

New Britain General Hospital
Emergency Department

Community Resource Guide for Patients and Families

NBGH Emergency Department
Mission Statement

Our mission at the New Britain General Hospital Emergency Department is to exceed the expectations of our patients and medical staff by providing outstanding emergency care with efficiency, sensitivity, and compassion, at any time and to anyone who requests care.

Our goal is to make NBGH your hospital of choice, not only because we are part of your community, but because we provide excellent medical care. Our number one priority is the care of our patients and their families.

We have compiled this resource guide to provide assistance to our patients and their families. Although we have tried to make it as complete as possible, it is by no means exhaustive, and will be updated periodically. We would appreciate receiving feedback, or any additions or corrections you may have. This guide will also be available through our website; for periodic updates, please check www.nbgh-er.com.

Thank you for allowing us to serve you.

Jeff Finkelstein, MD Robert Flade, RN
Chief, Emergency Medicine Director, Emergency Department Operations

For further assistance, please contact:
Andrea Hale-Moutinho, MSW, Emergency Department Social Worker
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Para la ayuda adicional, por favor contacto:
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If you received this booklet as a patient or family member, you may want to attach or note the name of your care provider, pertinent phone numbers, and any follow-up information he or she gave you. If you have any questions, please ask.

Si usted recibió este librete como miembro del paciente o de la familia, usted puede desear unir u observar el nombre de su abastecedor del cuidado, números de teléfono pertinentes, y cualquier información de la carta recordativa él o ella le dio. Si usted tiene cualesquiera preguntas, pida por favor.

Po otrzymaniu informacji jako pacjent albo rodzina pacjenta prosze, podac' informacje: Imie, I nazwisko lekarza rodzinnego, swoje numery telefonu (domowy I komorkowy) oraz instrukcje podane przez lekarza. Jezeli sa jakies' pytania to prosze, pytac'.

Emergency Contacts:

Local Agencies

All Medical, Police & Fire Emergencies: 911 (24 hours)
InfoLine: General Information & Referral Hotline: 211 (24 hours)
New Britain General Hospital: 860-224-5011
Bradley Memorial Hospital, Southington: 860-276-5000

	Police Departments Main Numbers	Local Social Services Departments
New Britain	860-826-3019	860-225-4920
Berlin	860-828-7080	860-828-7007
Bristol	860-584-3011	860-584-6260
Newington	860-666-8445	860-665-8590
Plainville	860-747-1616	860-793-0221 x294
Southington	860-621-0103	860-276-6271

Selected Internet Resources

www.nbgh-er.com — New Britain General Hospital Emergency Department
www.infoline.org — Connecticut Service Provider Database
www.ctelderlyservices.state.ct.us — Connecticut Dept. of Social Services
www.nih.gov — General Medical information
www.ctclearinghouse.org — Connecticut Clearinghouse, a statewide resource
www.cthealthyaging.org — Connecticut Center for Healthy Aging

Poison Control

Conn. Poison Control Center (24 hours), 800-222-1222

Other Services

- American Cancer Society, 800-492-7161
- Compassionate Friends, assists families who have lost children of any age, 877-969-0010
- Mothers Against Drunk Driving (MADD), 203-778-4746
- Survivors of Homicide, support services for families of murder victims, 888-833-4764 or 860-257-7388
- Victims services, Office of (Connecticut Judicial Branch), 800-822-8428
- Weigh Your Options, New Britain General Hospital, various weight loss programs from nutritional guidance to surgery, counselors help people of all ages choose the right type of program to fit their needs, 866-668-5070

Services for Children & Youth

(See also: behavioral health services, crisis intervention)

