215**

**Phone: (614) 645-8813**

**Web: [www.columbuscityattorney.org](http://www.columbuscityattorney.org)**

The Intake Section of the City Attorney's Office assists the public with the processing of criminal misdemeanor complaints. Individuals who wish to file a complaint will complete a basic intake complaint form and then be formally interviewed. Then, the intake officer will discuss viable options. These include but are not limited to a complaint only, evaluation for charges, warning letter, mediation hearing, protection order referral, and community resources referral. There is no cost for this service.

The Intake Section is open Monday through Friday from 8:00am to 9:00pm and Saturday from 10:00 am to 6:00pm. The Intake Section is closed on Sunday.

Legal Services and Advocacy (continued)

**LAWYER REFERRAL SERVICE**

**Columbus Bar Association**

**175 South Third Street, 11th Floor**

**Columbus, OH 43215**

**Phone: (614) 221-0754**

**Fax: (614) 221-4850**

Refers callers with legal problems to private attorneys. In addition, the Lawyer Referral Service advises clients of their basic legal options even if attorney referral is not appropriate.

**LAWYERS FOR JUSTICE**

**Columbus Bar Association**

**175 South Third Street, 11th floor**

**Columbus, OH 43215**

**Phone: (614) 221-4112**

**Fax: (614) 221-4850**

Provides selected civil legal services for indigent residents of Central Ohio and provides a vehicle for Central Ohio attorneys who wish to provide services to this population. Clients are not charged attorney's fees, but are responsible for any court costs such as filing fees, costs of depositions, etc.

**Legal Services and Advocacy (continued)**

**LEGAL AID SOCIETY OF COLUMBUS**

**1108 City Park Avenue**

**Columbus, OH 43206**

**Phone: (614) 224-8374**

**Appointments: (614) 241-2001**

**Fax: (614) 224-4514**

**Web: [www.columbuslegalaid.org](http://www.columbuslegalaid.org)**

Provides legal services in a limited number of civil cases based on available resources. Areas include housing, domestic violence, divorce, unemployment, health, welfare, consumer law and bankruptcy. Due to case load limitations, not all cases are accepted.

**LONG-TERM CARE OMBUDSMAN PROGRAM**

**Catholic Social Services**

**197 East Gay Street, 2nd floor**

**Columbus, OH 43215**

**Phone: (614) 221-5891 or (800) 536-5891**

**Fax: (614) 228-1125**

Program serves Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway and Union Counties. Services include assisting residents of nursing homes and licensed adult care facilities with problems, questions or complaints about their care or rights violations and consultations regarding adult care placements. Also serves recipients of community-based services.

**Legal Services and Advocacy (continued)**

**MEDIATION PROGRAM**

**Columbus City Attorney Richard C. Pfeiffer Jr.'s Office,  
Prosecutor Division**

**375 South High Street, 7th Floor**

**Columbus, OH 43215**

**Phone: (614) 645-5807**

**Web: [www.columbuscityattorney.org](http://www.columbuscityattorney.org)**

Complaints filed with the Intake Section may be appropriate for mediation. This process is voluntary and confidential and affords the complainant an opportunity to resolve a dispute using a neutral third party mediator. Types of complaints appropriate for mediation include but are not limited to disputes involving property, animals, noise, and harassment with family, a neighbor, coworker, friend, or roommate. There is no cost for this service.

**OHIO LEGAL RIGHTS SERVICES**

**50 West Broad Street, Suite 1400**

**Columbus, OH 43215**

**Phone: (614) 466-7264 or (800) 282-9181**

**TTY: (614) 728-2553**

**Fax: (614) 644-1888**

**Web: [www.olrs.ohio.gov](http://www.olrs.ohio.gov)**

The mission of OLRS is to protect and advocate, in partnership with people with disabilities, for their human, civil and legal rights. OLRS provides client directed, legal based rights protection and advocacy services to people with disabilities.

**Legal Services and Advocacy (continued)**

**PRO SENIORS, INC.**  
**7162 Reading Road, Suite 1150**  
**Cincinnati, OH 45237**  
**Phone: (800) 488-6070**

Provides legal information and advice to Ohio residents 60 and older. If caller has a concern that cannot be resolved over the phone, the hotline will try to match the caller with a private attorney that has agreed to accept cases at a reduced fee for clients with limited income. Also provides advice and problem investigation/resolution for long-term care concerns and assistance with selecting a long-term care facility.

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**LIBRARY SERVICES**

Many of the cities in Franklin County, outside of Columbus, also have public libraries. Contact the library in your area for more information about special services and programs.

**COLUMBUS METROPOLITAN LIBRARY**

**Main Library**  
**96 South Grant Avenue**  
**Columbus, OH 43215**  
**Phone: (614) 645-2ASK**  
**Web: [www.columbuslibrary.org](http://www.columbuslibrary.org)**

Services include homebound book delivery, Talking Books, large print and audio books. Web site provides links for volunteer opportunities, retirement, travel and computer instruction.

**Library Services (continued)**

**TALKING BOOK PROGRAM**

**The State Library of Ohio**

**274 East First Avenue**

**Columbus, OH 43201-3673**

**Phone: (800) 686-1531**

Provides recorded books and magazines to people who are visually or physically challenged and are determined to be eligible after receipt of a completed application. This service and the equipment used to play the recordings are available free of charge.

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**MEDICAID**

Medicaid pays for medical care and services for needy families and individuals who qualify under the law.

There are specific eligibility requirements with regard to income and assets which must be met before one can receive Medicaid benefits.

To determine eligibility for Medicaid, contact your local Franklin County Department of Job and Family Services Community Opportunity Center, listed on the following pages.

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*(continued next page)*

Medicaid (continued)

**FRANKLIN COUNTY DEPARTMENT OF JOB AND  
FAMILY SERVICES OPPORTUNITY CENTERS:**

**EAST OPPORTUNITY CENTER**

**1055 Mount Vernon Avenue**

**Columbus, OH 43203**

**Phone: (614) 251-6300**

**Fax: (614) 251-6347**

Zip Codes: 43068, 43109, 43147, 43203, 43205, 43206, 43209,  
43213, 43227

**NORTHEAST OPPORTUNITY CENTER**

**3443 Agler Road**

**Columbus, OH 43219**

**Phone: (614) 428-6700**

**Fax: (614) 428-6708**

Zip Codes: 43004, 43054, 43081, 43219, 43224, 43226, 43229,  
43230, 43231, 43236

**NORTH OPPORTUNITY CENTER**

**345 East Fifth Avenue**

**Columbus, OH 43201**

**Phone: (614) 233-2000**

**Fax: (614) 233-2524**

Zip Codes: 43002, 43085, 43201, 43202, 43210, 43211, 43212,  
43214, 43215, 43220, 43221, 43234, 43235, 43240, 43272

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Medicaid (continued)

**WEST OPPORTUNITY CENTER**

**314 North Wilson Road**

**Columbus, OH 43204**

**Phone: (614) 308-1200**

**Fax: (614) 308-1225**

Zip Codes: 43016, 43017, 43026, 43065, 43119, 43126, 43204,  
43222, 43223, 43228

**SOUTH OPPORTUNITY CENTER**

**3723 South High Street**

**Columbus, OH 43207**

**Phone: (614) 233-2000**

**Fax: (614) 233-2691**

Zip Codes: 43110, 43123, 43125, 43137, 43140, 43146, 43206,  
43207, 43217, 43232

## **MEDICARE**

All persons 65 or over who qualify for Social Security benefits are eligible for Medicare Parts A and B. Part A is hospital insurance which you receive as part of your Social Security. Part B is medical insurance that carries a monthly charge and is deducted from your Social Security check if you wish to have it. Part B pays 80% of the allowed costs of most physicians' services, laboratory and radiology, outpatient hospital benefits and other health benefits.

