

2013-14 Edition  
District 14

**Senator Maria Chappelle-Nadal**  
**Senior Services Handbook**  
Guide for Seniors in the St. Louis County Area



Dear Citizen,

This Senior Services Booklet was particularly designed in mind for senior members of the St. Louis County area who are searching for valuable services and contact information in their communities.

I am pleased to provide you with this Senior Services Booklet for your reference and convenience. This guide includes phone numbers, addresses and other pertinent information that you may find helpful in referencing senior services.

If you don't find the information you need, please feel free to write or call. It's an honor and a privilege to serve the seniors in the St. Louis County area in the Missouri Senate.



Sincerely,

Maria Chappelle-Nadal  
State Senator  
14th Senatorial District

**CAPITOL OFFICE:  
201 W. CAPITOL AVE., RM. 330  
JEFFERSON CITY, MO 65101  
(573) 751-4106  
FAX: (573) 751-0467**

The services and information contained in this directory were available and accurate as of August 2013.

The contents of this publication are for informational purposes only and do not endorse or imply eligibility or availability.

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# EMERGENCY SERVICES

**FOR ALL AMBULANCE,  
FIRE OR POLICE EMERGENCIES**

**DIAL 911**

For your safety and convenience, St. Louis City and County have consolidated their respective emergency numbers and established a 911 emergency number. At any time of the day or night, you may contact needed emergency services simply by dialing 911 and giving the following information:

1. Nature of the emergency.
2. Exact location - street address, community.
3. Number of the phone from which you are calling.

Poison Control ..... (314) 772-5200  
Arson Alert Program ..... 1-800-392-7766

## POLICE

St. Louis County ..... (314) 889-2341  
Municipalities ..... See name of city, page 20-21

## STATE HIGHWAY PATROL

Troop C - St. Louis County ..... (636) 300-2800  
891 Technology Drive, Weldon Springs, MO 63304  
Highway Patrol Road Conditions ..... 1-800-222-6400

## CRISIS HOTLINES

**Elderly Abuse Hotline** ..... 1-800-392-0210  
St. Louis County ..... (314) 615-8086  
**St. Louis Housing Resource Center**  
(Homeless Hotline) ..... (314) 802-5444

# CONSUMER PROTECTION

**Auto Safety Hotline** ..... 1-800-424-9393

Learn about recalls or report hazardous aspects of a car.

**Better Business Bureau** ..... (314) 645-3300

**Consumer Credit Counseling Services** ..... (314) 647-9004

1300 Hampton, 63139

**Consumer Credit Counseling, SW** ..... 1-800-876-7069

**Consumer Credit Reports** ..... 1-877-322-8228

Individuals can check their credit status. A fee may be charged for the service.