- Child Abuse Hotline, Emergency and to report, 800-842-2288
- Connecticut Department of Children & Families, general information on child welfare, foster care, adoption and child protective services
 - New Britain 860-832-5200
 - Hartford 860-550-6337
 - Meriden 203-238-8400
 - Middletown 860-638-2100
 - Waterbury 860-450-2000
- The Bridge Family Center, youth shelter for ages 11-17, 860-521-6890
- Bristol Preschool Child Care Center, Inc., educational childcare for families in need, 860-314-0597
- Child Development Infoline, includes the CT Birth-to-Three System, Help Me Grow Program, Preschool Special Education Services, Children and Youth with Special Healthcare Needs Program, 800-505-7000
- Hopeworks, recovery group for youth ages 12-22 with substance abuse problems, 860-561-1175
- Morris Foundation, Waterbury, programs for troubled adolescents in anger management and related issues, 800-721-1230
- Runaway Hotline, national, offers support and assistance for runaway youth of all ages, 800-999-9999 (toll free 24-hour)
- Wheeler Clinic Emergency Mobile Psych. Services for Children and Adolescents, provides 24-hour crisis intervention and immediate telephone counseling, 866-261-0893
- Wheeler Clinic TRUST Program, education and support groups for children ages 7-12 who are concerned about someone's substance abuse, 860-793-2164

Resources for Parents at Risk (See also: domestic violence)

- Kids Safe, anger management training for parents, 860-872-1918
- Parents Anonymous (national hotline), 800-224-5373
- Parenting, Inc., New Britain, provides parenting workshops for parents of all ages. Fee to be discussed upon agency contact, 860-229-5850
- Parents Support & Education of Conn., Plainville, self help groups with trained facilitators for parents who want to improve their relationships with their children, 860-793-3375 or 800-244-5373

Services for Expectant & New Mothers

- Birthright of Newington and New Britain, provides free emergency pregnancy support programs to all ages, 860-665-0234
- M.O.M.S. Program at New Britain General Hospital, for pregnant or parenting mothers up to 21 years old, 860-224-5236
- Nurturing Families at New Britain General Hospital, various services for pregnant and new mothers, 860-224-5900 ext.6623
- Planned Parenthood of CT, West Hartford, provides a complete range of services, both clinical and educational, 860-953-6201
- Safe Haven, at New Britain General Hospital, the Emergency Department will take custody of infants who are voluntarily surrendered, 860-224-5771
- WIC Program, Bristol Hospital, provides nutritious food/education to eligible pregnant women and postpartum women up to six months, 860-225-8695
- Wheeler Clinic LifeLine, supports and treats pregnant women and mothers with substance abuse and psychiatric disorders, 800-793-3588
- Wheeler Clinic Teen Connection, program for pregnant and postpartum teenagers 12-19 who abuse or are at risk of abusing substances as well as programs for high risk teens, provides community workshops) 860-793-3375

Services for Older Adults

(See also: financial, transportation, legal services)

Conn. Center for Healthy Aging, New Britain and Southington, resource and assessment center for seniors and their families; helps seniors access services, 860-276-5099 or toll free 800-273-0078

Senior Centers

New Britain Senior Center 860-826-3553
Perlas Hispanas Senior Center, New Britain 860-229-8182
Berlin Senior Center 860-828-7006
Douglas A. Beals Senior Center, Bristol 860-584-7895
Newington Senior Center 860-665-8778
Plainville Senior Center 860-747-5728
Calendar House Senior Center, Southington 860-621-3014

- AARP, 888-687-2277
- Alzheimer's Association, support, education, advocacy, groups, 1-866-3MEMORY
- American Home Patient, New Britain and Waterbury, for durable medical equipment supplies and oxygen supplies, 860-223-8325
- Bristol Community Organization Inc., a retired and senior volunteer program for residents of greater Bristol. Matches seniors who wish to volunteer with community agencies in need based upon their talents, 860-584-2725
- Connecticut Elderly Protective Services, 888-385-4225
- Connecticut Homecare Program for Elders, 800-445-5394
- Connecticut Long-Term Care Ombudsman, provides advocacy, support and complaint investigation for long-term care residents and families, 866-388-1888
- Lifeline, New Britain General Hospital, personal response system, 860-224-5770 or 800-321-6244
- Medicare, 800-MEDICARE (800-633-4881)
- Medicare CHOICES Program, provides assistance with health insurance programs as well as various senior services and referrals 1-800-994-9422
- Municipal Agent for the Elderly, New Britain, assistance with health insurance, prescription coverage for residents of New Britain, ages 60+, 860-826-3553
- Visiting Nurse Association of Central Conn., 860-224-7131

