



# Resources FOR SENIORS

The Original Aging in Place Agency



# Directory of Resources for Older Adults & Adults with Disabilities in Wake County

# 2021

Informed Choices for Maximum Independence



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# DIRECTORY OF RESOURCES

## for Older Adults and Adults with Disabilities in Wake County<sup>©</sup>

**2021 EDITION**

### **We are Resources for Seniors. And “We Are Here.”**

While we work on this edition of the Directory, we are deep into one of the most challenging periods in our 48 years of business. Serving older adults and adults with disabilities during a pandemic has taken dedication and creativity.

All of the businesses and services represented in this Directory have grappled with how best to serve their customers and the public. I am proud when I look around our community, and I am hopeful that 2021 will bring renewed support and expanded options to everyone who touches this book or reaches out for help.

The Directory is a labor of love that we here at Resources for Seniors have undertaken for more than 20 years.

Be well!

Kristen Brannock  
President  
Resources for Seniors



## **Resources for Seniors, Inc.**

1110 Navaho Drive, Fourth Floor,  
Raleigh, North Carolina 27609  
919-872-7933

[www.resourcesforseniors.com](http://www.resourcesforseniors.com)

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**Resources for Seniors would like to thank the following sponsors for their generosity in supporting our 2021 Directory of Resources:**

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<b>Aware Senior Care</b>	<b>PHC Home Health</b>
<b>Capital Towers</b>	<b>Senior CommUnity Care of North Carolina</b>
<b>The Center for Volunteer Caregiving</b>	<b>Senior Medicare Patrol (SMP)</b>
<b>CenterPeace Home HealthCare</b>	<b>Seniors' Health Insurance Information Program (SHIIP)</b>
<b>Dementia Alliance of North Carolina</b>	<b>Seniors Helping Seniors</b>
<b>DHIC</b>	<b>Senior Veterans Council</b>
<b>Doctors Making Housecalls</b>	<b>Silver Linings for Seniors</b>
<b>Evergreen Construction</b>	<b>Smooth Transitions</b>
<b>Falls River Court &amp; Village</b>	<b>Transitions LifeCare</b>
<b>HomeChoice Home Care Solutions</b>	<b>Triangle Mobile Dentistry</b>
<b>Home Health Haircuts</b>	<b>Visiting Angels</b>
<b>Home Instead Senior Care of Wake County</b>	<b>Well Care Home Health of the Triangle</b>

Resources for Seniors, Inc. has made every effort to publish a comprehensive and accurate listing of services of particular interest to senior citizens, adults with disabilities, and their families, within the constraints of our time and resources.

Resources for Seniors does not claim that this publication is an all-inclusive listing of resources, nor that it is free of errors. Inclusion in this directory does not constitute an endorsement or recommendation by Resources for Seniors, nor does exclusion imply a negative evaluation.

Resources for Seniors reserves the right to select the organizations to be included in this Directory, based on our mission as well as space limitations.

**To notify Resources for Seniors of any suggested changes, additions, or deletions to the content of this Directory, or for information about opportunities to help sponsor next year's Directory, please contact the RFS Information Department at 919-713-1556, or via email at [info@rfsnc.org](mailto:info@rfsnc.org).**





1110 Navaho Drive, Fourth Floor,  
Raleigh, North Carolina 27609  
919-872-7933  
[www.resourcesforseniors.com](http://www.resourcesforseniors.com)

## SERVICES PROVIDED BY RESOURCES FOR SENIORS

**Resources for Seniors (RFS)** serves older adults and adults with disabilities in Wake County, North Carolina, by providing home and community-based services and information so they can maximize their choices for comfort, safety, security and well-being. Services include direct care, support services, information, options counseling, and outreach. We provide excellence in service and care to individuals and their families.

### Adult Day Centers..... 919-872-7933

RFS's Adult Day Centers, called **Total Life Centers (TLCs)**, provide activities and care for adults of all ages who require supervision during the day. Each location has a regular schedule of activities, crafts, entertainment, and socialization. Locations are Cary, Garner, Raleigh, and Wendell. See the **Adult Day Programs** section for more information.

**Cary TLC** ..... 919-460-9008  
110 Maury O'Dell Pl., Cary, 27513

**Eastern Wake TLC**..... 919-365-4248  
323 Lake Dr., Wendell, 27591

**Garner TLC**..... 919-773-3790  
Garner United Methodist Church,  
201 Methodist Dr., Garner, 27529

**Raleigh TLC**..... 919-873-1870  
5124 Departure Dr., Ste. 101, Raleigh, 27616

**Saturday Daybreak Services** ..... 919-713-1525  
Location alternates between Cary Bond Park and Raleigh TLCs.

### Caregiver Support ..... 919-872-7933

Free support groups and one-on-one consultation are available for caregivers needing help with emotional support and problem-solving. See the **Caregiver Resources** section for more information.

### Community Alternatives Program for Disabled Adults (CAP/DA) ..... 919-872-7933

RFS is a lead agency in Wake County for this Medicaid waiver program, which gives Medicaid recipients who need nursing home-level care an opportunity to remain living in the community. See the **Home Care** section for more information.

### Housing and Home Improvement ..... 919-872-7933

Home repairs related to health and safety. See the **Housing-Related Programs** section for more information.

### Information and Referral ..... 919-713-1556

Information and referral specialists are available Monday through Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

### In-Home Aide Programs..... 919-872-7933

RFS administers public funding for programs that provide limited home care (personal care) services at subsidized rates for Wake County residents. These programs have long waitlists due to limited funding. **Call for more information.**



## Medicare Counseling ..... 855-408-1212

RFS partners with the NC **Seniors' Health Insurance Information Program (SHIIP)** to offer free counseling and answers to questions about Medicare. See the **Medicare, Medicaid, and Health Insurance** section for more information.

## Medication Education for Drug Safety (MEDS) Program ..... 919-872-7933

Free Medication Therapy Management consultations with a pharmacist for Medicare recipients, to prevent dangerous side effects and drug interactions. See the **Prescription Drugs** section for more information.

## Options Counseling ..... 919-872-7933

Free in-person counseling that includes both caregiver(s) and care recipient(s) in order to help identify needs, preferences, and available options for care. **Call to request an appointment.**

## Senior Centers

RFS operates the Northern Wake Senior Center and Eastern Wake Senior Center, and partners with the Cary Senior Center, Garner Senior Center, and Raleigh Centers for Active Adults to provide service coordination. See the **Senior Centers** section for more information.

### Cary Senior Center

120 Maury O'Dell Pl., Cary, 27513  
RFS Service Coordinator ..... 919-462-3983

### Eastern Wake Senior Center

323 Lake Dr., Wendell, 27591  
Main ..... 919-365-4248

### Garner Senior Center

205 E. Garner Rd., Garner, 27529  
RFS Service Coordinator ..... 919-661-6894

### Northern Wake Senior Center

235 E. Holding Ave., Wake Forest, 27587  
Main ..... 919-554-4111

## Raleigh Centers for Active Adults

### Anne Gordon Center

1901 Spring Forest Rd., Raleigh, 27604  
RFS Service Coordinator ..... 919-996-4738

### Five Points Center

2000 Noble Rd., Raleigh, 27608  
RFS Service Coordinator ..... 919-996-4738

## Transportation ..... 919-872-7933

Limited transportation for eligible adults ages 60+, to medical appointments and Meals on Wheels congregate meal sites. See the **Transportation** section for more information.

## Weatherization Assistance Program (WAP) ..... 919-713-1570

RFS is the lead agency in Wake and Durham counties for this free program providing home energy audits and weatherization to make homes easier to heat and cool. Eligibility is based on income, not age. See the **Housing-Related Programs** section for more information.

## Website - [www.resourcesforseniors.com](http://www.resourcesforseniors.com)

The RFS website has a wealth of information about our agency and services as well as other aging-related resources in Wake County:

### Community Resource Database

Online database of Wake County resources, Searchable by location and keyword.

**From the homepage, click the red "Find Wake County Resources" button.**

### Resource Lists

Downloadable handouts about Wake County resources, on specific topics including home care, adult day programs, long-term care facilities, affordable housing, and support groups.

**From the homepage, click the light green "Resource Lists" button.**

### Speed Referral Forms

Online referral forms for use by professionals, clients, and families.