Individuals receiving Social Security disability benefits and chronic renal disease benefits are entitled to Medicare beginning the 25th month of disability. You may qualify for Part B if you are not eligible for Social Security benefits.

Medicare now offers prescription drug coverage to people eligible for Medicare Part A and/or Part B. To enroll in Medicare, telephone your local Social Security Office at least three months before you reach age 65 (*see Social Security*).

If you have questions about your Medicare claim, contact (800) MEDICARE. For general Medicare questions, contact the Central Ohio Area Agency on Aging at (614) 645-7250 or the Ohio Senior Health Insurance Information Program at (800) 686-1578. To apply for the low-income subsidy available for the new Prescription Drug Plans, contact your local Social Security Office.

**For speakers regarding Medicare information, contact the COAAA at (614) 645-7250 or OSHIIP at (800) 686-1578.**

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## **MEDICARE/MEDIGAP INSURANCE ASSISTANCE**

### **BENEFITSCHECKUP**

**Ohio Department of Aging  
50 West Broad Street, 9th Floor  
Columbus, OH 43215  
Phone: (800) 282-1206  
Web: [www.benefitscheckup.org](http://www.benefitscheckup.org)**

A free online service from the National Council on Aging and the Ohio Department of Aging that helps seniors identify state and federal assistance programs that can improve their quality of life. Seniors fill out a confidential questionnaire accessible from any computer connected to the Internet and the service returns up to date information on government programs that the user would most likely qualify for.

If you do not have access to a computer, call (800) 282-1206.

**Medicare/Medigap Insurance Assistance (continued)**

**MEDICARE OUTREACH**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-7250**

**Fax: (614) 645-3884**

**Web: [www.coaaa.org](http://www.coaaa.org)**

Provides free community and professional education presentations. Program also provides individual consultation and advocacy to assist older adults and their caregivers with concerns regarding Medicare. Specialists assist in resolving complex issues. Links eligible Medicare beneficiaries with programs that help with the cost of premiums. Provides cost comparisons on Medicare Part D prescription drug plans.

**Medicare/Medigap Insurance Assistance (continued)**

**OHIO KEPRO**

**Rock Run Center, Suite 100  
5700 Lombardo Center Drive  
Seven Hills, OH 44131  
Phone: (800) 589-7337  
Web: [www.ohiokepro.com](http://www.ohiokepro.com)**

Ohio KePRO is a Quality Improvement Organization contracted by the Centers for Medicare & Medicaid Services. Monitors the quality, necessity and appropriateness of health care received under Medicare. Call the toll free number if you have concerns about the care you receive or are facing early discharge.

**OHIO SENIOR HEALTH INSURANCE  
INFORMATION PROGRAM (OSHIIP)**

**The Ohio Department of Insurance  
2100 Stella Court  
Columbus, OH 43215-1067  
Phone: (800) 686-1578  
Web: [www.ohioinsurance.gov](http://www.ohioinsurance.gov)**

Hotline counselors help callers understand and sort out problems with Medicare, Medicaid, Medicare Supplemental insurance policies, long-term care insurance, retirement health plans, the new Part D Prescription Drug Plans and other health insurance. Many communities have OSHIIP volunteers ready to. Speakers and easy-to-read publications are also available. All services and printed materials are provided free of charge.

## **NURSING HOMES**

### **ELDER RIGHTS DIVISION/LONG-TERM CARE OMBUDSMAN**

**Ohio Department of Aging**

**50 West Broad Street, 9th Floor**

**Columbus, OH 43215**

**Phone: (800) 282-1206**

**Fax: (614) 466-5201**

**Web: [www.GoldenBuckeye.com](http://www.GoldenBuckeye.com)**

Serves by resolving disputes, upholding consumers' rights and responding to complaints throughout Ohio. Ombudsmen offer three main services:

- **Complaint investigation and resolution:** handles complaints about nursing homes, adult care facilities and home and community-based services.
- **Education and information:** informs consumers of their rights and benefits and educates the public about choices available in long-term care services.
- **Advocating consumer rights:** identifies issues affecting the rights of long-term care clients. This may involve working toward ensuring consistent standards of care or defining consumer rights.

**Nursing Homes (continued)**

**FRANKLIN COUNTY DEPARTMENT OF JOB AND  
FAMILY SERVICES**

**Nursing Home Unit**

**West Community Opportunity Center**

**314 North Wilson Road**

**Columbus, OH 43204-6221**

**Phone: (614) 308-1250 or (614) 308-1260**

**Fax: (614) 308-1225**

Provides eligibility information and applications for financial aid (Medicaid) to assist in the payment of nursing home costs.

**LONG-TERM CARE OMBUDSMAN PROGRAM**

**Catholic Social Services**

**197 East Gay Street, 2nd floor**

**Columbus, OH 43215**

**Phone: (614) 221-5891 or (800) 536-5891**

**Fax: (614) 228-1125**

Program serves Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway and Union Counties. Services include assisting residents of nursing homes and licensed adult care facilities with problems, questions or complaints about their care or rights violations, and consultations regarding adult care placements. Also serves recipients of community-based services.

**Nursing Homes (continued)**

**NURSING HOME COMPARE**

**Medicare & Medicaid Services**

**7500 Security Boulevard**

**Baltimore, MD 21244-1850**

**Web: [www.medicare.gov/NHcompare](http://www.medicare.gov/NHcompare)**

An online list of nursing homes. Nursing Home Compare includes information only on nursing homes that are Medicare or Medicaid certified.

**PASSPORT PROGRAM**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-7250**

**Fax: (614) 645-3884**

**Web: [www.coaaa.org](http://www.coaaa.org)**

For a person considering nursing home placement, a referral to PASSPORT (Pre-Admission Screening System Providing Options and Resources Today) is appropriate. Offers alternatives to nursing home placement, including professional case management and in-home services, to eligible people age 60 and over. A referral can be made by calling the intake office at (614) 645-7250.

## **PENSIONS**

There are some people who have worked for the government who would be covered by programs other than Social Security. These might include:

### **PUBLIC EMPLOYEES RETIREMENT SYSTEM**

**277 East Town Street  
Columbus, OH 43215-4642  
Phone: (800) 222-7377  
Web: [www.opers.org](http://www.opers.org)**

Provides age and service retirement, disability benefits and survivor benefit programs for the public employees of Ohio who are not covered by another state or local retirement system.