**Missouri Consumer Protection Hotline** ..... 1-800-392-8222

**MO Dept. of Insurance Consumer Information** ... 1-800-726-7390



**To add your name to the Missouri No Call List:**

**Call toll free 1-866-662-2551 or**

**Visit the No Call website [www.moago.org](http://www.moago.org).**

**Office of the Missouri Attorney General**

**Consumer Protection Division St. Louis** ... (314) 340-6815

**Office of the U.S. Attorney General**

**U.S. Consumer Product Safety Commission** ... 1-800-638-2772

# DISABLED CITIZENS SERVICES

**Deaf Contact (Relay Missouri)** ..... (Voice) 1-800-735-2466

TDD ..... 1-800-735-2966

**St. Louis Arc** ..... (314) 569-2211

1816 Lackland Hill Parkway, Ste. 200, 63146

**Disability Determination Services**..... (314) 416-2803

7525 South Lindbergh, Ste. 220

- MERS/Missouri Goodwill Industries** ..... VOICE (314) 241-3464  
 1727 Locust St., 63103..... TTY (314) 241-4645
- Governor's Council on Disability** ..... 1-800-877-8249  
 P.O. Box 1668, 3315 W. Truman Blvd., Jefferson City, MO 65102
- Jamestown New Horizons - Riding for the Disabled** ... (314) 741-5816  
 15350 Old Jamestown Rd., 63034  
 Provides horsemanship experience for the mentally & physically disabled - all ages.
- Life Crisis Services**  
 1423 S. Big Bend Blvd., 63117 ..... Hotline (314) 647-4357  
 or 1-800-273-8255  
 Business Office ..... (314) 647-3100
- Metropolitan Employment & Rehabilitation Services (MERS)** ....(314) 921-1782  
 165 Cross Keys Shopping Center, 63033
- Missouri Head Injury Advisory Council** ..... (573) 751-6246
- Missouri Protection & Advocacy Services** ..... (314) 785-1702  
 1992 Innerbelt Business Center Dr., 63114 ..... 1-800-233-3958
- Missouri State School for the Blind** ..... (314) 776-4320  
 3815 Magnolia, 63110
- Paraquad, Inc.** ..... (314) 289-4200  
 5240 Oakland Ave., 63110 ..... TDY (314) 289-4252
- Minds Eye Information Services (ext. 6221)** ..... (314) 241-3400  
 9541 Church Circle Dr., Belleville, IL 62223  
 Provides, at no charge, special radio receivers that broadcast useful information to the blind and print handicapped newspapers and other periodicals.
- Rehabilitation Services for Blind** ..... 1-800-592-6004  
 9900 Page Ave., Ste. 105, 63132-1431
- St. Louis Arc** ..... (314) 569-2211  
 1816 Lackland Hill Pkwy, Suite 200, 63146
- Brain Injury Association of Missouri** ..... (314) 423-6442  
 10270 Page., Ste., 100, 63132

- Central Institute for the Deaf** ..... (314) 977-0132  
 4560 Clayton Ave., 63110 ..... TDD (314) 977-0037
- Center for Hearing and Speech** ..... (314) 968-4710  
 9835 Manchester Rd., 63119
- St. Louis Society for the Blind and Visually Impaired** ... (314) 968-9000  
 8770 Manchester, 63144
- Transportation - Mid-East Area Agency on Aging** (636) 207-1323  
 14535 Manchester, Manchester, MO 63011
- Vocational Rehabilitation**
- 220 S. Jefferson St., Ste. 110, 63103 ..... (314) 877-2940  
 3248 Laclede Station Rd., 63143 ..... (314) 877-1900  
 990 Page Ave., Ste. 104, 63132 ..... (314) 877-1500  
 4040 Seven Hills Dr., Suite 257, Florissant 63033 .... (314) 877-3200
- Wolfner Library for the Blind & Physically Handicapped** ..... 1-800-392-2614

**FOOD AND SHELTER**

- American Red Cross** .....(314) 516-2800  
 10195 Corporate Square, 63132-2905
- Community Action Agency of St. Louis, Inc.** .....(314) 863-0015  
 2709 Woodson Rd, 63114
- Community in Partnership Family Center** .....(314) 423-7770  
 10740 W. Page, 63132-1016
- Food Stamps** ..... 1-800-392-1261
- Ladies of Charity Service Center Caritas** .....(314) 383-4207  
 7500 Natural Bridge Rd., Serves Zip Codes: 63120 and 63121  
 Thrift store: Tues - Sat 10:00 - 2:00  
 Food Pantry: Wed & Fri 10:00 - 2:00
- Metro Ministry - Shalom House (Women)** .....(314) 534-1010  
 1040 S. Taylor, 63110
- New Life Evangelistic Men's Shelter** .....(314) 421-3020  
 1411 Locust, 63103

## **New Life Evangelistic Women's Shelter**

County-9221 Delphine

Answering machine ..... (314) 421-3020 or (314) 832-3615

**Operation Food Search** ..... (314) 726-5355

**St. Louis County Human Services** ..... (314) 615-4453

TTY (314) 615-4425

## **St. Louis Housing Resource Center**

(Homeless Hotline) ..... (314) 802-5444

(Other Bus.) ..... (314) 802-5440

TTY (314) 802-5438

# **HEALTH-RELATED SERVICES**

**Alzheimer's Association** ..... 1-800-272-3900

St. Louis Chapter, 9374 Olive Blvd., 63132 ..... (314) 432-3422

**ALS Association** ..... (314) 432-7257

2258 Weldon Parkway, 63146 ..... 1-888-873-8539

**Birth & Death Records** ..... (314) 615-1720

111 S. Meramec, 1st Floor

**Missouri Dept. of Health-Vital Records** ..... (573) 751-6400

**Cancer Information** ..... 1-800-422-6237

**Health Education & Disease Prevention** ..... (314) 615-0600

**John C. Murphy Family Health Center and Medical Examiners Office**

6121 N. Hanley Rd., Berkeley 63134 ..... Main (314) 615-0500

Appointment (314) 615-0560

**North Central Community Health Center** ..... (314) 679-7800

4000 Jennings Station Road, 63121

**PAKT Community Resource Center** ..... (314) 524-2710

**Public Health Sanitation** ..... (314) 615-0600

Enforces ordinances and standards for food, pools and sewage.

