

DIRECTORY OF ELDER RESOURCES
FOR
SANTA CRUZ COUNTY

Revised February 3, 2010



SEAGO

AREA AGENCY ON AGING, REGION VI
300 COLLINS ROAD
BISBEE, AZ 85603
(520) 432-5301

Web site: www.seago.org/aaa

e-mail: aging@seago.org

DIRECTORY OF ELDER RESOURCES IN

Santa Cruz County

This directory lists as many resources as possible in order to provide useful information to older persons and their families. Agency names, services provided, or phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information provided. Phone books have community services and/or government listings in the first section of the phone book as well as in the Yellow Pages under Social Services or Elder Care. Many communities have Chambers of Commerce that can give information on community resources. If you have questions or need additional information, please call the Area Agency on Aging at (520) 432-5301.

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ABUSE, NEGLECT, AND EXPLOITATION

ADULT PROTECTIVE SERVICES (APS)

1-877-SOS-ADULT or 1-877-767-2385 (Toll free)

APS assesses and makes referrals for services when there is possible abuse, neglect, or exploitation of a vulnerable adult. If you or someone you know is being abused, neglected, or exploited, please call this number. It is mandatory for most care providers to report when there is evidence of abuse, neglect, or exploitation of a vulnerable or incapacitated adult.

OMBUDSMAN PROGRAM

Santa Cruz County: 287-3408

Advocates for individuals in nursing homes and assisted living facilities (formerly called supervisory care facilities and adult care homes).

SEABHS – DOMESTIC VIOLENCE CRISIS

281-4384

A 24-hour crisis line for victims of domestic violence.

SHELTERS

CROSSROADS NOGALES MISSION

287-5828

Provides domestic violence services and temporary housing for women, and children, three day limit. Offers some longer term housing if appropriate. Offers an adult direct rehab program for women or men for 3 or 6 months.

OUR HOUSE/NUESTRA CASA

287-2107

Provides domestic violence services and temporary housing for women, and children.

VICTIM WITNESS

281-5868

May provide support/assistance for victims of crimes.

ADAPTIVE AIDS AND DEVICES/LOAN CLOSETS

In addition to the medical equipment and supply stores listed below there are companies in Tucson that serve Santa Cruz County. These are listed in the local phone book and Tucson phone book. The doctor's office can also assist you. It is important to get a prescription from your doctor and check with the store to make sure Medicare or your other insurance will cover the item.

DEPENDABLE MEDICAL EQUIPMENT

761-3211

INDEPENDENT LIVING REHABILITATION SERVICES

1-800-824-3093

Analyzes needs and provides equipment for qualifying individuals. Can do limited home modifications.

EMERGENCY ALERT SYSTEMS

Individual dialers may be purchased in electronic stores or online. There are several systems on the market including:

ALERT ONE: 1-866-322-8202

LIFE FONE: 1-800-882-2280

A communication system providing assistance 24 hours a day.

LIFELINE EMERGENCY DEVICE

1-800-543-3546 or 1-800-LIFELINE

Hospital social workers can provide information for your community.

PERSONAL ASSISTANCE VOICE DIALER

1-800-675-3044

A device connected to the phone that rings up to four preprogrammed numbers if pressed.

Also see **TELECARE** in **IN HOME SERVICES**

MEDICAL EQUIPMENT

Old Pueblo United Drug

Sonoita: 455-0058

RXO₂

Green Valley: 751-1929

ALZHEIMER'S/DEMENTIA

ALZHEIMER'S ASSOCIATION

Tucson: (520) 322-6601 or 1-800-425-9080

Provides information, support, resources, educational opportunities, care consultation (case management), and dementia identification registry packet with bracelet.

SAFE RETURN

1-800-572-8566

To register someone with dementia.

1-800-572-1122

To report someone found or missing even if not wearing a bracelet.

Also see **CAREGIVING** Section of this booklet.

AREA AGENCY ON AGING

SEAGO AREA AGENCY ON AGING

Bisbee: (520) 432-5301

Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

ASSISTED LIVING

Homes and centers that are licensed by the Office of Assisted Living Licensure of the Arizona Department of Health Services may provide supervisory, personal, or directed care to individuals who need assistance and who do not need 24-hour nursing care. Individuals and their families should visit and compare facilities before making a selection. A current license should be posted in every facility. Information about selecting a home is available from the ombudsman program.

