



**CITY OF CLEVELAND**  
Mayor Justin M. Bibb

### *City of Cleveland Mission Statement*

*We are committed to improving the quality of life in the City of Cleveland by strengthening our neighborhoods, delivering superior services, embracing the diversity of our citizens, and making Cleveland a desirable, safe city in which to live, work, raise a family, shop, study, play and grow old.*



/CityofCleveland



@CityofCleveland



/clevelanddepartmentofaging



@ClevelandAging

[www.clevelandohio.gov](http://www.clevelandohio.gov)



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# City of Cleveland

## Senior Safety & Resource Guide



## *Acknowledgements*

**This Senior Safety and Resource Guide was  
prepared by the Division of Police  
Bureau of Community Policing  
and the Cleveland Department of Aging**



Updated 5/2022



## Hi! I'm Opal the Opossum.

- I'm nature's pest control and clean-up crew.
- I'm naturally immune to rabies.
- Just one of me eats up to 5,000 ticks per year.
- I can't catch or carry Lyme disease.
- I also eat insects, spiders, and other pests, making me very beneficial to gardens.
- If you see me, please ignore me as I mean no harm.
- The best way to deter me is by filling any holes under decks or patios so we do not make it our home.



**Questions? Call Animal Care & Control at  
(216) 664-3069**





## Hi! I'm Rocky the Raccoon.

- I often forage for things like grubs and worms to feed my family. I also love fruits and vegetables! (Especially corn and grapes.)
- If you see me during the day, please don't panic. It is not uncommon for us to be out in daylight foraging for food.
- One of our biggest attractor is trash! I can't help myself!
- The best way to deter me is by ensuring trash is picked up and secured inside trashcans. You can also use lights and deterrents like a sprinkler to scare me away.



Questions? Call Animal Care & Control at  
(216) 664-3069

**EMERGENCY  
POLICE, FIRE & EMS DIAL 911**

### **CITY OF CLEVELAND NEIGHBORHOOD POLICE DISTRICTS**

#### **First District**

**3895 W. 130<sup>th</sup> Street Cleveland 44111  
216-623-5105**

#### **Second District**

**3841 Fulton Rd. Cleveland 44109  
216-623-5205**

#### **Third District**

**4501 Chester Avenue Cleveland 44103  
216-623-5305**

#### **Fourth District**

**9333 Kinsman Road Cleveland 44104  
216-623-5405**

#### **Fifth District**

**881 E. 152<sup>nd</sup> Street Cleveland 44110  
216-623-5505**

**CLEVELAND DIVISION OF POLICE  
COMMUNITY RELATIONS UNIT  
2001 PAYNE AVENUE  
CLEVELAND, OH 44114  
216-623-5080**

### City Services

Building and Housing	(216) 664-2282
City Council	(216) 664-2840
City Hall	(216) 664-2000
Community Development	(216) 664-4000
Consumer Affairs	(216) 664-4529
Dead Animal Pick Up	(216) 664-2000
Dog Complaints	(216) 664-3069
Health Department	(216) 664-2324
Street Snow Removal	(216) 664-2510
Vacant Lot Maintenance	(216) 420-8300
Waste Collection	(216) 664-3711

### Safety

Emergency EMS/ Fire/ Police	911
Non- Emergency EMS	(216) 664-2555
Non- Emergency Fire	(216) 664-6800
Non- Emergency Police	(216) 621-1234

### Utilities

Cleveland Public Power	(216) 664-4600
• Power Outage	(216) 664-3156
Division of Water	(216) 664-2444
Dominion Energy	(800) 362-7557
• Service Emergency	(877) 542-2630
Illuminating Company	(800) 589-3101
• Power Outage	(888) 544-4877



## Hi! I'm Sally the Skunk.

- I'm actually pretty easy going and tend to mind my own business while I'm looking for insects and other rodents to eat.
- I'm typically a night owl so you'll see me more often out at night or early in the morning as darkness is my greatest protector.
- If you do see me, just simply move away slowly and quietly and I will move on as well.
- The best way to deter me is by closing up any holes on your property where I would want to set up shop. If I do take residence, annoying me by repacking the opening to my home with leaves, or straw will give me the hint to move on.



