DIRECTORY OF ELDER RESOURCES

FOR

COCHISE COUNTY

Revised
May 25, 2018

SEAGO

AREA AGENCY ON AGING, REGION VI
300 COLLINS ROAD
BISBEE, AZ 85603
520-432-2528

Web site: www.seago.org (click on Area Agency on Aging)
E-mail: aging@seago.org

Contact SEAGO with your questions about Medicare at 520-432-2528, ext. 222 or send an e-mail to <shiphelp@seago.org>. 

DIRECTORY OF ELDER RESOURCES IN

Cochise County

This directory lists as many resources as possible in order to provide useful information to older persons and their families. Agency names, services provided, websites, and phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information included. Phone books have Community Resources and/or Government listings in the first section of the book as well as in the Yellow Pages under Social Services and Elder Care. Many communities have Chambers of Commerce that can give information on community resources. If you have questions or need additional information, please call the Area Agency on Aging at 520-432-2528.

“Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and Title VII) and the Americans Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, SEAGO Area Agency on Aging prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex national origin, age, and disability. The SEAGO Area Agency on Aging must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the SEAGO Area Agency on Aging must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the SEAGO Area Agency on Aging will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact: SEAGO Area Agency on Aging at 520-432-2528.” Para obener este documento en otro formato o obtener informacion adicional sobre esta politica, SEAGO Area Agency on Aging 520-432-2528.

Funding to support this (project, publication, brochure, etc.) was provided, in part or whole by the federal Administration on Aging, the Arizona Department of Economic Security, Division of Aging and Adult Services, and the SEAGO Area Agency on Aging.
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABUSE, NEGLECT, AND EXPLOITATION</td>
<td>4</td>
</tr>
<tr>
<td>ADAPTIVE AIDS AND DEVICES/LOAN CENTERS</td>
<td>5</td>
</tr>
<tr>
<td>ALZHEIMER'S/DEMENTIA</td>
<td>6</td>
</tr>
<tr>
<td>AREA AGENCY ON AGING</td>
<td>7</td>
</tr>
<tr>
<td>ASSISTED LIVING</td>
<td>7</td>
</tr>
<tr>
<td>BEHAVIORAL HEALTH SERVICES</td>
<td>9</td>
</tr>
<tr>
<td>BENEFITS</td>
<td>10</td>
</tr>
<tr>
<td>CAREGIVER/CASE MANAGEMENT</td>
<td>11</td>
</tr>
<tr>
<td>CREDIT PROBLEMS</td>
<td>12</td>
</tr>
<tr>
<td>DENTAL</td>
<td>12</td>
</tr>
<tr>
<td>DIABETES</td>
<td>12</td>
</tr>
<tr>
<td>DISCOUNTS, REFUNDS, AND TAXES</td>
<td>13</td>
</tr>
<tr>
<td>FOOD</td>
<td>15</td>
</tr>
<tr>
<td>FUNERAL HOMES/GRIEF SUPPORT</td>
<td>16</td>
</tr>
<tr>
<td>GUARDIAN and CONSERVATOR SERVICES</td>
<td>16</td>
</tr>
<tr>
<td>HEARING</td>
<td>16</td>
</tr>
<tr>
<td>HOME HEALTH</td>
<td>17</td>
</tr>
<tr>
<td>HOSPICE SERVICES</td>
<td>18</td>
</tr>
<tr>
<td>HOSPITALS</td>
<td>18</td>
</tr>
<tr>
<td>HOUSING</td>
<td>19</td>
</tr>
<tr>
<td>INFORMATION AND ASSISTANCE</td>
<td>21</td>
</tr>
<tr>
<td>LEGAL SERVICES</td>
<td>23</td>
</tr>
<tr>
<td>MEDICAL INSURANCE</td>
<td>23</td>
</tr>
<tr>
<td>MEDICAL SERVICES</td>
<td>24</td>
</tr>
<tr>
<td>MEDICATIONS</td>
<td>26</td>
</tr>
<tr>
<td>NURSING HOMES</td>
<td>26</td>
</tr>
<tr>
<td>POLICE AND EMERGENCY NUMBERS</td>
<td>27</td>
</tr>
<tr>
<td>SCAMS, CONSUMER, AND FRAUD ISSUES</td>
<td>27</td>
</tr>
<tr>
<td>SENIOR CENTER/NUTRITION SITES</td>
<td>28</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td>29</td>
</tr>
<tr>
<td>VETERANS</td>
<td>31</td>
</tr>
<tr>
<td>VISION</td>
<td>32</td>
</tr>
<tr>
<td>VOLUNTEER OPPORTUNITIES</td>
<td>32</td>
</tr>
<tr>
<td>WEB SITES</td>
<td>34</td>
</tr>
</tbody>
</table>
ABUSE, NEGLECT, AND EXPLOITATION

ADULT PROTECTIVE SERVICES (APS) 1-877-SOS-ADULT or 1-877-767-2385

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

OMBUDSMAN PROGRAM

Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520-432-2528, ext. 206
Website: www.seago.org
Advocates for individuals in nursing homes and assisted living facilities (formerly called supervisory care facilities and adult care homes).

SHELTERS

Bisbee
Women’s Transition Project (dba Renaissance House): 520-432-8068
Website: www.drug-rehab-headquarters.com/arizona/facility/renaissance-house-bisbee/
Provides residential treatment for substance abuse for women and their children.

Coalition for the Homeless (Tin Town Resource Center): 520-432-7839
Provides shelter for men, women, and children. Available food, shower and laundry programs. Provides help with advocacy and case management to anyone in need.

Douglas
House of Hope: 520-364-2465
Provide domestic violence services and emergency housing for women and children.

Sierra Vista
Forgach House Domestic Crisis Shelter: 520-458-9096
Provide domestic violence services and emergency housing for women and children.

Good Neighbor Alliance: 520-439-0776
Website: www.svshelter.org
Provides emergency assistance to homeless men, women and families with children transition into a better way of life. Food, shower and laundry programs available on certain days. Limited resources available to help with housing.

TASKFORCE AGAINST SENIOR ABUSE (TASA)

Phoenix: 602-542-2124, or 1-800-352-8431(selection #3)
The Arizona Attorney General’s task force to stem senior abuse.

VICTIM WITNESS: 520-432-8730
May provide support/assistance to victims of crime.
In addition to the medical equipment and supply stores listed below, agencies in Tucson also serve Cochise County. These are listed in the phone book or your doctor’s office can assist you. It is important to get a prescription from your doctor and check with the store to make sure Medicare or your other insurance will cover the item.

**ARIZONA LOANS FOR ASSISTIVE TECHNOLOGY (AZLAT)**
- **Phoenix:** 602-776-4670, or 1-800-477-9921, 602-728-9536 TTY
- **Website:** www.azlat.net
  Provide financial loans for purchasing Assistive Technology for people with disabilities.

**DES INDEPENDENT LIVING REHABILITATION SERVICES**
- **Sierra Vista:** 520-439-3559 or 520-458-9309
  Counseling and help in finding adaptive aids.

**EMERGENCY ALERT SYSTEMS**
- **Website:** www.bestcompany.com/medical-alert-systems/
  Individual dialers may be purchased in electronic stores, online, or from the number listed below. These dialers donot include any monthly fee or any maintenance. There are also several companies that provide systems that include a start-up cost and monthly fees. Some of these systems require contracts for a minimum period of time.

The local hospital or the building where a senior resides may have an agreement to use a particular system. Only a few of the systems available on the market are listed below. This listing **DOES NOT** reflect an endorsement by SEAGO.

**ALERT ONE:** 1-866-424-9676
- **Website:** www.alert-1.com

**GREAT CALL:** 1-800-918-8543
- **Website:** www.greatcall.com

**LIFE FONE:** 1-800-882-2280 or 844-892-6844
- **Website:** www.lifefone.com

**LIFELINE:** 1-855-681-5351
- **Website:** www.lifeline.phillips.com

**SAFELINK:** 1-800-378-1684
- **Website:** www.safelinkwireless.com
  Provides information on free cell phones for low income individuals.

