Child Care

Who would I call to find the right child care arrangement for my child?

Call the Child Care Services Info line @ 211 or https://221ct.org

If a parent is having difficulties with their child care provider, who do they call?

Connecticut Department of Public Health
Practitioner Licensing and Investigations Section
410 Capitol Ave., MS# 12 APP
P.O. Box 340308
Hartford, CT 06134-0308
Phone: (860) 509-7603
Fax: (860) 707-1984
email: oplc.dph@ct.gov (Preferred)

Is there a School Readiness Council in Manchester?
Manchester School Readiness Council was established in 1997 in response to a statewide initiative that increased the number of preschool and child care spaces available to Connecticut residents. The primary goal of the Council is to support the positive development, education, and well-being of young children -- ensuring that every child in Manchester starts school "ready to learn."

Mission
To advocate for the advancement of young children’s learning by promoting policies, programs, and partnerships among Manchester families, schools and the community.

Membership
Council members represent a wide variety of organizations in town, but they have one purpose in common: the best interests of children. Our members bring a wealth of expertise to the Council. To view a list of our members click on the following link: http://schoolreadiness.townofmanchester.org/

Donations
Where would I be able to donate items such as: clothing, furniture, household items or durable medical supplies?

Manchester Area Conference of Churches (MACC) accepts donations for Community Threads Thrift Shoppe accepts gently used clothing and shoes for all ages (in season is helpful) and small household items such as, dishes, towels and bed linens. Donations can be made during store hours, Monday thru Saturday 10am-2pm or use the drop box on the porch. Call 860-647-8003, ext. 29

Goodwill Thrift Store located at 232A Tolland Tpke, Manchester. Hours of operation are Mon – Sat 8:00am to 9:00pm and Sundays 9:00am to 7:00pm. Call 860-643-2709

NEAT Marketplace accepts donations of gently-used durable medical equipment so that it may be refurbished and reused. Their donation intake can benefit individuals with disabilities of all ages and their families. Donations are by appointment only Call 860-286-3106

World Wide Lighthouse Missions accepts baby items, clothing, shoes household items, etc. Call for a full listing, about larger items and medical items. Donations should be brought to the Bissell Street entrance and can be made 9am-4pm Mon-Thurs (closed 12-1pm for lunch) and 7pm-9pm Monday evenings. Call 860-645-4198
Wheels for Wishes when you donate a vehicle to Wheels for Wishes, proceeds from the sale of your vehicle donation benefit Make-A-Wish Connecticut. It’s fast, easy, and fulfilling.

Wheels for Wishes also offers fast, free pick-up and towing from anywhere, professional service and an easy donation process as well as a maximum possible charitable tax deduction.

To learn more about Wheels for Wishes and how you can help grant the wishes of Connecticut children with life-threatening medical conditions by donating your used vehicle, visit the Connecticut Wheels for Wishes Website today. Call 1.855.372.9474 or go to their website at http://connecticut.wheelsforwishes.org

Community Service
I have to perform community service. Where can I go to fulfill my hours?
You may do community service for any non-profit organization, such as the Town of Manchester, Manchester Area Conference of Churches, American Cancer Society just to name a few. You may pick up a list of organizations at Manchester Superior Court, 40 Center Street or at the Citizen Service Center in Town Hall at 41 Center Street.

You may call Info line at 211 for additional information on these and others programs.

Environmental Health
What are the requirements for septic systems or well permits?

For septic system or well permit requirements please go to the Health Department’s website @ http://health.townofmanchester.org/

What are the rules, regulations and fees for opening a restaurant or other food service establishment?

Anyone opening a new food service establishment in Manchester must submit a plan and menu for review to the Manchester Health Department located at 479 Main Street, Manchester. A food service application must also be completed and the fee paid. (**Food License Packets can be printed from the Forms page on the Health Department’s website.) Upon approval of the plan and the submittal of the application and payment, an inspection of the establishment will be conducted. A food service license will be issued if the inspection is satisfactory. Food service licenses are renewed annually. Go to the Health Department’s website as shown above for more information.

