



THE STERN VILLAGE VOICE
SEPTEMBER/OCTOBER 2022 Issue #100
Editor: Paulette Mack

Dear Residents,

As the summer is coming to an end, I hope everyone had an eventful and pleasurable summer.

Please practice safety and health protocols as the COVID-19 continues to be an on-going issue. We must be vigilant and careful to protect ourselves and others.

THA housing applications are being accepted until September 30, 2022. The applications can be obtained online at www.sternvillage.com, email at heather@sternvillage.com or at the THA office.

For the months of September and October 2022, programs are scheduled, and we hope for residents' participation.

Senior Farmer's Market Voucher Booklets is a supplemental food program that provides vouchers to eligible seniors which can be redeemed at local designated Farmer's Markets throughout Connecticut. These vouchers provide seniors with the opportunity to purchase locally grown fresh fruits, vegetables, fresh cut herbs, honey, and eggs with participating vendors during the summer. The program is administered nationally by the State Department

of Agriculture. For additional information, please contact Jennifer Gillis, Trumbull Senior Center Social Services at 203-452-5133.

Effective **October 15, 2022, to December 15, 2022**, is Medicare Open Enrollment. For those residents turning 65 y/o during Medicare Open Enrollment, this will be the time to discuss with your plans to receive Medicare Part C (Advantage supplemental plan) and Medicare Part D (prescription plan) with a representative. This is an opportunity to change your Medicare Part C (Medicare Advantage Plan) to another supplemental insurance, delete/add features to your existing plan **OR** keep Medicare as your provider. Remember, just having the traditional Medicare, with **NO** Medicare Part C, you will be subject to pay **20%** of your medical costs from Medicare.

There have been several complaints concerning pet owners with their pets. Please be mindful, you **must** walk your dog off property as stated in the THA Pet Policy and your lease. Residents have noticed dog droppings by or on their units.

Stern Village is a smoke-free community. Residents continue to smoke in their units at the Village and apartments at the Congregate. There are smoking areas on property. Many residents are suffering from respiratory illnesses and the smell of smoke can/will exacerbate their breathing. Smoking medical marijuana applies the same as smoking cigarettes and cigars. Please understand and be sensitive to others.

There are residents not adhering to the laundry room rules. Please use one (1) washer and one (1) dryer to allow the next resident to use the machines. Cameras are placed in the laundry rooms to check the misuse of the machines. Please be courteous to one another.

It has been brought to my attention that residents are not using trash bags to place their trash in the bin. Residents are placing their trash on the ground and/or placing trash **WITHOUT** a bag in the bin. Please refrain from this action to avoid critters entering the bins.

The office is closed on Mondays and Fridays from 1pm to 3pm for staff to catch up with our work. Please respect the staff's schedule and time.

Please schedule an appointment with staff to ensure our undivided attention is given to you.

Stay Safe and Be Well,

Paulette

Resident Information

PLEASE NOTE DATE CHANGE IN RESIDENT MEETING

A Resident Meeting is scheduled for Friday, September 23, 2022, at 10:30 am in the Community Room.

A Resident Meeting is scheduled for Friday, September 23, 2022, in the Congregate Dining Room at 1:00 pm. This Resident Meeting is for Congregants ONLY.

A Resident Meeting is scheduled for Friday, October 21, 2022, at 10:30 am in the Community Room.

A Resident Meeting is scheduled for Friday, October 21, 2022, in the Congregate Dining Room at 1:00 pm. This Resident Meeting is for Congregants ONLY.

There is a Stop and Shop group trip every Wednesday. Please call the Trumbull Senior Center to reserve your seat at 203-452-5137. The senior center will pick up at 9:30 am from the Community Room and the Congregate and return at 11:30 am.

Bread Day is every Wednesday at 9:00 am. The bread will be available in the Community Room. (Side door will be open) Socializing around the food is prohibited; please take what you need and allow others to safely come in.

The **THA Board of Commissioners Meeting** will be a *virtual meeting* on Tuesday, **September 27, 2022, at 6:00 pm**. Residents can call-in or go online. Information will be announced via robocall.

The **THA Board of Commissioners Meeting** will be a *virtual meeting* on Tuesday, **October 25, 2022, at 6:00 pm**. Residents can call-in or go online. Information will be announced via robocall.

Learn how to play anything on the piano by ear and learn the fundamentals of composing pop and theater music by a highly skilled composer. If you are interested, please contact Scott contact at 475-414-8829. \$25.00 an hour.



For those residents turning 65 years old this year, please contact the Social Security Office at 1-800-772-1213 (7:00 am-7:00 pm) **THREE MONTHS BEFORE YOUR BIRTHDAY.**

Quest Diagnostics requires appointment(s) for all testing(s). Please contact Quest Diagnostics at 203-400-6245 to schedule your testing(s).

The Renters' Rebate Program is accepting applications until **October 1, 2022**, with Jennifer Gillis, Social Services at Trumbull Senior Center. Appointments can be scheduled by calling 203-452-5133. Please leave **ONLY ONE** message as staff will return your call.

The maximum gross income eligibility for 2021-2022 for a household of one is \$38,100.00 and a household of 2 is \$46,400.00

PLEASE NOTE: RESIDENTS MUST CALL SOCIAL SERVICES TO SCHEDULE THEIR APPOINTMENTS AND OBTAIN A LIST OF DOCUMENTS THAT ARE REQUIRED FOR THEIR APPLICATIONS. NO PAPERWORK WILL BE ACCEPTED BEFORE APPOINTMENTS ARE SCHEDULED. ALL DOCUMENTS MUST BE CURRENT.

The Medicare Savings Program can save the cost of your Medicare Premium (Part B) every month. Please read the **MONTHLY** qualifications on the sheet provided to check if you qualify for the Medicare Savings Program. You can pick up an application from 9:00 am to 3:00 pm, Monday through Friday in my office.

Maintenance and office staff are **not** responsible for the following: computer set-up/repair, television set-up/repair, cell/landline set-up/repair. Please contact your family/friend(s) or call the appropriate vendors to assist.

Victor Lewis, hairstylist has resigned from THA. The office is in the process of seeking for a hair stylist.



Please do not place blue tablets in the toilet tank as the tablet turns into jelly causing a severe toilet clog. As an alternative to freshen your toilet, you can purchase Ty-D Bowl Blue Tank Liquid Toilet Cleaner and/or Clorox tablets that dissolve. Please do not put Polident Denture Grip or any denture adhesives in the drain.