**From the homepage, click the "Referrals" tab in the upper right corner.**





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## DIRECTORY SPONSORS

**Affordable Family Care Services**  
919-676-1070  
[www.afcsnc.com](http://www.afcsnc.com)

**Alzheimer's Association  
(Eastern North Carolina Chapter)**  
919-803-8285  
[www.alz.org/nc](http://www.alz.org/nc)

**Aware Senior Care**  
919-436-1871  
[www.awareseniorcare.com](http://www.awareseniorcare.com)

**Capital Towers**  
919-787-1231  
[www.capitaltowers.com](http://www.capitaltowers.com)

**The Center for Volunteer Caregiving**  
919-460-0567  
[www.volunteercaregiving.org](http://www.volunteercaregiving.org)

**CenterPeace Home HealthCare**  
919-567-8200  
[www.cpcpanioncare.com](http://www.cpcpanioncare.com)

**Dementia Alliance of North Carolina**  
919-832-3732  
[www.dementianc.org](http://www.dementianc.org)

**DHIC**  
919-832-4345  
[www.dhic.org](http://www.dhic.org)

**Doctors Making Housecalls**  
919-932-5700 or 844-932-5700  
[www.doctorsmakinghousecalls.com](http://www.doctorsmakinghousecalls.com)

**Evergreen Construction**  
919-848-2041  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Falls River Court & Village**  
919-999-8057  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)

**HomeChoice Home Care Solutions**  
919-847-5622  
[www.homechoicehomecare.com](http://www.homechoicehomecare.com)

**Home Health Haircuts**  
919-675-5507  
[www.homehealthhaircuts.net](http://www.homehealthhaircuts.net)

**Home Instead Senior Care of Wake County**  
919-676-2273  
[www.homeinstead.com/226](http://www.homeinstead.com/226)

**Kindred at Home**  
919-881-9492 or 866-227-3524  
[www.kindredathome.com](http://www.kindredathome.com)

**NextHome Turn Key Realty**  
919-480-0249  
[www.nexthometurnkey.com](http://www.nexthometurnkey.com)

**PHC Home Health**  
919-230-7231  
[www.phcnc.com](http://www.phcnc.com)

**Senior CommUnity Care of North Carolina**  
919-425-3050  
[www.seniorcommunitycarenc.org](http://www.seniorcommunitycarenc.org)

**Senior Medicare Patrol**  
855-408-1212  
[www.ncshiip.com](http://www.ncshiip.com)

**Seniors' Health Insurance  
Information Program (SHIIP)**  
855-408-1212  
[www.ncshiip.com](http://www.ncshiip.com)

**Seniors Helping Seniors**  
919-761-5346  
[www.seniorcareeastraleigh.com](http://www.seniorcareeastraleigh.com)

**Senior Veterans Council**  
919-825-1300  
[www.seniorveteranscouncil.com](http://www.seniorveteranscouncil.com)

**Silver Linings for Seniors**  
919-948-7718  
[www.silverliningsnc.com](http://www.silverliningsnc.com)

**Smooth Transitions**  
919-335-4663  
[www.yoursmoothtransition.com](http://www.yoursmoothtransition.com)

**Transitions LifeCare**  
919-828-0890  
[www.transitionslifecare.org](http://www.transitionslifecare.org)

**Triangle Mobile Dentistry**  
919-799-2770  
[www.trianglemobiledentistry.com](http://www.trianglemobiledentistry.com)

**Visiting Angels**  
919-787-4317  
[www.visitingangels.com/raleigh](http://www.visitingangels.com/raleigh)

**Well Care Home Health of the Triangle**  
919-846-1018 or 888-815-5310  
[www.wellcarehealth.com](http://www.wellcarehealth.com)

## ADULT DAY PROGRAMS

**Adult day programs**, also called **adult day services**, provide an organized day program of socialization and activities, in a safe, supervised, community group setting. These services can be a beneficial resource for caregivers who are working or who could use time off from caregiving. Different models are available, depending on the level of care required. The amount of days a participant attends per week or month can vary according to preferences and needs. Arrange site visits at several locations to find the best fit.

### Types of Adult Day Programs

- **Social adult day programs (social model or adult day care)** promote participants' social, physical, and emotional well-being through a structured program of activities. Staff provide supervision and assistance to participants as needed. A nutritious meal and snacks, as appropriate to the program, are also provided.
- **Adult day health programs (health model or combination model)** provide similar activities as social programs and also have a nurse present for at least 4 hours per day. This allows them to accommodate the needs of participants who may have chronic, complex, or unstable medical conditions.
- **Group respite programs** may be staffed by volunteers, and are intended to give caregivers an occasional short break. They are often not equipped to meet the needs of those with complex needs.

### Paying for an Adult Day Program

Adult day program fees are typically quoted per day, and vary according to the amount of assistance a participant requires. In Wake County, a typical rate is \$45 to \$90 per day. Standard Medicare does not cover adult day program attendance. In some cases sliding scale fees, scholarships, or grant money may be available to help towards the cost of attendance.

**Evergreen Adult Day Services** ..... 919-238-4738  
[www.evergreenadulldayservices.net](http://www.evergreenadulldayservices.net)  
 Health model for ages 18+. Call for details.

**Family Circle Elder Care**..... 919-773-1115  
 Health model for ages 18+. Call for details.

**The Glade Adult Day Center**..... 919-447-4494  
 Glenaire Continuing Care Retirement Community,  
 5000 Glenhope Ct., Cary, 27511  
[www.glenaire.org/the-glade](http://www.glenaire.org/the-glade)  
 Social model for ages 62+. Up to 16 participants.

**Millbrook Enrichment Center** ..... 919-277-8628  
 Millbrook United Methodist Church,  
 1712 E. Millbrook Rd., Raleigh, 27609  
[www.millbrookumc.org/enrichment-center](http://www.millbrookumc.org/enrichment-center)  
 Group respite for ages 60+. Volunteer-staffed.  
 Available 3 days per week.

**Program of All-Inclusive Care for the Elderly (PACE)**..... 919-425-3000  
[www.seniorcommunitycarenc.org](http://www.seniorcommunitycarenc.org)  
 Community-based managed care program for adults ages 55+ that can include adult day services. See full description on page 22.

**Resources for Seniors Total Life Centers**  
[www.totallifecenters.org](http://www.totallifecenters.org)  
**Cary TLC** ..... 919-460-9008  
 110 Maury O'Dell Pl., Cary, 27513  
 Health model for ages 18+. Up to 29 participants.

**Eastern Wake TLC**..... 919-365-4248  
 323 Lake Dr., Wendell, 27591  
 Health model for ages 18+. Up to 25 participants.

**Garner TLC**..... 919-773-3790  
 Garner United Methodist Church,  
 201 Methodist Dr., Garner, 27529  
 Health model for ages 18+. Up to 41 participants.

**Raleigh TLC**..... 919-873-1870  
 5124 Departure Dr., Ste. 101, Raleigh, 27616  
 Health model for ages 18+. Up to 88 participants.

**Saturday Daybreak Program**..... 919-713-1525  
 Location alternates between Cary and Raleigh TLCs.  
 Group respite for ages 18+, offered on Saturdays.

“ My husband has spent 25 years at the Total Life Center. It not only helped me work full time to support my family, it alleviated my worries about him while I was working, they are just like family. The TLC allowed me to pay less than for private caregiver costs or assisted living. Our daughters would not have easily completed college if it hadn't been for the TLC. - Mrs. C. ”

**\$ Cost Comparison Resource \$**  
**Genworth's Cost of Care Survey**, [www.genworth.com/aging-and-you/finances/cost-of-care.html](http://www.genworth.com/aging-and-you/finances/cost-of-care.html), compares current and projected costs, by region, of adult day program (adult day health) costs, companion (homemaker) services, skilled care (home health) services, and assisted living and nursing home facility costs.

**Wake Forest Adult Day Health ..... 919-880-4278**  
 3309 Rogers Rd., Ste. 117, Wake Forest, 27587  
[www.wakeforestadulthoodcare.weebly.com](http://www.wakeforestadulthoodcare.weebly.com)  
**Health model for ages 18+.** Up to 11 participants.



