

## The central hotline for senior citizens and people with disabilities

The hotline provides advice and assistance for all issues concerning:

- leisure and socialising
- living and living environment
- health
- help at home
- care
- financial aid

and many more ...

You can also request to be sent free material on many other topics.

## The senior citizens advice centres

You can visit the senior citizens advice centres (*Seniorenberatungen*) in your district in person or contact them via telephone.

The centres provide independent and confidential advice for people of all beliefs on behalf of the city of Cologne.

They can also send representatives to visit you at home if you have limited mobility.

The senior citizens advice centres:

- **provide you with information and advice** on topics such as:
  - ↳ health care proxy, power of attorney and legal guardianship
  - ↳ living for the elderly, e.g. assisted living and care homes
  - ↳ residential and domiciliary care
  - ↳ care and nursing products
  - ↳ leisure activities and civic involvement
- **support you** with tasks such as applying for:
  - ↳ basic benefits and social welfare
  - ↳ housing allowance
  - ↳ health and nursing care insurance policies
  - ↳ severely handicapped passes
  - ↳ exemption from TV and radio licence fees
- **help you to find services** such as:
  - ↳ home helps, meal delivery programmes and emergency call systems for the home
  - ↳ assisted transport services
  - ↳ home care and nursing
  - ↳ respite care and day care places
  - ↳ support and advice for people with dementia and their family members
  - ↳ hospice care
  - ↳ cultural services and facilities

## Advice and support for home modifications and changes of residence

Advice services for home modifications and changes of residence provide you with advice and support with regard to continuing to live an independent life in your own home and improving your living circumstances, even in the case of age or illness-related limitations or disabilities. If moving home is the best solution for you, the advice services will help you to find accommodation that meets your individual needs and requirements.

**The advice services listed above are free of charge for senior citizens and their family members!**