Vector Control (mosquito and rodent control)..... (314) 615-0680

**Salvation Army** ..... (314) 535-0057

3949 Forest Park Ave.



**St. Louis County Department of Health** ..... (314) 615-0600

**Tel-Link (Pre-natal care referrals)**

**MO Dept. of Health** ..... 1-800-835-5465

### **MEDICARE**

If you are eligible for Social Security monthly benefits and 65 or older, you are also eligible for Medicare for health benefits. There is no cost to you for the hospital part of Medicare (Part A), which pays for a large portion of any hospitalization you may require.

**You may check on Medicare benefits with the Social Security Administration at** ..... 1-800-772-1213

TTY 1-800-325-0778

#### **Local Social Security Offices:**

5669 Delmar Blvd.

8151 Clayton Road

815 Olive Street

1785 N. New Florissant Rd.

9525 Lewis & Clark Blvd.

### **MEDICAID**

Medicaid is a health assistance program administered by the state according to certain federal guidelines. Benefits are available to persons who are temporarily or permanently disabled, as well as low-income families and others.

Medicaid pays for visits to the doctor; immunization against diseases such as measles, tetanus and polio; ambulance services in case of emergency; in-patient hospital care; yearly eye examinations; children's glasses; laboratory and X-ray services; home health care services; family planning services; certain dental work and certain prescriptions and nursing home care for eligible recipients.

**Division of Family Services - Income Maintenance** ...(314) 426-9600

9900 Page, 63132

# HOSPITALS

- Barnes-Jewish Hospital** ..... (314) 747-3000  
 #1 Barnes-Jewish Hospital Plaza, 63110
- Barnes West County Hospital /BJC Health System** ... (314) 996-8000  
 12634 Olive Blvd., 63104 .....or (314) 996-8410
- Cardinal Glennon Children’s Hospital** ..... (314) 577-5600  
 1465 S. Grand Ave. .... (Poison Control) (314) 772-5200
- Christian Hospital (Northwest)/BJC Health System** ... (314) 953-6000  
 1225 Graham Rd., 63031  
 (Northeast) 11133 Dunn Rd., 63136 ..... (314) 653-5000
- DePaul Health Center** ..... (314) 344-6000  
 12303 DePaul Drive, Bridgeton 63044
- Mercy Saint Louis** ..... (314) 525-1000  
 615 S. New Ballas Rd., Creve Coeur, 63141
- Missouri Baptist Medical Center/BJC Health System** .... (314) 996-5000  
 3015 N. Ballas Rd.
- St. Alexius Hospital (Jefferson Campus)** ..... (314) 865-7000  
 2639 Miami St., 63118
- St. Anthony’s Medical Center** ..... (314) 525-1000  
 10010 Kennerly Rd., 63128
- St. Louis Children’s Hospital at  
 Washington Univ./BJC Health System** ..... (314) 454-6000  
 One Childrens Place, 63110  
 Pediatric Answer Line .....(314) 454-KIDS
- St. Louis Connectcare** ..... (314) 361-2273  
 5535 Delmar Blvd.
- St. Louis University Hospital** ..... (314) 577-8000  
 3635 Vista at Grand, 63104
- St. Luke’s Hospital** ..... (314) 434-1500  
 232 S. Woods Mill Rd., Chesterfield, 63017

- St. Mary's Health Center** ..... (314) 768-8000  
 6420 Clayton Rd., Richmond Heights, 63117
- Shriner's Hospital for Crippled Children** ..... (314) 432-3600  
 2001 S. Lindbergh
- Veterans Administration Hospitals**
- John Cochran Hospital** ..... (314) 652-4100  
 915 North Grand, 63106
- Jefferson Barracks Hospital** ..... (314) 652-4100  
 #1 Jefferson Barracks Drive, St. Louis, MO 63125

## HOUSING

### Beyond Housing/

- Neighborhood Housing Services of St. Louis** ... (314) 533-0600  
 4156 Manchester Ave., 63110
- Insurance counseling for homeowners and renters; neighborhood revitalization programs; and educational program for people who want to become homeowners.
- Community Action Agency of St. Louis, Inc.** ..... (314) 863-0015
- Housing Authority - St. Louis County** ..... (314) 428-3200
- Home Improvement Grants (North County)** ..... (314) 615-8232
- Salvation Army - Transitional Housing Program**.... (314) 776-0688

## INSURANCE

The Missouri Department of Insurance is responsible for investigating rates, claims concerning adjustment practices and answering inquiries of concern. Homeowners, automobile and long term care guides are available upon request.