Questions? Call Animal Care & Control at  
(216) 664-3069





## Hi! I'm Gary the Groundhog.

- Also known as woodchuck and vermin.
- I typically can be left alone as I mean no harm and do not carry any significant source of infectious diseases.
- I can build elaborate burrows to live in and raise my young.
- The best way to deter me is to ensure your property isn't overgrown with vegetation and to close up any openings you may find.
- Using pieces of welded fencing wire placed over the openings and pinned down with landscape staples is ideal as well as clearing vegetation, digging out or loosely sealing the entrances.
- If you get on my nerves, typically I will move on! But you will want to check if I abandoned my home before closing the openings up completely. You can do this by just monitoring the entrance for a few days.



Questions? Call Animal Care & Control at  
(216) 664-3069

## Quick Reference – Older Adult Resources

<u>Agency/Organization</u>	<u>Phone Number</u>	<u>Resources/Information</u>
Cleveland Department of Aging	(216) 664-2833	City Department serving residents 60 years of age and older and adults 18-59 with a disability
Cuyahoga County Division of Senior & Adult Services/Adult Protective Services	(216) 420-6700	To report suspected abuse/neglect or exploitation of older adults
United Way First Call for Help	211	24 Hours First Call for Help
Western Reserve Area on Aging	(216) 621-0303	Advocacy and services for older adults & individuals with disabilities
Pro Seniors	(800) 488-6070	Legal resource (ages 60+)
Legal Aid Society of Cleveland	(216) 687-1900	Legal resource
Long Term Care Ombudsman	(216) 696-2719	Support for people who use long term care services
Social Security Administration	(800) 772-1213	Social Security benefits assistance

### City Resource and Recreation Centers

Recreation Center	Examples of Senior Programs Offered
Central Recreation Center 2526 Central (216) 664-4241	Open Swim
Clark Recreation Center 5706 Clark (216) 664-4657	Open Swim Zumba
Collinwood Recreation Center 16300 Lakeshore (216) 420-8323	Aquacise Open Swim Senior Fitness Classes Arts & Crafts
Cory Recreation Center 10510 Drexel (216) 664-3389	Open Gym Open Swim
Cudell Recreation Center 1910 West Blvd. (216) 664-4137	Open Swim
Earle B. Turner Recreation Center 11300 Miles (216) 420-8358	Aquacise Line Dancing
Kovacic Recreation Center 6250 St. Clair (216) 664-4140	Open Gym Open Swim
Estabrook Recreation Center 4125 Fulton (216) 664-4149	Aquacise Open Swim Senior Wellness
Fairfax Recreation Center 2335 East 82nd (216) 664-4142	Aquacise Line Dancing Senior Aerobics
Frederick Douglas Rec. Center 15401 Miles Ave (216) 664-6882	Open Swim Computer Classes
Glenville Recreation Center 680 E.113 <sup>th</sup> (216) 664-2516	Aquacise Senior Aerobics

## Animal Safety

The City of Cleveland Division of Animal Care & Control offers 'nuisance' wildlife (skunks, groundhogs, opossums, and raccoons) trapping from May 1 through October 31. These animals are euthanized and disposed of, if removed from your property. Traps are loaned for a \$20 refundable fee.

Note: The trapper is not contracted to trap animals that are inside homes. If an animal becomes trapped inside your house, it is your responsibility to handle that situation.

Any injured wild animal should be reported to 216-664-3069. Any complaints about vacant properties that are attracting wildlife should be directed to Building and Housing at 216-664-2007.

### **Animal Care and Control**

**216-664-3069**

**9203 Detroit Ave,**

**Cleveland, Ohio 44113**

## Safety Tips For Internet Use

**Use strong and unique passwords** and never share your passwords with anyone, unless you’ve designated someone you trust to manage your accounts.

**Make sure your passwords are long** — at least eight characters — and include numbers, upper and lowercase letters and symbols; avoid using names or dictionary words.

**Use privacy settings.** Most services have settings that let you control who can see what you post. Facebook, for example, has extensive controls, letting you post to only friends, your friends and their friends, or everyone on Facebook. You can also limit specific posts to a smaller group like only family members or specific people. Some services give you a choice between private and public posts, with private going just to people you designate. Before posting to any service, it’s good to get to know its privacy policies and settings.