Meals on Wheels

Costs vary — please contact agency for program rules or contact your local Senior Center or Town Hall Social Service Department for more information (See page one of this booklet.)

CW Resources, New Britain 860-229-7700 ext. 233
CRT Home Delivered Meals, Hartford 860-560-5825 or 1-800-339-1412
Meals-on-Wheels, Middletown 860-347-4465
Meals-on-Wheels, Hartford VNA 860-249-4862
Meals-on-Wheels, Cheshire VNA 203-574-4004

Behavioral Health Services

Crisis, Psychiatric & Suicide Intervention Services

- Mobile Crisis Team, assess individuals need for services and assists in resolving crises, 860-297-0999
- National Hopeline Network, provides 24-hour crisis intervention and immediate telephone counseling for all ages in a crisis and/or suicidal, 800-784-2433
- Wheeler Clinic Hot Line, provides 24-hour crisis intervention and immediate telephone counseling for all ages in a crisis and/or suicidal situation, 860-747-8719
- Wheeler Clinic Emergency Mobile Psych. Services for Children and Adolescents, provides 24-hour crisis intervention and immediate telephone counseling, 866-261-0893

Counseling

Statewide

- UConn Outpatient Psychiatric Services, main office located in Farmington, behavioral health services, 860-679-6700

New Britain

- Catholic Family Services of New Britain, 90 Franklin Sq., 860-225-3561 or 800-547-1452 in Bristol area
- Community Mental Health Affiliates, 29 Russell St., 860-826-1358
- Community Health Center, 1 Washington Square, 860-224-3642
- Community Mental Health Services, 860-224-8192
- Family Services of Central Connecticut, 92 Vine St., services for adolescents and youth, 860-582-8240 or 860-582-9291
- Hispanic Counseling Center, 24 Whitney St., 860-224-5300
- NBGH Behavioral Health Research Center, offers clinical trials for individuals with mental disorders, 860-224-5597 or 877-790-1926
- NBGH Behavioral Health/Counseling Center, 50 Griswold St., 860-224-5267 (follow-up appointments) or 860-224-5804 (new appointments)

Bristol

- Bristol Hospital Counseling Center, 440C North Main St., 860-583-5858
- Catholic Family Services of New Britain, 440C North Main St., 860-589-8662

Counseling cont.

Kensington

- Paragon, behavioral health services, 860-893-0040

Meriden

- Franciscan Life Center, 271 Finch Ave., 203-237-8084

Plainville

- Wheeler Clinic, 91 Northwest Drive, general counseling services for all ages, 800-793-3588

Plantsville

- Catholic Family Services, 681 West Main St., 860-621-1847
- Life Source Center, 790 South Main St., 860-628-8474

Addiction Services & Support

- Alcoholics Anonymous 800-530-9511
or www.ct-aa.org to find local AA Meetings
- Al-Anon & Alateen 888-825-2666
- Cocaine Anonymous, National Hotline 800-347-8998
- Gamblers Anonymous, National Hotline 800-266-1908
- Narcotics Anonymous 800-627-3543
- Smoking Cessation Program, NBGH 860-224-5433

Domestic Violence & Sexual Assault Crisis Services

Statewide 24 hour toll free victims hotline 1-888-774-2900

All domestic violence services are confidential, except in special circumstances involving abuse of minors. Most agencies are multilingual.