### **U.S. RAILROAD RETIREMENT BOARD**

**U.R.S. Building, Suite 201  
36 East Seventh Street  
Cincinnati, OH 45202  
Phone: (513) 684-3188  
Fax: (513) 684-3182  
Web: [www.rrb.gov](http://www.rrb.gov)**

### **VETERANS AFFAIRS BENEFITS OFFICE**

**U.S. Department of Veterans Affairs  
200 North High Street, Room 309  
Columbus, OH 43215  
Phone: (800) 827-1000  
Web: [www.va.gov](http://www.va.gov)**

Advises veterans, their families or survivors of all the VA benefits available to them and assists them in applying for such benefits.

## **PLANNING AND COORDINATING AGENCIES**

### **CENTRAL OHIO AREA AGENCY ON AGING**

**174 East Long Street  
Columbus, OH 43215  
Phone: (614) 645-7250  
Fax: (614) 645-3884  
Web: [www.coaaa.org](http://www.coaaa.org)**

Plans, operates and develops services in central Ohio that help older adults maintain their independence. Administers PASSPORT, Older Americans Act programs, the Franklin County Volunteer Guardian program, Healthy Well and Wise and other community training as well as numerous contract, grant, and demonstration programs. Provides information, advice, advocacy and long term care consultations.

### **FRANKLIN COUNTY OFFICE ON AGING**

**280 East Broad Street, Room 300  
Columbus, OH 43215-4527  
Phone: (614) 462-5230  
Fax: (614) 462-5300  
TTY: (800) 750-0750  
Web: [www.officeonaging.org](http://www.officeonaging.org)**

Provides programs and services that assist older adults in maintaining independent living. Administers Franklin County Senior Options, which provides a system of care for seniors to help maintain independent living. Franklin County Senior Options is funded by the five-year Senior Services Levy. Also coordinates Adult Protective Services, the Minor Home Repair Program and the Property Tax Assistance Program.

**Planning and Coordinating Agencies (continued)**

**OHIO DEPARTMENT OF AGING**

**50 West Broad Street, 9th Floor**

**Columbus, OH 43215**

**Phone: (614) 466-5500**

**Fax: (614) 466-5741**

**Web: [www.GoldenBuckeye.com](http://www.GoldenBuckeye.com)**

Distributes federal and state funds for health and human services to older adults through Ohio's 12 area agencies on aging. Also coordinates several statewide special events and programs for senior citizens.

**UPPER ARLINGTON COMMISSION ON AGING**

**1945 Ridgeview Road**

**Upper Arlington, OH 43221**

**Phone: (614) 583-5326**

**Fax: (614) 442-4006**

Advocates for the needs of older Upper Arlington adults 60 and older. Addresses particularly the issues of older adult housing, transportation, caregiving, health and education. Also administers Kind Call, Upper Arlington's free safety telephone calling system which safeguards independent living for residents.

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## **PRESCRIPTION DRUG INFORMATION AND ASSISTANCE**

### **ACCESS TO BENEFITS COALITION**

**Web: [www.accesstobenefits.org](http://www.accesstobenefits.org)**

Educates Medicare beneficiaries with lower incomes, helps them make informed choices about prescription savings programs and facilitates enrollment in prescription savings programs.

### **CENTRAL OHIO POISON CENTER**

**700 Children's Drive**

**Columbus, OH 43205**

**Phone: (800) 222-1222**

A 24-hour emergency telephone service for management of poisonings, staffed by pharmacists and nurses.

### **JOIN**

**578 East Main Street**

**Columbus, OH 43215**

**Phone: (614) 241-2531**

Offers emergency assistance with utility bills, prescriptions and clothing.

**Prescription Drug Information and Assistance (continued)**

**NEEDY MEDS**

**Web: [www.needymeds.com](http://www.needymeds.com)**

Provides information about patient assistance programs that provide prescription medications to eligible participants.

**OHIO'S BEST RX PRESCRIPTION DISCOUNT PROGRAM**

**Ohio Department of Aging  
50 West Broad Street, 9th Floor  
Columbus, Ohio 43215  
Phone: (866) 301-6446  
Fax: (614) 644-1471  
Web: [www.ohiobestrx.org](http://www.ohiobestrx.org)**

Golden Buckeye cardholders may receive discounts on medications through Ohio's Best RX Prescription Discount Program. People without insurance may be eligible to receive a discount off the regular cash retail price on qualifying prescription drugs.

**OHIO STATE PHARMACY BOARD**

**77 South High Street, Room 1702  
Columbus, OH 43215  
Phone: (614) 466-4143**

Register consumer complaints concerning pharmacists and pharmacies with this office.

**Prescription Drug Information and Assistance (continued)**

**PARTNERSHIP FOR PRESCRIPTION ASSISTANCE**

**Phone: (888) 477-2669**

**Web: [www.pparx.org](http://www.pparx.org)**

Assists in helping qualifying patients who lack prescription coverage get the medicines they need.

**PRESCRIPTION ACCESS**

**1393 West Broad Street, 3rd Floor**

**Columbus, Ohio 43205**

**Phone: (614) 645-5556**

**Web: [www.prescription-access.org](http://www.prescription-access.org)**

Improves clients' access to medication, provides bridge medications, assists clients to enroll in prescription assistance plans and refers persons to community resources.

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## PROPERTY TAX REDUCTIONS

### HOMESTEAD EXEMPTION DEPARTMENT

Franklin County Auditor's Office

373 South High Street, 21st Floor

Columbus, OH 43215

Phone: (614) 462-3240

Fax: (614) 462-3375

TDD: (614) 462-7593

Web: [www.franklincountyohio.gov/auditor](http://www.franklincountyohio.gov/auditor)

This program provides eligible homeowners a reduction on their real property or manufactured home taxes. The reduction is equal to the taxes that would otherwise be charged on up to \$25,000 of the market value of an eligible taxpayer's home. The application period is open between the first Monday in January and the first Monday in June annually. In order to qualify, applicants must:

- Be at least 65 years of age during the year for which they file OR permanently and totally disabled as of January 1st of the year for which they file OR the surviving spouse (age 59-64) of a current homestead recipient: AND
- Own and occupy their home as their principal place of residence as of January 1st of the year for which they file.

Property Tax Reductions (*continued*)

**SENIOR CITIZEN PROPERTY TAX ASSISTANCE PROGRAM**

**Franklin County Office on Aging  
280 East Broad Street, Room 300  
Columbus, OH 43215  
Phone: (614) 462-5230  
Fax: (614) 462-5300  
TTY: (800) 750-0750  
Web: [www.officeonaging.org](http://www.officeonaging.org)**

Offers one-time assistance to help low income individuals 60 and older who are unable to pay their current property taxes (delinquent taxes are not considered).