**Dealing with “spam” or unsolicited email** can be challenging. It’s pretty common to be plagued by junk email. Simply getting these messages isn’t necessarily dangerous, but it can be annoying. In some cases they can be from companies you’ve interacted with in the past and, if they are legitimate companies, there is probably a link to a page where you can safely ask to be removed from their list. But if they are truly “spammers,” they won’t stop, even if you ask them to. The best thing to do is make sure you’re using whatever spam filter is provided by your email service.

**Report abuse** from anyone, including friends, family and caregivers. We hear a lot about children being “cyberbullied,” but it also happens to adults, including seniors. If you are getting messages on social media or in email that are threatening, mean, extremely angry, accusatory or in any way abusive, don’t respond; reach out for help and support. from someone you trust or from adult protective services or law enforcement, and report the behavior to the site or service.

Recreation Center	Examples of Programs Offered
Gunning Recreation Center 16700 Puritas (216) 420-7900 Rose Center for Aging Well (216) 373-1917	Arts and Crafts Aquacise Silver Sneakers Volleyball Walking Track
Halloran Park Recreation Center 3550 W.117 <sup>th</sup> (216) 664-4187	Open Skate
Hamilton Recreation Center 12300 Kinsman (216) 664-4121	Aerobics Aquacise
Lonnie Burten Recreation Center 2511 East 46 <sup>th</sup> (216) 664-4139	Aquacise
Michael J. Zone Recreation Center 6301 Lorain (216) 664-3373	Aquacise Open Swim Zumba
Stella Walsh Recreation Center 7245 Broadway (216) 664-4658	Aquacise Computer Lab
Sterling Recreation Center 1380 East 32 <sup>nd</sup> (216) 664-2573	Aquacise
Thurgood Marshall Recreation Center 8611 Hough (216) 664-4045	Aquacise Line Dancing Walking Club Yoga Basics
Woodland Recreation Center 9206 Woodland (216) 664-4124	Aquacise Open Swim
Zelma George Recreation Center 3155 MLK Jr. Blvd (216) 420-8800	Card Sharks Line Dancing Senior Exercise Walking Club

## **8 Tips for Fire Prevention**

1. **If you smoke, smoke outside.** Provide smokers with large, deep, sturdy ashtrays. Wet cigarette butts and ashes before throwing them out or bury them in sand. Never smoke in bed. Never smoke if oxygen is used in the home.
2. **Give space heaters space.** Keep them at least 3 feet (1 meter) away from anything that can burn—including you. Shut off and unplug heaters when you leave your home, or go to bed. Always plug space heaters directly into a wall outlet, and never into an extension cord or power strip.
3. **Stay in the kitchen when frying food.** If you leave the kitchen, even for a short time, turn off the burner. Use a timer when cooking. If you are cooking on the stovetop and leave the room, take a timer, oven mitt, or wooden spoon as a reminder that you have something cooking. If a pan of food catches fire, slide a lid over it and turn off the burner. Don't cook if you are drowsy from alcohol or medication. Do not cook when taking new medication until you know how it will affect you. Wear tight-fitting or short sleeves when cooking. Use oven mitts to handle hot pans. Use lightweight manageable pans.
4. **If your clothes catch fire: stop, drop, and roll.** Stop (don't run), drop gently to the ground, and cover your face with your hands. Roll over and over or back and forth to put out the fire. If you cannot drop and roll, keep a blanket or towel nearby to smother flames. If you use a wheelchair, scooter, or other device and are able to get to the floor, lock the device first before getting out and then roll until the flames are out. If you are a bystander, consider grabbing a rug, blanket, or fire blanket to help extinguish the flames. Use cool water for 3-5 minutes to cool the burn. Get medical help right away.

### **Adult Protective Services**

If you suspect that an older adult in Cuyahoga County is the victim of abuse, neglect, self-neglect, or exploitation, report it to Adult Protective Services.

**Adult Protective Services Hotline: 216-420-6700**  
**(Open seven days a week, 24 hours a day, including holidays.)**

### **The Elder Justice Center at Eliza Bryant Village**

EJC provides temporary safe space for older adults who are experiencing some form of trauma, violence, abuse, and/or criminal victimization.

