

# Emergency Numbers - Resource Guide

## **POLICE/FIRE**

For Emergency Only - All Oakland County Communities	911
Public Safety, City of Oak Park (Non-Emergency)	(248) 691-7520

## **Child Abuse/Neglect**

CARE House-Child Abuse/Neglect Council	(248) 332-7173
Children's Protective Services (24 Hours)	(248) 975-5010
Common Ground	(248) 456-0909 or (800) 231-1127
National Child Abuse Hotline	(800) 422-4453
Oakland Family Services (Family Counseling)	(248) 858-7766
Parent's Helpline	(800) 942-4357

## **Elder Abuse/Neglect**

Adult Protective Services	(248) 975-5010
Grandparents Rights Organization	(248) 646-7191

## **Runaway Services**

Children's Protective Services (24 Hours)	(248) 975-5010
H.A.V.E.N. (24 Hours)	(248) 334-1274
National Run-A-Way Hotline (24 Hours)	(800) 231-6946
Runaway Assistance Program	(800) 292-4517
Runaway RAP Line (24 Hours)	(800) 292-4517
Sanctuary (Runaway and Homeless Youth)	(248) 547-2260

## **Suicide Prevention**

Common Ground (24 Hours)	(248) 456-0909
Suicide Prevention Center (24 Hours)	(313) 224-7000

## **Domestic and Sexual Assault Women/Children**

Arab-American Chaldean Council	(248) 559-1991
Common Ground (24 Hours)	(248) 338-7450
H.A.V.E.N. (24 Hours Adult and Children)	(248) 334-1274
Women's Survival Center	(248) 335-1520

## **Child Care**

Little Learners Daycare-City of Oak Park Recreation	(248) 691-7555
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## **Shelters**

H.A.V.E.N. (24 Hours, Adults and Children)	(248) 334-1274
Pontiac Rescue Mission	(248) 334-2187

South Oakland Shelter (Royal Oak) (248) 546-6566

### **Poison Control**

Children's Hospital of Michigan (24 Hours) (313) 745-5437

Michigan Poison Control (800) POISION 1 or (248) 764-7661

### **Substance Abuse**

Alcoholics Anonymous (248) 332-3521

Catholic Social Services (Counseling) (248) 334-3595

Common Ground (24 Hours) (248) 456-0909

Oakland County Office of Substance Abuse (248) 858-0001

Oakland Family Services (Counseling) (248) 858-7766

### **Food and Clothing**

Community Services of Oakland (248) 542-5860

Emergency Food Assistance Program (Oakland County) (248) 209-2655

Fish (24 Hours) (248) 334-5555

Furniture Resource Center (248) 373-7600

Gleaners Food Bank (313) 923-3535

Lighthouse (Oakland County) (248) 335-2426

Salvation Army (Royal Oak) (248) 558-5600

Society St Vincent DePaul (313) 567-1910

Temporary Assistance for Needy Families (Oakland County) (248) 209-2686

Women, Infants and Children (W.I.C.) (313) 369-3982

### **Wheelchair and Walkers**

Kenny Foundation (248) 357-0119

World Medical Relief (313) 866 5588 or (313) 866-5333

### **Family with Special Needs - Medical**

AIDS Hotline (800) 872-AIDS or (800) 872-2437

Alternative Medicine Foundations, Inc. (301) 581-0116

Alzheimer's Association (248) 577-8277

American Academy of Dermatology (800) 441-2737

American Cancer Society (800) 925-2271

American Chronic Pain Association (916) 632-0922

American College of Gastroenterology (800) 478-2876

American Diabetes Association (248) 433-3830

American Dietetic Association (800) 366-1655

American Society of Plastic Surgeons (888) 475-2784

Arthritis Foundation (800) 283-7800

Cerebral Palsy Association of Michigan (248) 557-5070

Common Ground	(248) 456-1991
Deaf, Hearing and Sign Language Center, Inc.	(313) 341-1353
Families USA	(202) 628-3030
Family Independence Agency of Oakland County	(248) 975-4800
Lupus Alliance of America	(800) 705-6677
Mammograms	(800) 922-6266
Michigan Circle of Life Resource Center	(877) 224-2727
MICHILD	(888) 988-6300
National Cancer Institute	(800) 4-CANCER
National Chronic Pain Outreach Association	(301) 652-4948
National Health Law Program	(310) 204-6010
National Herpes Hotline	(877) 411-4377
Planned Parenthood	(800) 230-7526
Prostate Cancer Information	(800) 922-6266
Thyroid Society	(800) 849-7643
United Cerebral Palsy Association	(248) 557-5070
University Psychiatric Center (Evaluation)	(313) 993-3434
US Food and Drug Administration Consumer Inquiries	(888) INFO-FDA