Protection from Physical Abuse

- Conn. Elderly Protective Services — Emergency 888-385-4225
- Conn. Elderly Protective Services — Non-emergency 860-424-5274
- Child Protective Services — Emergency 800-842-2288
- Child Abuse Prevention — Non-emergency 860-224-5236

New Britain

- Prudence Crandall Center, provides a wide range of services for victims of domestic violence, including shelter; confidential sites in New Britain and Bristol, 860-225-6357 (24-hour hotline)

East Hartford

- Connecticut Coalition Against Domestic Violence, confidential help for victims of domestic violence, 860-282-7899

Hartford

- Interval House, services for victims of domestic violence, 860-527-0550 (24-hour hotline)

Meriden

- Meriden-Wallingford Chrysalis, services for for victims of domestic violence, 203-238-1501 or 203-238-1501 (24 hour hotline)

Middletown

- New Horizons, services for victims of domestic violence, 860-347-6971 x3700 or 860-347-3044 (24 hour hotline)

Waterbury

- Safe Haven of Greater Waterbury, services for victims of domestic violence, 203-575-0388 or 203-575-0036 (24 hour hotline)

Sexual Assault Crisis Services

Statewide 24-hour toll free victims hotline 888-999-5545

Español 888-568-8332

These agencies provide crisis and short-term counseling, information, referrals, support groups, and advocacy for victims of domestic violence and sexual assault.

New Britain

- YWCA of New Britain Sexual Assault Crisis Services, 22 Glen St., 860-225-4681 x211

Hartford

- Hartford Region YWCA Sexual Assault Crisis Services, 135 Broad St., 860-525-1163

Middletown

- Women & Families Center Central Connecticut Sexual Assault Crisis Service, P.O. Box 1063, 860-344-1474

Waterbury

- Safe Haven of Greater Waterbury, 29 Central Ave., 203-575-0036

Financial Assistance

New Britain

- Connecticut Department of Social Services, 270 Lafayette St., financial assistance, medical insurance, food stamps, Medicaid, HUSKY program, 860-612-3400 or toll free 866-723-2591
- Connecticut Energy Assistance Program, 270 Lafayette St., provides assistance to qualified individuals in need of fuel assistance, 860-612-3400
- Friendship Service Center of New Britain, 241-249 Arch St., income eligible residents of New Britain only, one-time-only emergency assistance for eviction prevention, prescriptions, transportation, and utility bill payments, 860-832-9410 x131
- Human Resource Agency of New Britain, Inc., 180 Clinton St., provides wide range of supportive services for residents of the greater New Britain area, 860-225-8601

Newington

- Newington Town Hall, provides wide range of supportive services for Newington residents, 860-665-8590
- Salvation Army Service Extension Unit, provides temporary financial aid to people in need

New Britain 860-225-8491
Berlin (emergency) 860-828-7007
Bristol 860-583-4651
Cheshire 203-271-6690
Southington 860-276-6271

- State Administered General Assistance (SAGA), 270 Lafayette St., provides cash and medical assistance to eligible individuals and families who do not have enough money to meet their basic needs, 860-612-3400

Southington

- Southington Social Services Department, 75 Main St., assists Southington residents based upon need, 860-276-6271

Medical/Prescription Assistance

- CHOICES, 2 Hartford Sq., West Suite 101, Hartford, counseling and information for elderly with public and private insurance programs and other support/medical programs, no fee, 860-724-6443 or 800-994-9422
- Community Health Center of New Britain Inc., 1 Washington Square, preventive and primary care services for all ages, 860-224-3642
- ConnPACE, prescription assistance program for elderly and disabled; program restrictions and income requirements apply, 800-423-5026
- The Medicine Program, assists with enrollment in patient assistance programs for prescription coverage, 866-694-3893
- New Britain Partners in Health, Access to Care, 32 Hawkins St., various medical assistance programs including pharmacy assistance for those without prescription coverage, care management, help with state insurance applications, hospital financial aid, specialist doctors, and assistance in finding a primary care doctor, 860-893-0800
- Partnership for Prescription Assistance, help with prescription costs, 888-477-2669

