Fire and EMS community referral guide

What to do on lift assists and welfare checks when a senior can't stay home safely.

- Emergency or suspected abuse: follow protocol and call the Florida Abuse Hotline 1-800-962-2873
- Non-emergency but unsafe: leave a Novita Way family card; families can call (727) 632-8291 free, 24/7
- Repeat lift assists: share the "After a fall" page (novitaway.com/start-here/after-a-fall/) with the family
- Benefits and services: Florida Elder Helpline 1-800-963-5337
- Storm season: encourage registration with the Florida Special Needs Registry

Request family cards for your station: novitaway.com/professionals/

General information only, not medical, legal or financial advice. Programs and amounts change; confirm with the official source or a qualified professional. Novita Way LLC serves families in Pinellas, Hillsborough, Pasco and Manatee counties, Florida. Placement help is free to families.