**Ruth Sheets Adult Care Center ..... 919-832-7227**  
 Edenton Street United Methodist Church,  
 228 W. Edenton St., Raleigh, 27603  
[www.esumc.org/ruth-sheets-adult-care-center](http://www.esumc.org/ruth-sheets-adult-care-center)  
**Health model for ages 50+.** Up to 32 participants.

**SarahCare at Lake Boone Trail ..... 919-746-7050**  
 2245 Gateway Access Point, Ste. 101, Raleigh, 27607  
[www.sarahcare.com](http://www.sarahcare.com)  
**Health model for ages 55+.** Up to 51 participants.

**Southeastern Wake Adult Day Center ..... 919-212-8580**  
 Southeastern Healthcare  
 3401 Carl Sandburg Ct., Raleigh, 27610  
[www.sewake.com/adult-day](http://www.sewake.com/adult-day)  
**Health model for ages 18+.** Up to 48 participants.  
 Southeastern Healthcare also offers **overnight respite** care.

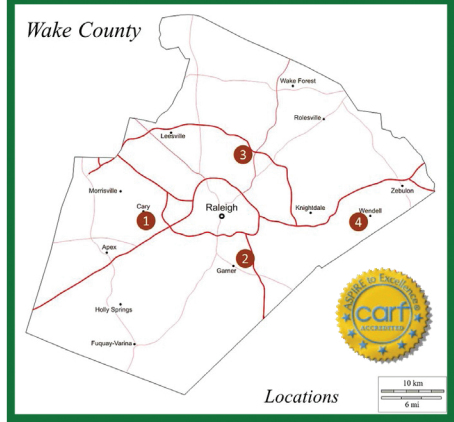
## Total Life Centers - Adult Day Services

### Adult Day Care offers . . .



- Alternatives for families who want to keep their loved one at home.
- Programs designed for adults who require supervision during the day, due to the aging process or a disability.
- Regular schedule of activities and socialization designed to maintain abilities.
- Peace of mind to family caregivers so they can have the personal time to work, relax or be involved in their community.
- Full personal care with trained staff, including full-time nurses, nursing assistants and recreational therapy specialists.

### 4 Wake County Locations



The Total Life Centers are a program of Resources for Seniors, Inc.

**For Additional Information Call: 919-872-7933**  
**or visit [www.TotalLifeCenters.org](http://www.TotalLifeCenters.org)**



## ADVOCACY GROUPS

(Also see **Support Organizations** and **Consumer Protection**)

**AARP North Carolina** ..... 866-389-5650

[www.aarp.org/nc](http://www.aarp.org/nc)

See full description on page 60.

**Alliance of Disability Advocates** .... 919-833-1117

TTY ..... 919-833-1171

[www.adanc.org](http://www.adanc.org)

See full description on page 14.

**Disability Rights NC** ..... 919-856-2195

Toll-free ..... 877-235-4210

TTY ..... 888-268-5535

[www.disabilityrightsn.org](http://www.disabilityrightsn.org)

See full description on page 14.

**Friends of Residents**

**in Long-Term Care** ..... 919-782-1530

[www.forltc.org](http://www.forltc.org)

See full description on page 52.

**Legal Aid of North Carolina** ..... 866-219-5262

**Senior Legal Helpline** (ages 60+) ..... 877-579-7562

[www.legalaidnc.org](http://www.legalaidnc.org)

See full description on page 45.

**SAGE Central North Carolina,**

**LGBT Center of Raleigh** ..... 919-832-4484

[www.lgbtcenterofraleigh.org](http://www.lgbtcenterofraleigh.org)

See full description on page 63.

## ALZHEIMER'S DISEASE, DEMENTIA, AND MEMORY LOSS

The normal aging process can bring about many changes, including occasional forgetfulness, but memory loss that significantly disrupts everyday functioning and decision-making is **not** a normal part of aging. It is important to have possible causes of memory loss assessed with a complete medical and psychosocial assessment, as some causes are treatable and reversible. Medication reactions or interactions, depression, nutritional deficiencies, and many different diseases (not just dementia) can cause memory problems.

**Dementia** is a severe, pervasive loss of mental abilities such as memory, language, and reasoning. There are several different types of dementia, which can present with different symptoms and at different stages of life. **Alzheimer's Disease** is the most common type of dementia seen in older adults. This disease causes gradual but significant changes in the brain resulting in loss of short-term memory (the ability to remember new things) and issues with behavior, reasoning, and thinking. The resources listed below offer support and information for those affected by Alzheimer's Disease and other dementias.

**Alzheimer's and Related Dementias  
Education and Referral Center** ..... 800-438-4380

*National Institute on Aging*

[www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)

Federally-funded resource center for Alzheimer's Disease and related dementias. Offers information on care and research, including clinical trials.

**Alzheimer's Association** - [www.alz.org](http://www.alz.org)

**National Helpline** (24/7) ..... 800-272-3900

Provides information about Alzheimer's Disease, promotes awareness, and raises money for research.

**Eastern North Carolina Chapter** .... 919-803-8285

5171 Glenwood Ave., Ste. 101, Raleigh, 27612

[www.alz.org/nc](http://www.alz.org/nc)

Local office of the national association. Offers information and referral services, support groups, and educational resources.

**Alzheimer's Foundation of America**

**Memory Screening Program** - [www.alzfdn.org](http://www.alzfdn.org)

Free, confidential memory screenings, through participating health care organizations. **Screenings are not used to diagnose, and do not replace consultation with a physician.** Takes about 10 minutes. Administered locally by:

**ComForCare** ..... 919-647-9150

[www.RaleighNC.comforcare.com](http://www.RaleighNC.comforcare.com)

Call or go online to book an appointment.

**The Association for**

**Frontotemporal Degeneration** ..... 866-507-7222

[www.theaftd.org](http://www.theaftd.org)

Information about FTD for families and professionals. Offers a small respite grant.



*Guiding you with  
CARE on your  
family's journey  
with dementia*

### Comfort, Assistance, Resources & Education

Over 170,000 people in North Carolina are impacted by all types of dementia, including Alzheimer's. **Dementia Alliance of North Carolina** programs are built around a foundation of CARE - providing *Comfort, Assistance, Resources and Education* for individuals and families living with Dementia. Through our programming and community outreach, we seek to help North Carolina become a *state of caring* serving all families impacted by dementia.

- Free individual/family consultations and referrals
- Support groups & support group facilitator training
- Educational community talks, workshops & conferences
- Crisis intervention training for law enforcement groups
- Local research to advance innovative therapies



**DEMENTIA  
ALLIANCE**  
of North Carolina  
A STATE OF CARING

9131 Anson Way, Ste. 206 | Raleigh, NC 27615 | 919.832.3732 | [www.DementiaNC.org](http://www.DementiaNC.org)

**Dementia Alliance of North Carolina**..... 919-832-3732  
9131 Anson Wy., Ste. 206, Raleigh, 27615  
[www.dementianc.org](http://www.dementianc.org)  
Information and referral services; family resource center; support groups; education; advocacy.

**Duke Dementia Family Support Program**..... 919-660-7510  
[www.dukefamilysupport.org](http://www.dukefamilysupport.org)  
Educational programs, consultation, and support groups for people living with dementia and their care partners.

**Duke Memory Disorders Clinic**  
**Clinic Information** ..... 919-668-2879  
**Appointments** ..... 919-668-7600  
932 Morreene Rd., Durham, 27705  
Diagnostic evaluation and outpatient care of memory problems including dementia. Education; intervention; counseling; support groups. **Physician referral required.**

**Galberth Health** ..... 919-917-2971  
[www.galberthhealth.com](http://www.galberthhealth.com)  
In-home rehab service specializing in serving seniors with dementia. Also provides in-home assessments and dementia training for caregivers.

**MedicAlert Foundation Wandering Support Services**..... 800-432-5378  
[www.medicalert.org/alz](http://www.medicalert.org/alz)  
ID products and membership plans to help locate memory-impaired persons if they become lost. Enroll online or via phone. **Formerly Safe Return.**

**Project Lifesaver**..... 919-856-6495  
[www.wakegov.com/sheriff/services](http://www.wakegov.com/sheriff/services)  
Free rapid response system provides a bracelet with built-in tracking device to be worn by individuals who are prone to wandering. Sponsored by the Wake County Sheriff's Office.