**Elder Justice Center Hotline**

**1-844-EJC-SAFE (352-7233)**

### **Senior Guest House at Fairhill Partners**

Senior Guest House is a safe, temporary shelter for first-time homeless older adults.

Residents are older adults 60+, used to living independently and in urgent need of short term residential placement

**Fairhill Partners**

**(216) 421-1350**



## WHAT IS ELDER ABUSE?

According to the Centers for Disease Control and Prevention, elder abuse is an intentional act or failure to act by a caregiver or another person in a relationship involving an expectation of trust that causes or creates a risk of harm to an older adult.

**Physical:** Use of force causing pain or injury; inappropriate use of medications or physical restraints.

**Sexual:** Non-consensual sexual contact.

**Psychological:** Mistreatment that affects emotional or mental health, intimidation, threats, harassment, humiliation, isolation, or belittlement.

**Neglect:** Withholding of food, clothing, shelter, medicine, or personal hygiene. Self-neglect involves seniors or adults with disabilities who fail to meet their own essential physical, psychological or social needs, which threatens their health, safety, and well-being.

**Financial Exploitation:** Misuse of money, property, or resources.

The National Center on Elder Abuse reports that one in ten seniors are victims of elder abuse. This is likely to be an underestimation, as only 1 in 24 cases of elder abuse is reported, in part because older people are often afraid to report cases of abuse to family, friends, or to the authorities. 1 in 5 older people has experienced elder abuse during the pandemic, a jump of nearly 84% over pre-pandemic estimates (American Journal of Geriatric Psychiatry, November 2021).

### Who are the abusers?

- Abusers can be men or women.
- Approximately 2/3 of abusers are family members.
- Abusers can be caregivers in any setting.
- Many times, abusers have a history of alcohol, drug, or other abuse, or they may suffer from mental illness.
- Abusers exert excessive control over their victims.  
The abused have a **300%** higher risk of death, as a consequence of abuse. Other consequences include isolation, intimidation, mental anguish, physical pain, and financial ruin.

## 8 Tips for Fire Prevention

5. **Smoke alarms save lives.** Have smoke alarms installed on every level of your home, inside each bedroom, and outside each sleeping area. For the best protection, make sure the alarms are interconnected so when one sounds, they all sound. Have someone test your smoke alarms once a month by pushing the test button. Make sure everyone in your home can hear the smoke alarms. Replace all alarms that are 10 years old or older. If you are hard of hearing or remove your hearing aids to sleep, consider purchasing a strobe alarm and/or bed shaker. Install carbon monoxide alarms outside each sleeping area and on every level of the home.
6. **Plan and practice your escape from fire and smoke.** If possible, plan two ways out of every room in your home and two ways out of your home. Make sure windows and doors open easily. If the smoke alarm sounds, get outside and stay outside.
7. **Know your local emergency number.** Your emergency number may be 9-1-1 or the fire department's phone number. Once you have escaped a fire, call the fire department from a neighbor's phone or a cell phone. In case of a medical emergency, have other emergency contact numbers (neighbor, family member) near the phone to call for assistance while waiting for first responders to arrive.
8. **Plan your escape around your abilities.** Have a land line telephone or a cell phone with a charger near your bed and post the local emergency number nearby in case you are trapped by smoke or fire. Consider subscribing to a medical alert, which will provide you with a button you wear around your neck or wrist. If you have an emergency, just push the button and the service will send emergency responders. Have other necessary items near your bed, such as medications, glasses, wheel chair, walker, scooter, or cane. Keep a flashlight and a whistle near your bed to signal for help.