**LOAN CENTERS**
(Sites where one can borrow a piece of medical equipment free of charge).

<table>
<thead>
<tr>
<th>Bisbee</th>
<th>Sunsites/Pearce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bisbee Senior Center: 520-432-2167</td>
<td>Pearce Fire District: 520- 826-3645</td>
</tr>
<tr>
<td><strong>Elfrida</strong></td>
<td><strong>Tombstone</strong></td>
</tr>
<tr>
<td>Elfrida Fire Station: 520- 642-3749</td>
<td>American Legion Post 24: 520-457-2273</td>
</tr>
<tr>
<td></td>
<td>(Equipment may be dusty)</td>
</tr>
</tbody>
</table>
Green Valley
Friends in Deed: 520-625-1150

Sierra Vista
The Knights of Columbus Handicap Equipment Ministry: 520-458-5060

MEDICAL EQUIPMENT (For Sale)
Advantage Medical and Oxygen Supply: 520-458-7330
Apria Healthcare: 520-452-1382
Lincare, Inc.: 520-459-1671
Website: www.lincare.com
Orbit Medical (Motorized Wheelchairs): 1-877-672-4862
Website: www.orbitmedical.com
Preferred Homecare: 520-459-1725
Website: www.preferredhomecare.com

MINI BOOKMOBILE SERVICE
**Bisbee:** 520-432-8930 (selection #3) or 1-800-231-1574
Serves all of Cochise County. Once a month the Mini-bookmobile will bring you books if you are unable to get to your local library or the bookmobile stop. Your local library can help you with the arrangements. There is also the Talking Book Program and you can get information about it from your local library.

**R-U-OK (Are You Okay) in Cochise County**
**Bisbee:** 520-432-9500
Website: www.cochise.az.gov/sheriff/home
Automated calling system application on line serves all residents in county and city limits. Registration forms are available through the Sheriff’s office for regularly scheduled wellness checks throughout the county.

TELECARE
**Sierra Vista:** 520-263-3295
Free daily call-in service for citizens.

VOCATIONAL REHABILITATION SERVICES
**Tucson:** 520-638-2405 or 520-638-2399
Analyzes needs and provides equipment for qualifying individuals. Can do limited home modifications.

**WIDOW’S MITE**
**Sierra Vista:** 520-266-2020 or 520-234-2003
A nondenominational, voluntary community service organization to help widows with home upkeep and repair, auto repair, financial assistance, or other services.

**ALZHEIMER'S/DEMENTIA**

ALZHEIMER'S ASSOCIATION
Website: www.alz.org
**Tucson:** 520-322-6601 or 1-800-272-3900.
Provides information, support, resources, educational opportunities, care consultation (case management), and dementia identification registry packet with bracelet.
MEDICAL ALERT: 1-800-973-3606
Website: https://www.medicalalert.com
Medical alert and safe return line.

SAFE RETURN: 1-888-572-8566
Call to register someone with dementia.

SAFE RETURN: 1-800-572-1122
To report someone found or missing even if not wearing a bracelet.

SILVER ALERT: (602) 223-2212
E-mail: doffice@asdps.gov
A multi-agency initiative to locate missing or endangered elderly. If a person 65 years of age or older goes missing it shall be reported to the local law enforcements. Displays qualified alerts on local and state highway marques for missing elderly personnel. Once reported the investigation will be conducted and a Silver Alert issued if the missing person meets the Silver Alert criteria.

(Also see ADAPTIVE AIDS AND DEVICES – EMERGENCY ALERT SYSTEMS Section of this booklet)

AREA AGENCY ON AGING

SEAGO AREA AGENCY ON AGING
Website: www.seago.org
Bisbee: 520-432-2528, ext. 220 or 222
Provide information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

ASSISTED LIVING

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

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

OMBDUSMAN PROGRAM
Website: www.seago.org
Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520-432-2528, ext. 206

ASSISTED LIVING FACILITIES

Benson:
AZ SKYLINE ASSISTED LIVING HOME
520-586-1003
423/311 N. Saddle Vista Road
Benson, AZ 85602
**Cochise:**
CASA DE ANGELS
520-826-4065
424 West Kaibab Way
Cochise, AZ 85606

**Douglas:**
CYPRESS INN
520-364-7232
757 E.12th Street
Douglas, AZ 85607

LESAN ASSISTED LIVING, LLC
520-505-6528
2340 E. Primrose Street
Douglas, AZ 85607

ESTHER ADULT CARE HOME
520-364-6477
2001 E. 14th St. Douglas,
AZ 85607

**McNeal:**
VALLEY VISTA ADULT FOSTER CARE HOME
520-234-4558
5867 W. Double Adobe Road
McNeal, AZ 85617

**Sierra Vista/Hereford:**
BEEHIVE HOMES of SV
520-226-4091
4110 E. Anderson Street
Sierra Vista, AZ 85635

SOLACE HOUSE
520-335-2019
600 Heather Dr.
Sierra Vista, AZ 85635

GARDEN TERRACE ASSISTED LIVING
520-459-0005
1100 S. Chaparral Circle
Sierra Vista, AZ 85635

TRUDY’S ADULT CARE HOME
520-335-6158
1410 Calle Amable
Sierra Vista, AZ 85635

JR CARING HEARTS LLC
520-820-8147
425 North Bernini Avenue
Sierra Vista, AZ 85635

TRUDY’S ADULT CARE HOME II
520-224-5465
1984 Exeter Drive
Sierra Vista, AZ 85635

OLIVE BRANCH
520-378-9516
4916 S. Santa Ana Ave.
Sierra Vista, AZ 85635

WINDMILL RANCH
520-803-7181
5605 E. Labrador Lane
Hereford, AZ 85615

PRESTIGE ASSISTED LIVING
520-452-1402
4400 Avenida Cochine
Sierra Vista, AZ 85635
BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS
   Cochise County: 520-459-0031 or 1-866-780-9758
   Web Site: www.aa-cochisecounty.org
Hot line for meetings throughout the county. Call for meetings or support groups for recovering alcoholics and their families.

CENPATICO SERVICES Customer Service: 1-866-495-6738
   Website: www.cenpaticointegratedcareaz.com
Behavioral health services offered are based on eligibility for services and the needs of the participant. Typical services for those that are Title 19 include, but are not limited to, case management, individual and group counseling, skills groups, employment services, medication management and transportation to appointments. Services for those that are not Title 19 are limited to crisis services and medication management. If you are interested in enrolling in services please call Cenpatico Customer Service and a representative will assist you in finding a provider agency near you. The following agencies may hold contracts with Cenpatico:

ARIZONA COUNSELING & TREATMENT SERVICES (ACTS)
   Benson: 520-720-0290
      500 S. Highway 80, Ste A
      Benson, AZ 85602
   Sierra Vista: 520-266-9002
      2039 E. Wilcox Drive, Ste. A
      Sierra Vista, AZ 85635
   Bisbee: 520-366-8720
      24 Howell Avenue
      Bisbee, AZ 85603
   Willcox: 520-254-4334
      114 S. Arizona Ave.
      Willcox, AZ 85644

COMMUNITY HEALTH ASSOCIATES (CHA)
   Bisbee: 520-366-3603
      1326 Hwy 92, Ste J
      Bisbee, AZ 85603
   Douglas: 520-366-3133
      1701 N. Douglas Avenue
      Douglas, AZ 85607

CORAZON
   Douglas: 520-364-3630
      936 F. Ave B
      Douglas, AZ 85607

PINAL HISPANIC COUNCIL
   Douglas: 520-364-4508
      1940 E. 11th Street
      Douglas, AZ 85607

SOUTHEASTERN AZ. BEHAVIORAL HEALTH SERVICES (SEABHS)
   Benson: 520-586-6177
      590 S. Ocotillo Rd
      Benson, AZ 85602
   Willcox: 520-384-2521
      404 Rex Allen Drive
      Willcox, AZ 85643
      (Call for hours of operation)
   Sierra Vista: 520-458-3932
      4755 Campus Drive
      Sierra Vista, AZ 85635
HAVEN SENIOR HORIZONS  
**Phoenix:** 623-236-2000  
A licensed in-patient psychiatric hospital for seniors.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)  
**Sierra Vista:** 520-459-3228  
**Website:** www.nami.org  
Provide support, education, awareness, and advocacy for individuals and families impacted by mental illness.

VERHELST RECOVERY HOUSE  
**Bisbee:** 520-432-3764  
A non-medical drug and alcohol treatment facility for men. Also part of National Council for Alcohol and Drug Dependency. Serves as a hotline for information on A.A. and meetings places in Cochise County.

WELLNESS CONNECTIONS  
**Sierra Vista:** 520-459-2624  
A self-help center located in Sierra Vista and surrounding communities, serving individuals with mental illness. Wellness Connections is dedicated to promoting wellness and recovery through peer support, life skills training & education, and other life-enhancing activities. Transportation also available. Serving Bridgeway/ALTCS and CENPATICO enrolled members, and U.S. Military Veterans. Services are delivered to surrounding communities through Wellness Connections mobile outreach program, providing countywide peer support and rehabilitation services. (Mental health, wellness, recovery, and substance abuse).