### **Clinics**

St Vincent De Paul Health Center (Detroit)	(313) 837-5078
Thea Bowman Nurse-Managed Clinic (Highland Park)	(313) 866-2415

### **Insurance**

Blue Cross Blue Shield of Michigan	(800) 543-7765
Elder Prescription Insurance Coverage	(866) 747-5844
Medicaid Patient Helpline	(800) 642-3195
MICHILD	(888) 988-6300
Social Security Administration	(800) 772-1213
US Department of Veterans Affairs	(800) 827-1996

### **Health Divisions**

Oakland County Health Division Offices:

Pontiac	(248) 858-1280
Southfield	(248) 424-7000
Walled Lake	(248) 926-3300

### **Dental Care**

Oakland County Dental	(248) 540-9333
Tri County Dental Health Council	(248) 559-7767

### **Jewish Services**

JARC Agency	(248) 352-5272
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Jewish Community Center	(248) 968-1260
Jewish Family Services	(248) 559-1500
Michigan Jewish Aids Coalition (MJAC)	(248) 594-6522

### **Planned Parenthood**

Clinton Twp Medical Center, 39092 Garfield, #202, Clinton Twp.	(586) 412-0450
Deroy Medical Center (Downtown) - 39 E. Adams, Detroit	(313) 831-7776
Planned Parenthood Hotline	(800) 230-PLAN
Pontiac Medical Center, 132 Franklin Blvd, #207, Pontiac	(248) 334-2616
Sanger Center-25935 Dequindre, Warren	(586) 758-2100

### **Legal Services**

Attorney Grievance Commission	(313) 961-6585
Center for Civil Justice	(800) 724-7441
Common Ground	(248) 456-0909
Family Independence Agency	(248) 583-8700
Fathers for Equal Rights of America	(248) 354-3080
Law Line (City of Clawson)	(248) 456-8888
Law Line (Low-Income and Seniors)	(888) 898-2022
Lawyers for Equal Access of Metro Detroit	(248) 548-2282
Legal Aid and Defender Association	(313) 964-4111
Oakland Community College Women's Center	(248) 471-7602
Oakland County Lawyer Referral Service	(248) 338-2100
Oakland County Welfare Rights	(248) 334-8117
Women's Survival Center	(248) 335-1520

### **Salvation Army**

Detroit	(313) 965-7760
Royal Oak (Main Street)	(248) 585-5600

### **Elder Care**

Adult Protective Services	(248) 975-5010
Area Agency on Aging 1-B	(248) 948-1640
American Heart Association	(800) 553-6321
American Heart Hotline	(800) 242-8721
Citizens for Better Care	(800) 833-9548
Deaf, Hearing and Speech Center	(313) 341-1353
Eldercare Locator	(800) 677-1116
Elder Prescription Insurance Coverage	(866) 747-5844
Family Independence Agency	(248) 583-8700
Home Chore Program, City of Oak Park	(248) 691-2350
Lighthouse (Pontiac)	(248) 920-6100

Oakland and Macomb Center for Independent Living	(586) 268-4160
Oakland County Department of Social Services	(248) 583-8700
Older Persons Commission	(248) 608-0264
OLSHA Senior Services	(248) 209-2600
Project Warmth/Weatherization Program	(248) 209-2767
Social Security Administration	(800) 772-1213
US Department of Veterans Affairs	(800) 827-1996