**Source: National Fire Protection Association**

## **8 Tips for Fall Prevention**

1. **Exercise regularly.** Exercise will help you build strength and improve your balance and coordination. Ask your doctor about the best physical exercise for you.
2. **Take your time.** Get out of chairs slowly. Sit a moment before you get out of your bed. Stand and get your balance before you walk. Be aware of your surroundings.
3. **Keep stairs and walking areas clear.** Remove electrical cords, shoes, clothing, books, magazines, and other items that may be in the way of foot traffic.
4. **Improve the lighting in and outside your home.** Use night lights or a flashlight to light the path between your bedroom and the bathroom. Turn on the lights before using the stairs. See an eye specialist once a year—better vision can help prevent falls.
5. **Use non-slip mats.** Non-slip mats increase safety in the bathtub and on shower floors. Have grab bars installed on the wall next to the bathtub, shower, and toilet. Wipe up spilled liquids immediately.
6. **Be aware of uneven surfaces.** Make sure indoor flooring is safe. Use only throw rugs that have rubber, non-skid backing. Consider non-skid pads under rugs. Always smooth out wrinkles and folds in carpeting. Be aware of uneven sidewalks and pavement outdoors. Ask a family member, a friend, or a neighbor to clear ice and snow from outdoor stairs and walkways. Always use hand rails, if available.
7. **Stairways should be well lit.** Lighting from both the top and the bottom of stairways is important. Have easy-to-grip hand rails installed along the full length on both sides of the stairs.
8. **Wear sturdy, well-fitting shoes.** Low-heeled shoes with non-slip soles are best. These are safer than high heels, thick-soled athletic shoes, slippers, or stocking feet.

Source: National Fire Protection Association

## **Community Relations Board District Committee Meetings**

**Police Community Relations promotes cooperation between the police and residents through training, neighborhood meetings, Neighborhood Watch and Court Watch programs via organization of committees in each of the five police districts.**

### **Police Community District Committee Meeting Schedule**

**1<sup>st</sup> District – 1st Thursday of each month – 216-623-5105**

**St. Ignatius Elementary Lunch Room  
10205 Lorain Avenue  
6:30 P.M.**

**2<sup>nd</sup> District – 2<sup>nd</sup> Tuesday of each month – 216-623-5205**

**Family Ministry Center  
3389 Fulton Road  
6:00 P.M.**

**3<sup>rd</sup> District – Last Tuesday of each month – 216-623-5305**

**3<sup>rd</sup> District Police Station Community Room  
4501 Chester Ave.  
6:00 P.M.**

**4<sup>th</sup> District – 4<sup>th</sup> Wednesday of each month – 216-623-5405**

**Covenant Community Church of Cleveland  
3342 E.119<sup>th</sup>  
7:00 P.M.**

**5<sup>th</sup> District – 3<sup>rd</sup> Wednesday of each month – 216-623-5505  
6:30 P.M (Call to verify, location changes)**

## **COMMUNITY POLICING PROGRAMS**

**Contact: 216-623-5080**

### **Citizens Police Academy**

Officers conduct a three-hour per week, eight-week program presented to citizens of Cleveland, 18 years of age or older. Topics covered include legal issues, police officer training and preparedness, internet crimes against children, and tours of the outdoor range, communication center and a tour of the Justice Center/CPD Headquarters; and may include presentations by Canine, Narcotics, and S.W.A.T. units, and a tour of the Cleveland Police Museum.

### **Building Security Surveys**

Officers meet with property owners and residents to survey, review and suggest improvements in security measures that may be implemented for the safety of all concerned.

### **Community Presentations and Information**

Distribute information and ensure positive police/citizen interaction at community special events, including, youth/children events, neighborhood festivals, street clubs and crime prevention fairs.



**To find the nearest Fall Prevention class in your neighborhood call the Cleveland Department of Aging at 216- 664-2833**

### **File of Life**

A program designed to make vital information available to emergency rescue teams about persons living in a household, in case of an emergency. Information may include but is not limited to your medical history, list of medications, emergency contact information, etc. The information is inserted into a magnet titled File of Life and placed on your refrigerator. Additional forms that would be beneficial for emergency rescue teams to have can be inserted with the File of Life form as well. Emergency Services Professionals are alerted to look for the File of Life when they enter a household.

To receive a File of Life magnet for your home contact the Cleveland Department of Aging at 664-2833.





## **PERSONAL SAFETY**

### **Basic Street Sense**

- Wherever you are – on the street, in an office building or shopping mall, driving, waiting for a bus – stay alert and tuned in to your surroundings.
- Send the message that you're calm, confident, and know where you're going. Be assertive, not passive.
- Trust your instincts. If something or someone makes you uneasy, avoid the person or leave.
- Know the neighborhoods where you live and work. Check out the locations of police and fire stations, public telephones, hospitals, and restaurants, or stores that are open late.