Many communities and towns have support groups for a number of diseases, illnesses, and various living situations. Contact the local hospital, Health Department, or Area Agency on Aging Case Manager.

**BENEFITS**

ARIZONA DEPARTMENT OF VETERANS SERVICES CEMETARY SERVICES  
**Sierra Vista:** 520-458-7144 or 1-888-952-4700,  
**Phoenix:** 1-800-852-VETS (8387)  
Assists with V.A. Health System enrollment, benefit counseling and claims, referral to fiduciary services.

DIRECT CENTER for INDEPENDENCE  
**Tucson:** 520-624-6452, or 800-342-1853  
Center for Independent Living for region. Provides information and referral for individuals who have disabilities.

SOCIAL SECURITY ADMINISTRATION: 1-800-772-1213  
**Website:** www.ssa.gov  
**Douglas:** 1-877-480-4858  
600 E. 15th St.  
Douglas, AZ 85607  
For Social Security Retirement, Disability, Survivor’s Benefits, and Supplemental Security Income (SSI).

VETERANS ASSOCIATION TELEPHONE ASSISTANCE SERVICE: 1-800-827-1000  

VETERANS’ BENEFITS: 520-458-7150  
To find out about eligibility for veterans, widows, widowers, and spouses.  
**Fiduciary Division:**
Phoenix: 602-248-1554
Provides guardianship or conservators for veterans.

WESTERN STATES PENSION ASSISTANCE PROJECT
1-866-413-4911 or 1-916-551-2140
For pension or retirement counseling within Arizona.

CAREGIVER/CASE MANAGEMENT

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

AREA AGENCY ON AGING (SEAGO)
Family Caregiver Support Program
Bisbee: 520-432-2528, ext. 221 or 220
Website: www.seago.org
Provides information about available services and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

AZ CHILDREN’S ASSOCIATION (formerly KARE FAMILY CENTER)
Sierra Vista: 520-224-9100
Website: www.arizonaschildren.org
Arizona Children’s Association provides legal resources and assistance for families trying to obtain legal guardianship in a case where the child is under 18 and not born to you. Arizona Children’s Association also provides support groups and assistance in completing benefits applications for TANF, AHCCCS, and Kids Care. Arizona Children’s Association can also help navigate and provide advocacy services for caregivers working with schools, court systems, health care, mental health agencies, and Child Protective Services.

EVALUATION/CASE MANAGEMENT
Area Agency on Aging (AAA) Case Management
MAIN: (Cochise) 520-432-9660
Benson/St. David/Pomerene/Dragoon/Tombstone: 520-586-8191
Bisbee/Miracle Valley/Palominas/Hereford/Willcox/Sunizona/Pearce/Bowie: 520-432-9660
Douglas/McNeal/Elfrida: 520-805-5631
Sierra Vista/Huachuca City/Whetstone: 520-803-3950
Information is provided to individuals and family caregivers about in-home services available for elderly and disabled individuals. Case managers evaluate individuals in their homes to determine eligibility for AAA services.

FAMILY CAREGIVER PROGRAM
Website: www.caregiver.org or www.caregiveraction.org
Provides resources for caregivers in different situations.

Bisbee: 520-432-9681
Case Management/family support services, including training and information, throughout the county to unpaid caregivers.
IN-HOME RESPITE
Call Area Agency on Aging Case Manager. See phone numbers under Evaluation/Case Management (this section). Provides relief to a family caregiver.

VOLUNTEER INTERFAITH CAREGIVER PROGRAM (VICaP)
   Website: www.vicapsv.org
   Sierra Vista: 520-459-8146
Provides transportation services for medical appointments and shopping, friendly visiting, some minor home repairs, etc. in Western Cochise County.

For private pay options see ALZHEIMERS/DEMENTIA, FOOD, AND HOME HEALTH Sections of this booklet.

CREDIT PROBLEMS

MONEY MANAGEMENT INTERNATIONAL (Formerly CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA) 1-888-845-5669, 1-800-338-3328 or 1-800-308-2227
   Website: www.moneymanagement.org
A nonprofit agency to consult when debt is a problem and prior to pursuing bankruptcy. Provide credit counseling and credit education classes at no cost. Offers debt repayment program for a small processing fee.

DENTAL

CHIRICAHUA CLINIC
   Website: www.cchci.org
   Bisbee: 520-432-3309
   Douglas: 520-364-3285
   Elfrida: 642-2222
   Sierra Vista: 459-3011
   Tucson: 520-628-7871
Reduced or sliding fee scale programs.

ST. ELIZABETH’S OF HUNGARY
   Tucson: 520-628-7871

DIABETES

DIABETES EDUCATION
   Chiricahua Community Health Center
   Elfrida: 520-642-2222
   Website: www.cchci.org

CANYON VISTA MEDICAL CENTER (formerly SIERRA VISTA REGIONAL HEALTH CENTER)
   Sierra Vista: 520-263-2000
   THRIVE (formerly Wellness Depot): 520-458-8210
   Website: www.canyonvistamedicalcenter.com
DIALYSIS CENTERS
   Davita Dialysis
      Sierra Vista: 520-459-7791
      Website: www.davita.com/SierraVista
   Douglas Dialysis Center (Dci)
      Douglas: 520-364-2204

TRANSPORTATION TO DIALYSIS (Apply for a bus pass.)
   Douglas: 520-364-4474
For other information on resources, education and support groups, check with local hospitals. They may have information or be able to refer out.

DISCOUNTS, REFUNDS, AND TAXES

COUPONS
   Website: www.couponchief.com/guides/retail_savings_for_baby_boomers
This site provides discount coupons for “baby boomers” (seniors).

EARNED INCOME CREDIT (IRS): 1-800-829-1040
   Website: www.irs.gov
A federal tax credit for low income working individuals and families, or grandparents raising grandchildren. Grandparent must be under 65, and have an income below qualifying limits. Contact the IRS for more information.

EXCISE TAX
   Phoenix: 1-800-352-4090
The 140ET is a refundable credit for low-income Arizona resident taxpayers to help mitigate the sales tax (transaction privilege tax) increase for education. This credit can be claimed with or without an Arizona return depending on your income level or if you do not qualify for the 140PTC. Your federal adjusted gross income must be $25,000 or less if married filing a joint return or a head of household, or $12,500 or less if single or married filing separately. If you are filing a 140PTC claim, this credit is available on that form. The amount of credit is $25.00 for each person who is a resident of Arizona. Credits can also be claimed for dependents, but not to exceed $100 per household.

INCOME TAX PREPARATION HELP
   AARP: 1-888-227-7669
   Website: www.aarp.org

NATURAL GAS DISCOUNT
   Southwest Gas Company: 1-877- 860-6020
   Website: www.swgas.com
May help low income individuals with winter heating discount.

PROPERTY TAX EXEMPTIONS
   Bisbee: 520-432-8650
   Website: www.cochise.az.gov/assessor
A program for widows/widowers and disabled persons. All Social Security income is exempt. Requires special forms from the County Assessor’s Office, and be filed between January 1 and March 1.
PROPERTY TAX REFUNDS: 1-800-352-4090
   Website: www.dor.gov
For owners/renters aged 65 or older or those on SSI, who have been Arizona residents for the entire calendar year. Income not counting Social Security must be less than $3,751 single or $5,501 married. Use form 140PTC at tax time. Contact the Arizona Department of Revenue.

SAFELINK
   Website: www.safelinkwireless.com
For information on free cell phones for low income individuals.

SENIOR PROPERTY VALUATION FREEZE
   Bisbee: 520-432-8650
   Website: www.cochise.az.gov/assessor
A program to freeze the property valuation of a primary residence in which homeowners aged 65 or older have resided for at least 2 years. Contact assessor for income eligibility limits. File with county assessor between July 15 and September 1.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM
   Main:1-800-293-1144
   Bisbee: 520-432-5401
   Willcox: 520-384-3120
Offering financial assistance for appliance repair and replacement, home repair, and utility bill payments, rental assistance, and telephone discounts.

TELEPHONE DISCOUNTS SEACAP: 1-800-293-1144
   Bisbee: 520-432-5401
   Willcox: 520-384-3120
Provides information about various programs offered from simple discounts for low-income to free phone service if medically necessary.