Clog fee: Maintenance have been attending to several clogs and residents will be assessed a **\$25.00 fee** for multiple clogs. The process is as follows: resident will call initially concerning the clog; second call from the resident for the same clog will result in a verbal warning; third call will result with a letter from the office and the fourth call about the same clog will result a **\$25.00 fee**. Resident will receive an invoice from the office.

Please adhere to the flyer of the following items **NEVER** to be poured or flushed down the drain. The flyer is in English and in Spanish.

If the windows are open, the heat pump needs to be off for the heat pump to work efficiently. The heat pump will take the allergens out from the air. Please see the enclosed flyer concerning on how to use the heat pump.

Parking in the first and second circles continues to be an on-going issue. Please be mindful that parking in the circle(s) is designated for **EMERGENCY PARKING** (EMS, Police and Fire). Residents and guests are given 20 minutes in the circle to load and unload. If your vehicle is parked in the circle(s) more than 20 minutes, your vehicle will be towed at **YOUR** expense. The circles are not for residents and/or guests parking.

It has been brought to my attention that residents are throwing food over the fence. Please refrain from this action to prevent critters and wildlife coming on property.

Please keep your area clean and orderly to respect your neighbor's space. Please break down the unused boxes before placing in the recycle bin.

Please place your monthly rent check in the THA rent black box located at both doors at the Community Room. There's no need to enter the Community Room or ring the doorbell to submit your check to staff.

Many residents continue to submit the incorrect monthly rent which will result to a credit or a past due balance for the next month. If you do not know your monthly rent, please call the office at 203-261-5740 x 1 or x 3.

Non-Sufficient Fund Fee (bounced check): A \$25.00 fee will be assessed to residents for submitting an NSF check. The NSF check **MUST** be replaced to remain current with your rent.

Rent Late Fee: Rent must be received by the 10th of each month. For those residents who are unable to make their rent by the 10th of each month, the office will schedule an arrangement. There will be a \$25.00 fee assessed to your rent. For those residents receiving Social Security checks after the 10th, you will not be charged the \$25.00 late fee.

For those residents with scheduled laundry appointments to do laundry in the Community Room, please do not come before 9:00 am or 1:00 pm.

Residents **MUST** schedule an appointment to do laundry in the Community Room.
NO WALK-INS.

Please be advised that your mailing address is not 200 Hedgehog Circle or 200 Hedgehog with your unit #. Your mailing address is your **unit number** as noted on your lease.

The office has been receiving several residents' mail with 200 Hedgehog Circle address or 200 Hedgehog Circle with unit # address. You can pick up the change of address form from the Post Office.

For example: Jane Doe, 187 Hedgehog Circle, Trumbull, CT 06611.

For Congregate residents, please do not use 200 Hedgehog Circle or 200 Hedgehog Circle with your unit # as your mailing address. Your mailing address is 210 Hedgehog Circle with your unit #.

CONGREGATE RESIDENTS ONLY: Please provide containers for your soup, entrée meal and dessert. All containers **MUST** be in the dining room before 10 am to receive your meal.

When ordering online via Amazon, QVC and the like, the driver will be instructed to bring your package(s) to your door.

THA staff is not responsible for providing office/Maintenance supplies, tools, or machinery to residents.

Maintenance Fee: Contact the office if you need small items from your unit to be discarded in the dumpster. There will be a \$10.00 fee. Resident and Maintenance must sign the work order

as we do not accept cash to protect all involved. Residents can submit a separate check to the office or add the **\$10.00** in your rent. If you decide to pay by check, an invoice will be sent to you.

If you need documents faxed, have questions, concerns, complaints, work orders, need to discuss financial/rent issues, utilize the Food Pantry, or need DSS assistance, PLEASE CONTACT THE OFFICE at 203-261-5740 to schedule an appointment.

Please do not overload the washer; ONLY place ONE to TWO detergent PODS in the washer depending on the wash load. The same for the dryer, please do not overload as your clothes will not dry properly.

Please DO NOT spray the machines with Lysol or any type of spray before placing clothes in the machines.

If dryers are unavailable, please do NOT open the dryer when in use. Residents are not receiving their clothes when they return to the laundry room. This can cause the dryer not to operate properly due to cycle malfunction and the dryer latch could be damaged.

There is no need to ring the doorbell between the hours from 9am to 4pm, Monday through Friday. The doors are open or use the handicapped button.

It has been brought to my attention that many residents are having issues contacting Department of Social Services (DSS). You can reach DSS during the business hours from 8:00 am to 4:00 pm, Monday, Tuesday, Thursday, and Friday at 1-855-626-6632. DSS office is CLOSED on Wednesday. The best time to call DSS without the long waiting period is 8:00 am. DSS can assist Spanish speaking residents as well. For those residents with the Connect Card, it is important to know what's on your Connect Card. You can call DSS or use your redetermination correspondence as a reference.

Please contact 211 if your Connect Card is misplaced, lost or stolen. DSS is accepting walk-ins at 925 Housatonic Avenue in Bridgeport.

PLEASE RETURN SHOPPING CARTS WHEN FINISHED TO THE COMMUNITY ROOM.



- **NEW SCAM ALERT:** The State of CT Unemployment office are placing employed individuals on unemployment. If you are working and should receive an unemployment claim notice in the mail, and you did not submit an unemployment claim, please call the Unemployment Office immediately.
- **COVID-19 VACCINE SCAM EMAIL SURVEY**
Unfortunately, there are scammers ready to obtain your sensitive information with emails being sent to consumers regarding a survey to take in exchange for a reward. This is not a legitimate email. PLEASE IGNORE THE EMAIL AND DO NOT RESPOND!
- **BEWARE OF FAKE COVID-19 SITE LOCATIONS AND KITS**
Scammers have created fake and unauthorized at-home testing kits and COVID-19 testing sites. Please read attached information.
- **SOCIAL SECURITY SCAM**
There is a telephone Social Security Scam regarding fraudulent activity with your social security number. HANG UP! DO NOT respond and DO NOT give out any information over the telephone. This is a scam.
Beware of Caller ID Spoofing, please read the article enclosed for your safety.
- **COMPANIES SELLING OVER- THE -COUNTER HEARING AIDES SCAM**
Attorney General William Tong and the Department of Consumer Protection are asking CT consumers to be very wary of companies selling potentially faulty and unregulated over-the-counter hearing aids. The FDA has yet to approve any over-the-counter hearing aids for sale.

- **IRS CAUTIONS TAXPAYERS ABOUT FAKE CHARITIES AND SCAMMERS**

The IRS continues to observe criminals using a variety of scams that targets honest taxpayers. Scammers will request donations for disaster relief efforts over the phone. Consumers should research the charity organizations before donating to their cause.

