

CRISIS AND EMERGENCY



Individuals of all ages are faced with unfortunate events, forcing them to seek help from outside resources. The following agencies help determine and meet the varying needs (food, shelter, medical necessities and more) of individuals requesting assistance. Information on abuse of the elderly and ways to address this problem are also included in this section.

DISASTER AND EMERGENCY RELIEF

American Red Cross of Greater Chicago

350 N. Mannheim Road, Hillside, IL 60162
(708) 547-6516

Led by volunteers, this humanitarian organization provides relief to victims of disasters and helps individuals prevent, prepare for, and respond to emergencies. Assistance may include vouchers to purchase essentials (food, clothing, medicine, eyeglasses and home furnishings), and financial assistance for rent, medical bills, and utility deposits. Additionally, mental health workers are available to help individuals cope with the emotional aftermath of disasters.

Catholic Charities

26 W. St. Charles Road, Lombard, IL 60148
1-800-941-8681 – 24 hrs for at risk or homeless clients
(630) 495-8008 (accessible after hours)

Emergency assistance and homeless prevention services are provided to individuals and families in crisis through information and referral, social services, advocacy, case management, and limited financial assistance. Also provides shelter, transitional housing, personal supportive housing, foster care, counseling, adoptions, and adult day care.

DuPage County Health Department

Crisis Intervention Unit

440 S. Finley Road, Lombard, IL 60148

(630) 627-1700 (24 hours daily)

Receives all emergency and non-emergency calls for mental health services. Provides information on options available from the Health Department and other mental health groups. The **Crisis Intervention Unit** offers professional counseling services, 24 hours daily, during emotional emergencies.

DuPage County Office of Homeland Security & Emergency Management

136 N. County Farm Road, Wheaton, IL 60187

(630) 682-7925



Coordinates Homeland Security, pre-emergency planning and disaster assistance prior to the onset of an emergency and is responsible for the restoration of services after a natural or man-made disaster. Provides support and assistance to local government when an emergency exceeds their capability. Specialized services include managing the County’s emergency communications system; working with other agencies to secure shelter and food for victims left homeless; providing radiological and hazardous materials data; recruiting volunteers; and other services.

The Salvation Army

Divisional Headquarters, 5040 N. Pulaski Road, Chicago, IL 60630

(773) 725-1100

Provides emergency, short-term financial assistance to individuals and families. Contact divisional headquarters or **DuPage County Senior Citizen Services, (630) 407-6500 or (800) 942-9412** for your local representative.

SHELTERS

Metropolitan Family Services DuPage

Suzanne Knuepfer Guest House

375 S. West Street, Elmhurst, IL 60126

(630) 653-2397

Short-term accommodations and relief for adults 60 and older who are experiencing a housing crisis or respite care



needs. Geriatric social worker is available to address problems and help locate affordable housing. Additional information on Guest House services can be found in **HOME SUPPORT SERVICES (page 47)**. The Guest House is managed by Metropolitan Family Services DuPage.

DuPage P.A.D.S. (Public Action to Deliver Shelter)

705 W. Liberty Drive, Wheaton, IL 60187
(630) 682-3846

Provides emergency shelter (including meals), support services, and advocacy for people who are homeless. These programs are made possible through the support of individuals, groups, volunteers, and others.

The overnight winter shelter is held in congregations throughout the county (sites change nightly) from 7:00 P.M. to 7:00 A.M., October 1 through April 30. PADS AM, a day shelter/warming center housed in Wheaton, is open all year. Some summer sites are open year round. For details call PADS or Human Services. This program provides a hot lunch, job search assistance, medical and dental assistance, legal aid, and other helpful services.

Family Shelter Service

605 E. Roosevelt Road, Wheaton, IL 60187
(630) 469-5650 (24-hour crisis hotline)
(630) 221-8058 (TDD)

Provides safety and support for victims of domestic abuse in DuPage County (primarily women and children) by offering counseling, support groups, court advocacy, shelter, and a 24-hour crisis line. All services are free, confidential and offered to individuals in English and Spanish regardless of their immigration status.



Hamdard Center

355 N. Wood Dale Road, Wood Dale, IL 60191
(630) 860-9122 (24-hour Hotline)
228 E. Lake Street
Addison, IL 60191
(630) 835-1430

Hamdard Center is a multi-cultural agency focused on serving the Middle Eastern & South Asian communities as well as other vulnerable DuPage County residents. Services include counseling, Domestic Violence Emergency Shelter and transitional

housing for victims of abuse, partner abuse intervention program, parenting skills training, support groups, outreach to homebound residents, translation and interpretation services, legal and immigration advocacy.

Catholic Charities
DuPage Emergency Shelter
Homelessness Prevention Program
P.O. Box 696, Lombard, IL 60148
(630) 941-8681 (Administration)
1-800-941-8681 (Crisis hotline)

Shelter is provided for individuals and families who are homeless due to a crisis situation, such as job loss or divorce. Offers prevention counseling to help people avoid becoming homeless. Call for a phone intake.

ADDITIONAL RESOURCES

TOWNSHIPS provide financial assistance under the general assistance program for eligible residents to help with food, rent, utilities and medical needs. Emergency assistance is available from most townships. For a listing of the nine townships comprising DuPage County, see pages v and 33.