THRIFT STORES
   Bisbee: Bisbee Senior Center 520-432-2167
   Your Thrift Store 520-432-1295
   Benson: Goodwill Store 520-586-8839
   Fort Huachuca: Community Thrift Store 520-458-4606
   Sierra Vista: Salvation Army 520-459-4612
   Goodwill Store 520-895-5986

St. Vincent De Paul has thrift stores in:
   Benson: 520-586-9438
   Bisbee: 520-432-5009
   Douglas: 520-364-7573
   Elfrida: 520-642-4244
   Sierra Vista: 520-458-9725
   Willcox: 520-384-4900
Some food banks, community organizations, and churches also give out clothes.
VEHICLE REGISTRATION DISCOUNTS

Bisbee: 520-432-8650
Website: www.cochise.az.gov/assessor
A program for widows/widowers and disabled persons giving a discount on vehicle registration.

FOOD

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Benson: 520-586-8300
Douglas: 520-364-1291
Bisbee: 520-432-5415
Sierra Vista: 520-459-6901
A state and federal program of food assistance for low-income individuals and families.

HOME DELIVERED MEALS

Referrals are made to the Area Agency on Aging Case Management/Cochise Aging and Social Services. Phone numbers are listed in the CAREGIVER Section of this booklet. For private pay meals in Bisbee/Douglas/McNeal/Naco/Double Adobe/Elfrida area contact Douglas ARC at 520-364-2647, and in the rest of the county contact Catholic Community Services at 520-459-8716.

FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION SITES

Each food bank sets its own days and hours of operation and its own eligibility requirements. Call for distribution times and eligibility.

**Benson**
Benson Food Bank: 520-586-4208

**Bisbee**
Bisbee Coalition for the Homeless: 520-432-7839
Loaves and Fishes Food Bank: 520-432-3872
St. Patrick Parrish: 520-432-5753

**Bowie**
Bowie Food Bank: 520-847-2335

**Cochise**
Cochise Food Bank: 520-526-3190

**Douglas**
Douglas-Area Food Bank: 520-364-4170
Maranatha Church: 520-805-0259
St. Vincent de Paul: 520-364-7573

**Dragoon**
Commodity distribution only: 520-586-0165

**Huachuca City**
Food Bank: 520-508-3433
Whetstone Food Bank: 520-404-3491/9114
Commodities third Friday of each month

**Pearce**
Commodity distribution only: 520-824-3218

**San Simon**
Commodity distribution only: 520-845-2386

**Sierra Vista**
Country Estates Baptist Church: 520-378-2836
Commodity distribution only:
St. Andrew’s Church: 520-458-2925
St. Vincent de Paul: 520-458-9725
Salvation Army: 520-459-8411
Website: www.salvationarmy.com
United Methodist Church: 520-378-3352
Commodity Distribution only.

**St. David**
Food Bank: 520-720-4755
Commodity distribution only: 520-720-9600

**Tombstone**
Community Food Bank: 520-457-3697

**Willcox**
Willcox Food Pantry: 520-384-2114
Also see SENIOR CENTERS/NUTRITION SITES section of this booklet.

<table>
<thead>
<tr>
<th>FUNERAL HOMES/GRIEF SUPPORT</th>
</tr>
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<tbody>
<tr>
<td><strong>Benson</strong></td>
</tr>
<tr>
<td>Richardson/Benson Mortuary:  520-586-2288</td>
</tr>
<tr>
<td><strong>Bisbee</strong></td>
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<tr>
<td>Alex Espinosa Bisbee Funeral Home: 520-432-4242/2491</td>
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<tr>
<td><strong>Sierra Vista</strong></td>
</tr>
<tr>
<td>Hatfield Funeral Home: 520-458-5120</td>
</tr>
<tr>
<td>Jensen’s Sierra Vista Mortuary: 520-378-4895</td>
</tr>
<tr>
<td><strong>Willcox</strong></td>
</tr>
<tr>
<td>Westlawn Chapel Mortuary &amp; Crematory: 520-384-2413</td>
</tr>
<tr>
<td><strong>Douglas</strong></td>
</tr>
<tr>
<td>Brown-Page Mortuary Inc.: 520-364-3434</td>
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<tr>
<th>GRIEF SUPPORT</th>
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<tbody>
<tr>
<td><strong>Homicide Survivors, Inc.</strong></td>
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<tr>
<td>Website: <a href="http://www.azhomicidesurvivors.org">www.azhomicidesurvivors.org</a></td>
</tr>
<tr>
<td><strong>Tucson</strong>: 520-207-5012</td>
</tr>
<tr>
<td>Nonprofit victim assistance organization dedicated to meeting the crisis and long term needs of families of murder victims. Provides help with Crime Victim Compensation, funeral assistance, mental health and social service referrals.</td>
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| VICTIM SERVICES **Tucson**: 520-740-5525 |

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<thead>
<tr>
<th>GUARDIAN and CONSERVATOR SERVICES</th>
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<tbody>
<tr>
<td><strong>COCHISE COUNTY PUBLIC FIDUCIARY</strong> 520-432-9660 (Serves the entire county.)</td>
</tr>
<tr>
<td>May serve as court-appointed guardian, and/or conservator, or probate agency, of last resort.</td>
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<tr>
<th>HEARING</th>
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<tr>
<td><strong>ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING</strong> 1-800-352-8161 V/TTY</td>
</tr>
<tr>
<td>Services and resources, including TDD machines and telephone amplifiers, for hearing impaired individuals.</td>
</tr>
<tr>
<td><strong>COMMUNITY OUTREACH PROGRAM FOR THE DEAF</strong> 520-792-1906 (Interpreter 24 hours)</td>
</tr>
<tr>
<td>Counseling, job placement, interpreting, independent living, and outreach services.</td>
</tr>
<tr>
<td><strong>DES OFFICE OF VOCATIONAL REHABILITATION</strong> <strong>Tucson</strong>: 520-629-0225</td>
</tr>
</tbody>
</table>
Website: www.azdes.gov
Available for consultations for individuals that are blind, visually impaired, deaf or hard of hearing, or referral to other agencies,

LIONS SIGHT AND HEARING FOUNDATION: 1-602-954-1723
May assist low income individuals with hearing aids.

HOME HEALTH

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

Website: www.homehealthcareagencies.com

ACCENTCARE: 1-888-883-7448
Serves Cochise County.

BAYADA HOME HEALTH CARE
Sierra Vista: 520-459-4800
Website: www.bayada.com
State licensed, Medicare certified, and serves Benson, Bisbee, Hereford, Huachuca City, Pomerene, Sierra Vista, St. David and Whetstone.

BRIGHTSTAR CARE
Sierra Vista: 520-335-6680
Website: www.brightstarcare.com

COPPER VALLEY HOME HEALTH
Bisbee: 520-432-7450
Website: www.eqch.org
State licensed, Medicare certified, and serves the Bisbee, Douglas, Elfrida, Hereford, Naco, Pyrtleville, Double Adobe, McNeal, Sierra Vista, Huachuca City, and Palominas/Miracle Valley areas.

HEART FELT HELP
Huachuca City: 520-456-9071
Serves Cochise County.

LEGACY HOME HEALTH AGENCY
Sierra Vista: 520-335-6118
State licensed, Medicare certified, and serves all of Cochise County.

MT. GRAHAM HOME HEALTH: 1-800-664-3509
Serves only northern Cochise County.

THOROUGHCARE HOME HEALTH
Hereford: 520-803-1234
Serves Cochise County within a reasonable distance from the home office, is a state licensed home health agency, not Medicare certified.

TRINITY VISITING NURSE AND HOME CARE LLC
Sierra Vista: 520458-1536
Website: www.trinityvisitingnurses.com
Serves Cochise County. Trinity offers a variety of home-based services and is Medicare certified and CHAP accredited. Most admissions can be done within 24-48 hours.

HOSPICE SERVICES

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

Website: www.hospicenet.org

CANYON VISTA MEDICAL CTR: 1-800-880-0088
Serves Sierra Vista, and surrounding areas.

CAS DE LA PAZ HOSPICE:
Sierra Vista: 520-263-3400

CHARLES W. LEIGHTON, JR. HOSPICE: 520-384-5879

COMPASSION & CHOICES: 1-800-247-7421
A national, nonprofit agency, providing end of life consultation to patients and their families.

SOUTHERN AZ VA HEALTH CARE HOSPICE: 520-792-1450 ext #2016
In-patient hospice.

TUCSON MEDICAL CENTER HOSPICE: 520-324-2438 or 1-800-362-7004
Serve the Benson area. Has a hospice bed in Benson Hospital.

VALOR HOSPICE CARE
Sierra Vista: 458-9450
Website: www.valorhospicecare.com
Serve all of Cochise County.