THE IRS WILL NEVER CALL YOU!!

BEWARE OF SOCIAL MEDIA SCAMS! If you are not familiar with a person's name on social media, PLEASE do not respond. DO NOT RESPOND TO EMAILS AND/OR CALLS TO RECEIVE GIFT CARDS. BE CAREFUL WITH EMAIL LINKS AS YOU MAY BE LINKING TO AN UNSAFE TERRITORY(IES).

STERN VILLAGE FOOD PANTRY

We need more donations for **Stern Village Food Pantry**. Any resident in need, whether you live in Stern Village or the Congregate, may use the pantry.

Please adhere to office's policy to contact the office one (1) day in advance at (203) 261-5740 x 1 or x 3 to schedule an appointment.

MOLD PREVENTION & CLOGGED DRAINS

Residents should be using the mesh drain strainers that we provide in the sinks. If you need another one, please call the office.

If a resident is experiencing excessive condensation in their unit, it may be due to high humidity. It is recommended that residents use the dehumidifier mode on the heat pump, use the bathroom exhaust fan when showering, use the range hood exhaust fan when cooking and open a window/use the screen option in the storm door.

If a resident sees spots of mildew or mold growing on the walls, they must immediately clean it, so it does not turn into a problem. Simply spray the area with bleach and wipe it away.

Information has been attached to this newsletter.

SMOKING

Residents have been complaining about their neighbors smoking in their units and on their porches. Smoking is not permitted in or around the buildings. Anyone that is doing so is in violation of their lease. This includes guests. There are designated smoking areas in Stern Village.

PLEASE CLEAN OUT THE CIGARETTE BUTTS IN THE DESIGNATED CIGARETTE ASHTRAYS AS MAINTENANCE IS NOT RESPONSIBLE.



RESIDENT'S ACTIVITIES

Bingo every **Monday** in the Community Room from 1:30 pm to 3:30 pm. **BRING YOUR NICKELS!**

Open Discussion Group with Dr. Morris and Jennifer Gillis on **Friday, September 2, 2022**, at 10 am in the Community Room. The program will meet the first Friday of each month in the Community Room at 10 am.

THA offices will be closed on **Monday, September 5, 2022**, in observance of Labor Day.

Rosary Catholic Mass at the Congregate second floor on **Friday, September 9, 2022**, from 1:30 pm to 2:30 pm given by Father Mc Gannon from St. Theresa's Church.

Medical Arts Pharmacy will sponsor Bingo on **Monday, September 12, 2022**, at 1:30 pm in the Community Room. Pumpkin pies and apple cider will be provided. **BRING YOUR NICKELS!**

Rite Care Home Care Services presentation on **Tuesday, September 13, 2022**, at 10:30 am in the Community Room.

The Stern Village Picnic is **BACK!** We will have Vazzy's Food Truck on **Thursday, September 22, 2022**, at 12noon in front of the Community Room. Ed Henrich from United Healthcare donated this event to the Village and Congregate residents. This event is free of charge. The sign-up list will be displayed in the Community Room on **September 1, 2022**.

CONGREGATE RESIDENTS: Please sign up at the Congregate.

Annual Heat Pump cleaning provided by Heat Shock will begin **Monday, October 3, 2022**, at 8:30 am. A letter from the office will be given to residents of date/time when to expect Heat Shock.

The Trumbull Health Department Flu Clinic will take place on Thursday, October 13, 2022, at 10 am in the Community Room and 11:30 am at the Congregate. PLEASE BRING YOUR MEDICAL CARD(S) AND PHOTO ID TO THE APPOINTMENT.

Rosary Catholic Mass at the Congregate second floor on Friday, October 14, 2022, from 1:30 pm to 2:30 pm given by Father Mc Gannon from St. Theresa's Church.

Medicare Open Enrollment with Ed Henrich from United Healthcare on Thursday, October 20, 2022, at 10:30 am in the Community Room.

Medicare Updates with SWCAA Lisa Alhabal on Friday, October 28, 2022, at 11 am in the Community Room.

Halloween Parade with Cub Scout Pack #468 and pumpkin carving activity after the Halloween Parade. TBA of details.



- For those residents helping Dawn on Bread Day.
- Mark Esposito for calling Bingo every Monday.
- Residents looking out for their neighbors.
- For those residents who attended the Home Care presentation on August 16, 2022.

THE END OF SUMMER



How to prevent mold

Mold spores spread easily. Mold can grow anywhere: on carpet, clothing, food, paper, and even in places you can't see, such as the backside of drywall, areas inside walls around leaking or condensing pipes, and above ceiling tiles.

Not only is a mold problem difficult and costly to fix, but mold can also produce allergens and irritants which are unhealthy.

The key to mold prevention is simple: moisture control

Clothes

If your closet is crammed with clothes and there is no air circulation, there is a possibility that you will get mold, especially if you have leather shoes or garments.

- Open the door(s) to your closet(s).
- Keep a window slightly open.
- Purchase a small fan and have it run.

Dry wet areas immediately

- Mold can't grow without moisture, so tackle wet areas right away.
- A spill on the carpet should be dried within 24 to 48 hours.
- Don't leave wet items lying around the house, and make sure to dry the floor and walls after a shower. Leave your bathroom vent on for at least 15 minutes.

Prevent moisture with proper ventilation

- Open a window when cooking or washing dishes to keep your apartment from getting hot and humid.
- Run your exhaust fan when showering/bathing or cooking for at least 10 minutes.

Use your Heat Pump

- The Heat Pump has a dehumidifying mode, removing excess moisture from the room.

Monitor humidity indoors

- If you notice condensation on windows, walls or pipes, dry the surface immediately and open a window to get proper air flow. Without good air flow in your home, excess moisture may appear on your walls, windows and floors.
- To increase circulation, open doors between rooms, move furniture away from walls, and open doors to closets that may be colder than the rooms they're in.