### **Senior Tax Services**

City of Oak Park Community Center (Seniors)	(248) 691-2350
Ferndale Senior Citizens (Drop In) 150 Vester, Ferndale	(248) 546-2313
Huntington Woods Community Center, 26325 Scotia, Hunt Wds	(248) 541-3030
Jewish Community Center, 15110 W. 10 Mile, Oak Park	(248) 967-4030
Royal Oak Senior Center, 3500 Marais, Royal Oak	(248) 246-3900
Southfield Public Library, 26000 Evergreen Rd, Southfield	(248) 948-0450

### **Substance Abuse**

Alateen/Alanon	(248) 779-3111
Alcoholics Anonymous Hotline	(248) 332-3521
Common Ground/Sanctuary (24 Hour Emergency)	(248) 543-2900
Gamblers Anonymous	(800) 270-7117
Lifeline	(800) 638-8099
Michigan Substance and Traffic Safety Information Center	(517) 482-9902
Millennium Treatment Services	(248) 547-2223
Narcotics Anonymous	(248) 543-7200
New Era Alternative Treatment (NEAT)	(313) 869-6328
Oakland County PACE Program	(248) 858-5200
Overeaters Anonymous	(248) 988-0109
Pathway Family Center	(248) 443-0111
Problem Gamblers Helpline	(800) 522-4700
Self-Help Clearinghouse (Support-Group)	(800) 752-5858
Teen Challenge	(313) 531-0111

### **Therapy and Mental Health**

Alateen/Alanon	(248) 779-3111
Alcoholics Anonymous Hotline	(248) 332-3521
Adult Mental Health Services	(248) 372-6800
Agency for Jewish Education	(248) 354-1050
Association for Children's Mental Health	(800) 782-0883
Catholic Social Services	(313) 484-1260
Christian Family Services	(248) 557-8390

Community Services of Oakland	(248) 542-5860
Counseling and Development Clinic	(248) 559-2094
Credit Counseling Centers	(248) 553-5400
Dreams Unlimited Clubhouse-Easter Seals	(248) 547-7712
Family Mental Health Center	(248) 357-8181
Family Services of Detroit and Wayne County Crisis Line	(313) 863-0700
Gateway Counseling Center	(248) 414-3382
Hospice of Michigan	(888) HOM-5656
Jewish Family Services	(248) 559-1500
Narcotics Anonymous	(248) 543-7200
Oakland County Child and Adolescent Clinic	(248) 304-0413
Oakland County Child Care Council	(248) 858-5140
Oakland County Community Mental Health	(800) 810-3772
Overeaters Anonymous	(248) 988-0109
Problem Gamblers Hotline	(800) 522-4700
Room to Grow for Changing Families (SPACE)	(800) 777-5556
Suicide Prevention and Crisis Counseling	(313) 224-7000
University Psychiatric Center	(313) 993-3434
Visions Clubhouse	(248) 335-8710

### **Transportation**

#### **Taxi Service**

AA Southfield Taxi (Southfield)	(248) 967-2650
A&A Car Services (Royal Oak)	(248) 544-1600
A-1 Oakland Cab Co. (Ferndale)	(248) 541-6660
American Cab (Southfield)	(248) 350-8200
Birmingham-Troy Cab Co. (Royal Oak)	(248) 546-2920
Madison Diamond Taxi (Royal Oak)	(248) 543-1300
Southfield Liberty Cab Corporation (Southfield)	(248) 350-1915

#### **Bus Line**

City of Oak Park Recreation Transportation Service	(248) 691-7575
Smart	(313) 233-2100

### **Utilities Assistance**

Consumers Energy	(800) 477-5050
Community Services of Oakland (Gloria for Shutoffs/Evictions)	(248) 542-5860
Detroit Edison (Winter Protection Plan)	(800) 477-4747
FISH (24 Hours)	(248) 334-5555
Lighthouse Emergency (Evictions)	(248) 920-6100
Neighborhood House (Home Finance Assistance)	(248) 651-5836

OLHSA (Contact Person: Darren for Evictions)	(248) 209-2681
Project Warmth (Assistance with Heating Bills)	(248) 209-2760
Salvation Army (Contact Person: Cynthia/Royal Oak)	(248) 585-5600
Team Center (Jerry for Evictions/Shutoffs/Emergency Food)	(248) 594-8326
THAW (Assistance with Heating Bills)	(800) 866-THAW
United Way First Call for Help	(248) 546-8800
Utility Assistance (Oakland County)	(248) 209-2686