### **On Foot – Day and Night**

- Stick to well-lighted, well traveled streets. Avoid shortcuts through wooded areas, parking lots, or alleys.
- Don't flash large amounts of cash or other tempting targets like expensive jewelry or clothing.
- Carry a purse close to your body, not dangling by the straps. Put a wallet in an inside coat or front pants pocket, not a back pocket.
- Try to use automated teller machines in the daytime. Have your card in hand and don't approach the machine if you're uneasy about people nearby.

### **Safe & Smart**

The Safe & Smart program is a specific personal safety/ crime prevention program. Citizens are informed that a criminal must have the desire, ability and opportunity to commit a crime. This program teaches basic crime prevention techniques that citizens can practice in order to protect themselves and their families.

### **Brown Bag Personal Safety Seminars**

Officers conduct a one-hour presentation directed to employees (on their lunch break or anytime) regarding personal and office safety.



### **Senior Power Program 216-664-2833**

Educational program presented to groups of older adults by the staff of the Cleveland Division of Fire, Department of Aging, Emergency Medical Service and Cleveland Police Bureau of Community Policing.

## **COMMUNITY POLICING PROGRAMS**

**Contact: 216-623-5080**

### **The Neighborhood Watch Program**

This is a community-based program that's been proven to deter crime. Thousands of these programs have been developed around the country, breaking down the isolation of neighbors as they work together and with law enforcement officers. It is a remarkably successful anti-crime effort, as participants work together as a true community with neighbor looking out for neighbor.

- Any community resident can take part; young and old, single and married, renter and home owner.
- A few concerned residents, a community organization, or a law enforcement agency can spearhead the effort to organize a Neighborhood Watch.
- Members learn how to make their homes more secure, watch out for each other and the neighborhood, and report activities that raise suspicions to the police.
- You can form a Neighborhood Watch group around any geographical unit: a block, apartment building, park, business area, housing complex or office.
- Watch groups are not vigilantes. They are extra eyes and ears for reporting crimes and helping neighbors.
- Neighborhood Watch signs are posted after the training.

### **On Foot – Day and Night (Continued)**

- Don't wear shoes or clothing that restrict your movements.
- Have your car or house key in hand before you reach the door.
- If you think someone is following you, switch direction or cross the street. Walk toward an open store, restaurant, or lighted house. If you are scared, yell for help.
- Carry a working and charged cell phone.

### **On Wheels**

- Keep your car in good running condition. Make sure there's enough gas to get where you're going and back.
- Always roll up the windows and lock car doors, even if you're coming right back. Check inside and out before getting in.
- Avoid parking in isolated areas. Be especially alert in lots and underground parking garages.
- If you think someone is following you, don't head home. Drive to the nearest police or fire station, gas station or other open business to get help.
- Keep your purse and other valuables out of view when driving alone. Put them in the trunk for safer keeping.

### **On Public Transportation**

- Use well-lighted bus stops.
- Stay alert and be aware of the people around you. Look for the emergency buttons and exits.
- Keep your fare or pass ready in hand so you do not have to open your wallet or purse while boarding the bus.
- When traveling at night, know the time of the last bus so you do not become stranded.
- Watch who gets off with you. If you feel uneasy, walk directly to a place where there are other people.

### **If Someone Tries To Rob You**

- Don't resist. Give up your property; not your life.
- Report the crime to the police. Try to describe the attacker accurately. Your actions can help prevent others from being victims.

### **Be Alert When Out and About**

- Go with friends or family, not alone.
- Don't carry credit cards you don't need or large amounts of cash.
- If someone makes you uneasy, trust your instincts and leave.

If the senior does not respond to his/her call, the system will make several additional attempts in a thirty minute period. If the senior does not respond, Care Calls Staff will then contact any person that the senior has designated as an emergency contact. In the event the senior or any of his/her contacts cannot be reached the Department of Public Safety will be asked to make a home check on the individual in question.