You can use bleach to clean mold

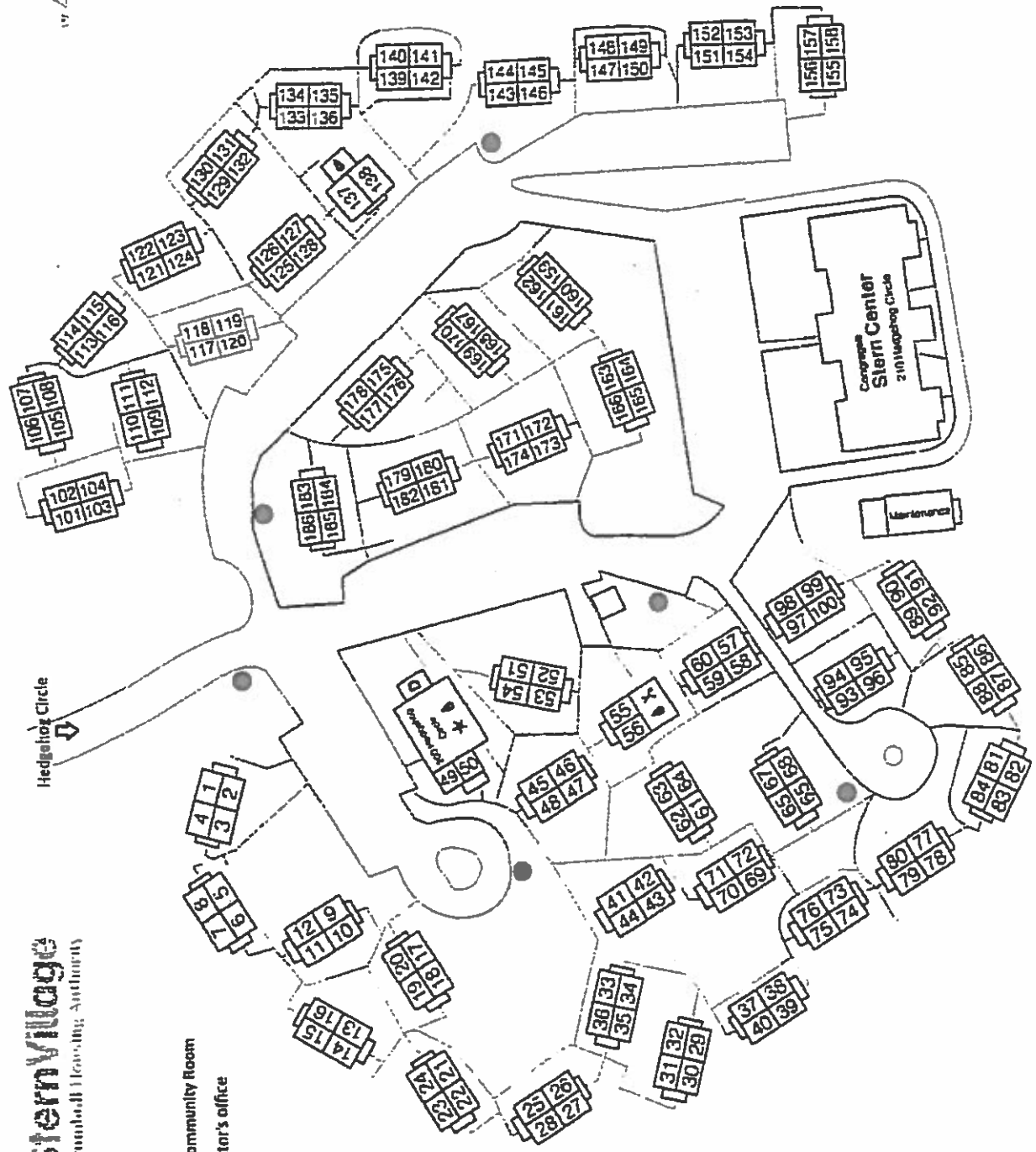
- If you see mold starting to grow, just spray bleach on the area and wipe it clean.
- Do not wait to clean the mold. It can grow quickly.

If you have any questions or concerns, please call Heather LeMoult, Assistant Property Manager and 203-261-5740 x1 or email heather@sternvillage.com

Designated Smoking Areas with Ashtrays



Stern Village
Franklin Housing Authority



- ★ THA Office & Community Room
- D Executive Director's office
- Laundry room
- X Salon

JOIN US FOR LUNCH AT THE PRISCILLA PLACE CAFÉ!

*We welcome Elaine Marcucio,
from New England Young at Heart!*

Elaine will provide lunch at the senior center on
Tuesdays and Thursdays from 12:00 PM to 1:00 PM.

- ◊ Reservations are required at least 24 hours in advance.
Please call (203) 452-5199 ext 3
- ◊ Transportation is available to and from the senior center for the lunch program, please call (203) 452-5137 to make arrangements.
- ◊ All lunch specials are served with a soup or salad and dessert.
- ◊ All sandwiches are served with a side. Please see menu for pricing and available options. Prices will range from \$1.50-\$10.00.
- ◊ Attend scheduled presentations to receive half off of your lunch

Frozen meals will also be available!

Lunch is available to "carry out".

*Financial assistance is available.

Please call (203) 452-5199 for more information.



*Have lunch, enjoy the conversation,
meet new people!*

Emergency Preparedness Checklist

- Non-Perishable Food
- Manual Can Opener
- Bottled Water
- Flashlight and Extra Batteries
- Battery Operated Radio
- Updated First Aid Kit
- Flameless Candles
- Personal Hygiene Items
- Hand Sanitizer
- Garbage Bags & Duct Tape
- Blankets
- Clothing
- Whistle
- Cash on Hand
- List of Medications
- Copies of Important Telephone Numbers (Emergency Contacts, Utilities, Neighbor's Telephone Numbers)

ALWAYS MAKE SURE YOUR CELLULAR TELEPHONE IS FULLY CHARGED IN CASE OF AN EMERGENCY

In the event of a power outage or emergency situation, go the Community Room! The Community Room has a generator and will be open to residents who need it.

Remember — disposable does NOT always mean flushable!

Our toilets are designed for water, human waste, and toilet paper – nothing else! Other items flushed down the toilet cause blockages and damage to the sewer system.

The results aren't pretty; raw sewage overflowing to your home or yard, contact with disease-causing organisms, damage to the environment, and an expensive cleanup.

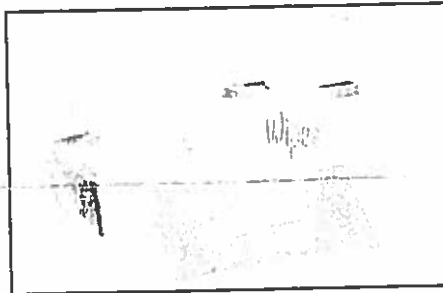
It's really that easy to prevent sewer and sewage!

Just keep other items out of the sewers by throwing them away instead of flushing.