**Silver Alert Program - [www.ncdps.gov](http://www.ncdps.gov)**  
NC Dept. of Public Safety, Center for Missing Persons Alert system to help quickly locate individuals with dementia or other cognitive impairment who go missing. **Only a law enforcement agency can request activation. If you believe a loved one is missing and in danger, submit a missing person's report to local law enforcement (call 9-1-1).**

**UNC Memory Disorders Clinic**..... 984-974-4401  
194 Finley Golf Course Rd., Ste. 200, Chapel Hill, 27517  
Clinical care, education, and research program for the diagnosis and management of dementias and related disorders. **Physician referral required.**



**Caring for someone with Alzheimer's isn't easy.  
Reaching us is.**

If you care for someone with Alzheimer's disease, memory loss or dementia, you are not alone. We're here day or night — whenever you need us — offering reliable information and support.

Free 24/7 Helpline: **800.272.3900**

alzheimer's  association®

12700658



## BASIC NEEDS

The following are some of the resources in Wake County for basic needs such as financial assistance and emergency food, clothing, and household items. Use the key below to find the resources you are looking for. Please note that some programs only serve specific geographical areas.

The need for resources, especially financial assistance, is far greater than the supply. This is not a complete list of possible resources. Keep in mind that other churches and civic groups near you may also provide assistance, and call **2-1-1** for information on other options.

 = Financial assistance     = Food     = Clothing     = Household items

**American Red Cross, Triangle Area Chapter** ..... **919-231-1602**  
 100 N. Peartree Ln., Raleigh, 27610  
[www.redcross.org](http://www.redcross.org)  
 Disaster relief, referrals for emergency services, and emergency preparedness education.

**Brooks Avenue Church**   ..... **919-821-2400**  
 700 Brooks Ave., Raleigh, 27607  
[www.brooksavenue.org](http://www.brooksavenue.org)  
 Food and clothing, available 9 a.m. to 11:30 a.m. on 2nd and 4th Saturdays of most months.

**The Center for Volunteer Caregiving** ..... **919-460-0567**  
[www.volunteercaregiving.org](http://www.volunteercaregiving.org)  
 Services for adults ages 60+ or who have a chronic health issue or disability, including friendly visits and help with essential household chores and errands. Dependent on volunteer availability. Free.

**Dorcas Ministries**   ..... **919-469-9861**  
 187 High House Rd., Cary, 27511  
[www.dorcas-cary.org](http://www.dorcas-cary.org)  
 Financial assistance and food for **Cary and Morrisville** residents, by appointment. Also offers a career advancement program.





**WE VISIT YOU**  
AT HOME, HOSPITAL, AND  
RETIREMENT COMMUNITY

**HOME HEALTH  
HAIRCUTS**

**(919) 675-5507**

Contact *Karen Wright* to  
schedule your appointment

[HomeHealthhaircuts.net](http://HomeHealthhaircuts.net)

**Energy Assistance Programs** \$ ..... 919-212-7000

Wake County Human Services  
[www.wakegov.com/humanservices/social/energy](http://www.wakegov.com/humanservices/social/energy)

**Crisis Intervention Program (CIP)...** 919-212-7000

Help paying heating or cooling bills, for eligible low-income residents who have received a final notice or disconnection notice. Application required. Year-round, as funding lasts.

**Low Income Energy Assistance**

**Program (LIEAP) .....** 919-212-7370

Help paying heating bills, for eligible low-income residents. Application required. Once per season (December-March). Older adults and adults with disabilities are given priority.

**Family and Community Empowerment Services** \$ ..... 919-567-8100

Family Life Center, Saint Augusta Missionary Baptist Church, 605 Bridge St., Fuquay-Varina, 27526  
[www.faces-cares.org](http://www.faces-cares.org)

Financial assistance for **Fuquay-Varina (27526) and Willow Spring (27592)** residents. Tuesdays and Thursdays, 9 a.m. to 11:45 a.m.

**Fan Program, Resources for Seniors** 🏠 ..... 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609  
Free fans for low-income Wake County residents age 60+ or disabled, during summer months.

**Friendship Fund, First Presbyterian Church** \$ ..... 919-833-4070

120 W. Hargett St., Raleigh, 27601  
[www.fpcraleigh.org/missions](http://www.fpcraleigh.org/missions)

Financial assistance by appointment. Call on Tuesdays starting at 9:30 a.m. to schedule.

**Food Bank of Central & Eastern NC** 🍏 ..... 919-875-0707

[www.foodbankcenc.org](http://www.foodbankcenc.org)  
Call or use the "Food Finder" on their website to search for food pantry locations near you.

**Fuquay-Varina Emergency Food Pantry** 🍏 ..... 919-552-7720

216 W. Academy St., Fuquay-Varina, 27526  
[www.fvfoodpantry.com](http://www.fvfoodpantry.com)

Food for residents of **Fuquay-Varina, Holly Springs, and Willow Spring**. Available Tuesdays, 9 a.m. to 11:45 a.m., and Thursdays, 3 p.m. to 5:45 p.m.

**Garner Area Ministries** 🍏🍏🍏 ..... 919-772-9100

558 Village Ct., Garner, 27529  
[www.gam-nc.org](http://www.gam-nc.org)

Financial assistance, food, and clothing for **Garner area** residents. Assistance Office hours: Monday-Friday, 9 a.m. to 12 p.m.

**Helping Hand Mission** 🍏🍏🏠 ..... 919-829-8048

[www.helpinghandmission.org](http://www.helpinghandmission.org)

Food, clothing, and household items by appointment. Locations in Raleigh and Wendell.

**Home Health Haircuts.....** 919-675-5507

[www.homehealthhaircuts.net](http://www.homehealthhaircuts.net)

In-home haircutting service for people with disabilities, including dementia. Will visit homes, hospitals, rehab centers and senior communities. Call for appointment times and fees.

**Lifeline** \$ ..... 888-641-8722

Federal Communications Commission

[www.lifelinesupport.org](http://www.lifelinesupport.org)

Phone bill assistance for those with Medicaid, SSI, Food Stamps, Section 8, or income below 135% of federal poverty guidelines. Can be used for landline or wireless phones. Apply directly with a participating provider (call or go online to find one).

**North Raleigh Ministries** 🍏 ..... 919-844-6676

9650 Strickland Rd., Ste. 175, Raleigh, 27615

[www.northraleighministries.com](http://www.northraleighministries.com)

Food for residents of **North Raleigh (27604, 27609, 27612, 27613, 27614, 27615, and 27616)**, available Mondays, Tuesdays, and Thursdays, 10:30 a.m. to 2 p.m., and Wednesdays, 4 p.m. to 7:30 p.m.

**Raleigh-Wake 9-1-1**

**In case of emergency (24/7) .....** 9-1-1

**For non-emergencies (24/7) .....** 919-829-1911

The following services are available from local police:

**Crisis Intervention Team (CIT):** Some police officers receive additional training to safely respond to people with dementia and mental health disorders. If you or a loved one experiences a crisis, you can ask for a "CIT Officer" to respond.

**Welfare Check:** If you can't reach a loved one and are worried about their safety, you can ask for a "Welfare Check" for an officer to go out to the residence. If the person does not answer the door, the police will offer assistance as required.

**The Salvation Army** 🍏👤 ..... 919-834-6733  
[www.wakearmy.org](http://www.wakearmy.org)  
 Food and clothing by appointment. Call for details.

**Tri-Area Ministry Food Pantry** 🍏 .... 919-556-7144  
 149 E. Holding Ave., Wake Forest, 27587  
[www.triareaministry.com](http://www.triareaministry.com)  
 Food, available Mondays and Wednesdays, 10 a.m. to 1 p.m., and every 3rd Saturday, 10 a.m. to 1 p.m.

**Urban Ministries** 🍏 ..... 919-836-1642  
 1390 Capital Blvd., Raleigh, 27603  
[www.urbanmin.org](http://www.urbanmin.org)  
 Food, available Monday-Friday, 9 a.m. to 12:30 p.m.

**Wake County Board of Elections** ..... 919-404-4040  
[www.wakegov.com/elections](http://www.wakegov.com/elections)  
 Register to vote and get information on elections, early voting, and absentee voting (voting by mail).

**Wake County Human Services Regional Center Locations**..... 919-212-7000  
 Local social services offices. Call or walk-in for information about programs and services including Medicaid, Food Assistance, Medicare Savings Programs, and Energy Assistance Programs.