HOSPITALS

BENSON HOSPITAL
Benson: 520-586-2261
Website: www.bensonhospital.org

CANYON VISTA MEDICAL CENTER
Sierra Vista: 520-263-2000
Website: www.canyonvistamedicalcenter.com
COPPER QUEEN COMMUNITY HOSPITAL  
**Bisbee**: 520-432-5383  
**Website**: www.cqch.org

NORTHERN COCHISE COMMUNITY HOSPITAL  
**Willcox**: 520-384-3541  
**Website**: www.ncch.com

## HOUSING

**COCHISE COUNTY HOUSING AUTHORITY**  
**Bisbee**: 520-432-8881  
Serves entire county. Section 8 Housing Choice Voucher (HCV)

**DOUGLAS HOUSING AUTHORITY**  
**Douglas**: 520-417-7385  
Section 8 HUD Housing Choice Voucher (HCV)

**HABITAT FOR HUMANITY**  
**Sierra Vista**: 520-458-0016  
**Website**: www.habitatsvaz.org  
Assists low income individuals to build and finance homes.

**INDEPENDENT LIVING**  
Mountain View Gardens  
**Sierra Vista**: 520-459-1898 or 520-226-0098  
**Website**: www.seniorlivinginstyle.com  
Provides activities, housekeeping, meals and transportation

**REBUILDING TOGETHER**  
**Bisbee**: 520-561-7220  
Step Up Bisbee - Brings homes of eligible elderly up to code (by volunteers, one day a year).

**REVERSE MORTGAGE PROGRAM**  
**Administration of Resources and Choices**: 520-327-8250  
A program for elderly or terminally ill who need to borrow money against their home.

**RURAL DEVELOPMENT**  
**Willcox**: 520-384-3529  
Grants and low interest loans to qualified persons for home repairs and home purchase.

**SOUTHERN ARIZONA LEGAL AID, INC. (SALA)**  
**Website**: www.sazlegalaid.org  
**Bisbee**: 520-432-1639 or 1-800-231-7106  
**Tucson**: 1-800-640-9465  
SALA is there to provide free, civil legal aid to qualified low-income persons who would not otherwise have access to Arizona’s civil justice system.
SOUTHWEST FAIR HOUSING COUNCIL: 520-798-1568 or Toll-free: 1-888-624-4611
Website: www.swfhc.com
Takes complaints for potential housing discrimination situations.

SUBSIDIZED HOUSING or LOW INCOME

**Benson (Zip Code-85602)**
- Cochise Apartments
  - San Pedro Terrace Apartments
  - 520-586-9280
  - 520-586-9144
  - 650 West Union Street
  - 351 East Pearl Street

- LaHabra Apartments
  - Villa del Sol
  - 520-586-4210
  - 520-586-3276
  - 656 South Hwy. 80
  - 750 West Union Street

- Ramona Morales Apartments
  - 520-586-2139
  - 550 West Union Street

**Bisbee (Zip Code-85603)**
- Copper City Villas
  - San Jose Triangle
  - 520-432-7963
  - 520-432-2910
  - 508 W. Melody Lane
  - 100 Navajo Drive #100

- Esperanza Senior Apartments
  - 520-432-7669
  - 100 Esperanza Lane

**Douglas (Zip Code-85607)**
- Cochise Canyon Apartments
  - Pioneer Village
  - 520-364-6338
  - 520-417-7385
  - 1620 Apache Drive
  - 1240 18th Street and 1260 16th Street

- Coronado Courts
  - Summer Crossing Apartments
  - 520-364-4637
  - 520-364-5072
  - 1190 East 18th Street
  - 1301 Florida Avenue

- Douglas Villa Apartments
  - Sundance Apartments
  - 520-364-3964
  - 520-805-9611
  - 2700 15th Street
  - 2701 6th Green Street

- Peppertree Apartments
  - 520-364-8927
  - 2540 East 15th Street

**Huachuca City (Zip Code-85616)**
- Huachuca Triangle Apartments
  - Vista del Norte
  - 520-456-1155
  - 520-439-9452
  - 712 Gonzales Boulevard #100
  - 175 Skyline Drive

- Northgate Apartments
  - (formerly Huachuca Desert Apartments)
520-456-1234  
200 Howard Street

**Sierra Vista (Zip Code-85635/85650)**  
Bonita Vista Apartments  
520-459-3167  
570 South Coronado Drive

Santa Fe Springs  
520-458-5780  
400 S. Denman Ave

Casa Del Sol Apartments  
520-335-6010  
1020 S. Carmichael Avenue

San Pedro Apartments  
520-459-4069  
4600 Charleston Road

Crystal Creek Apartments  
520-452-9815  
4500 Campus Drive

Sierra Linda & Marianne Apartments  
520-458-2308  
380 Taylor Dr.

Garden Plaza Apartments  
520-458-3135  
100 Golf Links Road

Sterling Pointe Apartments  
520-459-0431  
500 S. Carmichael Ave.

Las Palomas  
520-417-9013  
499 S. Carmichael Ave

Suncrest Apartments  
520-439-4904  
105 Toscanini

Mountain View Apts  
520-458-4226  
77 S. El Camino Real

**Tombstone (Zip Code–85638)**  
Casa Loma Triangle Housing  
520-457-3733  
204 West Allen Street

**Willcox (Zip Code-85643)**  
Cochise Village Apartments  
520-384-4884  
210 South Bisbee Avenue

Willcox Villa Apartments  
520-384-3436  
201 North Bisbee Avenue

Willcox Senior Apartments  
520-384-4045  
457 West Scott Street

For shelters see ABUSE, NEGLECT, AND EXPOITATION section of this booklet.

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**INFORMATION AND ASSISTANCE**

CANYON VISTA MEDICAL CENTER THRIVE (formerly Wellness Depot)  
**SIERRA VISTA:** 520-459-8210
Website: www.canyonvistamedicalcenter.com
Located at the Mall in Sierra Vista on Hwy 92, the Canyon Vista Medical Center Wellness Depot provides a resource library of free health information, brochures, and booklets. The Depot will also have health-related speakers and organizations featured throughout each month. See website for scheduled classes.

CENTER FOR LIFELONG LEARNING
Sierra Vista: 520-515-5492
Website: www.cochise.edu/cll
Lifelong learning classes, free brown bag lunch lectures, and on-line classes.

DIRECT
Tucson: 520-624-6452, or 800-342-1853
Center for Independence for the region. Provides information and referral for individuals who have disabilities.

ELDERCARE LOCATOR: 1-800-677-1116
Website: www.eldercare.gov
This nationwide system provides telephone number for the local Area Agency on Aging who can in turn refer to direct aging services in that location.

EPILEPSY OUTREACH PROJECT, INC.
Tucson: 520-326-6690 or 1-800-234-0935
A Tucson based, independent agency. Provides information, support, and advocacy for those with a seizure-disorder (epilepsy) and for their family and friends. Open 24 hour a day, 7 days a week.

GOODWILL SOUTHERN ARIZONA
Website: www.goodwillsouthernaz.org
Sierra Vista: 520-895-5993
Mission-driven, self-sufficient organization characterized by collaboration and outreach. Provides training, services and a job connection center for people with barriers to employment.

HARVARD HEALTH INFORMATION
Website: www.health.harvard.edu
Information and advice for a healthier life.

NATIONAL HISPANIC COUNCIL ON AGING
Website: www.nhcoa.org
An organization that is working to improve the lives of Hispanic older adults, their families, and caregivers.

NATIONAL LIBRARY OF MEDICINE: 1-888-346-3656
Website: www.nlm.nih.gov
Website: www.medlineplus.gov
Website: www.medlineplus.gov/spanish  (Spanish)
Find, read, learn about diseases, drugs, and clinical trials. Contains drug and supplement information and medical encyclopedia.

SAFE AGING
Website: www.safeaging.org
Library of safety information for seniors.
SOCIETY FOR SAFE TRAVEL AND HOSPITALITY
Website: www.sath.org
Provides information for accessible travel and hospitality.

LEGAL SERVICES

ARIZONA CENTER FOR DISABILITY LAW: 1-800-922-1447
Provide protection and advocacy for individuals with mental illness and developmental disabilities, and advocates for individuals with substantial physical impairments.

AZ CHILDREN’S ASSOCIATION (formerly KARE FAMILY CENTER)
Sierra Vista: 520-224-9100
Website: www.arizonaschildren.org
Arizona Children’s Association provides legal resources and assistance for families trying to obtain legal guardianship in a case where the child is under 18 and not born to you. Arizona Children’s Association also provides support groups and assistance in completing benefits applications for TANF, AHCCCS, and Kids Care. Arizona Children’s Association can also help navigate and provide advocacy services for caregivers working with schools, court systems, health care, mental health agencies, and CPS.

GERHARDT LAW OFFICE
Sierra Vista: 520-458-8051
Website: www.gerhardtlawoffice.com
Private law practice specializing/limited to estate planning, probate and elderly law.