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**PROTECTIVE SERVICES**

**ADULT PROTECTIVE SERVICES**

**Franklin County Office on Aging  
280 East Broad Street, Room 300  
Columbus, OH 43215  
Phone: (614) 462-4348  
Fax: (614) 462-5300  
TTY: (800) 750-0750  
Web: [www.officeonaging.org](http://www.officeonaging.org)**

Provides services to older persons unable to protect their own interests, who are harmed or threatened with harm by another or who, due to their own physical or mental incapacity, are at risk of injury, neglect, maltreatment or deprivation of adequate food, shelter, clothing or other entitlements due them.

**Protective Services** *(continued)*

**CHOICES FOR VICTIMS OF DOMESTIC VIOLENCE**

**P.O. Box 06157**

**Columbus, OH 43206**

**Phone: (614) 224-4663**

**Administrative Number: (614) 224-7200**

**Fax: (614) 224-7222**

**Web: [www.choicesdvcols.org](http://www.choicesdvcols.org)**

Twenty-four hour crisis line offering information and referral to victims of domestic violence. Provides temporary shelter for battered women and their children, individual and group counseling and education/training for community groups and social service agencies. Outreach to special populations, including older adults.

## **RESPIRE CARE**

Relief for caregivers may be provided in or out of the home.

Most assisted living facilities and nursing homes offer short-term respite care. Cost per day varies greatly among facilities. Contact the individual facility for more information.

Respite care may be provided on a sliding fee basis to persons in need who are age 60 and older. **Call Franklin County Senior Options at (614) 462-6200.**

### **WESTMINSTER-THURBER COMMUNITY**

**717 Neil Avenue**

**Columbus, OH 43215**

**Phone: (614) 228-8888**

**Fax: (614) 228-8898**

Up to five days of respite care may be available at no cost under a grant from the COAAA. Pre-admission assessment must be completed.

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## **SENIOR CITIZEN ORGANIZATIONS**

### **AARP, OHIO OFFICE**

**17 South High Street, Suite 800**

**Columbus, OH 43215**

**Phone: (866) 389-5653**

**Fax: (614) 224-9801**

**Web: [www.aarp.org](http://www.aarp.org)**

### **FRANKLIN COUNTY CHAPTER OF AARP**

**Neighborhood Facilities Building**

**1393 East Broad Street**

**Meets on first Monday at 1:30 p.m. (March - December)**

*For more information on chapters, contact the AARP Ohio Office at (866) 389-5653.*

### **COLUMBUS TEAMSTER RETIREE CLUB**

**555 East Rich Street, Room 209**

**Columbus, OH 43215**

**Phone: (614) 461-0827**

### **INTERNATIONAL ASSOCIATION OF MACHINISTS AND AEROSPACE WORKERS**

**2625 Winchester Pike**

**Columbus, OH 43232**

**Phone: (614) 239-0200**

Senior Citizen Organizations (*continued*)

**NATIONAL ASSOCIATION OF RETIRED  
AND CURRENT FEDERAL EMPLOYEES,  
COLUMBUS CHAPTER 235**

**Jo Eastham, President  
2352 State Route 61  
Sunbury, OH 43074  
Phone: (740) 965-4844  
Web: [www.narfe.org](http://www.narfe.org)**

**POLICE AND FIRE RETIREES OF OHIO, INC.**

**7335 East Livingston Avenue  
Reynoldsburg, OH 43068  
Phone: (614) 866-1352  
Fax: (614) 866-5508  
Web: [www.pfro.com](http://www.pfro.com)**

**PUBLIC EMPLOYEE RETIREES, INC.**

**659-F Park Meadow Road  
Westerville, OH 43081  
Phone: (614) 891-6868  
Fax: (614) 891-8887  
Web: [www.operi.org](http://www.operi.org)**

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## **SENIOR CITIZEN RECREATION CENTERS**

Senior Centers provide a warm, supportive environment where seniors can relax, socialize and learn. Many of the centers offer recreational activities, as well as tax assistance, lunch programs and nursing services. For further information, call the center located in your area.

### **COLUMBUS RECREATION AND PARKS DEPARTMENT**

**1111 East Broad Street**

**Columbus, OH 43205**

**Phone: (614) 645-3300**

**Fax: (614) 645-8839**

**Web: [www.columbusrecreparks.com](http://www.columbusrecreparks.com)**

Offers recreational programs including arts, athletics, life skills, outdoor education, swimming, special events and other leisure recreation activities through community recreation centers, senior centers, swimming pools, youth and adult sports leagues, parks, paved trails, summer camps, arts facilities and a senior art consignment site.

Also offers senior programs geared for 55 and older. Locations are subject to change. Call for more information.

Senior Citizen Recreation Centers (continued)

**BARBER ROSELEA CENTER**

**3923 North High Street**

**Columbus, OH 43214**

**Phone: (614) 645-3243**

**GILLIE SENIOR RECREATION CENTER**

**2100 Morse Road**

**Columbus, OH 43229**

**Phone: (614) 645-3106**

**MARION FRANKLIN COMMUNITY  
CENTER/SENIOR PROGRAMS**

**2801 Lockbourne Road**

**Columbus, OH 43207**

**Phone: (614) 645-3612**

**MCDOWELL SENIOR CENTER**

**667 Sullivant Avenue**

**Columbus, OH 43215**

**Phone: (614) 645-3176**

**Senior Citizen Recreation Centers (continued)**

The following Columbus Recreation and Parks community recreation centers may have special programs for older adults. Call the center of interest for additional information.

**BARNETT RECREATION CENTER**

**1184 Barnett Road  
Columbus, OH 43227  
Phone: (614) 645-3065**

**DODGE RECREATION CENTER**

**667 Sullivant Avenue  
Columbus, OH 43215  
Phone: (614) 645-3176**

**FAR EAST RECREATION CENTER**

**1826 Lattimer Drive  
Columbus, OH 43227  
Phone: (614) 645-3159**

**LAZELLE WOODS RECREATION CENTER**

**8140 Sancus Boulevard  
Columbus, OH 43081  
Phone: (614) 645-5330**

**WESTGATE RECREATION CENTER**

**455 South Westgate Avenue  
Columbus, OH 43204  
Phone: (614) 645-3264**

**Senior Citizen Recreation Centers (continued)**

**WHETSTONE RECREATION CENTER**

**3923 North High Street**

**Columbus, OH 43214**

**Phone: (614) 645-3217**

**WOODWARD PARK RECREATION CENTER**

**5147 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 645-3158**

**Senior Citizen Recreation Centers (continued)**

Senior Citizen recreation programs sponsored by other municipalities in Franklin County:

**BEXLEY PARKS AND RECREATION DEPARTMENT**

**165 North Parkview Avenue**

**Bexley, OH 43209**

**Phone: (614) 258-5755**

**BLENDON TOWNSHIP SENIOR CENTER**

**6330 Hempstead Road**

**Westerville, OH 43081**

**Phone: (614) 882-1260**

**CANAL WINCHESTER COMMUNITY SENIOR CENTER**

**22 South Trine Street**

**Canal Winchester, OH 43110**

**Phone: (614) 837-8276**

**DUBLIN COMMUNITY RECREATION CENTER**

**5600 Post Road**

**Dublin, OH 43017**

**Phone: (614) 410-4550**

**GAHANNA SENIOR CENTER**

**480 Rocky Fork Boulevard**

**Gahanna, Ohio 43230**

**Phone: (614) 342-4265**

Senior Citizen Recreation Centers (continued)

**GROVE CITY PARKS AND RECREATION  
DEPARTMENT/E.L. EVANS SENIOR CENTER  
4330 Dudley Avenue  
Grove City, OH 43123  
Phone: (614) 277-1060**

**GROVEPORT MADISON SENIOR CENTER  
7370 Groveport Road  
Groveport, OH 43125  
Phone: (614) 836-4599**

**HILLIARD SENIOR CENTER  
3810 Veterans Memorial Drive  
Hilliard, OH 43026  
Phone: (614) 876-0747**

**LEO YASSENOFF JEWISH CENTER  
1125 College Avenue  
Columbus, OH 43209  
Phone: (614) 231-2731**

**OBETZ COMMUNITY SENIOR CENTER  
1611 Chillicothe Street  
Obetz, OH 43207  
Phone: (614) 491-4546**

Senior Citizen Recreation Centers (continued)

**PRAIRIE TOWNSHIP SENIOR CENTER**

**4656 West Broad Street**

**Columbus, OH 43228**

**Phone: (614) 878-5110**

**REYNOLDSBURG SENIOR CENTER**

**1520 Davidson Drive**

**Reynoldsburg, OH 43068**

**Phone: (614) 866-5890**

**SOUTHWEST COMMUNITY CENTER**

**3500 First Avenue**

**Urbancrest, OH 43123**

**Phone: (614) 539-1770**

**UPPER ARLINGTON SENIOR CENTER**

**1945 Ridgeview Road**

**Upper Arlington, OH 43221**

**Phone: (614) 583-5320**

**WESTERVILLE SENIOR CENTER**

**310 West Main Street**

**Westerville, OH 43081**

**Phone: (614) 901-6560**

**WHITEHALL SENIOR CENTER**

**4924 Etna Road**

**Whitehall, OH 43213**

**Phone: (614) 501-8593**

Senior Citizen Recreation Centers (continued)

**WORTHINGTON - GRISWOLD SENIOR CENTER**

777 High Street

Worthington, OH 43085

Phone: (614) 842-6320

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**SOCIAL SECURITY AND S.S.I.**

**SOCIAL SECURITY ADMINISTRATION**

Phone: (800) 772-1213

TTY: (800) 325-0778

**OFFICE LOCATIONS:**

***Downtown:* 200 North High Street, Suite 225  
Columbus, OH 43215**

***East:* 4177 East Broad Street  
Columbus, OH 43213**

***North:* 90 East Wilson Bridge Road  
Worthington, OH 43085**

***West:* 1060 Georgesville Road  
Columbus, OH 43228**

The Social Security Office provides assistance to people that wish to file for Social Security retirement, disability, survivors, Medicare or Supplemental Security Income (S.S.I.) benefits.

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**Social Security and S.S.I. (continued)**

Monthly retirement benefits are payable as early as 62 to any person who has worked a prescribed number of years in Social Security-covered employment.

Monthly disability payments are available at any age to people who have met certain Social Security-covered employment requirements and who have a disabling condition. Widows and widowers may receive a monthly payment as early as age 60, and as early as age 50 if disabled.

Supplemental Security Income (S.S.I.) is administered by the Social Security Administration for people age 65 and older, and to blind and disabled individuals, including children, whose income and resources are below specified levels.

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**SUICIDE PREVENTION**

Senior Hotline (information and crisis line): (614) 294-3309

24-hour Suicide Prevention Line: (614) 221-5445 or  
(800) 273-TALK

Agencies can refer suicidal clients to (614) 299-6600, ext. 2048  
between 9 a.m. - 5 p.m.

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## **SUPPORT GROUPS AND SERVICES**

Many health-related organizations, community agencies, counseling centers and churches provide support groups where people in similar circumstances can come together to share their concerns. These groups may be led by professionals or volunteers. Please refer to *Health Related Services* in this handbook for support groups relating to health issues.

**Call Franklin County Senior Options at (614) 462-6200 for more information regarding groups or services.**

## **SUPPORTIVE SERVICES**

There are many programs in Franklin County that provide supportive services. Most involve staff making home visits to clients in order to assess their needs. Outreach workers are knowledgeable about the various public benefits and social services that may suit a client's needs. Contact the agencies individually for more detailed information about the services each provides.

### **CATHOLIC SOCIAL SERVICES**

**3377 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-0095**

**Fax: (614) 274-0096**

Serves the following zip codes: 43204, 43215, 43223, 43119, 43126, 43207, 43137, 43146, 43212, 43222, 43228, 43123, 43201, 43203.

### **THE CLINTONVILLE-BEECHWOLD COMMUNITY RESOURCES CENTER**

**14 West Lakeview Avenue**

**Columbus, OH 43202**

**Phone: (614) 268-3539**

**Fax: (614) 268-5028**

Serves residents in zip codes 43202 and 43214.

**Supportive Services (continued)**

**COMMUNITY REFUGEE AND IMMIGRATION SERVICES (CRIS)**

**3624 Bexvie Avenue  
Columbus, Ohio 43227  
Phone: (614) 235-5747  
Fax: (614) 235-6127  
Web: [www.cris-ohio.com](http://www.cris-ohio.com)**

Provides free assistance to eligible individuals with immigration concerns such as preparing for testing in American history, government and English literacy. Assists with immigration and naturalization forms. Notary, interpreter and photographer available.

**CONCORD COUNSELING SERVICES**

**774 Park Meadow Road  
Westerville, OH 43081  
Phone: (614) 882-9338  
Fax: (614) 882-3401**

Serves Franklin County.

**JEWISH FAMILY SERVICES**

**1070 College Avenue  
Columbus, OH 43209  
Phone: (614) 231-1890**

Provides overall geriatric assessment to assist with service planning. Social workers can come to the home for people with access problems. Serves Franklin County.

**Supportive Services (continued)**

**JOIN**

**578 East Main Street  
Columbus, OH 43215  
Phone: (614) 241-2531**

Offers emergency assistance with utility bills, prescriptions and clothing.

**MATERIAL ASSISTANCE PROVIDERS (MAP)**

**118 South Yale Avenue  
Columbus, OH 43222  
Phone: (614) 272-9544  
Web: [www.mapfurniturebank.org](http://www.mapfurniturebank.org)**

Provides furniture, appliances and home furnishings to families and individuals struggling financially to furnish their own homes. MAP provides 10-14 pieces of furniture for bedroom, living room and kitchen. By appointment only - your case manager must call and make an appointment for you. Delivery service available for a fee.