- Department of Insurance ..... 1-800-726-7390  
 P.O. Box 690, Jefferson City, MO 65102
- Missouri Health Insurance Pool** ..... 1-800-821-2231

# LEGAL SERVICES

All citizens have a right to legal counsel regardless of their ability to pay. If you have a question about Missouri's laws or need legal advice, please contact one of the agencies or organizations listed below:

**Gateway Legal Services**..... (314) 534-0404

200 N. Broadway, Ste. 950, 63102

Provides legal services to lower income persons. They handle Social Security cases and have experience with Medicaid, general relief, food stamps, consumer law and bankruptcy. Reduced fees may apply.

**Lawyer Referral Service** ..... (314) 621-6681

Can assist in locating an attorney. Small fee.

**Legal Services of Eastern Missouri** ..... (314) 534-4200

4232 Forest Park Ave., 63108 or 1-800-444-0514

Handles cases with consumer, landlord-tenant, and other problems for low-income clients who are eligible; and for the elderly, free of charge.

**Missouri Commission on Human Rights** ..... (314) 340-7590

505 Washington, 63101

**Missouri Protection & Advocacy Services** ..... (314) 785-1702

1992 Innerbelt Business Center Dr., Overland 63114

Services limited to people with developmental disabilities.

**Public Defender - St. Louis County** ..... (314) 615-4778

100 S. Central, 2nd Floor, 63105

**Small Claims Information Line** ..... (314) 615-8091

7900 Carondelet, Room 224, 63105

Provides easy, inexpensive way to file a claim for \$3,000 or less.

**Victims Service Division** ..... (314) 615-4872

St. Louis County Prosecuting Attorney's Office--1st Floor,

7900 Carondelet, 63105

Serves victims in St. Louis County - guides them through social service and criminal justice systems, accompanies them during court appearances, helps replace food stamps, credit cards and personal

papers, offers emotional support, works with orders of protection through domestic violence, provides services to victims in juvenile courts.

## MENTAL HEALTH SERVICES

- BJC Behavior Health Services** ..... (314) 729-4004  
343 S. Kirkwood Rd, Ste. 200,                      After Hours (314) 469-6644  
Kirkwood 63122
- Barnes Jewish Hospital** ..... (314) 747-3000  
216 S. Kingshighway, 63110
- Bellefontaine Habilitation Center** ..... (314) 340-6000  
10695 Bellefontaine Road, St. Louis 63137
- Div. Of Alcohol & Drug Abuse Regional Office** ..... (314) 877-0370  
5400 Arsenal St., Room A-419, St. Louis 63139
- Mental Health Assn. Of Greater St. Louis** ..... (314) 773-1399  
1905 S. Grand Blvd., 63104                      TTY (314) 512-7593
- St. Louis County Regional Office**..... (314) 371-6500  
9900 Page, Ste. 106, St. Louis 63132
- St. Louis Psychiatric Rehabilitation Center** ..... (314) 877-6500  
5300 Arsenal St., St. Louis 63139
- Provident Counseling** .....Administrative Office (314) 371-6500  
2650 Olive St.                                      Crisis Hotline (314) 647-4357

## SENIOR CITIZEN SERVICES

### MEDICARE/SOCIAL SECURITY

If you are eligible for Social Security monthly benefits and 65 or older, you are also eligible for Medicare for health benefits. There is no cost to you for the hospital part of Medicare (Part A), which pays for a large portion of any hospitalization you may require.

**You may check on Medicare benefits with the Social Security Administration at**..... 1-800-772-1213  
TTY 1-800-325-0778

**Local Social Security Offices:**

5669 Delmar Blvd.  
11753 W. Florissant Ave.  
717 N. 16th St., Ste. 100

**MEDICAID**

Medicaid is a health assistance program administered by the state according to certain federal guidelines. Benefits are available to persons who are temporarily or permanently disabled, as well as low-income families and others.

Medicaid pays for visits to the doctor; immunization against diseases such as measles, tetanus and polio; ambulance services in case of emergency; in-patient hospital care; yearly eye examinations; children’s glasses; laboratory and X-ray services; home health care services; family planning services; certain dental work and certain prescriptions and nursing home care for eligible recipients.