**Eastern Regional Center** ..... 919-404-3900  
 1002 Dogwood Dr., Zebulon, 27597

**Northern Regional Center** ..... 919-562-6300  
 350 E. Holding Ave., Wake Forest, 27587

**Southern Regional Center**..... 919-557-2501  
 130 N. Judd Pkwy, NE, Fuquay-Varina, 27526

**Swinburne Building** ..... 919-212-7000  
 220 Swinburne St., Raleigh, 27610

**Wake County Vital Records** ..... 919-856-5460  
 Wake County Justice Center,  
 300 S. Salisbury St., Ste. 1700, Raleigh, 27601  
[www.wakegov.com/rod/vitalrecords](http://www.wakegov.com/rod/vitalrecords)  
 Obtain a certified copy of a birth, marriage, or death certificate, or search the Wake County birth, marriage, and death certificate index.

**Wendell Council of Churches** 🍏 ... 919-365-6266  
 Food assistance for residents of **Wendell and some surrounding areas**. 3 locations. Call for details.

**Western Wake Crisis Ministry** 💰🍏 ..... 919-362-0657  
 1600 Olive Chapel Rd., Ste. 408, Apex, 27502  
[www.wwcm.org](http://www.wwcm.org)  
 Food and financial assistance for residents of **Apex, New Hill, and Friendship**. Home delivery of food may be available for older/disabled adults; call to check eligibility. Hours: Monday-Thursday, 11 a.m. to 2 p.m.

**With Love from Jesus Ministries** 🍏👤🏠 ..... 919-233-8010  
 421 Chapanoke Rd., Raleigh, 27603  
[www.withlovefromjesus.org](http://www.withlovefromjesus.org)  
 Food, clothing, household essentials, and furniture. Tuesdays, Wednesdays, Fridays, and Saturdays, 10 a.m. to 11:30 a.m.

## BENEFITS SCREENING

Screening yourself or someone else for public benefits can be a good way to learn about resources you may not have been aware of, such as Food Assistance, Medicaid, energy assistance programs, and more.

**BenefitsCheckUp** - [www.benefitscheckup.org](http://www.benefitscheckup.org)  
 Free web-based service from the National Council on Aging. Website allows you to screen yourself or someone else for a wide variety of benefits. Provides eligibility information, contact information, a list of documents you will need in order to apply, and links to online applications where available.

**North Carolina ePASS** - <https://epass.nc.gov>  
 Secure online tool of the NC Dept. of Health and Human Services to screen for eligibility and apply for NC benefits programs. Create an online account to get started. **Wake County Human Services strongly encourages individuals to apply for Medicaid and Food Assistance online using ePASS.**

## CARE MANAGEMENT

A **care manager**, typically a social worker or nurse with experience working with older adults and/or adults with disabilities, is familiar with local resources and can evaluate needs and then recommend, implement, and monitor services to meet those needs. They can communicate with a client’s physician, and accompany a client to medical appointments, to make sure that recommendations are understood and carried out. They can also report back to a client’s family on a regular basis. The following resources are all fee-based.

When choosing a care manager, consider professional training, experience, and knowledge of local resources and government programs. There is no single standard credential or licensing for care managers, though there are several organizations offering certifications. Ask for references from previous clients.

**A & A Aging Life Care Specialists ... 919-552-8996**  
[www.aginglifecarespecialist.com](http://www.aginglifecarespecialist.com)

**Preferred Living Solutions ..... 919-554-0675**  
[www.preferredlivingsolutions.com](http://www.preferredlivingsolutions.com)

**Aging Care Matters ..... 919-764-4308**  
[www.agingcarematters.com](http://www.agingcarematters.com)

**Raleigh Geriatric Care Management..... 919-803-8025**  
[www.rgcmgmt.com](http://www.rgcmgmt.com)

**Everybody Needs a Nurse ..... 919-606-1819**  
[www.everybodyneedsanurse.com](http://www.everybodyneedsanurse.com)  
 Registered Nurses (RNs) specialize in managing care for seniors with complex medical needs.

**Triangle Eldercare Consultants.....919-812-4354**

**LifeLinks Care Management..... 919-781-5979**  
[www.lifelinks.care](http://www.lifelinks.care)

**NAVIGATE NC..... 919-628-4428**  
[www.navigatenc.com](http://www.navigatenc.com)

care management





## CAREGIVER RESOURCES

Whether living close by or across the country, family caregivers play a critical role in helping parents, spouses, and other loved ones. The following listings represent services that may be especially of help to caregivers, but keep in mind that almost every entry in this book represents a resource that a caregiver might use in caring for a loved one. Browse through all sections for other ideas, or check the index for specific needs. And don't forget to draw on your own network – many churches have support or outreach programs, and some workplaces offer caregiver support through their human resources departments.

### AARP Family Caregiving

**Caregiving Support Line**..... 877-333-5885

Spanish ..... 888-971-2013

[www.aarp.org/caregiving](http://www.aarp.org/caregiving)

Support Lines are staffed Monday-Friday, 7 a.m. to 11 p.m. Website offers educational articles and discussion forums for caregivers. Free **Prepare to Care** guide is available online or by mail.

### The Center for

**Volunteer Caregiving** ..... 919-460-0567

[www.volunteercaregiving.org](http://www.volunteercaregiving.org)

Volunteer organization offering services that can assist both local and long-distance caregivers, including: respite care; caregiver training and support; friendly visits; help with essential household chores and errands; transportation. Free.

**Eldercare Locator** ..... 800-677-1116

<https://eldercare.acl.gov>

Contact information for local, regional, and state aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. **Use this to help locate services if your loved one lives outside of Wake County or in a different state.**

### National Institute on Aging

[www.nia.nih.gov/health/caregiving](http://www.nia.nih.gov/health/caregiving)

Online educational resources for caregivers, including about long-term care, advance care planning, long-distance caregiving, Alzheimer's caregiving, and caregiver health.

**Resources for Seniors**..... 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/caregiver.php](http://www.resourcesforseniors.com/caregiver.php)

**Information and Referral** ..... 919-713-1556

Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

### Caregiver Assistance

One-on-one appointments available for short-term emotional support, problem-solving, and referral services. Call to request an appointment.

### Options Counseling

In-person counseling that includes both caregiver(s) and care recipient(s) (older and/or disabled adults) to help identify needs, preferences, and available options for care. Call to request an appointment.

### Support Groups

Find a place to meet with other caregivers going through similar experiences. RFS sponsors groups and maintains a list of Wake County groups. Call or go online to find a group near you.

### Transitions GuidingLights

**Caregiver Support Center**..... 919-371-2062

3739 National Dr., Ste. 204, Raleigh, 27612

[www.guidinglightsn.org](http://www.guidinglightsn.org)

Caregiver support center offering information and referral services, trainings, workshops, and other services. A service of Transitions LifeCare.

**VA Caregiver Support - [www.caregiver.va.gov](http://www.caregiver.va.gov)**

**Caregiver Support Line** ..... 855-260-3274

Training, educational resources, and tools for caregivers of veterans.

## COMPUTER EDUCATION AND TECHNOLOGY

**Cary Senior Tech Ed** ..... 919-469-4081

Cary Senior Center, 120 Maury O'Dell Pl., Cary, 27513  
[www.caryseniorteched.org](http://www.caryseniorteched.org)

Low cost, small classes for ages 50+ on using computers and technology. Taught by volunteer senior instructors. Managed by the Town of Cary.

**GCFLearnFree.org** - <https://edu.gcfglobal.org>

Free online lessons on computer basics, the internet, social media, and more.

**GetSmartPros** ..... 919-576-9440

[www.getsmartpros.com](http://www.getsmartpros.com)

Designs custom smart home plans, and installs and maintains smart devices, in private homes and facilities. Fee-based; initial consultation is free.

**My Smart Grandkids** ..... 919-928-4668

[www.mysmartgrandkids.com](http://www.mysmartgrandkids.com)

Young adults help seniors with computers and technology at their home or a location of their choosing. Can help with set-up, training, questions, problem solving, etc. Fee-based.

**Raleigh SeniorTechEd** ..... 919-954-3688

[www.raleighseniorteched.org](http://www.raleighseniorteched.org)

Low cost, small classes on using computers, tablets, devices, and the internet. Taught by volunteers.