STATE OFFICE OF ASSISTED LIVING LICENSURE: (520) 628-6965

OMBUDSMAN PROGRAM: (520) 287-3408

ASSISTED LIVING HOMES IN NOGALES:

La Paloma

377-2255

2064 N. Calle Trinidad
Nogales, AZ 85621

Casita del Rio

281-1172

408 Calle Madrid
Rio Rico, AZ 85648

The Rose

761-4044

490 Plaza Karina
Nogales, AZ 85621

Vivian's Home Care

377-7149

671 Windy Lane
Rio Rico, AZ 85648

BENEFITS

SOCIAL SECURITY ADMINISTRATION

1-800-772-1213 or Nogales: 287-6123

For Social Security retirement, disability, survivor's benefits, and Supplemental Security Income (SSI).

VETERANS' BENEFITS

(520) 628-6308

To find out about eligibility for veterans, widows, widowers, and spouses. See **VETERANS'** Section.

CAREGIVING

Nearly 22 million Americans provide unpaid care so that their senior family members can remain at home. However, there are local services that help families care for their frail loved ones. Area Agency on Aging case managers can help families explore their options by explaining what services exist and their eligibility requirements. In addition to case management, other services that might help include home delivered meals, housekeeping, personal care, in-home respite, and home health, which includes home nursing.

AREA AGENCY ON AGING (SEAGO)

Bisbee: (520) 432-5301

Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

CAREGIVER OUTREACH

Contact Dependable Home Health Inc.-761-3211

Provides training and support to family caregivers.

EVALUATION/CASE MANAGEMENT

Area Agency on Aging Case Management

Santa Cruz County Public Fiduciary

Nogales: 375-7960

Information is provided to individuals and family caregivers about in-home services available for elderly and disabled individuals. Case managers evaluate individuals in their homes and determine eligibility for Area Agency on Aging services.

FAMILY CAREGIVER PROGRAM

Area Agency on Aging Case Management

Santa Cruz County Public Fiduciary

Nogales: 375-7960

Case management/family support services, including training and information to unpaid caregivers.

IN-HOME RESPITE

Call Area Agency on Aging Case Manager.

Provides relief to a family caregiver. (See previous entry for telephone number.)

For Private Pay options, contact agencies listed under In-Home Supportive Services.

SENIOR HOUSING RESULTS

Tucson: 520-720-6217

Senior Housing Results specializes in compiling options available to a senior in need of senior healthcare/housing.

Also see **HOME HEALTH, HOSPICE, and IN-HOME SUPPORTIVE SERVICES** Sections of this booklet.

CREDIT PROBLEMS

CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA

1-800-338-3328

Nonprofit agency to consult when debt is a problem and prior to pursuing bankruptcy. Provide credit counseling and credit education classes at no cost. Also offer debt repayment program for which there is a small processing fee.

DENTAL

Reduced or sliding fee scale.

MARIPOSA COMMUNITY HEALTH CENTER - Nogales: 281-1550

ST. ELIZABETH'S OF HUNGARY - Tucson: (520) 628-7871

DIABETES

DIALYSIS CENTER - NOGALES - DAVITA: 287-6597

DIABETES EDUCATION

Mariposa Community Health Center: 281-1550

Held every Wednesday at 10 a.m. and 5:30 p.m. at 1852 N. Mastick Way.

MEDICAL NUTRITION THERAPY

1-800-432-4040

Nutrition counseling. A physician can write a referral for medical nutrition therapy and Medicare will cover the service. This number gives a list of Registered Dietitians who are Medicare providers.

<h2>DISCOUNTS/REFUNDS</h2>

EARNED INCOME CREDIT

1-800-829-1040

A federal tax credit for low income working individuals and families, or for grandparents raising grandchildren. Grandparent must be under 65, and have an income below qualifying limits. Contact the IRS for more information.

INCOME TAX PREPARATION HELP

Visit the VITA/AARP website at www.cir.org/seasonal-tax-aarp.html. Or, if you are homebound call 1-888-227-7669.