For more information, contact:

**Division of Family Services - Income Maintenance ...** (314) 493-6800  
9900 Page, 63132

**PRESCRIPTION DRUGS FOR LOW INCOME SENIORS**

**Missouri Rx Program** ..... 1-800-375-1406

**You May Be Eligible If You Are:**

- A resident of the State of Missouri; and
- 65 years of age or older and enrolled in Medicare; or age 18 – 64, disabled and enrolled in Medicare; and
- Single with an annual gross income of \$19,600 or less; or married with an annual gross income of \$26,400 or less; and
- Enrolled in a Medicare Prescription Drug Plan (Part D). To learn more about the Part D or to choose and enroll in a Part D plan that’s best for you, call **1-800-MEDICARE (1-800-633-4227) toll-free.**

**OTHER INFORMATION FOR PHARMACEUTICAL ASSISTANCE**

**Prescription Drug Information Assistance (CLAIM)...** 1-800-390-3330

CLAIM assists persons needing prescription drugs to locate appropriate sources for medicines.

**Veteran’s Administration** ..... 1-877-222-8387

Veterans can call to see if they are eligible for prescription drug benefits

Seniors can ask their physician for free samples. If seniors are not eligible under the Missouri Rx program, they can ask their physician for a 90-day supply that provide a savings.

Many services for senior citizens are available. If you are having problems with utility bills, bus transportation, rent, food stamps, medical care, tax returns, or other things, one of the following agencies may be able to help you.

**Adult Abuse** ..... 1-800-392-0210

Information regarding abuse, neglect or exploitation of people over 60, handicapped adults between the ages of 18 and 59, or residents in long-term care facilities is relayed to representatives of the Division of Aging for action.

### **Alzheimer’s Disease and Related Disorders Association**

**St. Louis Chapter** ..... (314) 432-3422

Monday-Friday, 8 a.m.-5 p.m.                      24/7 Hotline 1-800-272-3900

**Circuit Breaker** ..... (314) 301-1660

Includes questions about Senior Citizen Tax Relief (Circuit Breaker), for retirees 65 or over on rent paid or real estate taxes. For information and tax forms, call or write:

2510 S. Brentwood, Ste. 300, St. Louis 63144.

**CORP - County Older Resident Programs** ..... (314) 615-4516

TTY (314) 615-4425

**Dept. of Health & Senior Services** ..... (314) 340-7300

For information on in-home services such as personal care, homemaker assistance, and alternative and institutionalized care for seniors.

**North County “Handyman Program”** ..... (314) 615-7446

Monday through Friday 8:30 - 12:30

### **Day Care for Adults**

**American Red Cross - Adult day care**

1625 Washington, Florissant 63033 ..... (314) 921-5118

- Cardinal Ritter Senior Services** ..... (314) 961-8000  
7663 Watson Rd., 63119
- JCC Adult Day Services** ..... (314) 442-3261  
6 Millstone Campus Dr., Suite 3000
- Long-Term Care Information - Ombudsman** ..... (314) 918-8222  
Options for long-term care facilities; fees; level of care; facility inspection files; Medicare/Medicaid information. Nursing home directories upon request.
- Older Adult Community Action Program (OACAP)** ... (314) 993-2671
- Insurance**
- Oasis** ..... (314) 862-2933  
Help with insurance, Medicare and health care billings age 55 and over. Enrollment free. Other services are also available.
- CLAIM** ..... 1-800-390-3330  
(Insurance questions/claims for seniors.)
- Legal Services of Eastern Missouri (Elderly Law Unit)** ... (314) 534-4200  
Free legal services for the elderly.
- Meals On Wheels** ..... (314) 268-1523  
Hot lunches delivered to your home.
- Mid-East Area Agency on Aging** ..... (636) 207-1323  
14535 Manchester Rd., 63011
- Eye Care America** ..... 1-877-887-6327  
Professional medical eye care is available for the needy elderly at no cost to the patient, prescription and glasses not included.
- OATS-Bus Transportation Information** ..... (314) 894-1701
- The Older Women's League (O.W.L.)** ..... (314) 989-0977  
To promote the image and status of mid-life and older women.
- Visiting Nurse Association** ..... (314) 918-7171



# TAXES

Each year new federal and state legislation brings changes in our tax laws. Hopefully, some of these new laws bring tax relief to most, if not all of us. In any event they do make the task of preparing income tax returns a challenging one.

## Missouri Department of Revenue

**Income Tax Division** ..... (314) 877-0177

3256 Laclede Station Rd., Ste. 101

Mon. - Fri., 8:00 a.m. - 4:30 p.m.