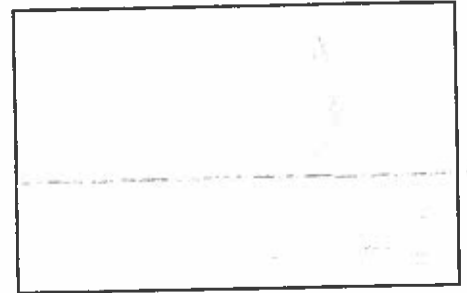
The following items should NEVER be poured or flushed down any drains:



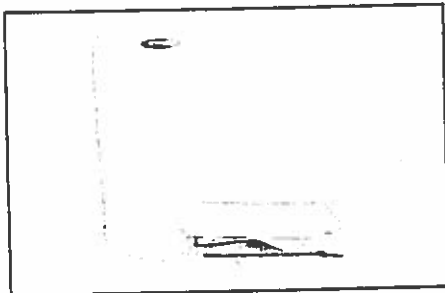
Cooking scraps or remains, including sauces and soups



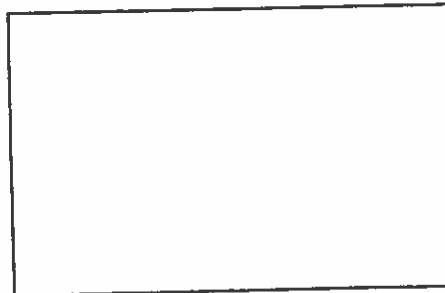
Any facial wipes, hand wipes, moist towelettes, or cleaning wipes (Clorox® brand, etc.)



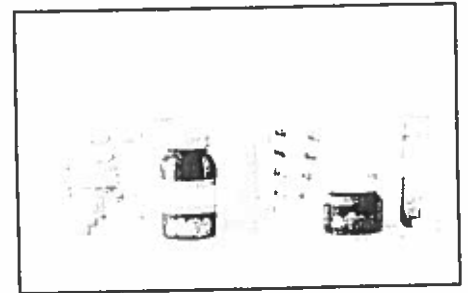
Paper or plastic bags



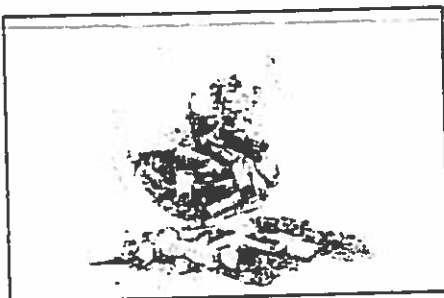
Any paper products other than toilet paper – paper towels, napkins, mail, etc.



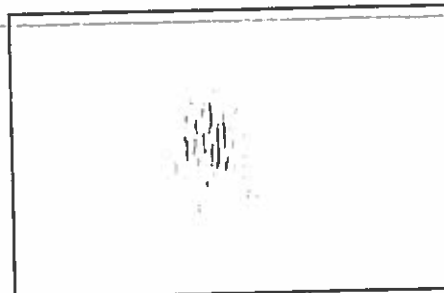
Diapers or disposable underwear



Prescription or over-the-counter medications



Cigarette butts



Cotton swabs or cotton balls



Excess hair or hair clippings from shaving, etc.



Help prevent blockages
in the sewer pipes and at water treatment plants
by keeping these products out of our sewers!

**CDM
Smith**

AUGUST 2021

¡Ayuda a prevenir bloqueos — idesechable NO siempre significa desechable!

Nuestros inodoros están diseñados para agua, desechos humanos, y papel higiénico, ¡nada más!

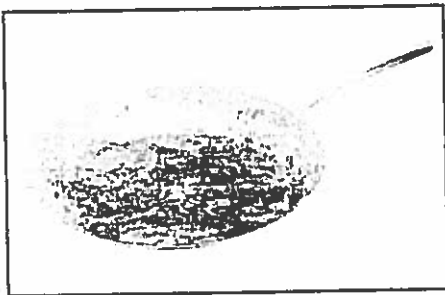
Otros artículos que se tiran por el inodoro causan obstrucciones y daños al sistema de alcantarillado.

Los resultados no son agradables; aguas residuales sin tratar desbordando su casa o patio, póngase en contacto con organismos que causan enfermedades, daños al medio ambiente y una costosa limpieza.

Manténgalos fuera de las alcantarillas para evitar obstrucciones y daños.

Simplemente mantenga otros artículos fuera de las alcantarillas tirándolos a la basura en lugar de tirarlos.

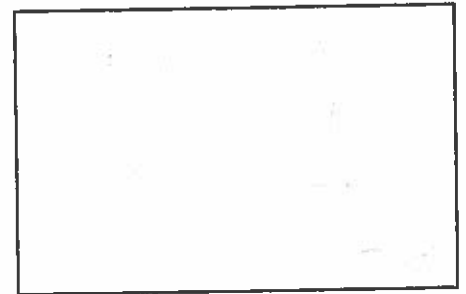
Los siguientes artículos **NO** deben ser desechados en el inodoro por ningún motivo:



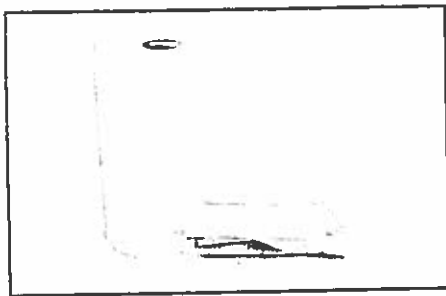
Cocinar sobras o restos, incluidas salsas y sopas



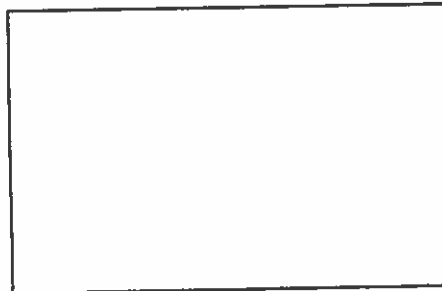
Cualquier toallita facial, toallita para manos, toallita húmeda o toallita limpiadora (marca Clorox®, etc.)



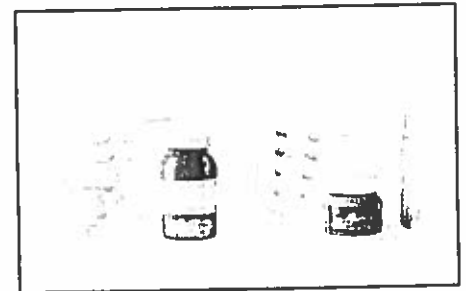
Bolsas de papel o plástico



Cualquier producto de papel que no sea papel higiénico: toallas de papel, servilletas, correo, etc.