NATURAL GAS DISCOUNT

SOUTHWEST GAS COMPANY

459-1702 or 1-800-428-7324

A program giving a discount on services during the winter for eligible persons.

PROPERTY TAX EXEMPTIONS

SANTA CRUZ COUNTY ASSESSOR

375-8030

A program for widows/widowers and disabled persons. All Social Security income is exempt. Requires special forms from the County Assessor's Office, and be filed between January 1 and March 1.

PROPERTY TAX REFUNDS

1-800-352-4090

For owners/renters aged 65 or older or those on SSI, who have been Arizona residents for the entire calendar year. Income not counting Social Security must be less than \$3,751 single or \$5,501 married. Use form 140PTC at tax time. Contact Arizona Department of Revenue.

SENIOR PROPERTY VALUATION FREEZE

SANTA CRUZ COUNTY ASSESSOR: 375-8030

A program to freeze the property valuation of a primary residence in which homeowners aged 65 or older have resided for at least 2 years, and whose income is under \$27,072 for one owner, or \$33,840 for two or more owners. File with county assessor by September 1.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM

Nogales: 287-5066

Offering financial assistance for appliance repair and replacement, home repair, rental assistance/deposits, utility bill payments/deposits.

TELEPHONE DISCOUNTS

SEACAP: 287-5066 or 1-800-293-1144

Provides information on several discount telephone programs.

VEHICLE REGISTRATION DISCOUNTS

SANTA CUZ COUNTY ASSESSOR

375-8030

A program for widows/widowers and disabled persons giving a discount.

THRIFT STORES

Check in *Yellow Pages* under thrift stores or secondhand stores.

COMMUNITY FOOD BANK

AMADO: (520) 398-2942

Has used clothing.

FOOD

CONGREGATE MEALS SITES FOR ELDERLY. See **SENIOR CENTERS** Section.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) – Formerly known as Food Stamps:

Nogales: 281-2634

A state and federal program of food assistance for low-income individuals and families.

HOME DELIVERED MEALS

375-7960

Referrals are made to the Area Agency on Aging Case Management/Santa Cruz Public Fiduciary office.

FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION

Each food bank sets its own days and hours of operation and its own eligibility requirements. Food banks distributing monthly commodities are marked by *.

Amado

Community Food Bank: 398-2942*

Patagonia

East Santa Cruz Food Bank: 394-2048*

Nogales

Borderland Foodbank: 287-2627*

Community Food Bank (520) 982-2554

Open 2nd and 4th Saturdays of month from 9:00 to noon at Nogales Senior Center parking lot.

FOOD PLUS

Nogales Borderland Food Bank: 287-2627

Commodity supplemental food program for certain groups, including seniors.

OTHER

Crossroads Mission: 287-5828

Offers hot lunch Monday – Friday. Occasional assistance with a food box.

Nogales Borderland Food Bank: 287-2627

Distributes surplus produce and delivers to homebound and senior centers.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM: 287-5066

Occasional assistance with a food box.

GUARDIAN, CONSERVATOR SERVICES

SANTA CRUZ COUNTY PUBLIC FIDUCIARY

375-7960 (Serves entire county.)

May serve as court appointed guardian, and/or conservator, or probate agency of last resort.

HEARING

ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING

1-800-352-8161 V/TTY/TDD

Services and resources, including TDD machines and telephone amplifiers, for hearing impaired individuals.

COMMUNITY OUTREACH PROGRAM FOR THE DEAF

(520) 623-0344 (Interpreter 24 hours)

Counseling, job placement, interpreting, independent living, and outreach services.

LIONS SIGHT AND HEARING FOUNDATION

(602) 954-1723

May assist low-income individuals with hearing aids.

HOME HEALTH

Provides intermittent skilled nursing, therapy, and medical social services to patients in their homes. Services are based on a care plan developed in consultation with the physician. Payment is usually provided by insurance, Medicare or another public funding source. Listed below are the state licensed agencies that provide these services in Santa Cruz County.

AREA AGENCY ON AGING CASE MANAGEMENT

375-7960

Provides authorization for limited Home Health services to qualified individuals when there is no other payer.