Accepts donations of clean, usable furniture, household goods, appliances in working order, linens, etc. Call for a free pickup (within Columbus and contiguous suburbs), Mon. - Fri. 8:00a.m. - 4:30p.m. Drop-off always appreciated (same days/time).

**Supportive Services (continued)**

**NORTH COMMUNITY COUNSELING CENTERS**

**4897 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 261-3196**

**NORTH COMMUNITY COUNSELING CENTERS**

**1495 Morse Road, Suite B-3**

**Columbus, OH 43229**

**Phone: (614) 261-3196**

**NORTH COMMUNITY COUNSELING CENTERS**

**6565 Worthington-Galena Road**

**Worthington, OH 43085**

**Phone: (614) 261-3196**

**NORTH COMMUNITY COUNSELING CENTERS**

**3025 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 261-3196**

**NORTHWEST COUNSELING SERVICES**

**1560 Fishinger Road**

**Columbus, OH 43221**

**Phone: (614) 457-7876, ext.332**

**Web: [www.northwestcounselingservices.org](http://www.northwestcounselingservices.org)**

Serves northwest Columbus and northwest Franklin County. Also serves the following areas: Grandview Heights, Marble Cliff, Upper Arlington, Hilliard, Worthington, Riverlea and Dublin.

**Supportive Services (continued)**

**SENIOR INDEPENDENCE**

**5796 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 433-0031**

Provides personal emergency response systems, transportation, home delivered meals and adult day care. Call for information on payers and fees.

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**TELEPHONE REASSURANCE**

**SENIOR CALL**

**E.L. Evans Senior Center**

**4330 Dudley Avenue**

**Grove City, OH 43123**

**Phone: (614) 277-1060**

Senior Call is a telephone reassurance program where volunteers place a call to an elderly person every weekday to chat and make sure they are well. This daily contact is one of the most effective means of reducing isolation, victimization and health concerns. Many seniors and volunteers develop a friendly relationship. This trained volunteer will give added peace of mind to the individual and his/her family.

**Telephone Reassurance (continued)**

**UPPER ARLINGTON KIND CALL**

**1760 Zollinger Road  
Columbus, OH 43221  
Phone: (614) 442-4016**

Provides the security of a check-in phone call for older citizens, people who live alone or the physically disabled living in Upper Arlington. A computer calls the home daily at a prearranged time or on specific days of the week. If no one answers, a key holder is sent (relative or friend) to check on the Kind Call member. This is a free service.

**WESTERVILLE SAFE CALL**

**Westerville Communications  
29 South State Street  
Westerville, OH 43081  
Phone: (614) 901-6790  
Fax: (614) 901-6796**

Safe Call is a daily telephone check in service for homebound, handicapped or elderly residents. Safe Call is a free service for Westerville City and Blendon Township residents. Call for more information.

## **TRANSPORTATION**

Transportation to and from medical appointments may be provided on a sliding-fee basis to persons in need who are age 60 and older. **Call Franklin County Senior Options at (614) 462-6200.**

The following pages list transportation options for seniors living in Franklin County. Check with your local community or senior center and ask if it offers medical transportation.

For additional transportation listings, look in the business listings in the phone book under *Transportation*.

### **AMERICAN RED CROSS OF GREATER COLUMBUS**

#### **Community Transportation Program**

**995 East Broad Street**

**Columbus, OH 43205**

**Appointment Request Line: (614) 253-6705**

**Phone: (614) 253-2740**

Provides transportation to people age 60 and over, Monday through Thursday, 5:00 a.m. to 10:00 p.m., Friday, 5:00 a.m. to 6:00 p.m. and Saturday, 6:00 a.m. to 4:00 p.m. Transports to and from medical and other appointments. Special arrangements for group trips are considered.

Arrangements must be made 7-10 working days in advance. This service can transport wheelchair clients. To make appointments, call the answering service at (614) 253-6705 between 8:30 a.m. and 5:00 p.m., Monday through Friday. Pre-registration is required.

**Transportation (continued)**

**THE CLINTONVILLE-BEECHWOLD COMMUNITY  
RESOURCES CENTER**

**14 West Lakeview Avenue**

**Columbus, OH 43202**

**Phone: (614) 268-3539**

**Fax: (614) 268-5028**

Provides transportation to and from medical appointments in zip codes 43202 and 43214.

**COTA**

**Project Mainstream**

**1600 McKinley Avenue**

**Columbus, OH 43222**

**Phone: (614) 275-5828 (information and applications)**

**Fax: (614) 272-3105**

**Reservations: (614) 272-3033**

**TTY: (614) 272-3030**

**Web: [www.cota.com](http://www.cota.com)**

Project Mainstream is a complimentary demand-response, shared-ride public transportation for individuals who qualify under the Americans with Disabilities Act (ADA). The service is designed to provide safe, clean and reliable transportation for those individuals who cannot access fixed-route service. Individuals who wish to use Project Mainstream must complete an eligibility process and be ADA certified. Call (614) 275-5828 for further information or to request an application.

**Transportation (continued)**

**FRANKLIN COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES**

**80 East Fulton Street  
Columbus, Ohio 43215-5127  
Phone: (614) 462-4000**

Franklin County Job and Family Services assists approved customers with bus or cab transportation to medical appointments. Once the case manager has authorized services, the customer calls (614) 462-6622 between 7:00 a.m. and 5:30 p.m., Monday through Friday, to arrange transportation. It is recommended that customers call at least one (1) business day prior to their scheduled appointment.

For wheelchair van service to medical appointments (with lift), client must contact a Medicaid life transportation provider directly. Client does not need caseworker's authorization.

**GROVE CITY PARKS AND RECREATION DEPARTMENT**

**E.L. Evans Senior Center  
4330 Dudley Avenue  
Grove City, OH 43123  
Phone: (614) 277-1060**

Evans Senior Center members are eligible for van/minibus transportation to the grocery store, bank or medical appointments or other Grove City destinations. Senior must reside in Grove City/Jackson Township. Wheelchair lift available. Call for more information.

**Transportation (continued)**

**GROVEPORT-MADISON TOWNSHIP SENIOR  
TRANSPORTATION PROGRAM**

**648 Main Street**

**Groveport, OH 43125**

**Phone: (614) 836-3333**

**Fax: (614) 836-1117**

Village of Groveport and Madison Township (primarily zip code 43125) collaboratively provide transportation at no charge for persons who live within the boundaries and are either age 60 and older or disabled. Trips are scheduled throughout Franklin County for medical appointments. Banking, post office, grocery store and personal shopping or visiting friends may be scheduled within a 10-mile radius of Groveport Town Hall. With two day notice, a client may request service Monday through Friday from 8:00 a.m. - 1:00 p.m., with limited service also available on evenings or weekends. A caregiver or companion must accompany any client who is either physically or mentally incapable of independent and purposeful mobility. A home visit will precede acceptance into the program.