### **The Economic Security Program (ESP)**

Staff can assist with scam prevention and education, money management, debt management, foreclosure prevention, eligibility and enrollment of public benefits and explore employment options. One-on one case management services are provided to assess economic situations and help achieve financial goals.

### **Senior Homeowner Assistance Program (SHAP) and Age Friendly Home Investment Program ( AFHIP)**

Through these programs grants are provided to income eligible seniors and disabled adults who own and reside in homes needing critical health, safety or maintenance repairs.

### **Chore Services**

Chore Workers provide home maintenance tasks which may include housework, lawn mowing, simple repairs and installation of smoke detectors.



**If you suspect that you have been a victim of scam or fraud:** Report immediately to the police, your city or state consumer protection office, district attorney's office, or a consumer advocacy group.

### **Helpful Numbers:**

Better Business Bureau Cleveland	216-241-7678
Cuyahoga County Consumer Affairs	216-443-7035
Federal Trade Commission Cleveland	216 -263-3455
Office of Fair Housing & Consumer Affairs	216-664-4529

## **RESOURCES THROUGH THE DEPARTMENT OF AGING**

**Phone Number: 216-664-2833**

### **Benefits Checkup**

Benefits Checkup is a computerized screening program which provides older adults with an efficient, effective and confidential method for determining eligibility for federal, state and local community assistance programs.

### **Cleveland Care Calls**

Cleveland Care Calls is an automated telephone reassurance system being offered to Cleveland senior citizens by the Departments of Aging and Public Safety. Through this computerized system the senior receives a call, on the days they request, to check on their well being. They can select a time to receive the call between 7:00 AM and 11:00 AM.

- When answering your cell phone say hello, rather than giving your name away. Also be mindful of giving your address out loud over the phone when in public places.

### **Make Your Home Safe and Secure**

- Don't hide spare keys in your mailbox or outside. Instead give an extra set of keys to a trusted neighbor or friend.
- Keep doors locked if you are at home or going out, even for just a minute.
- Ask for photo identification from service or delivery people before letting them in. If you are the least bit worried, call the company to verify.
- Be sure your street address number is large, clear of obstruction, and well-lighted so police and other emergency personnel can find your home quickly.
- Keep entrances well lit. Leave outside lights on after dark or have lights controlled by a motion detector
- Plan an escape route from each room in your home to use in a fire, break-in or other emergency situation.

### **SMOKE DETECTOR PROGRAM**

**216-361-5535**

The Cleveland Division of Fire participates in the American Red Cross Operation Save-A-Life, which provides free smoke alarms, batteries, and installation. All elderly and low income Cleveland residents of Cleveland qualify for this no-cost program.

### **If You Live In An Apartment**

- Make sure entry door has a deadbolt lock and wide angle viewer.
- Make sure the landlord or building manager tightly controls all keys.
- Be aware of your surroundings when alone in spaces such as the laundry room or other common areas in an apartment building.
- If the apartment has a buzzer system to enter, ALWAYS know who you are buzzing in.

### **Police Special Attention Requests**

District 1: 216-623-5100

District 2: 216-623-5200

District 3: 216-623-5300

District 4: 216-623-5400

District 5: 216-623-5500

This program allows individuals to contact the district in which they live or work and request special attention be given to their home or business for a limited period of time. The purpose of this program is to have patrol cars come by and check on your property or business, should you need to go into the hospital or if you were to travel out of town for vacation. The program also allows citizens to request extra police patrols if they are concerned about possible drug activity, prostitution, and gang activity occurring within their neighborhood.

### **Tips for Avoiding Scams**

- Be aware that you are at risk from strangers—and from persons closest to you.
- Do not isolate yourself—stay involved with friends, family, and community activities!
- Always tell salespeople that come to your door or call you on the phone: “I never buy from (or give to) anyone who calls or visits me unannounced. Please send me your information in writing.”
- Shred all receipts with important information such as credit and debit card numbers.
- Use direct deposit for benefit checks to prevent checks from being stolen from the mailbox.
- Never give your credit card, banking, Social Security, Medicare, or personal information over the phone unless you initiated the call.
- Be skeptical of all unrequested offers and do your research if you’re seeking any type of services. Also be sure to get references when possible.

**REMEMBER: If it sounds too good to be true,  
it probably is!**