ARISTO CARE

Nogales: 281-2777

Green Valley: (520) 648-1401

Serves all of Santa Cruz County. Is a state licensed home health agency; and is not Medicare certified.

DEPENDABLE HOME HEALTH

761-3211

Serves Santa Cruz County.

HOSPICE SERVICES

Based on a physician's determination, hospice provides in-home or in-patient services for terminally ill patients and their families. Services may include nursing, personal care, respite, spiritual and bereavement counseling, and pharmacy services. Medicare or insurance usually pays for services.

CARONDELET HOSPICE: 285-5930

SOULISTIC HOSPICE: 398-2333

Hospice services available in Tubac, Rio Rico, Nogales and Patagonia. Non-profit and faith based. Sliding fee scale, but care provided regardless of ability to pay.

VETERANS ADMINISTRATION HOSPITAL/HOSPICE

792-1450 or 1-800-470-8262

In-patient hospice.

VALOR HOSPICE CARE: 520-399-0200 or 1-877-615-3996

Serves most of Santa Cruz county.

HOSPITAL

HOLY CROSS HOSPITAL: 285-3000 or 287-2771

HOUSING

CHICANOS POR LA CAUSA (CPLC)

281-9570

Operates a self-help housing program for very low-income individuals to build a home by contributing labor. CPLC provides technical assistance and training.

CITY OF NOGALES HOUSING AUTHORITY

287-4183

Subsidized housing (HUD).

REBUILDING TOGETHER HOME REPAIR

(520) 761-3681

Brings homes of eligible elderly up to code (by volunteers one day a year).

RURAL DEVELOPMENT

(520) 648-1769

1131 S. La Camada. Suite 203

Green Valley, AZ 85614

Assists low income elderly with grants and loans.

REVERSE MORTGAGE PROGRAM

Administration of Resources and Choices: Tucson: (520) 327-8250

SEAGO in Bisbee: (520) 432-5301 (Countywide)

A program for elderly or terminally ill who need to borrow money against their home.

SOUTHWEST FAIR HOUSING COUNCIL

(520) 798-1568 or toll-free: 1-888-624-4611

Takes complaints for potential housing discrimination situations.

SENIOR AND/OR LOW INCOME SUBSIDIZED APARTMENTS

This list may not be complete. Area Agency on Aging Case Managers can provide information.

UNITED CHURCH VILLAGE 281-1521

320 E. Placita Naco Circle
Nogales, AZ 85621

LAS TERRAZAS APTS. I/II 287-6610

661 Patagonia Hwy.
Nogales, AZ 85621

SANTA RITA APTS. 761-1757

1100 W. Mariposa Ranch Road
Nogales, AZ 85621

Patagonia Garden Apartments 394-2229

283 Pennsylvania Avenue
Patagonia, AZ 85624

Casitas de Santa Cruz 287-9133

1769 W. Target Range Road
Nogales, AZ 85621

Lomas Mariposa 377-2585

1790 N. Lomas Mariposa Road
Nogales, AZ 85621

INFORMATION AND REFERRAL

ELDERCARE LOCATOR

1-800-677-1116

Provides telephone number for local Area Agency on Aging who can in turn refer to direct aging services in that location.

INFORMATION AND REFERRAL (I & R), INC.

1-800-362-3474

Provides information and referral, resource directories, and may provide telephone research.

IN-HOME SUPPORTIVE SERVICES

A state license is not required of agencies that provide these services, but a local business license may be required. Services include custodial, attendant, companion, homemaker, and respite provided in a home setting. Payment for services is not usually covered by insurance. In addition to the agencies listed below, case managers for the Area Agency on Aging services and some hospital social workers have lists of individuals and agencies that provide in-home services on a private pay basis in each community.

ACCENTCARE - Nogales: 281-1435

ARISTOCARE – Nogales: 281-2777

Serves all of Santa Cruz County.

Green Valley: (520) 648-1401

JADE CARE CENTER - Nogales: 761-4898

Serves all of Santa Cruz County. Spanish-speaking only.