Where are classes for Qualified Food Operator training? How do I sign up?
Classes are offered by the American Food Safety Institute; you can call 800-723-3873 for class times, dates, locations and fees or visit their website at www.americanfoodsafety.com.

Financial Programs
I have some financial assistance needs. Who can I call?
If you are looking for cash assistance and/or food stamps you can call the State Department of Social Services at 855-626-6632, located at 699 E. Middle Tpke.

Here’s a list of some other programs that may assist you in paying expenses:
CRT (Fuel Assistance) 860-647-3095
Renter’s Rebate 860-647-3096
Homeowner’s Tax Relief 860-647-3017
MACC 860-647-8003, ext. 31
I’ve been laid off and can’t pay my rent. Can I get help with this?

MACC (860-647-8003) can help income eligible Manchester & Bolton residents.

Dept. of Social Services provides financial assistance programs which have eligibility requirements.

If you haven’t done so already, you can talk to your landlord about the possibility of a payment plan or some other method of paying at a later date.

I need emergency housing for my children and myself. Is there a shelter in town?

You must call 211 in order to access shelter assistance. For more information on shelters you can access the Human Services Directory at http://safs1.townofmanchester.org/index.cfm/the-human-services-directory/

Can you give me information about homemakers, visiting nurses, or companions so that I (or my parent) can stay at home and remain independent?

Depending on your situation, it might be in your best interest to speak with one of our social workers so that they may evaluate the individual’s needs. You can call Senior, Adult and Family Services at 860-647-3096.

How do I apply for energy assistance and what are the guidelines?

Application periods range from August through May depending on your heating source. Please call Community Renewal Team to obtain information on application deadlines and to schedule a Manchester appointment @ 860-560-5800 or www.CRTct.org

Health Education/Screening/Promotion

What programs are being offered by the Health Department?

Please visit the Health Department’s sector of this website.

When and where are flu shots given?

***Please note - Manchester Health Dept. is no longer offering flu clinics

Flu vaccines are readily available at many pharmacies, such as, Walgreens, CVS, Target, Shop Rite and Stop & Shop.

Does the Town have a low cost dental service?

First Choice Manchester Dental Clinic is located at 150 North Main Street in Manchester. This dental clinic provides services to both adults and children. They accept all types of insurance, including Medicaid and HUSKY. They also provide sliding fee schedules for those people who are uninsured or underinsured.

The clinic’s phone number is (860) 646-4678.

I just lost my job and have no insurance for me and my children. What should I do?

HUSKY Health Care Programs are health programs administered by the State of CT, Department of Social Services (DSS). You can apply online at http://connect.ct.gov/. For online assistance or to reset your password call 1-877-874-1612.

Where can I receive low cost medical services for myself or my family?

http://safs1.townofmanchester.org/index.cfm/the-human-services-directory/
Are medical services performed by the Health Department?
The Manchester Health Department addresses the health needs of Manchester residents and ensures that they have access to the services and protection required to remain healthy. It provides a wide range of information and services, such as senior health clinics, health education programs, resource directories, and environmental inspections. They do not perform health services.

What are my options for affordable, Section 8, subsidized and/or senior citizen housing?
The Manchester Housing Authority oversees several State and Federal elderly/disabled housing programs. Call 860-643-2163 or go to https://ManchesterHA.org

What is “assisted living”? Are there any places in Manchester?
Assisted living is a managed residential community of individual apartments that provides a full range of support services from daily meals, laundry, transportation, recreation and maintenance. Nursing services are available 24 hours/day.
For information on assisted living facilities in Manchester and the surrounding area, you can call the Town of Manchester Senior, Adult and Family Services Department at 860-647-3096.

What is “congregate housing”? Are there any places in Manchester?
Congregate housing attempts to meet the needs of the frail elderly by providing one or more meals per day, housekeeping and activities. There is an on-site, non-medical staff person 24 hours per day for emergencies.