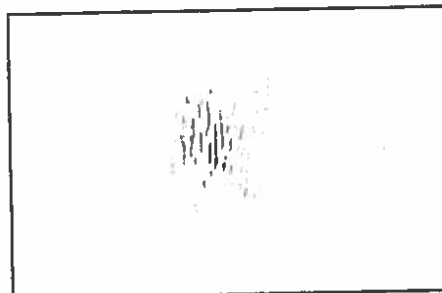
Pañales o desechables ropa interior



Receta o medicamentos de venta libre



Colillas de cigarro



Hisopos de algodón o bolas de algodón



Exceso de cabello o recortes de cabello por afeitarse, etc.



¡Ayuda a prevenir bloqueos en las tuberías de alcantarillado y en las plantas de tratamiento de agua Manteniendo estos productos fuera de nuestras alcantarillas!

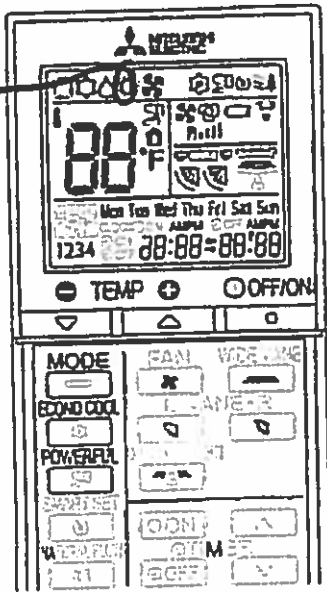
CDM
Smith

AGOSTO 2021

SELECTING OPERATION MODES

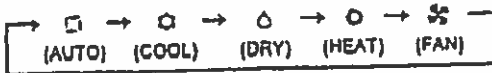
FOR COLD WEATHER

Heat



Press to start the operation.

Press to select operation mode. Each press changes mode in the following order:



AUTO mode (Auto change over)

The unit selects the operation mode according to the difference between the room temperature and the set temperature. During AUTO mode, the unit changes mode (COOL—HEAT) when the room temperature is about 4°F (2°C) away from the set temperature for more than 15 minutes.

Note:

Auto Mode is not recommended if this indoor unit is connected to a MXZ type outdoor unit. When several indoor units are operated simultaneously the unit may not be able to switch operation mode between COOL and HEAT. In this case, the Indoor unit becomes standby mode (Refer to table of Operation Indicator lamp).

COOL mode

Enjoy cool air at your desired temperature.

Note:

Do not operate COOL mode at very low outside temperatures (less than 14°F [-10°C]). Water condensed in the unit may drip and wet or damage furniture, etc.

DRY mode

Dehumidify your room. The room may be cooled slightly. Temperature cannot be set during DRY mode.

HEAT mode

Enjoy warm air at your desired temperature.

FAN mode


Circulate the air in your room.

Note:

After COOL/DRY mode operation, it is recommended to operate in the FAN mode to dry inside the indoor unit.

Emergency operation

- SET IT & FORGET IT
- symbol is for HEAT



988
SUICIDE
& CRISIS
LIFELINE

In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline.

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the lead federal agency, in partnership with the Federal Communications Commission and the Department of Veterans Affairs, working to make the promise of 988 a reality for America. Moving to a 3-digit dialing code is a **once-in-a-lifetime opportunity** to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline).

Of course, 988 is more than just an easy-to-remember number—it is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. Preparing for full 988 implementation requires a bold vision for **a crisis care system that provides direct, life-saving services to all in need.**

SAMHSA sees 988 as a first step towards a transformed crisis care system in much the same way as emergency medical services have expanded in the US.



In pursuit of this bold yet achievable vision, SAMHSA is first focused on strengthening and expanding the existing Lifeline network, providing life-saving service to all who call, text or chat via 988. Longer term, SAMHSA recognizes that linking those in crisis to community-based providers—who can deliver a full range of crisis care services—is **essential to meeting crisis needs across the nation.**





Frequently Asked Questions

What is the Lifeline and will 988 replace it?

The Lifeline is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis. **Moving to 988 will not replace the Lifeline**, rather it will be an easier way to access a strengthened and expanded network of crisis call centers. Beginning July 16, 2022, people can access the Lifeline via 988 or by the 10-digit number (which will not go away).

When will 988 go live nationally?

The 988 dialing code will be available nationwide for call (multiple languages), text or chat (English only) on July 16, 2022. Until then, those experiencing a mental health or suicide-related crisis, or those helping a loved one through crisis, should continue to reach the Lifeline at its current number, 1-800-273-8255.

How is 988 different from 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

How is 988 being funded?

Congress has provided the Department of Health and Human Services workforce funding through the American Rescue Plan, some of which will support the 988 workforce. At the state level, in addition to existing public/private sector funding streams, the National Suicide Hotline Designation Act of 2020 allows states to enact new state telecommunication fees to help support 988 operations.

Is 988 available for substance use crisis?

The Lifeline accepts calls from anyone who needs support for a suicidal, mental health and/or substance use crisis.

Urgent realities.



Too many Americans are experiencing suicide and mental health crises without the support and care they need. In 2020 alone, the US had one death by suicide about every 11 minutes — and for people aged 10-34 years, suicide is a leading cause of death.

Easier access.



Moving to an easy-to-remember, 3-digit dialing code will provide greater access to life-saving services.

There is hope.



Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works! The Lifeline helps thousands of people overcome crisis situations every day.

Email 988 questions to:

**988Team@
samhsa.hhs.gov**

988

LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS



En 2020, el Congreso designó el nuevo código de marcación 988 para operar a través de la Línea directa nacional para la prevención del suicidio existente.

La Administración de Servicios de Abuso de Sustancias y Salud Mental (SAMHSA, por sus siglas en inglés) es la agencia federal líder, junto con la Comisión Federal de Comunicaciones y el Departamento de Asuntos de Veteranos, que trabaja para hacer realidad la promesa del 988 en Estados Unidos. Pasar a un código de marcación de 3 dígitos es **una oportunidad única en la vida** que permite fortalecer y ampliar la Línea directa nacional para la prevención del suicidio (National Suicide Prevention Lifeline o la Línea de vida).

De hecho, el 988 es más que un número fácil de recordar —es una conexión directa a la que puede acceder cualquier persona que tenga problemas relacionados con la salud mental para recibir atención y apoyo compasivo y accesible— ya sea que se trate de pensamientos suicidas o de una crisis de salud mental o relacionada con el consumo de sustancias o cualquier otro tipo de angustia emocional. Prepararse para la implementación integral del 988 requiere una visión audaz que permita diseñar un **sistema de atención de crisis que proporcione servicios directos que salven vidas a todos aquellos que lo necesiten.**

SAMHSA considera que el 988 es un primer paso hacia la transformación de un sistema de atención de crisis que se equipara a la forma en que se expandieron los servicios médicos de emergencia en los Estados Unidos.