DEPENDABLE HOME HEALTH - Nogales: 761-3211

LUTHERAN SENIOR SERVICES – Tucson: (520) 514-7642

Nogales: 281-9240

TELECARE

Jerry Smith: (520) 223-0001 (cell phone)

Provides daily calls by volunteers to check on welfare of homebound elders.

LEGAL SERVICES

ARIZONA CENTER FOR DISABILITY LAW

1-800-922-1447

Provides protection and advocacy for individuals with mental illness and developmental disabilities, and advocates for individuals with substantial physical impairments.

SENIOR LAW HOTLINE

1-800-231-5441

Free for Arizona residents 60 and older who have legal questions or problems.

SOUTHERN ARIZONA LEGAL AID (SALA)

Tucson: 1-800-248-6789

Nogales: 287-9441

The Nogales office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Santa Cruz County. Some areas of specialty include Social Security, public benefits, housing, consumer law and landlord/tenant. Free booklets are available on landlord/tenant problems, and other frequently encountered legal issues. In addition, SALA provides a phone-in hotline where seniors can obtain legal advice and assistance over the phone. Main office for Santa Cruz County is in Nogales, but county residents may also apply in Tucson.

VICTIM WITNESS

281-5868

May provide support/assistance for victims of crime.

MEDICAL INSURANCE

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Nogales: 281-2634

DES determines eligibility for health insurance for individuals who are eligible for AHCCCS based on federal poverty guidelines. In other states, this program is called Medicaid. AHCCCS benefits are automatic for recipients of Supplemental Security Income (SSI), and certain other programs.

ARIZONA LONG TERM CARE SYSTEM (ALTCS)

1-888-782-5827

This Medicaid program, operated by AHCCCS, provides acute medical services and covers the cost of long-term care in a nursing home or if cost effective through in-home services. Medical and financial eligibility is determined by the state ALTCS office. ALTCS provides services in clients' homes, in an assisted living center or facility, and in nursing homes.

MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION

SEAGO: 432-5301

State Health Insurance Assistance Program: 1-800-432-4040

These agencies have information on most health insurance policies available and provide assistance in understanding and applying for various forms of insurance.

MEDICARE

1-800-772-1213 or **Nogales: 287-6123**

This health insurance program primarily serves those aged 65 or older. To apply, contact Social Security Administration.

1-800-633-4227

For questions, information, or problems regarding a claim.

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site-www.medicare.com, or call SEAGO at the above phone number.

MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI)

(520) 459-7050 or **1-800-654-8713**

This program pays the Medicare Part B premium for low income Medicare beneficiaries. It also qualifies an individual for Part D extra help. Eligibility requirements must be met. Contact SEAGO for assistance in completing forms: **(520) 432-5301**.

V.A. HEALTH CARE SYSTEM

Tucson: (520) 628-6308

Arizona Department of Veteran's Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

MEDICAL SERVICES

Resources having reduced/sliding fee scale or free services.

FAMILY HEALTH CENTER - Patagonia: 394-2262

Provides basic medical services.

HILL-BURTON ACT

1-800-638-0742

Each hospital built with federal funding under this act must provide a certain amount of service at no charge or reduced fee each year. Apply at local hospitals.

MARIPOSA COMMUNITY HEALTH CENTERS, INC.

Nogales: 281-1550

Payment is based on a sliding fee scale. Provides medical services, pharmacy, lab, X-ray, and dental services. Also, Well Woman Health Check Program and a number of health promotion/disease prevention programs. Immunizations, pneumonia and flu shots also provided.

MARIPOSA COMMUNITY HEALTH CENTERS, INC.

Nogales: 761-7920

Tuberculosis screening.

MARIPOSA COMMUNITY HEALTH CENTERS, INC.

Rio Rico: 375-5003

This is a satellite office of the Nogales clinic offering the same services. Transportation for appointments can be arranged up to 24 hours in advance by calling the clinic.

NOGALES SENIOR CENTER

Nogales: 287-7422

Staff from Carondolet provides free health screenings including blood pressure, sugar checks, and medication review. Thursdays from 9 a.m. to noon at the senior center.