SOUTHERN ARIZONA LEGAL AID (SALA)
Website: www.azlawhelp.org or
Website: www.sazlegalaid.org
Bisbee: 520-432-1639 or 1-800-231-7106  Tucson: 1-800-640-9465
The Bisbee office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Cochise, Graham, and Greenlee Counties. Some areas of specialty include Social Security, public benefits, housing, consumer law and landlord/tenant. Free booklets are available on landlord/tenant problems, and other frequently encountered legal issues. In addition, SALA provides a phone-in hotline where seniors can obtain legal advice and assistance over the phone. Main office for Cochise, Graham, and Greenlee Counties is in Bisbee, but county residents may also apply in Tucson. Provide legal assistance to low and moderate income individuals facing or at risk of foreclosure or legal issues directly related to the foreclosure of their home. Legal assistance may also be provided to tenants living in properties in or at risk of foreclosure and foreclosures associated with Homeowner Association fees.

VICTIM WITNESS: 520-432-8700
May provide support/assistance to victims of crime.

MEDICAL INSURANCE

There are numerous insurance policies available through insurance companies. These listed below are more common and pertain to low-income or Medicare eligible individuals.

AFFORDABLE CARE ACT (MARKETPLACE) 1-800-318-2596 or TTY: 1-855-889-4325
Website: www.healthcare.gov or www.cuidadodesalud.gov/marketplace (Spanish)
To apply for the Marketplace go to site or call. Marketplace is open 24/7 and has 150-plus languages. To find application assisters, visit http://coveraz.org/navigators-and-assisters/.
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)
   Website: www.healthearizonaplus.gov
   Bisbee: 520-432-5415  Sierra Vista: 520-459-6901
   855-432-7587 (for interpretation services)

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

ARIZONA LONG TERM CARE SYSTEM (ALTCS): 520-459-7050 or 1-800-654-8713
   Website: www.altes.com
   This Medicaid program, operated by AHCCCS, provides acute medical services and covers the cost of long-term care in a facility or if cost effective through in-home services. Medical and financial eligibility is determined by the state ALTCS office. ALTCS provides services in clients’ homes, in an assisted living facility, and in nursing homes.

MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION

SEAGO: 520-432-2528, ext. 222
   State Health Insurance Assistance Program: 1-800-432-4040

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

MEDICARE
   Website: www.medicare.gov
   Bisbee: 520-432-2528, ext. 222 or 1-800-633-4227

This health insurance program primarily serves those aged 65 or older. Call for questions, information, or problems regarding a claim or assistance in signing up for a Medicare Part D plan.

MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI) 520-432-2528 or 602-417-5010
   Website: www.azahcccs.gov

This program pays the Medicare Part B premium for low income Medicare beneficiaries. It also qualifies an individual for Part D extra help. Eligibility requirements must be met.

V.A. HEALTH CARE SYSTEM: 1-800-470-8262 or 520-458-7150/7144

The Arizona Dept. of Veterans’ Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

MEDICAL SERVICES

ARIZONA CHAPTER OF AMERICAN PARKINSON’S DISEASE ASSOCIATION
   Website: www.azapda.org

Assists with meetings, resources, and information on Parkinson’s disease.

AMERITAS SPECIALTY & INFUSION PHARMACY (formerly FOX INFUSION)
   Tucson: 520-795-0111

Therapies: Intravenous, Injection, Enteral, Inhalation
CENTER FOR DISEASE CONTROL AND PREVENTION
   Website: www.cdc.gov
The CDC maintains several departments concerned with occupational safety and health, such as the Center for Injury Prevention and Control.

CHIRICAHUA COMMUNITY HEALTH CENTERS, INC.
   Website: cchci.org
Satellite Clinics:
   Bisbee: 520-432-3309
   Douglas: 520-364-3285
   Elfrida: 520-642-2222
   Sierra Vista: 520-459-3011
   Willcox: 520-766-1051
   Mobile Medical Clinic (travels throughout Cochise County): 520-642-2222
Accepts all insurance and has sliding fee. Provides medical services including Well Women, Health Check, and Chronic Disease Management, basic dental and mental health services.

COCHISE COUNTY HEALTH & SOCIAL SERVICES
   Website: www.cochise.az.gov
   Bisbee: 520-432-9400          Sierra Vista: 520-803-3900
Immunizations, pneumonia and flu shots, blood pressure, and other screenings are available.

COPPER QUEEN HOSPITAL CLINICS
   Bisbee: 520-432-2042
   Douglas: 520-364-7659
   Palominas: 520-366-0300
Sliding fee scale for services for people without insurance.

CANYON VISTA REGIONAL HEALTH CENTER CLINICS
   Website: www.canyonvistamedicalcenter.com
   Tombstone: 520-457-2374

GOOD SAMARITAN SOCIETY
   Website: www.good-sam.com
   Benson: 520-586-2372
Services include 24-hour licensed nursing care, physical, occupational and speech therapy, stroke recovery, long-term care, restorative therapy, respite care, end-of-life care, transportation, and social services and discharge planning.

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

MEDICATIONS

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

**MEDICARE PART D**

Website: www.medicare.gov

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

SEAGO at 520-432-2528, ext. 222

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Website. Part D provides insurance to purchase prescription drugs listed on the insurance plan’s formulary. Insurance plans include standalone drug coverage, and drug coverage within a Medicare managed care plan.

Extra help is available to assist low income individuals to pay Medicare Part D premiums and co-pays. Apply for extra help at the AHCCCS/ALTCS office or at Social Security. SEAGO can assist in completing applications for extra help.

**STATE OF ARIZONA COPPER RX PROGRAM: 1-888-227-8315**

Provides discounts on various prescriptions for eligible persons who join.

**STATE HEALTH INSURANCE ASSISTANCE PROGRAM**

1-800-432-4040 or

SEAGO 520-432-2528, ext. 222

Both of these programs are available to provide information, counseling, and assistance to individuals with questions about various prescriptions discount programs, and insurance programs to pay for prescriptions.

**NURSING HOMES**

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the ombudsman program. Certain small rural hospitals have a “swing bed” agreement. Under this agreement, the hospital is participating in Medicare and has approval to provide post-hospital skilled care and meets certain requirements. Medicare Part A (the hospital insurance program) covers post-hospital extended care services given by a swing bed hospital. This allows an individual to get rehabilitation in a rural hospital instead of having to go to a nursing home.

**OFFICE OF LONG TERM CARE LICENSURE: 520-628-6965**

**OMBUDSMAN PROGRAM**

Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520- 432-2528, ext. 206

The ombudsman program provides an advocate for residents in SEAGO contracted nursing homes and assisted living centers. They review questions and complaints brought by residents till an acceptable resolution. They advocate on behalf of residents addressing a wide range of issues, such as meals, responses to calls, staffing, cleanliness, and changes in routines and services. Coordinates with the State Ombudsman office and the Area Agency on Aging in Complaint investigation and resolution.

**POLICE AND EMERGENCY NUMBERS**

**AMERICAN RED CROSS:**

Website: www.redcross.org

Disaster relief for individuals and families.
BORDER PATROL:  
Bisbee: 520-432-5121  
Douglas: 520-805-6900  
Naco: 520-432-1130  
Willcox: 520-384-7200  

COCHISE COUNTY SHERIFF: 1-800-362-0812  
Benson: 520-586-8150  
Bisbee: 520-432-9534  
Elfrida: 520-642-3648  
Sierra Vista: 520-803-3850  
Willcox: 520-384-7050  

EMERGENCIES Call #911  

NON-EMERGENCY POLICE DEPARTMENTS:  
BENSON POLICE DEPARTMENT: 520-586-2211  
BISBEE POLICE DEPARTMENT: 520-432-2261  
DOUGLAS POLICE DEPARTMENT: 520-417-7550  
HUACHUCA CITY POLICE DEPARTMENT: 520-456-1353  
SIERRA VISTA POLICE DEPARTMENT: 520-458-3311  
TOMBSTONE MARSHAL: 520-457-2245  
WILLCOX POLICE DEPARTMENT: 520-384-4673  

POISON CONTROL: 1-800-222-1222  

SCAMS, CONSUMER, AND FRAUD ISSUES  

ARIZONA ATTORNEY GENERAL  
Website: www.azag.gov  
1-800-352-8431 or 602-542-5763  
Consumer information and complaints, including scams and identity theft help.  

BETTER BUSINESS BUREAU OF SOUTHEASTERN ARIZONA  
Sierra Vista: 520-732-9823  
Website: www.bbb.org/tucson  
Consumer information and complaints.  