En busca de esta visión audaz, pero alcanzable, SAMHSA se centra primero en fortalecer y ampliar la red existente de la Línea de vida, proporcionando un servicio que salva vidas a todos los que se comunican con el 988, ya sea mediante una llamada telefónica, un mensaje de texto o por chat. A más largo plazo, SAMHSA reconoce que conectar a quienes están en crisis con proveedores comunitarios —que pueden ofrecer una gama completa de servicios de atención en crisis— **es esencial para satisfacer las necesidades de crisis en toda la nación.**





Preguntas más frecuentes

¿Qué es la Línea de vida? ¿El 988 reemplaza a la Línea de vida?

La **Línea de vida** es una red nacional de más de 200 centros de crisis locales, independientes y financiados por el estado que se encuentran equipados para ayudar a las personas con dificultades emocionales o que padecen una crisis suicida. **El paso al 988 no sustituye a la Línea de vida**, sino que es una manera más fácil de acceder a una red fortalecida y ampliada de centros de llamadas en caso de crisis. A partir del 16 de julio de 2022, las personas pueden acceder a la Línea de vida a través del 988 o de un número de 10 dígitos (que seguirá vigente).

¿Cuándo se lanzará el 988 a nivel nacional?

El **código de marcación 988** estará disponible en todo el país para llamadas (en varios idiomas), texto o chat (solo en inglés) el 16 de julio de 2022. Hasta entonces, quienes sufran una crisis de salud mental o relacionada con suicidio, o quienes ayuden a un ser querido en una situación de crisis, deben seguir utilizando la Línea de vida con el número actual: **1-800-273-8255**.

¿En qué se diferencia el 988 del 911?

El **988 se creó para mejorar el acceso a los servicios de crisis** de una manera que satisfaga las crecientes necesidades de atención de crisis relacionadas con el suicidio y la salud mental de nuestro país. El 988 proporcionará un acceso más fácil a la red de la Línea de vida y a los recursos de crisis relacionados, que son distintos de los que ofrece el 911 (donde el foco está en despachar los servicios médicos de emergencia, los bomberos y la policía, según sea necesario).

¿Cómo se financia el 988?

El **Congreso proporcionó fondos al Departamento de Salud y Servicios Humanos a través del Plan de rescate estadounidense (American Rescue Plan), algunos de los cuales serán destinados a financiar la plantilla del 988**. A nivel estatal, además de los fondos provenientes del sector público/privado, la Ley nacional de designación de la línea directa para la prevención del suicidio (National Suicide Hotline Designation Act) de 2020 permite a los estados fijar nuevas tarifas estatales de telecomunicaciones para ayudar a financiar las operaciones del 988.

¿El 988 está disponible para crisis relacionadas con el consumo de sustancias?

La **Línea de vida acepta llamadas de cualquier persona que necesite ayuda** para una crisis suicida, de salud mental y/o por el consumo de sustancias.

Realidades urgentes.



Ya son demasiados los estadounidenses que padecen crisis suicidas o de salud mental y que no cuentan con la ayuda y la atención que necesitan. Solo en 2020, se registró una muerte por suicidio cada 11 minutos en EE. UU. y además, entre las personas de 10 a 34 años, el suicidio es una de las principales causas de muerte.

Más fácil de acceder.



El paso a un código de marcación de 3 dígitos fácil de recordar permitirá un mayor acceso a los servicios que salvan vidas.

Hay esperanza.



La ayuda libre y confidencial las 24 horas del día, los 7 días de la semana a las personas en crisis suicida o con angustia emocional es muy útil. La Línea de vida ayuda a miles de personas a superar situaciones de crisis cada día.

Envíe preguntas sobre el 988 por correo electrónico a:

**988Team@
samhsa.hhs.gov**

When You Should Call for Help

Recognizing the warning **signs** of someone in mental distress is essential to getting them timely help. The earlier the intervention, the less likely suicide or bodily harm will be the outcome. **If you or someone you know exhibits any of these signs, seek help by calling the Lifeline.**

- Talking about wanting to die or to kill themselves
- Looking for a way to kill themselves, like searching online or buying a gun
- Talking about feeling hopeless or having no reason to live
- Talking about feeling trapped or in unbearable pain
- Talking about being a burden to others
- Increasing the use of alcohol or drugs
- Acting anxious or agitated; behaving recklessly
- Sleeping too little or too much
- Withdrawing or isolating themselves
- Showing rage or talking about seeking revenge
- Extreme mood swings

The network of local crisis centers that make up the Lifeline relies on dedicated and trained volunteers to help provide needed support for people in crisis. If you or someone you know has a background in mental health care, contact your local crisis center to find volunteer opportunities in your community.