**Tax Form Request Hotline** ..... 1-800-877-6881

**Circuit Breaker Tax Relief for Senior Citizens** ..... (314) 615-5500

TTY (314) 615-3746

For help with filing tax returns (no fee for low-income persons), contact:

**Internal Revenue Service** (Voice Recorded Info)..... (314) 612-4002

1222 Spruce St., Rm. 5203, 63103

2218 N. Hwy 67, Florissant

**Federal Information Center**..... 1-800-688-9889

**Federal Tax Assistance By Phone** ..... 1-800-829-1040

# TRANSPORTATION

For information about our state highways, transportation services, law enforcement assistance, or auto and driver's licenses, contact:

## MOTOR VEHICLE AND DRIVERS LICENSING

### Department of Revenue - Licensing & Titles

Truman Bldg., Jefferson City, 65105

Motor Vehicle (573) 526-3669

Driver's License (573) 526-2407

Taxation (573) 751-3505

## **MOTOR VEHICLE & DRIVER'S LICENSE CONTRACT OFFICES**

- Bridgeton** - 11977 St. Charles Rock Rd. .... (314) 298-0127  
Mon. - Fri., 9:00 a.m. - 5:00 p.m., Sat. 8:30 a.m. - 12:30 p.m.
- Clayton** - 7638 Forsyth Blvd. .... (314) 863-5331  
Mon. - Fri., 9:00 a.m. - 6:00 p.m., 1st & Last Sat. 9:00 a.m. - 1:00 p.m.  
Last five business days of the month - 8:30 a.m. - 6:30 p.m.
- Ferguson** - 728 S. Florissant Rd. .... (314) 521-2360  
Mon. - Fri., 9:00 a.m. - 5:00p.m., Sat. 8:00 a.m. - 12:00 p.m.
- North County** - 11700 W. Florissant ..... (314) 830-0703  
Mon. - Fri., 9:00 a.m. - 6:30 p.m., First and last Sat. 9:00 a.m. - 1:00 p.m.
- South County** - 27 Ronnie's Plaza ..... (314) 843-5223  
Mon. - Fri., 7:30 a.m. - 7:00 p.m., Sat. 8:00 a.m. - 2:00 p.m.

## **MOTOR VEHICLE & DRIVER'S LICENSE TESTING (HIGHWAY PATROL)**

- Hazelwood** - 7250 N. Lindbergh, Hazelwood Plaza ... (314) 731-4418  
Mon. - Fri., 8:00 a.m. - 5:00 p.m.
- Jennings** - 8501 Lucas & Hunt Rd. .... (314) 877-2222  
Jennings State Office Building  
Mon. - Fri., 8:00 a.m. - 4:30 p.m.
- Manchester** - 15425 Manchester Rd. .... (636) 256-3951  
#13 Ballwin Plaza Shopping Center  
Mon. - Fri., 8:00 a.m. - 5:00 p.m.
- Maplewood** - 3256 Laclede Sta. Rd., Ste 100..... (314) 877-0199  
Deer Creek Center  
Mon. - Fri., 8:00 a.m. - 5:00 p.m.

## **PUBLIC TRANSIT SERVICES**

- AMTRAK** - Information & Reservations ..... 1-800-872-7245  
551 S. 16th St.
- Metro Bus Lines** (General Information) ..... (314) 231-2345  
707 North 1 Street, St. Louis, 63102
- Call-A-Ride** ..... (314) 652-3617  
TTY (314) 534-5055

Metro offers residents a ride service. Rides may be scheduled up to seven days in advance.

**Handicapped/Mid-East Area Agency on Aging** ..... (636) 207-1323  
14535 Manchester Rd., Manchester 63011

**OATS — Bus Transportation Information** .....(314) 894-0517

### **STREET & HIGHWAY INFORMATION**

**Department of Transportation - District 6 Office** .. (314) 275-1500  
1590 Woodlake Dr., Chesterfield, MO 63107

**Traffic Division - City of St. Louis** ..... (314) 647-3111  
1900 Hampton Ave., 63139

**St. Louis County Highways and Traffic Dept.** ..... (314) 615-8549  
121 S. Meramec, Clayton 63105

**Missouri Department of Transportation**  
Customer Service ..... 1-888-275-6636

## **UTILITIES/ENERGY INFORMATION**

**Ameren U.E.** ..... 1-800-552-7583  
Inquiries about your bill, to obtain meter reading or discuss credit.

Report outage ..... 1-800-552-7583

**Gas Leaks (Laclede)** ..... (314) 342-0800

**Laclede Gas** ..... (314) 621-6960

**Community Action Agency of St. Louis, Inc.** ..... (314) 863-0015  
Energy assistance, Weatherization ..... (314) 863-0015

**Metropolitan Sewer District** ..... Customer Service (314) 768-6260  
Customer service and credit information. Billing 1-866-281-5737

**Mo American Water Co. (Credit information)** ..... 1-866-430-0820  
To report leaks (24 hours) ..... (Ext. 420) (314) 991-3404

**AT&T Residential Repair Center**  
(Voice Recorded Message) ..... 1-800-246-8464

## NOTICE REQUIRED ON UTILITY CUTOFFS

During the winter heating season, Missouri gas and electric utilities regulated by the Missouri Public Service Commission must give customers at least ten days written notice before service may be disconnected and additional written or personal contact at least 96 hours prior to disconnection. Additionally, no disconnections may occur on any day in which the temperature is forecast to be below 30 degrees.