**OHIO BUREAU OF MOTOR VEHICLES**

**Registration Division**

**P.O. Box 16520**

**Columbus, OH 43216-6520**

**Phone: (614) 752-7800**

Issues placards and license plates for the disabled. Placards and license plates for persons with a disability may be obtained at local Deputy Registrar agencies.

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**Transportation (continued)**

**THE OHIO STATE UNIVERSITY MEDICAL CENTER  
DRIVER REHAB SERVICE**

**2050 Kenny Road**

**Columbus, OH 43221**

**Phone: (614) 293-3833**

Helps older adults maintain driving independence. Offers clients and their physicians a comprehensive medical evaluation to provide input regarding the client's overall driving abilities and offers suggestions to improve, not restrict, driving.

**SENIOR INDEPENDENCE**

**5796 Karl Road**

**Columbus, OH 43229**

**Phone: (614) 433-0031**

Lift and non-lift transportation. Contact for information on payers and fees.

**ST. STEPHEN'S COMMUNITY HOUSE**

**1500 East Seventeenth Avenue**

**Columbus, OH 43219**

**Phone: (614) 294-6347**

**Fax: (614) 294-0258**

Assists in providing transportation to and from medical appointments, picking up prescriptions, food stamps and other non-traditional needs.

**Transportation (continued)**

**VANTRAN**

**1145 College Avenue  
Columbus, OH 43209  
Phone: (614) 559-0330**

East side transportation, targeted for older adults, provided by the Columbus Jewish Community. Two vans operate Monday through Friday, 8:00 a.m. - 4:30 p.m. Reservations are required. Transportation is provided to medical appointments and pre-scheduled shopping destinations. Donations are accepted as the cost of the transportation.

**WESTERVILLE SENIOR CENTER**

**310 West Main Street  
Westerville, OH 43081  
Phone: (614) 901-6560**

Transportation is provided for members traveling within the Westerville School District for programs at the Center, medical appointments, shopping and banking. Notice for transportation must be by 1:00 p.m. the business day before transportation is needed. Call (614) 901-6567 for fees and schedules.

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## **VETERANS SERVICES**

### **CHALMERS P. WYLIE VETERANS AFFAIRS OUTPATIENT CLINIC**

**543 Taylor Avenue**

**Columbus, OH 43203**

**Phone: (614) 257-5200**

**Fax: (614) 257-5460**

**Web: [www.columbus.va.gov](http://www.columbus.va.gov)**

Provides a full range of high quality ambulatory health-care services which includes, but is not limited to, cardiology, hematology/oncology, dental, laboratory medicine, nursing, ophthalmology, optometry, pharmacy, podiatry, psychiatry (including a Day Treatment Center and a Drug and Alcohol Treatment Program), psychology, radiology, rehabilitation medicine, social services and surgery. The Clinic also supports a Veterans Counseling Center.

### **VETERANS SERVICE COMMISSION, FRANKLIN COUNTY**

**Franklin County Veterans Memorial**

**250 West Broad Street**

**Columbus, OH 43215-2787**

**Phone: (614) 462-2500**

**Fax: (614) 462-2505**

Assists veterans, widows, orphans and dependents in filing for veterans benefits. Financial help available in emergency situations to the above listed on a limited basis.

**Veterans Services (continued)**

**VETERANS AFFAIRS BENEFITS OFFICE**

**U.S. Department of Veterans Affairs**

**200 North High Street, Room 309**

**Columbus, OH 43215**

**Phone: (800) 827-1000**

**Web: [www.va.gov](http://www.va.gov)**

Advises veterans, their families or survivors of all of the VA benefits available to them and assists them in applying for such benefits.

**VETERANS HANDICAP ACCESSIBILITY PROGRAM**

**Franklin County Board of Health**

**280 East Broad Street**

**Columbus, OH 43215**

**Phone: (614) 462-3920**

Provides wheelchair ramps and other assistive devices to disabled veterans in Franklin County.

**VIETNAM VETERANS OF AMERICA**

**35 East Chestnut, Suite 416**

**Columbus, OH 43215**

**Phone: (614) 228-0188**

**Fax: (614) 228-2711**

Provides veterans with assistance in filing for compensation benefits and/or pension benefits from the U.S. Department of Veterans Affairs.

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## **VICTIM - WITNESS ASSISTANCE PROGRAMS**

### **DOMESTIC VIOLENCE AND STALKING UNIT**

**Columbus City Attorney's Office**

**375 South High Street, 17th Floor**

**Columbus, OH 43215**

**Phone: (614) 645-6232**

**Web: [www.columbuscityattorney.org](http://www.columbuscityattorney.org)**

A program designed to help any person who is a witness to or a victim of a misdemeanor crime of Domestic Violence or Menacing By Stalking. Provides personal escorts to municipal courtrooms upon arrival to court. Provides individual case information and support. Victims may call with any court related question, problem or concern. Crisis counseling and referral available.

### **VICTIM WITNESS ASSISTANCE UNIT**

**Franklin County Prosecutor's Office**

**373 South High Street, 14th Floor**

**Columbus, OH 43215**

**Phone: (614) 462-3555**

Program provides information and assistance regarding the practices and procedures of the justice system and victims' rights. Provides information and support to victims and witnesses in felony cases and helps them navigate the criminal justice system.

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## **VISION SERVICES**

### **BUREAU OF SERVICES FOR THE VISUALLY IMPAIRED**

**2200 West Fifth Avenue, First Floor**

**Columbus, OH 43215**

**Phone: (614) 466-7730 or (800) 742-0570**

**Fax: (614) 995-1170**

Provides a number of programs and services to the blind and visually handicapped in order to rehabilitate them. Offers a homebound training program for the elderly in which rehabilitation teachers are sent to their homes to instruct them in skills that support independent living.

### **EYE CARE AMERICA**

**655 Beach Street**

**San Francisco, CA 94142-9098**

**Phone: (800) 222-3937**

**Fax: (415) 561-8567**

Assists with referrals to volunteer ophthalmologists. Physicians agree to provide services at no out-of-pocket cost to patients, including an initial eye exam and care for any conditions diagnosed at the initial visit. Other professional fees and eyeglasses are not covered. To be eligible, individuals must be 65 or older, in financial need, a U.S. citizen or legal resident and not currently under the care of an ophthalmologist.

Vision Services (continued)

**THE OHIO STATE UNIVERSITY COLLEGE OF  
OPTOMETRY**

**Homebound Eye Examinations**

**320 West Tenth Avenue**

**Columbus, OH 43210**

**Phone: (614) 247-8832**

Eye examinations are provided in an individual's home or an extended care facility. Services include ocular health evaluations and the procurement of spectacles. Special magnifiers and other devices for the partially sighted individual can also be demonstrated. Fee for service. Examination and glasses are often covered by Medicare, Medicaid or other third party agencies.