SUPPORT FOR YOUR COMMUNITY

SENIOR PAW PROJECT

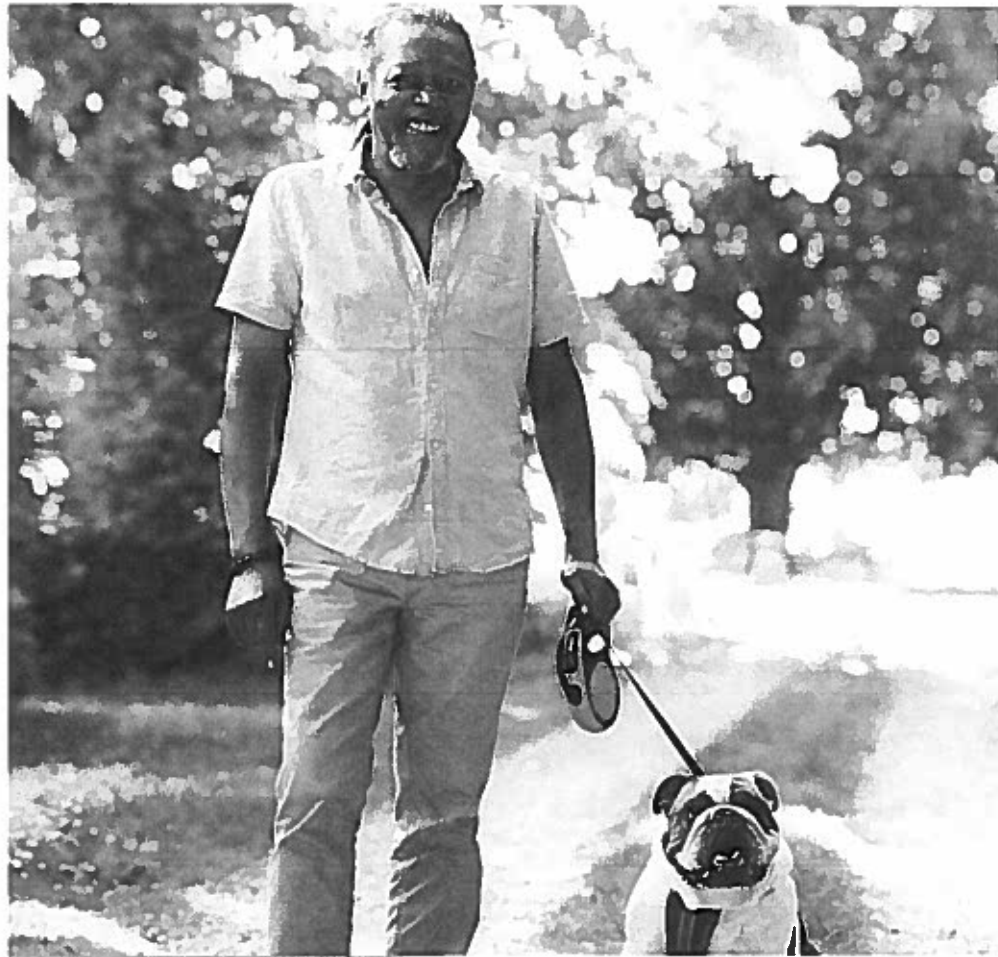


The Catherine Violet Hubbard Animal Sanctuary's Senior Paw Project provides critically needed pet food, veterinary care assistance and foster/respice care to senior pet owners struggling to keep or care for their animals.

According to America's Health Rankings, 21% of older pet owners are food insecure and living at poverty level. The Senior Paw Project was created to address that very need. The Catherine Violet Hubbard Animal Sanctuary is working to make the golden years just that by honoring the treasured bond between animals and humans - creating a lasting memory and deserved sense of peace for so many aging Americans and their beloved pets.



Catherine
Violet
Hubbard



HOW DOES THE PROGRAM WORK?

In order to provide services to those who need it most, the Senior Paw Project is a referral-based program. Partnering with municipal housing authorities, senior centers and veterinarians, we step in to prevent the difficult choice of older adults feeding themselves or their pets, or foregoing veterinary care due to financial hardship.

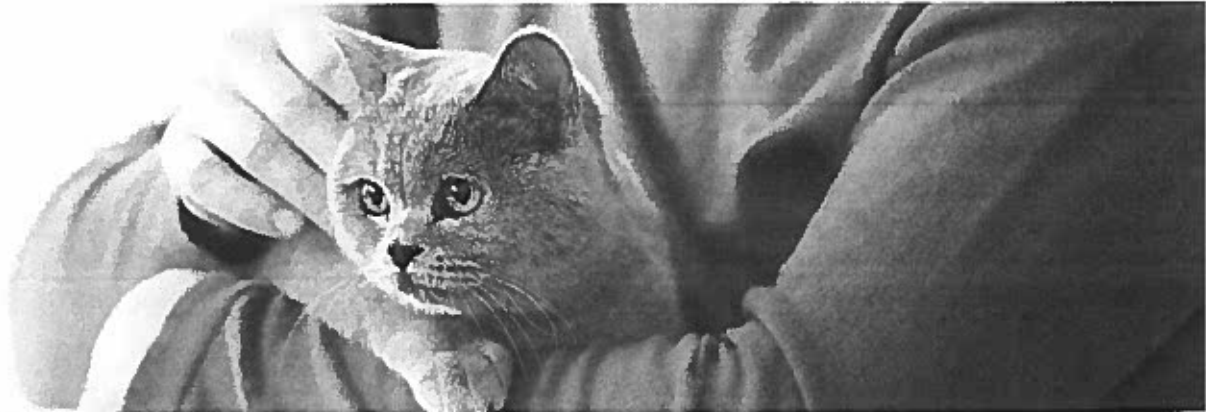
The Senior Paw Project partners with city housing authorities or private contractors who manage congregate, subsidized housing for seniors. This allows the program to serve seniors more efficiently by:

- Identifying potential clients in congregate subsidized housing settings
- Pre-screening income/need by virtue of being in subsidized senior housing
- Partnering with staff who already know the clients and can facilitate delivery of services
- Working with staff to identify those in need and distribute applications for service as well as addressing any questions about the program
- Providing single locations for multiple clients to facilitate food distribution and mobile veterinary services



WHAT ARE OUR SERVICES?

- **Pet Food Assistance** – high quality, donated pet food. All efforts are made to meet the pet owner's food preference, however, we cannot guarantee exact food requested. When there is a veterinarian prescribed diet, we will do our best to provide that.
- **Veterinary Assistance** – well-care services, core vaccinations. We assist with up to \$500 of veterinary assistance per pet (2 pets, max). Pets must be up-to-date on required vaccinations and pet owner must provide current pet health records and be willing to switch to Senior Paw contracted veterinary services. In many instances, vet services will be performed in the pet owner's home by a mobile veterinarian. Other medical care may be referred to local, brick-and-mortar veterinary practice.
- **Foster Care** – when senior pet owner requires short-term placement in a medical facility due to surgery or rehab and have no family/friend resources to care for their pet(s), volunteer fosters provide a loving home for the animal in need.



WHO QUALIFIES?

Income: if they qualify for subsidized housing, they qualify for Senior Paw Project services

Ages 55+

Older adults who currently own their pet(s). The SPP does not facilitate new adoptions.

Older adults who own no more than 2 pets



LEARN MORE!

For more information about the Senior Paw Project or to schedule an in-person presentation, please email seniorpaw@cvhfoundation.org or call (866) 620-8640 x701.

THE CATHERINE VIOLET HUBBARD ANIMAL SANCTUARY

The Catherine Violet Hubbard Animal Sanctuary enriches the lives of all beings by promoting compassion and acceptance. By honoring the bond between animals, humans and the environment, we're creating a kinder and gentler world for all.

The sanctuary honors the memory of six-year-old Catherine, a kind and compassionate animal lover who lost her life at Sandy Hook Elementary on December 14th 2012.



CVH Animal Sanctuary
PO Box 3571
Newtown, CT 06470

Sanctuary Property
3 Old Farm Road
Newtown, CT 06470

info@cvhfoundation.org
(866) 620-8640 x701

Visit us at:
cvhfoundation.org