SIERRA VISTA REGIONAL HEALTH CENTER-SONOITA FAMILY HEALTH

Sonoita: 455-5294

SOULISTIC MEDICAL INSTITUTE

Tubac: 398-2333

Non-profit and faith based. Sliding fee scale, but care provided regardless of ability to pay. Doctor will make house calls. Medicare, AHCCCS and most insurances accepted.

V.A. HEALTH CARE SYSTEM: 1-800-470-8262

MEDICATIONS

There are numerous prescription discount programs. Some are sponsored by drug manufacturers and usually have specific eligibility criteria. There are discount prescription plans sponsored by pharmacy chains, organizations, insurance plans, and even the state of Arizona, in which one pays an annual membership fee and/or monthly fee in order to receive discounts. For individuals eligible for Medicare, the Part D insurance program provides more than a discount, it helps pay for the cost of drugs.

MEDICARE PART D

1-800-MEDICARE or 1-800-633-4227

SEAGO at 432-5301

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site www.medicare.com, or contact the above numbers. Part D provides insurance to purchase prescription drugs listed on the insurance plan's formulary. Insurance plans included stand alone drug coverage, and drug coverage within a Medicare managed care plan. Extra help is available to assist low income individuals to pay Medicare Part D premiums and co-pays. Apply for extra help at the AHCCCS/ALTCS office or at Social Security. SEAGO can assist in completing applications for extra help.

STATE OF ARIZONA COPPER RX PROGRAM

1-888-227-8315

Provides discounts on various prescriptions for persons who join.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM

1-800-432-4040

SEAGO: (520) 432-5301

Provides information, counseling, and assistance to individuals with questions about various prescription discount programs, and insurance plans to pay for prescriptions. **To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site-www.medicare.com, or call SEAGO at the above phone number.**

MENTAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS

Nogales: 281-1523

Sonoita: 455-5779

Patagonia: 394-2274

Support groups for recovering alcoholics and their families.

SOUTHEAST ARIZONA BEHAVIORAL HEALTH SERVICES (SEABHS)

Psychiatric Health Facility - Benson: (520) 586-7737

Nogales: 281-9189

Crisis: 281-1419

Provides inpatient and outpatient behavioral health services including 24-hour crisis care, mental health services for seriously mentally ill adults, general mental health services, substance abuse services, and community prevention services.

There are support groups for a number of illnesses, diseases, and living situations. Check with the health department, health services and clinics, hospital, or Area Agency of Aging. There are also individuals and groups providing counseling services and are listed in the *Yellow Pages* under Counselors.

SOUTHEASTERN ARIZONA CONSUMER RUN SERVICES, INC. (SEACRS)

(520) 452-0080

Mobile Outreach Recovery Empowerment (MORE) - Call Albert Regain (520) 559-5460

MORE is a mobile unit that will provide countywide peer support services (mental health, wellness, recovery, and substance abuse).

NURSING HOMES

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the ombudsman program.

OFFICE OF LONG TERM CARE LICENSURE: (520) 628-6965

OMBUDSMAN PROGRAM (NOGALES): 287-3408

NOGALES

CARONDELET HOLY CROSS-

287-2771 or 285-3000

1171 West Target Range Road

Nogales, AZ 85621

POLICE

AMERICAN RED CROSS: 1-800-341-6943

Assists persons experiencing home fire or other disaster.

BORDER PATROL: 377-6000

EMERGENCIES: 911

NOGALES POLICE DEPARTMENT: 287-9111

PATAGONIA TOWN MARSHAL: 394-2091

POISON CONTROL: 1-800-222-1222

SCAMS, CONSUMER, AND FRAUD ISSUES

ARIZONA ATTORNEY GENERAL - ELDER ABUSE PROJECT

(602) 542-2124 or 1-800-352-8431

Consumer information and complaints, including scams.

ELDER AFFAIRS UNIT (Arizona Attorney General's Office)

(602) 542-2124 or 1-800-352-8431

Ask to be transferred to the Elder Affairs Program. This program is available to talk with a senior or caregiver about issues, information, or problems. They are also available to give information on life planning and other areas.

EXAMPLES OF SCAMS:

CAR REPAIR SCAM

You have car problems and while fixing one issue, another problem is found costing hundreds or thousands of dollars more than the estimate.

