



EMPOWERS.
GUIDES.
PROVIDES.

Services and
Support for Seniors



senior helpline



CVAA is a nonprofit organization that empowers seniors to live well. We work with seniors and caregivers, offering guidance and providing the support and services they need, when they need them. With the help of our community partners and volunteers, we serve over 10,000 seniors. Established in 1974, we are known as *the* resource for seniors in the Champlain Valley (Addison, Chittenden, Franklin, and Grand Isle counties).



“You were absolutely wonderful; I just can’t thank you enough. Calming me down was probably the biggest thing you did.”

– *Franklin County Caregiver*

“You really are a lifeline.”

– *Chittenden County Senior*



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senior helpline

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www.cvaa.org



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CVAA's Senior HelpLine is a toll-free, confidential service providing information, referrals, and assistance on community and statewide programs for people 60 and older living in Addison, Chittenden, Franklin, and Grand Isle counties and their caregivers.

When you call the Senior HelpLine you will talk with caring professionals who will listen to you, answer your questions and refer you to the programs or services that can best meet your needs – CVAA's Case Management, Meals on Wheels program, or another provider listed in our extensive database of programs and services.

Our Senior HelpLine staff is certified by the Alliance of Information and Referral Systems.

When family caregivers call the Senior HelpLine they often feel overwhelmed with the responsibility of caring for an older relative. Our concerned staff will listen to your situation, and offer support and information about services that may be helpful.

“I just don't usually get such a helpful person – thank you so much.”

– Addison County Caregiver

When seniors call the Senior HelpLine they are often relieved that the calls are answered by a live person who understands the problem and can offer solutions.

“You're the first person I've talked to that made any sense.”

– Chittenden County Senior

The Senior HelpLine is THE resource in the Champlain Valley for information and assistance. Call us if you need information on these or any other services for seniors:

- Adult day programs
- Caregiver support
- Choices for Care
- Home health and in-home services
- Housing and transportation
- Legal services
- Long term care services
- Meals on Wheels
- Medicaid
- Medicare and other health insurance
- Mental health services
- Nursing and residential facilities
- Prescription assistance programs
- Senior centers and meals programs
- SSI and Social Security
- Support groups
- 3SquaresVT

You can also access our resource directory 24 hours a day, 7 days a week, through our website at www.cvaa.org.