DO NOT CALL  
Website: www.donotcall.gov  
Sign up for blocking phone sales pitches. Must be renewed periodically.  

ELDER AFFAIRS PROGRAM (Arizona Attorney General’s Office-Senior Abuse)  
602-542-2124 or 1-800-352-2124  
This program is available to talk with a senior or caregiver about issues, information, or problems with physical, emotional, sexual, financial, or neglect abuse. They are also available to give information on life planning and other areas.
EXAMPLES OF SCAMS

Website: www.azag.gov

For a list of the most current AZ scams.

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

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

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

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

- **GRANDPARENT SCAM**
  Someone calls and says “Hey, Grandma/Grandpa, this is your favorite Grandson/Granddaughter. Aw, come on you know who?” When you say the name they state that they “are in trouble and want you to send them money but don’t tell mom & dad. You can help me just this once, can’t you?”

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

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

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

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

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**SENIOR CENTERS/NUTRITION SITES**

**SENIOR CENTERS**

**Bisbee:** 520-432-2167
Bisbee Senior Center
300 Collins Road
Bisbee, AZ 85603

**Douglas:** 520-364-2647
Douglas ARC
610 9th Street
Douglas, AZ 85607

**Sierra Vista:** 520-417-6980
Sierra Vista Leisure Svcs.
Ethel Berger Center
2950 East Tacoma
Sierra Vista, AZ 85635

**Tombstone:** 520-457-2525
Tombstone Senior Center
507 East Toughnut
Tombstone, AZ 85638
**Huachuca City: 520-456-3059**
Huachuca City Senior Ctr.
504 N. Gonzales Blvd.
Huachuca City, AZ 85616

**Willcox: 520-766-6474**
Rose C. Allen Senior Center
Northern Cochise Community Hospital Campus
990 W. Scott
Willcox, AZ 85643

**Pearce: 520-826-4003**
Cochise Senior Center
1216 Treasure Road
Pearce, AZ 85625

**NUTRITION SITES**

**Douglas: 520-364-2647**
Douglas ARC
610 9th Street
Douglas, AZ 85607

**Sierra Vista: 520-459-8716**
Ethel Berger Center
2950 East Tacoma
Sierra Vista, AZ 85635

**Huachuca City: 520-456-3059**
Huachuca City Senior Center
504 N. Gonzales Blvd. Huachuca City, AZ 85616

**Tombstone: 520-457-2525**
Tombstone Senior Center
507 East Toughnut
Tombstone, AZ 85638

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**TRANSPORTATION**

**BENSON:**

**CITY OF BENSON–BENSON AREA TRANSIT: 520-586-9406**
Public transportation system, that also provides elderly and disabled transportation to nutrition site, medical appointments, and shopping in the Benson area.

**VICaP: 520-586-2387**
Provides transportation services for medical appointments and grocery shopping in Benson at no charge or donation. To Sierra Vista or Willcox medical appointments, and to Tucson medical appointment. Call for rates. A minimum of three (3) days notice is required for all transportation requests.

**BISBEE:**

**SASSY TRANSPORT: 520-366-6019**
Transportation between Bisbee and Douglas, or Sierra Vista.

**DOUGLAS:**

**CITY OF DOUGLAS TRANSIT DEPARTMENT/DOUGLAS RIDES 520-364-4474/508-1936**
Transportation for seniors and individuals with disabilities. Vehicles are wheelchair accessible. Dial a ride requires 24 hour prior notice.

**HUACHUCA CITY:**

**CITY OF HUACHUCA CITY: 520-456-1354**
The City provides transportation between Huachuca City and Sierra Vista twice daily, and is free for Huachuca City citizens who are seniors or disabled.
SIERRA VISTA: (Including the surrounding area)

ARIZONA PARATRANSPORT SERVICES: 520-459-1713
Services provided inside Sierra Vista city limits only. Wheel chair and stretcher transport. Accepts some insurances, no charge for AHCCCS patients. Call for fee schedule

ARIZONA WORLD EXPRESS: 520-458-3330
Transportation from Sierra Vista to Tucson train and bus stations, and airport. 24 hour notice required. Call for rates. Wheelchair lift available.

DISABLED AMERICAN VETERANS (DAV): 520-458-5776
Transportation for veterans only to doctor appointments in Tucson. Requires five (5) days advance notice.

HUACHUCA SHUTTLE: 520-439-0439
Transportation between 6 a.m. and 8 p.m. Sunday through Thursday, and between 6 a.m. and 2 a.m. Friday and Saturday. Pick-up and delivery anywhere in Sierra Vista. Delivery to Tucson train and bus stations and the airport with 24-hour advance notice. Call for rates, including senior rates.

VISTA TRANSIT: 520-417-4888
General public transportation with an emphasis on the senior (65 years and over), and disabled (any age) citizens of Sierra Vista. All vehicles are wheelchair accessible. Door to door service is available.

WILLCOX/ SUNSITES-PEARCE:

WYNNE CHAPEL: 520-826-2600
Scheduled trips on the first & third Thursday of each month from Richland Ranchettes and Sunsites to Willcox for shopping and the fifth Thursday to Benson. $10 donations accepted. Call for other information or reservations.

OTHER TRANSPORTATION:

3 CANYONS TRANSIT: 520-803-6713
Website: www.GOShuttleAZ.com
Transportation to Tucson airport, train and bus terminals, and to non-emergency-medical appointments in Tucson. Also can make trips around most of Cochise County. Call for information and fares.

AAA TRANSPORT: 520-312-5540
Transportation to Tucson airport, train and bus terminals, and to non-emergency appointments in Tucson. Call for information and fares. Not covered by medical insurance.

MB TRANSPORT (formerly TRANSPORTATION EXPRESS): 520-459-7778
A 24-hour a day general public transportation service, not wheelchair accessible. Door to door service is available to Ft. Huachuca, Sierra Vista, Bisbee, Benson, Tombstone, and Palominas. Will travel to Tucson train and bus stations, and the airport. Will connect with Arizona Shuttle to Phoenix.

MR. RIDE: 520-249-6304
Transportation for ambulatory and wheelchair in Cochise and Pima Counties.

STATEWIDE EXPRESS: 1-800-280-4826
These specialize in medically necessary, non-emergency transportation and have contracts with AHCCCS and other insurance. They also provide transportation on a private pay basis and are wheelchair accessible.

VICaP: 520-459-8146
Transportation provided by volunteers for seniors and individuals with disabilities. Donations accepted. A minimum of three (3) days notice is required for all transportation requests.
**VETERANS**

**AW2 – U.S. Army Wounded Warrior**
*Tucson: 520-792-1450, ext. #2993*

Army advocate for wounded warriors.

**ARIZONA DEPARTMENT OF VETERANS SERVICES**
*Sierra Vista: 520-458-7150*
*Phoenix: 1-800-852-VETS(8387) or Phoenix: 602-248-1554*

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

**DAV (DISABLED AMERICAN VETS) TRANSPORTATION:** 1-800-470-8262, ext. 6565

**RWB – TEAM RED, WHITE & BLUE**
*Website: [www.sierravistadouglas@teamrwb.org](http://www.sierravistadouglas@teamrwb.org)*

Mission is to connect veterans to their communities through physical and social activity.

**SAFFORD V.A. CLINIC** (Serves Willecox): 928-428-8010

**SIERRA VISTA V.A. CLINIC:** 520-459-1529

**V.A. HOSPITAL:**
*Tucson: 520-792-1450 or*
*TLC (Telephone Linked Care) 1-800–470-8262 ext. #6565*

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

**V.A. REGIONAL OFFICE:** 1-800–827-1000
*Website: [www.va.gov](http://www.va.gov)*

Processes claims for disability compensation, education benefits, pensions, widow’s benefits, veteran’s home loans.

**Vet to Vet Peer Support Program (Wellness Connections)**
*Sierra Vista: 520-459-2624*

Veterans helping veterans get through everything from PTSD to readjustment to civilian life. Serving all veterans, regardless of service era, or combat status.

**VETERAN’S CRISIS LINE:** 1-800-273-8255, ext. #1

**VISION**

**DES OFFICE OF VOCATIONAL REHABILITATION**
*Tucson: 520-629-0225*

Available for consultation, or referral to other agencies for individuals with vision, hearing, or combined hearing and vision loss.

**LIONS HEARING FOUNDATION:** 1-602-954-1723

May be able to assist low income individuals with hearing aids or surgery.

**LIONS VISION CENTER:** 1-602-267-7573

May be able to assist low income individuals with eye glasses and/or eye exams.
SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED
   Tucson: 520-795-1331
   Website: www.saavi.us
Provides a variety of rehabilitation services and workshops for adults, experiencing vision loss, who are looking for employment skills or better quality of life. Services are FREE to clients and can be provided at the center or at home.