### **Hospitals**

Botsford General Hospital	(248) 471-8000
Children's Hospital of Michigan (Detroit)	(248) 745-5437
Crittenton Hospital	(248) 652-5000
Henry Ford Health System	(248) 661-4100
Oakland General Hospital	(248) 967-7000
Providence Hospital	(248) 424-3000
St. Joseph Mercy Hospital	(248) 858-3000
William Beaumont Hospital (Royal Oak)	(248) 551-5000
William Beaumont Hospital (Troy)	(248) 964-5000

### **Chore Services**

City of Oak Park-Home Chore Service	(248) 691-2350
Community Services of Oakland	(248) 542-5860
Oakland Livingston Human Services Agency	(248) 209-2626

### **Housing Assistance**

Detroit Housing Commission	(313) 877-8730
Ferndale Housing Commission	(248) 547-9500
Pontiac Housing Commission	(248) 338-4551
Royal Oak Housing Commission	(248) 246-3290
Southfield Housing Commission	(248) 796-4176

# ***Housing Vouchers***

If you interested in **Section 8** Housing Choice Vouchers please see below:

Housing choice vouchers are administered locally by public housing agencies (PHAs).  
If you are interested in applying for a voucher, contact a local PHA including:

## **Detroit Housing Commission**

1301 E Jefferson  
Detroit MI 48207  
(313) 877-8000  
(313) 877-8730

## **Southfield Housing Commission**

26000 Evergreen Road  
P. O. Box 2055  
Southfield MI 48037  
(248) 796-2014  
(248) 796-4176

## **Ferndale Housing Commission**

415 Withington  
Ferndale MI 48220  
(248) 547-9500

## **Royal Oak Housing Commission**

211 Williams  
Royal Oak MI 48068  
(248) 246-3290

## **Pontiac Housing Commission**

132 Franklin Blvd  
Pontiac MI 48341  
(248) 338-4551

For further information <http://www.michigan.gov/mshda>

*For further assistance, please contact  
**HUD Office** nearest to you:*

Dianne Johnson  
Acting Field Office Director  
U.S. Department of Housing and Urban  
Development  
Detroit Field Office  
477 Michigan Avenue  
Detroit, MI 48226-2592  
Phone: (313) 226-7900  
Fax: (313) 226-5611

*The managing agency is:*

Department of Housing and Urban  
Development  
Office of the Public and Assisted Housing  
Delivery  
Department of Housing and Urban  
Development  
451 7th Street SW  
Washington, DC 20410  
Phone: (202) 708-0477

# **OAK PARK HOME CHORE PROGRAM**

## *Chore Mission Statement:*

*The City of Oak Park's commitment to its low-income residents who are sixty-two years and older, or under sixty-two and disabled, is to empower them to live independently, in a safe home environment.*

## **YOU SHOULD KNOW**

*The Federal Government requires every participant in this program to file a new application each year. Additionally, proof of income each year must be provided or no service can be given. Those using the program due to medical reasons must also provide a yearly letter from a physician.*

- The Funds for this Community Development Block Grant originate from the Federal Government's Department of Housing and Urban Development (HUD).
- The Oak Park City Council presently allocates \$50,000 of HUD funding a year to operate the Home Chore program.
- The chore program does not guarantee that we can meet all of your requests for home service. You may need to enlist the support of your family and other neighborhood handymen.
- You can expect that your chore will be completed within a reasonable period of time.
- You can expect a call from the handyman to set up an appointment after you call us with your request.
- When requesting interior chores, plan a few jobs to complete the first two hours of the handyman's allotted time. Please *do not* call just to change one light bulb.
- Replacement parts need to be purchased at the homeowner's expense and available when the handyman arrives.
- Staff needs to know if it is a hardship for you to get out to purchase the materials.
- The interior chore service is only available to homeowners, not renters.
- Variances from coverages due to safety issues will be considered on an individual basis.

## **HOME CHORE PROGRAM**

### **Eligibility Guidelines**

We will provide service free of charge to those homeowners or renters age sixty-two and older, or disabled and *under* sixty-two years of age whose household income falls at or below the maximum incomes listed below. Those entering the program under the

disability clause must also provide medical proof for needing assistance. You must submit proof of income by submitting a copy of the current year's State of Michigan Homestead Property Tax Credit form and reporting the income of *everyone* living in your household. The following are maximum combined earnings for all household residents.