**Wake Technical Community College Continuing Education** ..... 919-866-5800

See full description on page 17.

## CONSUMER FINANCIAL SERVICES

### Credit Reports and Credit Counseling

**AnnualCreditReport.com** ..... 877-322-8228

[www.annualcreditreport.com](http://www.annualcreditreport.com)

It's wise to check your credit report periodically to help prevent identity theft problems. Using this resource you can get one free credit report each year from each of the three major credit bureaus, which allows you to get a report three times a year if desired. **AnnualCreditReport.com is the only official site to get free credit reports. Other sites with the word "free" in the name may not be truly free!** Go online to request your report. Name, date of birth, Social Security number, and address are required. Call if you require help with your application, or to request a Braille, Large Print or Audio Format.

**Consumer Education**

**Services Inc. (CESI)** ..... 866-484-5373

3700 Barrett Dr., Raleigh, 27609

[www.cesisolutions.org](http://www.cesisolutions.org)

Credit counseling, bankruptcy counseling, and debt consolidation services.

**Telamon Corporation** ..... 919-899-9911

5560 Munford Rd., Ste. 109, Raleigh, 27612

[www.telamon.org](http://www.telamon.org)

Financial coaching.

**Triangle Family Services** ... 919-821-0790, ext. 122

3937 Western Blvd., Raleigh, 27606

[www.ifsnc.org/financial-counseling](http://www.ifsnc.org/financial-counseling)

Credit counseling.

### Housing Counseling and Mortgage Default Counseling

**Mortgage Default Counseling**, or **Foreclosure Prevention Counseling**, is for homeowners who are struggling to make their mortgage payments. Nonprofit counseling agencies that are approved by the US Department of Housing and Urban Development (HUD) can help homeowners in this situation get back on track by exploring their options, negotiating with lenders, and taking advantage of government and lender-sponsored programs to modify mortgage terms. This counseling is free because it is funded by government grants. **If you are in trouble with your mortgage, contact a housing counseling agency as soon as possible. Do not be taken in by phone calls, mailings, or television ads from companies who demand money up front to help you modify your mortgage.** Such companies are only interested in their own profit, not in helping you.

**Consumer Education**

**Services Inc. (CESI)** ..... 866-484-5373

3700 Barrett Dr., Raleigh, 27609

[www.cesisolutions.org](http://www.cesisolutions.org)

Housing counseling. HUD-approved.

**Housing Counseling Agency Search**

US Dept. of Housing and Urban Development (HUD)  
[www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm](http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm)  
 Online database of HUD-approved housing counseling agencies, searchable by city, zip code, type of service required, and/or preferred language.

**Neighborhood Assistance**

**Corporation of America (NACA).... 919-855-8484**

4112 Pleasant Valley Rd., Ste. 220, Raleigh, 27612  
[www.naca.com](http://www.naca.com)  
 Community advocacy and homeownership organization. **HomeSave** program provides HUD-approved mortgage default counseling.

**State Home Foreclosure**

**Prevention Project ..... 888-442-8188**

Free help for homeowners who have received a pre-foreclosure notice. Housing counseling, assistance working with servicers, and access to legal services if low-income, offered in-person or via phone. Monday-Friday, 8 a.m. to 5 p.m.

**Telamon Corporation ..... 919-899-9911**

5560 Munford Rd., Ste. 109, Raleigh, 27612  
[www.telamon.org](http://www.telamon.org)  
 Housing counseling, including mortgage default counseling. HUD-approved.

**Reverse Mortgages**

**Reverse mortgages** enable homeowners who are 62 and older to convert a portion of the value of their home into cash, without requiring a monthly payment. The most common reverse mortgage is the federally-insured **Home Equity Conversion Mortgage (HECM)**, which is offered by many lending institutions nationwide. Homeowners must have substantial equity in their home in order to qualify for these loans. Loan amounts typically range from 40% to 70% of the value of the home, with older homeowners being eligible for higher loan amounts. If there is an existing mortgage or home equity loan it must be refinanced with the reverse mortgage or paid off by other means. Once prior liens are satisfied, and closing costs are covered, the HECM loan can provide monthly loan advances to supplement the borrower’s income, an available line of credit for future use, or a combination of both. The money can be spent for any purpose, with no restrictions. The homeowner retains ownership of the property and remains responsible for taxes, insurance, and maintenance. A reverse mortgage should not be confused with a standard home equity loan or line of credit (HELOC), where the homeowner must make monthly payments. Reverse mortgages require no payments at all until the last borrower dies, sells, or otherwise leaves the home permanently. At that time, the borrower or their estate must pay back the loan in full. The title remains in the borrower’s name unless the home is sold, and the lender does not “get” the house when the borrower dies.

**Homeowners are required to receive counseling before applying for a reverse mortgage.** Counseling may be provided by a HUD-approved reverse mortgage counseling agency, in person or via telephone.

**Consumer Education**

**Services Inc. (CESI) ..... 866-484-5373**

3700 Barrett Dr., Raleigh, 27609  
[www.cesisolutions.org](http://www.cesisolutions.org)  
 HUD-approved reverse mortgage counseling.

**Reverse Mortgage Lenders Search**

US Dept. of Housing and Urban Development (HUD)  
[www.hud.gov/program\\_offices/housing/sfh/hecm/hecm lenders](http://www.hud.gov/program_offices/housing/sfh/hecm/hecm lenders)  
 Online database of approved reverse mortgage lenders.

**Resources for Seniors ..... 919-903-1133**

[www.resourcesforseniors.com/mortgage.php](http://www.resourcesforseniors.com/mortgage.php)  
 HUD-approved reverse mortgage counseling via phone only.

**Reverse Mortgage Counselor Search**

US Dept. of Housing and Urban Development (HUD)  
[https://entp.hud.gov/idapp/html/hecm\\_agency\\_look.cfm](https://entp.hud.gov/idapp/html/hecm_agency_look.cfm)  
 Online database of HUD-approved reverse mortgage counselors.

**Senior Homeownership**

**Preservation Project ..... 844-432-6467**

Free help for reverse mortgage holders who have received a default notice from their servicer. **If you receive a notice that you are in default because of late payments for taxes or insurance, don't ignore it!** Call and ask to speak with a default counselor. Failure to respond could mean losing your home.

**Telamon Corporation ..... 919-899-9911**

5560 Munford Rd., Ste. 109, Raleigh, 27612  
[www.telamon.org](http://www.telamon.org)  
 HUD-approved reverse mortgage counseling.

## Daily Money Management

These businesses provide fee-based assistance with money management tasks such as bill-paying, checkbook balancing, budgeting, expense tracking, and organizing financial records. Fees are typically charged on an hourly basis. This industry does not have a licensing or certification process and is not subject to government regulation. Check references and discuss experience and training prior to hiring a money manager. The industry association is the American Association of Daily Money Managers ([www.aadmm.com](http://www.aadmm.com)).

**AnotherDaughter** ..... 919-417-1444  
[www.anotherdaughter.com](http://www.anotherdaughter.com)

**Integrity Money Management** ..... 919-720-2950  
[www.integritymoneymanagement.com](http://www.integritymoneymanagement.com)

**Assistants to Seniors** ..... 919-369-6063

## CONSUMER PROTECTION

**Better Business Bureau (BBB) - [www.bbb.org](http://www.bbb.org)**  
**BBB of Eastern North Carolina** ..... 919-277-4222  
 Advocacy for people experiencing problems with businesses. File a complaint related to the services or products a business provides.

**Complaint Intake Unit**..... 919-855-4500  
 Toll-free ..... 800-624-3004  
*NC Division of Health Service Regulation*  
[www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr)  
 Licenses and monitors home care agencies, assisted living facilities, skilled nursing facilities, dialysis centers, hospitals, and hospice agencies in North Carolina. Call to make a complaint or to ask about recent complaints about a particular agency or facility.

**Consumer Protection Division**..... 919-716-6000  
 Toll-free ..... 877-566-7226  
*Attorney General's Office, NC Dept. of Justice*  
[www.ncdoj.gov/protecting-consumers](http://www.ncdoj.gov/protecting-consumers)  
 Assists with consumer problems and unfair and deceptive trade practices. File a complaint via phone, online, or via mail.