Legal Services

- Statewide Legal Services, can help assist in legal matters and referral to attorneys, 800-453-3320
- University of Connecticut Law School Legal Clinics, 65 Elizabeth St., Hartford, free services for low income people in need of legal assistance, civil, criminal and tax cases, 860-570-5165
- Connecticut Legal Services, 587 Main St. New Britain, Spanish speaking, provides legal representation for low income people; does not take criminal cases; can provide assistance to undocumented aliens; 860-225-8678 (established clients) or 1-800-453-3320 (intake for new clients)

Transportation

Transportation services are free to those in need or charge a fee on a sliding scale according to ability to pay.

Transportation for Seniors

- AMR, transportation to medical appointments, wheelchair vans available; private pay, 860-493-7450 or 203-410-0969
- American Red Cross, 45 Russell St., New Britain, transportation to medical appointments for residents ages 60+ of Berlin, New Britain, and Plainville; must be ambulatory with no other transportation, no fee, but donations accepted. Call to pre-register, 860-229-1631
- CT Transit/DATTCO, Berlin, New Britain and Plainville residents, fee of \$2.50 each way, 860-953-9501 or 800-997-0700
- Dial-A-Ride, City of New Britain, for ages 60+, medical appt., bank, library, groceries in New Britain area, 48-hour advance notice, 860-826-3553 voice or 860-826-3555
- Dial-A-Ride, Calendar House Senior Center, Southington; Southington residents ages 55+ or disabled for transportation in local area, 24-hour advance notice, 860-621-3014
- Dial-A-Ride, Bristol Community, low-income elderly or disabled Bristol residents for transportation in Bristol area, 24-hour advance notice, 860-589-6968
- First Transit, Medicaid patients, 888-743-3112
- Hunters, transportation to medical appointments, wheelchair vans available; private pay, 800-262-4782
- Logisticare, for Medicaid Managed Care patients, 800-357-2935
- Taxi Services, 860-666-6666

Homeless Shelters

The following facilities offer emergency shelter, but rules vary.
Staff can provide more listings for shelters in Connecticut upon request.

New Britain

- Friendship Service Center, 241-249 Arch St. (men, women and children), 860-225-0211
- Salvation Army Men's Shelter, 78 Franklin Sq. (men 18+, \$7 fee or sliding scale), 860-225-6662

Bristol

- St. Vincent de Paul, 19 Jacobs St. (men, women and children; please call first), 860-589-0702

Hartford

- Stewart McKinney, 34 Huyshope Ave. (men ages 18+), 860-722-6922
- My Sisters Place, 102 Capen St. (women and children), 860-522-0416
- Marshall House, 225 South Marshall St. (families, couples, single women, children; no single men), 860-543-8423

- South Park, 75 Main St. (men, women and children), 860-724-0071

Manchester

- Samaritan Shelter, 466 Main St. (adult men and women), 860-647-8003

Meriden

- Shelter NOW, 43 St. Casimir Drive (men, women and children), 203-237-4020

Middletown

- Eddy Shelter, 1 LaBella Circle (adult men and women), 860-343-5520

New Haven

- Life Haven, 447 Ferry St. (women with children; no male children over age 10) 203-776-6208
- Shelter Program for Men, 645 Grand Ave. (adult men) 203-777-2522

Waterbury

- Salvation Army, 74 Central Ave. (families and women with children), 203-756-1718
- St. Vincent de Paul, 114 Benedict St. (men, women and families), 203-573-9018