These rules, which are in effect between Nov. 1 and March 31, require also that customers whose service is about to be cut off be told that they might qualify for financial aid to help pay their utility bills. Elderly or handicapped customers who register with utilities in advance are given even greater protection by the new rules.

Customers can get more information on these regulations by calling:

**Missouri Public Service Commission** ..... 1-800-392-4211

## VETERANS' BENEFITS

The federal government has made many special benefits available to veterans. For questions concerning disability benefits, veterans' pensions, scholarships and loans under the GI Bill, contact a representative of Veterans' Affairs at one of the following locations:

**American Red Cross Blood Services** ..... (314) 658-2000  
4050 Lindell, 63108

**Missouri Veterans Commission** ..... (573) 751-3779  
12 Floor, Jefferson State Office Building ..... 1-866-VET-INFO  
P.O. Drawer 147, Jefferson City, MO 65102..... 1-866-838-4636  
400 S. 18th St., Room 107, St. Louis, MO 63103-2271 ... (314) 552-9885

**St. Louis County Office of Veterans' Services** ..... (314) 615-4413  
121 S. Meramec Ave., Clayton 63105

North County, 21 Village Sq., Hazelwood 63042.... (314) 615-7414

South County, 4546 Lemay Ferry, 63129 ..... (314) 615-4038

**Veterans' Benefits** ..... 1-800-827-1000  
400 S. 18th St., St. Louis, MO 63103

Education Benefits ..... 1-888-442-4551

## Veterans' Administration Hospitals

- John Cochran Hospital** ..... (314) 652-4100  
915 North Grand, 63106 ..... 1-800-228-5459
- Jefferson Barracks Hospital** ..... (314) 652-4100  
#1 Jefferson Barracks Drive, St. Louis, MO 63125

## VOLUNTEER ORGANIZATIONS

**Foster Grandparents** ..... (314) 918-2297

If you are 55 years of age or older and have a low income, you can work part-time with children with special needs and receive a stipend of \$2.65 per hour (non-taxable). Call for more information.

## LOCAL ELECTED OFFICIALS

### ST. LOUIS COUNTY GOVERNMENT

- 41 South Central Clayton, MO 63105** ..... (314) 615-5000  
TTY (314) 615-5889
- County Executive - Charlie A. Dooley** ..... (314) 615-7016
- County Council, District 1 - Hazel Erby** ..... (314) 615-5436
- County Prosecuting Attorney - Robert McCullough** (314) 615-2600

### COUNTY DEPARTMENTS

- Economic Council** ..... (314) 615-7663
- Elections, Board of** ..... (314) 622-4336
- Electrical Code Supervisor** ..... (314) 615-3722
- Emergency Management** ..... (314) 628-5400
- Health** ..... (314) 615-0600
- Highways & Traffic** ..... (314) 615-8504
- Housing Authority** ..... (314) 531-4770
- Human Services** ..... (314) 615-4453

Included in the services offered by the St. Louis County office of Human Services are older resident programs, youth programs, veterans

services, home improvement and first-time home buyer programs.

<b>Judges 21st Judicial Circuit</b> .....	(314) 615-8029
<b>Judicial Administration</b> .....	(314) 615-2666
<b>Justice Services</b> .....	(314) 615-5245 or 615-5752
<b>Municipal Courts</b> .....	(314) 615-8760
<b>Parks &amp; Recreation</b> .....	(314) 615-4386
<b>Personnel</b> .....	(314) 615-5429
<b>Planning</b> .....	(314) 615-2520
<b>Police (St. Louis County)</b> .....	(314) 889-2341
<b>Public Works</b> .....	(314) 615-5184
<b>Revenue</b> .....	(314) 615-5500
<b>Assessor</b> .....	(314) 615-2555
<b>Collector</b> .....	(314) 615-5500
<b>Licensing</b> .....	(314) 615-5107
<b>Recorder of Deeds</b> .....	(314) 615-7100
<b>Sheriff - St. Louis County</b> .....	(314) 615-4724
<b>Spirit of St. Louis Airport</b> .....	(636) 532-2222
<b>Lambert-St. Louis International Airport</b> .....	(314) 426-8000