1 person	\$18,000 & below	3 person	\$23,000 & below
2 persons	\$20,000 & below	4 persons	\$25,000 & below

### **Number of Services Each Year**

There are seventeen (17) uses available to each Chore Program participant for the current Chore year: May 1, 2002-April 30, 2003. To help you keep track of how your requests for service are recorded, a description of each service is provided on the next page.

### **To Request Services**

All calls made to request services should be made to **248-691-2350** which is a voice mail system and available for messages to be left 24 hours a day. Please leave the following information: NAME, PHONE NUMBER and TYPE OF SERVICE desired. You can expect service in a reasonable period of time whenever an order is placed, but expect a longer wait if you place orders from Friday afternoons through Sunday morning.

## **EXTERIOR CHORES**

### **Lawn Mowing**

*Count one front and backyard cut as one unit of service.*

Grass will be mowed to a height of approximately 2 1/2 inches. We will weed whip around trees, structures and fences. We do not edge. We do not bag clippings. We will blow clippings from paved areas.

### **Snow Removal**

*Does not count as a unit of service.*

Snow removal may be by shovel, plow or snow blower. There must be a minimum of 2" of snow on the concrete, as determined by the Department before the contractors are ordered to clear away snow. You can expect the contractors to remove snow from the city sidewalk. Twenty (20) feet of driveway, leaving enough room for two cars to park, will be cleared. At your request, we will clear the driveway to the garage. We will clean snow from porch steps and a pathway to front, side or exterior entrances. We will salt the porch, steps and walkways if the homeowner provides the salt and a scooper on his/her front porch. A typical 4" snowfall could take up to 3 days to remove whereas a heavier snowfall could take longer. PLEASE BE PATIENT.

### **Yard Clean Up**

*Front yard clean up equals one unit of service.*

*Back yard cleans up equals one unit of service.*

FALL: We will clear leaves and rake or blow debris to the curb for city pickup. This is a

seasonal service and needs to be scheduled to **coincide** with city pickup schedules. We will

clear and bundle small branches. There is no fall leaf bagging. SPRING: We will clear leaves by rake or blower, but leaves must be bagged in paper composting bags that homeowners must provide. We will blow leaves from flower beds but do no heavy landscaping work, weeding, tree or shrub trimming

### **Gutter Clean Up**

*Counts as one unit of service.*

We will clean gutters only on single story homes. We will clean gutters on one-story high garages and carports. We do not climb on roofs or use ladders higher than 4'.

### **INTERIOR CHORES** (not available to renters)

*Each interior repair counts as one unit of service*

### **Caulking**

Tubs, sinks, toilets and windows (on the inside only) can be caulked.

### **Doors/Locks**

We trim doors and adjust storm doors. We install or repair deadbolts and lock sets and repair or replace door knobs. We can change the screen/glass inserts on the storm doors on a seasonal basis.

### **Minor Electrical**

Thermostats can be checked. We can replace cover plates for electrical outlets, check fuse boxes and replace faulty fuses. We will install battery-operated smoke detectors and light bulbs. We do not re-wire fixtures or do anything electrical that requires shutting off the power.

### **Minor Plumbing**

We will plunge drains and pour liquid de-clogging agent only. We do not snake drains. We re-secure toilets and tanks. We repair or install faucets and showerheads in tubs, showers, laundry tubs, kitchen and bathrooms. We also replace defective washers. Garbage disposals can be replaced or repaired.

### **General Repairs**

These include minor stair repair, installing or adjusting handrails in bathrooms and stairwells. Painted windows and storm doors can be freed up. We re-secure cabinet doors and counter tops. We winterize windows with plastic on the inside only. We can change air conditioner filters. Fallen or loose gutters can be reattached on single family homes, if the damage is not too extensive. We **DO NOT** paint, hang blinds, curtains, pictures, shelves, or put up any wall decor, install carpet, move furniture, work on any appliances large or small, assemble or repair furniture. We do not work on furnaces except to change filters. We do not do any cement work. *We do not make referrals of any kind.*

### **PROGRAM DISCLAIMER:**

The city reserves the right to refuse service to homeowners for the following reasons

- (1) If their behavior is detrimental to the program.
- (2) If they falsify their income records or other information on the application.
- (3) If they fail to report the incomes of other household members residing in the home.
- (4) If they fail to report that young able bodied individuals reside in the home.
- (5) If they falsify medical records or reports.