Westhill Gardens Congregate Housing, you can contact them @ 860-643-2163, ext. 120 or https://ManchesterHA.org.
For more information on congregate housing facilities in the surrounding area please call Senior, Adult and Family Services @ 860-647-3096.

Legal Advice
I’m getting a divorce and can’t afford a lawyer. Is there legal aid in Manchester?
Manchester does not have a legal aid program. Connecticut legal assistance programs provide free civil legal services to income eligible individuals, in the form of direct representation in crisis situations, advice, referrals, and legal self-help materials. Call Statewide Legal Services @ 800-453-3320 for more information.

I am over 60 and I need some legal advice. Who can I call?
Consumer Law Project for Elders @ 1-800-296-1467 or you can go to their website https://CTLawhelp.org.

Mental Health
I am looking for family counseling. Can you suggest agencies in Manchester?
Some counseling agencies in Manchester will serve you based on your ability to pay for the service such as ECHN at 860-646-1222.
If you require counseling primarily for your children, contact the Community Child Guidance Clinic at 860-643-2101.

If you feel you need assistance regarding prevention of child abuse relating to your own family situation, you may call the YWCA’s Successful Teens Excelling as Parents & Partners 860-432-5278 ext. 126
Behavioral Health Services: 860.647.6800.

Info line at 211 for a listing of agencies in our area which may provide you with low cost counseling services.
I have a teenager and we are having some family problems. Can you suggest an agency we can contact?
You can contact Youth Service Bureau, Monday - Friday, 8:00 a.m. - 4:30 p.m., at (860) 647-5213 for more information, or to register for programs. You may also visit us on the web at ysb.townofmanchester.org.

My adult family member has a problem with chronic mental illness but doesn’t need inpatient care. Are there any community-based services available for him?
ECHN Adult Ambulatory Behavioral Health Services offers outpatient, partial hospitalization, and intensive outpatient services. Treatment programs are available during the day or evening. You can call the referral line at 860-647-6800 or 860-533-3434. You can also go to https://echn.org

If substance abuse is the primary diagnosis, you may wish to call the Substance Abuse Access Line @ 1-800-563-4086.

Transportation
What is Dial-A-Ride? Where does it go and how much does it cost?
Dial-A-Ride is a service that offers free rides in Manchester for residents age 60+ and/or adults with disabilities of any age. Rides are available Monday thru Friday and can be used for trips to medical appointments, grocery shopping, personal errands and social outings within Manchester. *Reservations and registration are required.* Please call 860-870-7940.

How can a disabled person get a ride to work or to a medical appointment in Hartford (or outside the Manchester area)? Can this be done on a regular basis?
ADA Paratransit Service is in compliance with Americans with Disabilities Act and provides door-to-door transportation throughout the Greater Hartford area 7-days per week, early morning to late night. Available for people whose disabilities prevent use of public transit. Registration is required; the fare is $3.50 per one-way trip. You can call 860-724-5340 for Reservations 8am-5pm. Select #4 – applications, #9 Customer Service. Manchester residents qualifying for ADA Transportation can receive a monthly allotment of free trip tickets through Senior, Adult and Family Services by calling 860-647-3093.

My parent has cancer and needs to get to Hartford Hospital for treatment. Do you have a service that will take him there?
American Cancer Society through their “Roads to Recovery” program offers rides for appointments related to treatment and recovery Monday – Friday for those without other means of transportation. They require 4+ day advanced notice and the rider must be ambulatory. All rides are subject to volunteer availability. 1-800-227-2345 or https://cancer.org

I am disabled and need a handicapped permit. Where can I obtain one?
You can obtain a handicapped permit by calling the Department of Motor Vehicles @ 860-263-5700.

You can also click on the following link for a more detailed listing of assistance that’s available for Manchester Residents:
http://safs1.townofmanchester.org/index.cfm/the-human-services-directory/