**Housing Discrimination Section** ..... 919-431-3030  
*NC Human Relations Commission*  
[www.oah.nc.gov/civil-rights-division](http://www.oah.nc.gov/civil-rights-division)  
 State agency for enforcing the NC Fair Housing Act. Call with any housing discrimination concerns.

**Investor Protection & Education Services Program**..... 919-814-5400  
**Investor Hotline** ..... 800-688-4507  
*Securities Division, NC Dept. of the Secretary of State*  
[www.sosnc.gov/divisions/securities](http://www.sosnc.gov/divisions/securities)  
 Administers and enforces North Carolina securities laws to protect North Carolina investors. If an investment opportunity sounds "too good to be true," call the Investor Hotline. Presentations available for community groups and events.

**Medicare / Medicaid Fraud Hotline** ..... 800-447-8477  
*Office of Inspector General, US Dept. of Health & Human Services*  
[www.oig.hhs.gov/fraud/report-fraud](http://www.oig.hhs.gov/fraud/report-fraud)  
 Submit a report online or via phone if you suspect Medicare or Medicaid fraud.

**National Elder Fraud Hotline** ..... 833-372-8311  
*Office for Victims of Crime, US Dept. of Justice*  
[www.stopelderfraud.ovc.ojp.gov](http://www.stopelderfraud.ovc.ojp.gov)  
 For reporting fraud committed against anyone age 60 or older. Staffed by case managers who can help with the reporting process at the federal, state, and local level and refer to other resources as needed.

**Social Security Fraud Hotline** ..... 800-269-0271  
*Office of the Inspector General, Soc. Security Admin.*  
<https://oig.ssa.gov>  
 Submit a report online or via phone if you suspect Social Security fraud, waste, or abuse.





## COUNSELING

(Also see **Mental Health and Substance Abuse** on page 16)

 = In-home services available

Older adults and their caregivers face life changes that can cause emotional challenges. Many may benefit from individual counseling, marital or family counseling, group therapy sessions, or other supportive services to help address depression, anxiety, grief, interpersonal difficulties, and other concerns. Medicare, Medicaid, and other insurances may pay for these services, and some providers offer sliding scale fees for those who are uninsured or under-insured. People with low income who do not have insurance for mental health services can access publicly-funded services by calling Alliance Health (see page 16).

**Catholic Charities  
Counseling Services ..... 919-790-8533**

3000 Highwoods Blvd., Ste. 128, Raleigh, 27604  
[www.catholiccharitiesraleigh.org/counseling](http://www.catholiccharitiesraleigh.org/counseling)  
 Multi-service organization providing individual and family counseling, via sliding scale or insurance All faiths welcome.

**InterAct, Inc. .... 919-828-7501**

**Domestic Violence Crisis Line ..... 919-828-7740**  
**Sexual Assault Crisis Line ..... 919-828-3005**  
**Spanish Crisis Line ..... 844-203-8896**  
 1012 Oberlin Rd., Raleigh, 27605  
[www.interactofwake.org](http://www.interactofwake.org)  
 Multi-service organization offering counseling and shelter for victims and survivors of domestic violence and sexual assault. **All crisis lines are available 24/7.**

**Jewish Family Services ..... 919-676-2295**

8210 Creedmoor Rd., Ste. 104, Raleigh, 27613  
[www.raleighcaryjfs.org](http://www.raleighcaryjfs.org)  
 Counseling and therapy within a Jewish context. Via sliding scale.

**Linda Kendall ..... 919-696-6163**

6604 Six Forks Rd., Ste. 104, Raleigh, 27615  
[www.integratedhealthcarellc.com](http://www.integratedhealthcarellc.com)  
 Counselor specializing in caregiver and older adult issues. Individual and family sessions, and consultations. Accepts private insurances but not Medicare or Medicaid.

**Providence Focused Solutions  .. 919-795-4633**

5300 Six Forks Rd., Ste. 205, Raleigh, 27609  
[www.providencepllc.com](http://www.providencepllc.com)  
 Individual and family counseling and psychotherapy. Accepts Medicare and private insurances. Evening appointments available.

**Raleigh Vet Center ..... 919-361-6419**

8851 Ellstree Ln., Ste. 122, Raleigh, 27617  
 Individual and group counseling for veterans, service members, and their families.

 <p><b>SILVER LININGS FOR SENIORS, INC.</b></p> <p><b>Senior &amp; Caregiver Counseling for Mindful Living</b></p> <p>Offering:                  Services in your home,                  senior living community,                  and our office in Cary, NC  <a href="http://www.SilverLiningsNC.com">www.SilverLiningsNC.com</a></p>	<p>Counseling for <b>grief &amp; loss, depression, anxiety, life's transitions, and more</b></p> <p>Individual Sessions                  Family Sessions</p> <p><b>Medicare, other insurances, and self-pay accepted</b></p> <p><b>Call Today! 919-948-7718</b></p>
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**Silver Linings for Seniors  ..... 919-948-7718**

1250 SE Maynard Rd., Ste. 204, Cary, 27511  
[www.silverliningsnc.com](http://www.silverliningsnc.com)  
 Individual and group counseling for seniors, caregivers, and loved ones. Accepts Medicare and private insurances. Teletherapy appointments also available.

**Transitions GriefCare ..... 919-719-7199**

250 Hospice Cir., Raleigh, 27607  
[www.transitionslifecare.org/families/grief-care](http://www.transitionslifecare.org/families/grief-care)  
 Individual counseling, support groups, and workshops available for those experiencing grief or loss. Services are available for all ages, at no cost. A service of Transitions LifeCare.

**Triangle Family Services ..... 919-821-0790**

3937 Western Blvd., Raleigh, 27606  
[www.tfsnc.org/therapy](http://www.tfsnc.org/therapy)  
 Individual, family, and marital counseling services. Accepts Medicare and Medicaid.

## DISABILITY RESOURCES

### General

#### Accessible Travel Information

NC Dept. of Natural and Cultural Resources  
[www.ncdcr.gov/resources/accessibility](http://www.ncdcr.gov/resources/accessibility)  
 Information about accessible features of museums, historic sites, and state parks across NC.

#### Alliance of Disability Advocates .... 919-833-1117

TTY ..... 919-833-1171  
 3725 National Dr., Ste. 105, Raleigh, 27612  
[www.adanc.org](http://www.adanc.org)  
 Local Center for Independent Living (CIL).  
 Information, advocacy, and peer support services for people with disabilities of all kinds.

#### Disability Benefits - [www.ssa.gov/benefits/disability](http://www.ssa.gov/benefits/disability)

Social Security Administration  
 Apply online, via phone, or in-person at local office.  
**National number**..... 800-772-1213  
 TTY ..... 800-325-0778  
**Raleigh office** ..... 877-803-6311  
 TTY ..... 919-790-2773  
 4701 Old Wake Forest Rd., Raleigh, 27609  
 Appointments are strongly encouraged. Request one by calling the local office or national number.

#### Disability Rights NC ..... 919-856-2195

Toll-free ..... 877-235-4210  
 TTY ..... 888-268-5535  
 3724 National Dr., Ste. 100, Raleigh, 27612  
[www.disabilityrightsn.org](http://www.disabilityrightsn.org)  
 Advocacy and legal services to address abuse, neglect, discrimination, and violations of rights.

#### NC Division of Motor Vehicles..... 919-715-7000

[www.ncdot.gov/dmv](http://www.ncdot.gov/dmv)  
 Disability placards, disability license plates, and photo IDs for non-drivers. Website has application forms and office location information.

#### NC Division of Vocational Rehabilitation Services

[www.ncdhhs.gov/divisions/dvrs](http://www.ncdhhs.gov/divisions/dvrs)  
 Multiple services to support persons with disabilities. **Assistive Technology Program** offers device demonstrations, short-term device loans, and information on assistive technologies and suppliers. **Assistive Technology Exchange Post** facilitates exchange of devices/DME between prospective buyers and those with used items to sell or donate. **Employment Services** help persons with disabilities obtain and/or maintain employment. **Independent Living Rehabilitation Program** (see [www.ncilrp.com](http://www.ncilrp.com)) offers training and resources to help persons with disabilities live more independently, including guidance and counseling, skills training, and some home and vehicle modifications.  
**Local Office**..... 919-859-8301  
 Assistive Technology Program ..... 919-859-8360  
 4900 Waters Edge Dr., Raleigh, 27606

#### Specialized Recreation and Inclusion Services ..... 919-996-2147

Raleigh Parks, Recreation & Cultural Resources  
[www.raleighnc.gov/SRIS-program](http://www.raleighnc.gov/SRIS-program)  
 Specialized recreation programs are available for individuals with disabilities. Inclusion services offer accommodations for access to typical programs.