CREDIT CARD SCAM

You get unsolicited mail offering you a low interest credit card with a high credit limit. When you receive the credit card it can only be used to purchase items from their catalog.

HOME IMPROVEMENT SCHEMES

Usually a salesperson comes to your door saying they spotted something deficient with your home. They offer to do the job immediately. They always insist on cash up-front. **Do not pay it!**

INVESTMENT FRAUD

Unsolicited phone calls from salesperson with an investment opportunity. Usually offering higher returns than other investments. Check with a reputable money manager.

LIVING TRUST SCAM

Pressuring unsuspecting seniors into buying living trusts that they may not want or need using kits, which on average cost \$1,500.

MAGAZINE SUBSCRIPTIONS

The company calls you up. If you buy their magazines, you will be entered in their prize drawing. You usually receive the magazine but get a phone call shortly after to buy more magazines to go even higher in the prize lottery. Seniors often spend \$800 or more per year on magazine subscriptions.

MEDICAL EQUIPMENT DEVICES

They often leave flyers in mailboxes or solicit you in the hospital or doctor's parking lot. You are told to go to them and for a small fee Medicare will pick up the entire bill.

SWEEPSTAKES WINNERS

You receive an unsolicited phone call stating you have won a foreign lottery or a prize. Person states you only have to send a little money to receive the winnings or prize. You will usually be asked to send the money to a post office box so that it cannot be traced.

SENIOR CENTER/NUTRITION SITES

SANTA CRUZ COUNCIL ON AGING

Nogales: 287-7422
125 East Madison Street
Nogales, AZ 85621

Patagonia: 394-2494
100 Quiroga Drive
Patagonia, AZ 85624

Rio Rico: 281-7880 (closed Mondays)
391 Coatimundi Avenue
Rio Rico, AZ 85648

Tubac: 398-1800 (Thursdays only)
Community Center
Tubac, AZ 85640

TRANSPORTATION (all prices subject to change)

CITY OF NOGALES: 285-5757

Senior rides must be scheduled 24 hours in advance, cost **\$1 donation/fee**, and are on Mondays through Fridays, between 8:00 a.m. and 4:00 p.m. (last home pickup is at 3:00, last store or office pickup is at 4:00 pm). They will take you anywhere in Nogales.

SANTA CRUZ COUNCIL ON AGING TRANSPORTATION SERVICES

Nogales: 287-7422

Transportation for elderly and disabled to nutrition site and medical appointments for **\$1 fee** and 4 hours notice.

Patagonia: 394-2494

Patagonia senior citizens may call this number with a week's advance notice and **\$20 fee** to get a ride from Patagonia to doctor appointments in Tucson, Green Valley, or Sierra Vista. For a **\$10 fee** you can catch a ride to Nogales doctor appointments. Every Wednesday you can get a ride to Wal-Mart or Safeway in Nogales for a **\$5 fee**. (prices subject to change).

Tubac: 398-2191 (Willie Armijo)

Transports seniors who are members of Santa Cruz Council on Aging from Tubac area to Tucson for **\$25 with two weeks notice**, to Nogales for **\$15** and to Green Valley for **\$8** (prices subject to change). One regular shuttle every other Tuesday to Wal-Mart in Nogales.

SAFE RIDE: 1-800-797-7433

Specializes in medically necessary, non-emergency transportation for seniors throughout Arizona. Wheelchair accessible. Company does have contracts with some health insurances for partial payment (call and check). 48 hours advance notice is required. Does provide private pay transportation also at **\$45** one way (**\$90** round trip) and **\$2** per mile with 24 hours notice. (prices subject to change).

UNION SHUTTLE

(520) 287-9686

Nogales to Phoenix Airport **\$30** one way with 24 hours advance notice, (price subject to change).

TAXIS:

ACOSTA TAXI: (520) 287-2967

CITY TAXI: (520) 287-2111

BUS SERVICES:

COMPADRES: (520) 272-1500

LA SUBASTA/MERCADO: 281-0982

HERNANDEZ TAXI: (520) 287-7347

PATAGONIA TAXI: (520) 604-6181

Patagonia to Tucson Int'l \$80 one way, \$140 round trip

Patagonia to Phoenix Int'l \$240 one way, \$440 round trip

VETERANS

ARIZONA DEPARTMENT OF VETERANS' SERVICES

(520) 628-6308

Phoenix: 1-800-852-VETS)

Fiduciary Division - Phoenix: (602) 248-1554

Tucson: (520) 628-6489

Assists with enrollment in the V.A. Health System, benefit counseling and application, referral to fiduciary services, help with claims.