## **TOWNS, CITIES & VILLAGES**

Municipalities in the 14th Senatorial District

<b>Bel-Nor</b> , 8416 Natural Bridge, 63121 .....	(314) 381-2834
<b>Bel-Ridge</b> , 8920 Natural Bridge, 63121 .....	(314) 429-2878
<b>Bellerive</b> , 7700 Natural Bridge, 63121 .....	(314) 385-3300
<b>Berkeley</b> , 6140 N. Hanley, 63134 .....	(314) 524-3313
<b>Beverly Hills</b> , 7150 Natural Bridge, 63121 .....	(314) 382-6544
<b>Bridgeton</b> , 11955 Natural Bridge Road, 63044 .....	(314) 739-7500
<b>Calverton Park</b> , 52 Young Drive, 63135.....	(314) 524-1212
<b>Charlack</b> , 8401 Midland, 63114 .....	(314) 427-4715
<b>Clayton</b> , 10 N. Bemiston Ave., 63105 .....	(314) 727-8100
<b>Cool Valley</b> , 100 Signal Hill Drive, 63121 .....	(314) 521-3500
<b>Country Club Hills</b> , 7422 Eunice, 63136 .....	(314) 261-0845

<b>Dellwood</b> , 1415 Chambers Road, 63135 .....	(314) 521-4339
<b>Edmundson</b> , 4440 Holman Lane, 63134 .....	(314) 428-7125
<b>Ferguson</b> , 110 Church St., 63135 .....	(314) 521-7721
<b>Flordell Hills</b> , 7001 Brandon Ave., 63136 .....	(314) 382-5524
<b>Florissant</b> , 955 Rue St. Francois, 63031 .....	(314) 921-5700
<b>Glen Echo Park</b> , 7206 Henderson Rd., 63121 .....	(314) 382-7355
<b>Greendale</b> , 7309 Natural Bridge Rd., Room 304 .....	(314) 383-2577
<b>Hanley Hills</b> , 7713 Utica Dr., 63133 .....	(314) 725-0909
<b>Hazelwood</b> , 415 Elm Grove Lane, 63042-1917 .....	(314) 839-3700
<b>Hillsdale</b> , 6428 Jesse Jackson Ave., 63121 .....	(314) 381-0288
<b>Jennings</b> , 2120 Hord Ave., 63136 .....	(314) 388-3999
<b>Kinloch</b> , 5990 Monroe Ave., 63140 .....	(314) 526-9737
<b>Ladue</b> , 9345 Clayton Rd., 63124 .....	(314) 993-3439
<b>Normandy</b> , 7700 Natural Bridge, 63121 .....	(314) 385-3300
<b>Northwoods</b> , 4600 Oakridge Blvd, 63121 .....	(314) 385-8000
<b>Norwood Court</b> , 7600 Lammert Ln., 63121 .....	(314) 382-8176
<b>Pagedale</b> , 1420 Ferguson Ave., 63133 .....	(314) 726-1200
<b>Pasadena Hills</b> , 3915 Roland Blvd., 63121 .....	(314) 382-4453
<b>Pasadena Park</b> , P.O. Box 210357, 63121 .....	(314) 383-0010
<b>Pine Lawn</b> , 6250 Steve Marre Ave., 63121 .....	(314) 261-5500
<b>St. Ann</b> , 10405 St. Charles Rock Rd., 63074 .....	(314) 427-8009
<b>St. John</b> , 8944 St. Charles Rock Rd., 63114 .....	(314) 427-8700
<b>University City</b> , 6801 Delmar Blvd., 63130 .....	(314) 862-6767
<b>Uplands Park</b> , 6390 Natural Bridge, 63121.....	(314) 383-1856
<b>Velda City</b> , 2560 Lucas & Hunt, 63121 .....	(314) 382-6600
<b>Velda Village Hills</b> , 3501 Avondale, 63121 .....	(314) 261-7221
<b>Vinita Park</b> , 8374 Midland Blvd., 63114 .....	(314) 428-7373
<b>Vinita Terrace</b> , 8027 Page Ave, 63130 .....	(314) 427-4488
<b>Wellston</b> , 1414 Evergreen, 63133 .....	(314) 553-8000
<b>Woodson Terrace</b> , 4323 Woodson Rd., 63134.....	(314) 427-2600

2013-14 Edition  
District 14

**Senator Maria Chappelle-Nadal**  
**Senior Services Handbook**  
Guide for Seniors in the St. Louis County Area