**OTHER SERVICES PROVIDED BY THE CITY OF OAK PARK:**

**Transportation**

Monday-Friday transportation can be provided to medical facilities within an 8-mile radius of the Recreation Center. Tuesdays you can shop at Farmer Jack, Thursdays at Meijer's, and Fridays you can do errands within the City's borders. Rides to the center are at 8AM and 10AM and rides home are provided at 12:30PM daily while on Mondays and Wednesdays, after bingo, you can be taken home at 2:00PM.

**Blood Pressure Checks**

Every Wednesday from 11:45AM to 12:45PM, you can have your pressure taken. Also, the Oakland County Health Nurse is available for questions and concerns 10:30-11:30AM on the 2nd Wednesday each month.

**Nutrition Program**

Meals are served at the Community Center weekdays at 11:30AM. For information, call 248-691-7578 from 9:30AM-1:00PM. For homebound meals, call Emerald Food Service at 248-546-2700.

**Positive Attitude for Living (PAL)**

This group meets Fridays at 9:30AM to make new friends, reminisce and focus on a Positive Attitude for Living. New members are always welcome.

*Oak Park's Senior Program is more than a  
chore service....*

*We invite you to explore our  
other programs.*

*Travel*

*Exercise*

*Nutrition*

*Education*

*Transportation*

*Volunteer Opportunities*

*Fun, Friendship, Festivities*

# City of Oak Park

## Transportation Procedures

Seniors may be picked up shortly before their appointments and may call for a return trip home. Pickups start at approximately 9:00 a.m. and return trips home will end at 3:00 p.m. approximately.

### Who Qualifies?

Any Senior age 50+ living in Oak Park or North Royal Oak Township, who joins the Senior 50 Up Club. Membership costs \$6.00 per year for Oak Park residents. Membership for North Royal Oak Township residents costs \$6.00 per year.

### What Should I Do?

Call 691-7575, Monday through Friday from 8:00 a.m. to 2:00 p.m.

### Where Can I Go?

Monday – Friday	Community Center
Monday, Wednesday and Friday	Medical rides to locations within an 8 mile radius of the City of Oak Park.
Tuesdays	Errands within the City of Oak Park (Kmart, Bank, Target, and Farm Fresh, etc.)

### What is the cost?

Oak Park residents for medical-\$3.00 one-way or \$4.00 round-trip; errands \$2.00 North Royal Oak residents for medical-\$3.00 one-way or \$4.00 round-trip; errands \$2.00 (Any additional stop for errands is an additional \$1.00)

### Here is What You Need To Know:

When riding with us, please plan to do only what have you have previously arranged. Do not ask the driver to alter the schedule.

Riders must be ready 15 minutes in advance and waiting at the door.

The van cannot transport for medical emergencies, (call 911), nor can they pick up or deliver medications.

Drivers cannot enter private residences. Assistance with packages may be given to the front door.

Use the same procedure for arranging a ride with the wheelchair lift, but please let us know you need the handicap van. Anyone in a wheelchair will need an escort, if you cannot provide one, we will try to arrange a volunteer.

Wheelchair riders residences must be accessible or there must be someone home to bring the rider to the van. Drivers cannot bring wheelchairs over doorsills or down stairs.

Riders must be ready, waiting, and looking for the driver once they have called for a return pickup.

Please remember that all times given for pickup are approximate and may vary 10-15 minutes due to traffic, weather, number of clients served, etc. Our drivers do their best to stay on time. Your consideration and understanding are greatly appreciated. Because of increased demand, please keep in mind your wait for a return pickup may be as long as an hour.

**All efforts will be made to maintain scheduled transportation service, however, we reserve the right to cancel transportation in the event of inclement weather, emergency vehicle maintenance or driver illness.**