DAV (DISABLED AMERICAN VETS) TRANSPORTATION

1-800-470-8262

Appointments made through Tucson V.A. Hospital.

GREEN VALLEY V.A. CLINIC

1-800-470-8262

Appointments made through the V.A. Hospital.

V.A. HOSPITAL - Tucson - (520) 792-1450 or

TLC (Telephone Linked Care) 1-800-470-8262

Provide medical services, hospice services, and transportation to V.A. hospital.

V.A. REGIONAL OFFICE

1-800-827-1000

Processes claims for disability compensation, education benefits, pensions, widows benefits, veteran's home loans, etc.

VISION

LIONS SIGHT AND HEARING FOUNDATION

(602) 954-1723

May assist low-income individuals with glasses or surgery.

RURAL BLIND PROGRAM - DES/Vocational Rehabilitation

1-800-824-3093 or (520) 629-0225

Can assist with orientation and mobility training.

SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED

(520) 795-1331

Provides a variety of services and workshops.

SANTA CRUZ ASSOCIATION FOR THE BLIND

287-3915

Provides planned group activities, shopping at local stores, training in handicraft skills, and information about

services available to the visually impaired.

SUN SOUNDS RADIO

(520) 296-2400

Radio station for visually impaired. Receiver provided free of charge.

TALKING BOOKS

1-800-255-5578

Available from Rural Blind Program and from public libraries.

VOLUNTEER OPPORTUNITIES

OMBUDSMAN PROGRAM - Nogales: (520) 287-3408

Recruits volunteer advocates for individuals in nursing homes and assisted living facilities.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

Tucson: (520) 881-3300

Recruits and places volunteers aged 55 or older in public or private nonprofit agencies throughout southeastern Arizona.

WEB SITES

www.aarp/az

AARP's Web site contains info on insurance, legal assistance, etc.

www.azag.gov

Arizona Office of Attorney General. Free life planning information and documents.

www.alz.org

Information for caregivers and education about Alzheimer's.

www.arizonaselfhelp.org

Can inform about programs that may be of benefit and where to go for help.

www.azheadspine.org/index.asp

Info for individuals with spine and head injuries.

www.azlawhelp.org

Helps to solve legal problems for low-income individuals.

www.benefitscheckup.org/link/seago

Assists individuals in identifying potential eligibility for benefits.

www.benefitscheckupRx.org

Helps find programs that may assist with payment of prescriptions, health care, and other essential services.

www.caregiver.org

Provides family caregivers info on resources and services.

www.nfcacares.org

Helps educate, support, and empower caregivers.

www.cdc.gov

Center for Disease Control.

www.co.santa-cruz.az.us/

Information about Santa Cruz County government and services.

www.donotcall.gov

Sign up for blocking phone sales pitches.

www.eldercare.gov

The Elder Locator Web site provides information about local aging services.

www.elderhostel.org

Travel/learning opportunities for seniors.

www.health.harvard.edu

Health information.

www.hospicenet.org

For patients and families facing a life threatening illness.

www.infoseaz.org

Provides directories from Cochise, Santa Cruz, Graham, and Greenlee counties, and a calendar for upcoming human services and behavioral health events.

www.medicare.gov

Information about Medicare.

www.medlineplus.gov

Health information

www.medlineplus.gov/esp (Spanish)

Health information.

www.nhcoa.org

National Hispanic Council on Aging.

www.sath.org

Provides information for accessible travel and hospitality.

www.safeaging.org

Library of safety information for seniors and caregivers.

www.seago.org

Provides information about the SEAGO region.

www.seniors.gov

Assists seniors in obtaining health and security information and services.

www.volunteersoaz.org Recruits volunteers and operates the Retired and Senior Volunteer Program (RSVP) in southeastern Arizona.