SUN SOUNDS RADIO: 520-296-2400
   Website: www.sunsounds.org
Radio station for visually impaired. Receiver provided free of charge.

TALKING BOOKS: 1-800-255-5578
Talking books available to individuals that are visually impaired.

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<th>VOLUNTEER OPPORTUNITIES</th>
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CANYON VISTA MEDICAL CENTER: 520-263-2000
   Website: www.canyonvistamedicalcenter.com
For volunteer opportunities at the Sierra Vista hospital.

ELDERCARE FOR LIFE
   Sierra Vista: 520-803-1234
Elder care for Life, Inc. is an umbrella non-profit 501 (c)3 organization. Volunteers are needed in many capacities. To contact by email: eldercare4life@isp.com.

HELPING HANDS MINISTRY
   Sierra Vista: 520-954-0091
Call for info on becoming a volunteer in Cochise County.

NATIONAL PARKS SERVICE
   Sierra Vista: 520-366-5515, ext. 2310
Call for information about becoming a volunteer in the National Parks.

OMBUDSMAN AND SHIP PROGRAMS
   Bisbee/Douglas/Sierra Vista/Benson/Willcox: 520-432-2528, ext. 206
Recruits volunteer advocates for individuals in nursing homes and assisted living facilities.

RETIRLED AND SENIOR VOLUNTEER PROGRAM (RSVP): 520-305-2482
RSVP in Cochise and Santa Cruz Counties is sponsored by the Civic Service Institute at Northern Arizona University (NAU) and offers Americans 55 years of age and older the opportunity to volunteer by connecting them to non-profit agencies in need of volunteer support.

SAAVI – SOUTHERN ARIZONA ASSOCIATION FOR THE VISUALLY IMPAIRED
   Tucson: 520-795-1331
   Website: www.saavi.us
For volunteer opportunities, working with adults who are blind and visually impaired. Volunteer opportunities are in a rehabilitation setting and can encompass many experiences. Call for details.
VALOR HOSPICE VOLUNTEER PROGRAM: 520-458-9450
Education and Compassion. Please call for information on becoming part of the Valor Volunteer Team

VOLUNTEER INTERFAITH CAREGIVER PROGRAM (VICaP)
  Benson: 520-586-2387
  Sierra Vista: 520-459-8146
  Website: www.vicapsv.org
Recruits and trains volunteers in the Sierra Vista/Bisbee area to provide transportation services for medical appointments and shopping, friendly visiting, errands, some minor home repairs, etc.
WEB SITES

www.aa-cochisecounty.org
Hotline for Alcoholics Anonymous meetings.

www.aarp.org
AARP’s Web site contains info on legal assistance and tax preparation.

www.alert-1.com
Emergency Alert System

www.altcs.com
Arizona Long Term Care System

www.azag.gov

www.azahcccs.gov
Arizona Healthcare Cost Containment System. Medicare Savings Program (Qualified Medicare Beneficiary (QMB), Specified Low-Income Beneficiary (SLMB), Qualified Individual (QI))

www.alz.org
Information for caregivers and education about Alzheimer’s

www.arizonaschildren.org
Provides legal resources and assistance for families trying to obtain legal guardianship.

www.azapda.org
Arizona Chapter of American Parkinson Disease Association

www.azdes.gov
Arizona Department of Economic Security

www.azdes.gov/reportadultabuse
Adult Protective Service’s site for reporting abuse online.

www.azhomicidesurvivors.org
Grief Support for homicide survivors.

www.azlat.net
Helps provide loans for purchasing assistive technology

www.azlawhelp.org
Helps to solve legal problems for low-income individuals.

www.bayada.com
Licensed Home Healthcare Services

www.bbb.org/tucson/
Better Business Bureau of Southern Arizona
www.bensonhospital.org
Benson Hospital

www.bestcompany.com/medical-alert-systems/
Identifies and compares Emergency Alert Systems

www.brightstarcare.com
Licensed Home Healthcare Agency

www.canyonvistamedicalcenter.com
Canyon Vista Medical Center and THRIVE (formerly Sierra Vista Wellness Depot)

www.caregiver.org
Identifies resources for caregivers.

www.caregiveraction.org
Provides resources for caregivers in different situations.

www.cchci.org
Chiricahua health clinic provides sliding fee scale programs for medical services.

www.cdc.gov
Center for Disease Control.

www.cenpticointegratedcareaz.com
Information about behavioral health providers.

www.cochise.az.gov
General Web site for Cochise County; information about the county and its services.

www.cochise.az.gov/assessor
Senior property valuation freeze.

www.cochise.az.gov/health-and-social-services/public-fiduciary
Cochise County Public Fiduciary

www.cochise.az.gov/sheriff/home
Automated calling system application for R-U-Okay program.

www.cochise.edu/cll/online-classes
Center for Lifelong Learning at Cochise College.

www.couponchief.com/guide
Coupon guide/coupon

www.cqch.org
Copper Queen Community Health center and licensed home health care agency.
www.cuidadosesalud.gov/marketplace
Apply for the Marketplace government health insurance options in Spanish.

www.davita.com/SierraVista
Davita Dialysis Center

www.donotcall.gov
Sign up for blocking phone sales pitches

www.dor.gov
Department of Revenue for owners/renters aged 65 or older or those on SSI

www.drug-rehab-headquarters.com/arizona/facility/renaissance-house-bisbee/
Women and children’s residential substance abuse facility

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

www.gerhardtlawoffice.com
Private law firm specializing in elderly care, estate planning and probate

www.good-sam.com
Good Samaritan Society

www.goodwillsouthernaz.org
Training service and job connection center

www.GoShuttleAZ.com
Transportation to Tucson airport, train and bus terminals

www.greatcall.com
Emergency Alert System

www.habitatsvaz.org
Habitat for Humanity for Sierra Vista

www.healthcare.gov
To apply for the Marketplace of health insurance options

www.healthearizonaplus.gov
Determine eligibility for Arizona Health Care Cost Containment System (AHCCCS)

www.health.harvard.edu
Health information. Advise for a healthier life.

www.homehealthcareagencies.com
Information on home healthcare options and agencies.

www.hospicenet.org
For patients and families facing a life threatening illness.
www.irs.gov
Earned Income Credit

www.lifefone.com
Emergency Alert System

www.lifeline.phillips.com
Emergency Alert System

www.lincare.com
Medical Equipment (for sale)

www.medicalalert.com
Medical alert and safe return line.

www.medicare.gov
Information about Medicare.

www.medlineplus.gov or www.medlineplus.gov/spanish (for Spanish)
Health information from the National Library of Medicine.

www.moneymanagement.org
Provides credit counselling and credit education classes at not cost.

www.nami.org
National Alliance on Mental Illness

www.ncch.com
Northern Cochise Community Hospital

www.nfcacares.org
Helps educate, support, and empower caregivers. Caregiver action network.

www.nhcoa.org
National Hispanic Council on Aging.

www.nlm.nih.gov
National Library of Medicine

www.orbitmedical.com
Motorized Wheelchairs

www.preferredhomecare.com
Homecare Medical Equipment

www.redcross.org
American Red Cross

www.saavi.us
Southern Arizona Association for the Visually Impaired.
**www.safeaging.org**
Library of safety information for seniors and caregivers.

**www.safelinkwireless.com**
Information on free cell phone for low income individuals

**www.salvationarmy.com**
Salvation Army

**www.sath.org**
Provides information for accessible travel and hospitality.

**www.sazlegalaid.org**
Southern Arizona Legal Aid, Inc. (SALA)

**www.seago.org**
Provides information about the SouthEast Arizona Government Office (SEAGO) region.

**www.seniorlivinginstyle.com**
Mountain View Gardens independent living

**www.ssa.gov**
Social Security Administration

**www.sunsounds.org**
Radio station for visually impaired. Receiver provided free of charge.

**www.svshelter.org**
Good Neighbor Alliance of Sierra Vista

**www.swfhc.com**
Southwest Fair Housing Council

**www.swgas.com**
Southwest Gas Company Bill Assistance Program for qualified low income families.

**www.teamrwb.org/chapterlocations**
Connects veterans to their communities through physical and social activities.

**www.trinityvisitingnurses.com**
Trinity offers a variety of home-based services.

**www.va.gov**
U.S. Department of Veteran’s Affairs

**www.valorhospicecare.com**
Hospice care servicing all of Cochise County

**www.vicapsv.org**
Sierra Vista Volunteer Interfaith Caregiver Program