FOOD PANTRIES are located at most townships, several churches, and other non-profit agencies throughout DuPage County and maintain a supply of food for individuals in need. When government commodities are available they are distributed through local food pantries to eligible residents. For locations, call **DuPage County Senior Citizen Services, (630) 407-6500.**

Downers Grove FISH

(630) 964-7776

FISH is a volunteer network that provides a helping hand in emergency situations. Volunteers assist with transportation, companionship and other helpful services. Serves residents of Darien, Downers Grove, Lisle, Westmont and Woodridge.

Love Christian Clearinghouse

P.O. Box 50, Clarendon Hills, IL 60514

(630) 512-8665

Provides referrals to agencies and church volunteers to meet legitimate needs for food, clothing, shelter, furniture, friendship, budgeting, parenting, prayer, and unusual requests. Services residents of Downers Grove, York and Addison Townships as well as the villages of Lisle and Woodridge.

Hinsdale Community Service

Memorial Building

19 E. Chicago Avenue, Hinsdale, IL 60521

(630) 323-2500

Supportive services, via home and/or office visits, are provided to seniors in Burr Ridge, Clarendon Hills, Darien, Hinsdale, Oak Brook, Westmont and Willowbrook. Provides information and counseling, and works with existing support systems to enable seniors to continue to live in their own homes. Assistance is available to help seniors apply for benefits, complete Medicare forms, etc. Seniors in financial need can access the food pantry, used clothing service, government food commodities (when available) and emergency financial assistance.

Sharing Connections**(630) 971-0565**

Provides furniture, household items, appliances, beds, linens and electronics to individuals and families in need. Religious or social service agency referral needed.

Outreach Community Center

345 S. President Street, Carol Stream, IL 60188

(630) 260-7600

Offers counseling services and some financial assistance to individuals and families from south Carol Stream. Fees are based on a sliding scale.

WALK-IN MINISTRIES may provide emergency assistance for gasoline, food, transportation, utilities, rent, car repairs, and prescriptions.

Downers Grove Area Walk-in Ministry of Hope

1047 Curtiss Avenue, Downers Grove, IL 60515

(630) 322-9803

Elmhurst Walk-in Ministry
St. Peter's Church
125 W. Church, Elmhurst, IL 60126
(630) 782-6006



Glen Ellyn Walk-in Ministry
First United Methodist Church
424 Forest Avenue, Glen Ellyn, IL 60137
(630) 469-3510

Lombard and Villa Park Walk-in Ministry
Outreach House
220 S. Main Street, Lombard, IL 60148
(630) 693-0185

Serves the Lombard and Villa Park communities.

Northwest DuPage Walk-in Ministry

St. Mary's Service Center
163 Garden Street, West Chicago, IL 60185
(630) 293-4958 (during open hours)
(630) 375-7185 (voice mail)

Serves only West Chicago (south of North Avenue), Winfield and Warrenville.

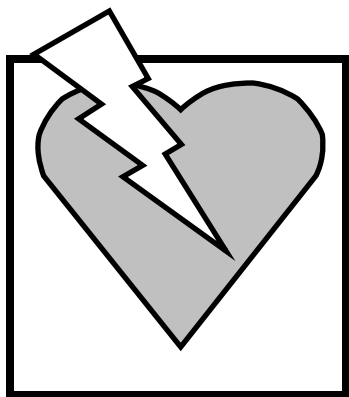
Resurrection Catholic Church
30W350 Army Trail Road, Wayne, IL 60184
(630) 289-2510 (during open hours)
(630) 375-7185 (voice mail)

Serves Bartlett, Hanover Park, Wayne and West Chicago (north of North Avenue).

Lutheran Church of the Master
580 Kuhn Road, Carol Stream, IL 60188
(630) 665-5188
(630) 375-7185 (voice mail)

Serves Carol Stream, Bloomingdale, Glendale Heights, Roselle and parts of Addison and Itasca (west of Route 53).

ELDER ABUSE



Many older adults who live at home are at risk of abuse, neglect and financial exploitation, and more than half of the abusers are the victim's primary caregivers. The most common forms of elder abuse are:

- Emotional (verbal assaults, threats of abuse, harassment or intimidation)
- Financial exploitation
- Neglect (caregiver's failure to provide life's necessities)
- Physical (infliction of physical pain or injury)

DuPage County Senior Citizen Services is the provider agency, designated by the Illinois Department on Aging, to respond to all reports of suspected elder abuse in DuPage County and to work with older adults to resolve the abusive situation. Interventions (agreed upon by the victim) may include:

- Home Health Care
- Nutrition services
- Financial or legal assistance and court advocacy
- Adult Day Services
- Housing assistance
- Respite (for the caregiver)
- Counseling for the victim and/or abuser
- Emergency assistance
- When needed, guardianship proceedings and/or nursing facility placement

Attempts to resolve some abusive situations are thwarted by the victim because competent adults have the right to refuse assistance. To report suspected elder abuse, or if you need additional information, please call the numbers below.

Professionals working with older persons are mandated reporters, as identified by the Elder Abuse and Neglect Act. These professionals are required to report the abuse or neglect of any senior citizen who is unable to report for themselves due to any type of dysfunction.

If you know an older person who is being harmed in any way, please call us, we can help.

All calls are confidential.

(Monday - Friday, 8:00 a.m. - 4:30 p.m.)

(630) 407-6500

1-800-942-9412

(Evenings, weekends and holidays)