**THE OHIO STATE UNIVERSITY COLLEGE OF  
OPTOMETRY**

**Low Vision Rehabilitation Service**

**338 West Tenth Avenue**

**Columbus, OH 43210**

**Phone: (614) 292-1104**

Provides examination and management of partially sighted individuals to help allow independent, efficient and safe visual functioning. Individualized attention is provided. Specialized magnifiers and other assistive devices are considered. Individuals benefitting from evaluation include those with vision loss due to macular degeneration, diabetic retinopathy, glaucoma and many other eye conditions. Fee for services. Examination is often covered by Medicare and Medicaid.

**Vision Services (continued)**

**PREVENT BLINDNESS OHIO**  
**1500 West Third Avenue, Suite 200**  
**Columbus, OH 43212**  
**Phone: (614) 464-2020**  
**Web: [www.pbohio.org](http://www.pbohio.org)**

Provides access to donated comprehensive, professional eye exams, follow-up care, education and eyewear to adults who are uninsured or underinsured and whose income is within 200% of the federal poverty guidelines. Individuals need to be linked with a participating social service agency in order to access services.

**SHARE THE VISION**  
**Phone: (614) 538-0988**  
**Web: [www.sharethevisionohio.org](http://www.sharethevisionohio.org)**

Web site and support groups for those who have lost vision or are experiencing vision loss. Web site lists information on all areas of vision loss, rehabilitation, national and local organizations, adaptive devices, low vision aids and more. There is also a chat room for one on one peer support.

**Vision Services (continued)**

**VISION CENTER OF CENTRAL OHIO, INC.**

**1393 North High Street**

**Columbus, OH 43201**

**Phone: (614) 294-5571**

**Web: [www.visioncenter.org](http://www.visioncenter.org)**

Provides comprehensive rehabilitation services to persons who are blind, visually impaired or otherwise disadvantaged.

In the Low Vision Clinic, optometrists experienced in low vision evaluate the need for specialized prescriptions, low vision aids and glasses. Examinations are often reimbursed by Medicare. Rehabilitation teachers provide functional assessments and training in the use of optical and non-optical low vision aids. These include magnifiers, sun lenses, reading stands and lamps.

Vision Services (continued)

**VOICECORPS READING SERVICE**

**2955 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-7650**

**Fax: (614) 274-9340**

**Web: [www.voicecorps.org](http://www.voicecorps.org)**

Broadcasts the reading of printed materials (daily and weekly newspapers, magazines, local grocery and retail sale ads), and features assorted interview and entertainment programs 24 hours a day to people unable to read due to visual or other physical disabilities by using a closed circuit radio receiver. Eligible listeners can also access webcasts from the agency website. Consumers can listen to 30 large and small town Ohio newspapers read via computerized voice and toll-free number with the Ohio Telephone Reader. All services are free of charge to eligible persons who complete an application process including disability verification.

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## **VOLUNTEER OPPORTUNITIES**

### **FIRSTLINK**

**195 North Grant Avenue**

**Columbus, OH 43215**

**Phone: (614) 221-6766**

**Fax: (614) 221-6866**

**Web: [www.firstlink.org](http://www.firstlink.org)**

Promotes volunteerism throughout the community by assisting individuals and groups in locating volunteer opportunities.

Retired Senior Volunteer Program (RSVP) allows adults 55 and older to use their experience and skills to help others in Franklin County. Volunteers choose how they will serve, whether in adult literacy programs, delivering meals, serving the homeless, hospitals, senior centers, arts and historical organizations and working with animals. Call for more information.

### **FOSTER GRANDPARENT PROGRAM**

#### **Firstlink**

**195 North Grant Avenue**

**Columbus, OH 43215**

**Phone: (614) 221-6766**

**Fax: (614) 221-6866**

**Web: [www.firstlink.org](http://www.firstlink.org)**

Stipended volunteers 60 years of age and older share their experience and talents to improve the lives of children with special needs.

**Volunteer Opportunities (continued)**

**MITZVAH CORPS VOLUNTEER SERVICES**

**Jewish Family Services**

**1070 College Avenue**

**Columbus, OH 43209**

**Phone: (614) 559-0125**

Volunteer opportunities range from offering respite care to transportation and friendly visiting to elderly homebound.

**NORTH CENTRAL MENTAL HEALTH**

**Suicide Prevention Program**

**1301 North High Street**

**Columbus, OH 43201**

**Phone: (614) 299-6600**

Volunteers are needed to answer the Suicide Prevention Hotlines. In addition to the 24-hour Hotline, the program features the Senior Hotline for calls from older adults. Fifty hours of training are provided. Volunteers make a commitment to answer the line for six hours a week (volunteers choose their own shifts) for six months.

**Volunteer Opportunities (continued)**

**SCORE**

**401 North Front Street, Suite 200**

**Columbus, OH 43215**

**Phone: (614) 469-2357**

**Web: [www.scorecolumbus.org](http://www.scorecolumbus.org)**

Offers financial, procurement and management counseling for present and prospective small business owners. Retired business persons organized in chapters of the Service Corps of Retired Executives (SCORE) provide business management counseling at no charge and business-oriented seminars at a nominal charge. Qualified volunteers wanted.

**SENIOR COMPANION PROGRAM**

**Catholic Social Services**

**3377 West Broad Street**

**Columbus, OH 43204**

**Phone: (614) 274-0172**

Seniors 60 and over provide companionship to older adults with special needs. Companions volunteer 20 hours per week. A stipend and travel expenses are provided (companions must meet income guidelines).

**Volunteer Opportunities (continued)**

**VOLUNTEER GUARDIAN PROGRAM**

**Central Ohio Area Agency on Aging**

**174 East Long Street**

**Columbus, OH 43215**

**Phone: (614) 645-1928**

**Web: [www.coaaa.org](http://www.coaaa.org)**

Program recruits, screens and trains volunteer laypeople to become 'guardians of the person' for adults who have no family, no assets and who are assessed as mentally incapacitated. Volunteers must be at least 21, willing to undergo a police background check and give personal references. A \$20.00 fee covers the cost of screening. Basic and continuing education training is required.

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**VOTER INFORMATION**

**FRANKLIN COUNTY BOARD OF ELECTIONS**

**280 East Broad Street**

**Columbus, OH 43215**

**Phone: (614) 462-3100**

**Fax: (614) 462-3489**

**Web: [www.vote.franklincountyohio.gov](http://www.vote.franklincountyohio.gov)**

Ohio now has "No Excuse" Absentee Voting. All voters can now enjoy the convenience of an absentee ballot and vote in the privacy of their own home. Call to request an application or access an application on the Board of Elections Web site.

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**NOTES**

**IMPORTANT INFORMATION**

- 1. Dial 911 for Police, Fire and Medical emergencies.**
- 2. Call (614) 462-6200, Franklin County Senior Options, for information, assistance and needed social services.**

*Agency Contact Persons  
(Homemaker, Nurse, Caseworker, etc.)*

*Name*

*Phone Number*

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**EMERGENCY NUMBERS**

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_____	_____



**Franklin County Office on Aging**  
**280 East Broad Street, Room 300**  
**Columbus, Ohio 43215-4527**

**Franklin County Board of Commissioners**  
**Paula Brooks      Marilyn Brown      John O'Grady**