Food Pantries

New Britain

- Fountain of Life Community Church, 403 Church St., available to residents of New Britain, Wed 6–7 p.m., 860-229-2083
- Spanish Speaking Center, 29 Cedar St., available to New Britain residents, M-F 8:30–12 Noon and 1–4:30 p.m., Spanish/Polish speaking, 860-224-2651
- St. Ann’s Church, 101 North St., Wed 1–2 p.m., will provide produce and bread to New Britain residents, 860-225-7625
- Trinity United Methodist Church, 19 Chestnut St., provides produce and bread to New Britain residents, every other Tuesday 12:30–1:30 p.m., 860-688-6500

Bristol

- Zion Lutheran Church, 27 Judd St., appt. only, 860-589-7744
- The Blessed Pantry, 739 Terryville Ave., summer: Sun 9–10 a.m. and 1:30-2 p.m. Winter: Sun 9–10 a.m. and 12:30–1 p.m., 860-585-9742 for appointment
- The CFC Storehouse, 43 Prospect St., Wed 9:30–12 Noon, 860-589-0662

Hartford

- Hopewell Baptist Church Food Pantry, 265 Enfield St., distributes food on Wed 10–11 a.m. to anyone in need, 860-522-4321

Plainville

- Plainville Community Food Bank, 54 South Canal St., for Plainville residents, will deliver to homebound elderly, fuel assistance, Mon 3–7 p.m., Tues–Fri 9–Noon, by appt 1–3 p.m., 860-747-1919

Southington

- Bread for Life Food Pantry, 145 Main St., available to Southington residents, open Tues and Thurs, call the day before for an appointment, food distributed at 1:30 p.m., 860-276-8389
- Town of Southington Social Services, 75 Main St., emergency food boxes for residents in need, 860-276-6271

Soup Kitchens

New Britain

- Tomasso Family Community Kitchen, 241-249 Arch St., lunch served Mon-Fri 11:45 a.m.–12:45 p.m., 860-225-0211
- Salvation Army New Britain Corps Center, 78 Franklin Sq., lunch served Sat Noon and Sun 1 p.m. during cold months, closed in the summer, 860-225-8491
- St. James Baptist Church Soup Kitchen, 15 Wilcox St., lunch on Thurs. 11:30 a.m.–1:30 p.m., 860-224-7736

Bristol

- Zion Lutheran Church, 27 Judd St., evening meal served Mon–Thurs 4:30–5:30 p.m., 860-589-7744
- The CFC Storehouse, 43 Prospect St., midday meal served on Sat and Sun 1–2:30 p.m., 860-589-0662
- Salvation Army Bristol Corps. Community Center, 19 Stearns St., lunch Mon-Fri 11:30 a.m.–1 p.m., 860-583-4651

Hartford

- Center City Churches, Manna Community Meals 45 Church St., available to Hartford residents, Mon–Fri breakfast 8:30 a.m., lunch 12 Noon, Mon and Tues dinner 6 p.m., 860-246-3700
- Hartford House of Bread, 27 Chestnut St., breakfast Mon–Fri 7:30–9:15 a.m. and Sun 9–10 a.m., lunch, Mon–Fri 11:15 a.m.–12:45 p.m., supper Thurs 5–6 p.m., lunch also served the last two Saturdays of every month 11:30 a.m.–12:30 p.m.) 860-724-1061

Meriden

- Meriden Soup Kitchen, 460 Broad St., mid-day meal for persons in need Mon–Fri, 11 a.m.–12:30 p.m., 203-235-3992

Southington

- Bread for Life Soup Kitchen, 145 Main St., lunch served Mon-Fri 12 Noon-1 p.m., 860-276-8389

Waterbury

- Greater Waterbury Interfaith Ministries, 16 Church St., hot lunch for anyone in need, Sun-Fri 11:30 a.m.-1:30 p.m., 203-757-7734
- St. Vincent de Paul Society, 327 Baldwin St., available to low income and working poor; lunch available Mon-Sat 11 a.m.-12:30 p.m., 203-757-0411

For further assistance, please contact:

Andrea Hale-Moutinho, MSW,
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New Britain General Hospital, Phone: 860-224-5232

Para la ayuda adicional, por favor contacto:

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