### Blindness and Visual Impairment

#### EyeCare America ..... 877-887-6327

[www.aao.org/eyecare-america](http://www.aao.org/eyecare-america)  
 Referrals to volunteer ophthalmologists for adults ages 65+ who have not had an eye exam in 3+ years. Does not pay for glasses.

#### NC Division of Services for the Blind

[www.ncdhhs.gov/divisions/dsb](http://www.ncdhhs.gov/divisions/dsb)  
 Multiple services to support people who are visually impaired, blind, and deaf-blind. **Independent Living Services** include daily living skills and safe travel training. **Medical Eye Care Program** provides preventative and corrective services to people who have lost sight or who are at risk for losing sight. **Social Worker for the Blind** assists with adjustment to vision loss and provides referrals to available services. **Vocational Rehabilitation Services** help to find a job, keep a job, or return to work.

**Local Office**..... 919-527-6740  
 Toll-free ..... 800-422-1871  
 307 Ashe Ave., Raleigh, 27606

#### NC Library for the Blind and Physically Handicapped ..... 919-733-4376

Toll-free ..... 888-388-2460  
 1841 Capital Blvd., Raleigh, 27635  
<https://statelibrary.ncdcr.gov/lbph>  
 Books in audio format, large print, and Braille. Monday-Friday, 8 a.m. to 5 p.m.

#### North Carolina Reading Service..... 919-832-5138

211 E. Six Forks Rd., Ste. 103, Raleigh, 27609  
[www.ncreadingservice.org](http://www.ncreadingservice.org)  
 Newspaper, book, and magazine content, read by volunteers, available via radio, cable TV, and internet. Website has a schedule of the programs and information on how to receive broadcast signal.  
**Formerly Triangle Radio Reading Service.**

## Deafness, Hearing Disability, and Speech Impairment

**CaptionCall**..... 919-397-5792  
Toll-free ..... 877-557-2227  
[www.captioncall.com](http://www.captioncall.com)

No-cost telephone captioning. Phones display big, easy-to-read text that captions conversations, and they are amplified to make hearing easier. Part of a federally-funded program to benefit people with hearing loss.

**Evolution Hearing**..... 919-670-3258  
7718 Six Forks Rd., Ste. 102, Raleigh 27615  
[www.evolutionhearing.com](http://www.evolutionhearing.com)

Clinic offering hearing tests, tinnitus treatment, sales of hearing supplies and batteries, and hearing aid fitting, fine-tuning and repair.

**Hearing Loss Association of America (HLAA)**..... 301-657-2248  
[www.hearingloss.org](http://www.hearingloss.org)

National organization for people with hearing loss. Advocacy; support; information services.

**Hearing Loss Association of NC (HLA-NC), Wake Chapter** ..... 919-469-0924  
[www.ncheatingloss.org/wake.htm](http://www.ncheatingloss.org/wake.htm)

Local support organization for people with hearing loss. Meets several times per year. Call or go online for information about upcoming meetings.

**National Institute on Deafness and Other Communication Disorders** ..... 800-241-1044  
TTY ..... 800-241-1055  
[www.nidcd.nih.gov](http://www.nidcd.nih.gov)

Government resource center for communication disorders. Call or go online for information and to request printed materials.

**NC Division of Services for the Deaf and Hard of Hearing**  
[www.ncdhhs.gov/divisions/dsdhh](http://www.ncdhhs.gov/divisions/dsdhh)

Multiple services to support people who are deaf, hard of hearing, deaf-blind, or speech-impaired. **Telecommunications Access Program** provides free amplified phones and other equipment. Website has a list of **Assistive Technology**, with descriptions and links to providers.

**Local Office**..... 919-859-8526  
Toll-free ..... 800-999-5737  
TTY ..... 919-233-7082  
Video ..... 919-890-0858  
4900 Waters Edge Dr., Raleigh, 27606

**Now Hear This**..... 919-256-2898  
4701 Creedmoor Rd., Ste. 111, Raleigh, 27612  
[www.nowhearthisclinic.com](http://www.nowhearthisclinic.com)

Clinic offering hearing tests and sales, and repairs and fine-tuning of hearing aids.

**Raleigh Hearing and Tinnitus Center** ..... 919-790-8889  
10320 Durant Rd., Ste. 107, Raleigh, 27614  
[www.raleighhearingandtinnituscenter.com](http://www.raleighhearingandtinnituscenter.com)

Clinic offering hearing and tinnitus testing, hearing aids, hearing protection, assistive listening devices, ear health products, and tinnitus treatment.

**Relay North Carolina** ..... 7-1-1 or 800-735-2962  
[www.relaync.com](http://www.relaync.com)

Multiple free, 24-hour services to help hearing-impaired and speech-impaired people communicate with other callers.

## Intellectual and Developmental Disability

**Alliance Health - [www.alliancehealthplan.org](http://www.alliancehealthplan.org)**  
**Access & Information Line (24/7)**.... 800-510-9132  
5000 Falls of Neuse Rd., Raleigh, 27609  
Coordinates publicly-funded behavioral healthcare, including I/DD services, for Medicaid recipients and those with no insurance. **Formerly Alliance Behavioral Healthcare.**

**The Arc of the Triangle** ..... 919-942-5119  
5121 Hollyridge Dr., Ste. 100, Raleigh, 27612  
[www.arctriangle.org](http://www.arctriangle.org)  
Advocacy, information, and support services for people with I/DD and their families.

**Brain Injury Association of NC**..... 919-833-9634  
**Toll-free Helpline**..... 800-377-1464  
3733 National Dr., Ste. 115, Raleigh, 27612  
[www.bianc.net](http://www.bianc.net)  
Advocacy, information, and support for people with brain injuries and their families.

**Easterseals UCP North Carolina & Virginia**..... 919-783-8898  
Toll-free ..... 800-662-7119  
5171 Glenwood Ave., Ste. 211, Raleigh, 27612  
[www.easterseals.com/NCVA](http://www.easterseals.com/NCVA)  
Provider of disability-related services for adults with disabilities and behavioral health challenges.

**First in Families of NC** ..... 919-251-8368  
**Wake County Chapter** ..... 919-886-3973  
[www.fifnc.org](http://www.fifnc.org)  
Supportive programs, future planning services, and referrals for people with I/DD and TBI.

**Pathfinder Career Exploration Program** ..... 919-334-1545  
Wake Technical Community College,  
Bellline Center, 3200 Bush St., Raleigh, 27609  
[www.waketech.edu](http://www.waketech.edu)  
Educational and pre-employment program for adult students who have an intellectual disability or need continued support in academics. **Formerly ABE TOPS.**

## Mental Health and Substance Abuse

(Also see **Counseling**)

**Al-Anon** ..... 919-713-1516

[www.alanonlateen6nc.org](http://www.alanonlateen6nc.org)

Local hotline (24/7) and support groups for families and friends of people with alcohol problems.

**Alcohol/Drug Council of NC** ..... 800-688-4232

[www.alcoholdrughelp.org](http://www.alcoholdrughelp.org)

Hotline (24/7) with information and referral for North Carolinians needing help with substance abuse.

**Alcoholics Anonymous Tri-County Intergroup**

**Hotline** (24/7)..... 919-783-6144

**Tri-County office** ..... 919-783-8214

3948 Browning Pl., Rm. 347, Raleigh, 27609

[www.raleighaa.com](http://www.raleighaa.com)

Meetings and counseling services for people with alcohol problems.

**Alliance Health** - [www.alliancehealthplan.org](http://www.alliancehealthplan.org)

**Access & Information Line** (24/7) ... 800-510-9132

5000 Falls of Neuse Rd., Raleigh, 27609

Coordinates publicly-funded behavioral healthcare, including mental health and substance abuse services, for Medicaid recipients and those with no insurance. **Formerly Alliance Behavioral Healthcare.**

**Crisis Solutions NC** - [www.crisissolutionsnc.org](http://www.crisissolutionsnc.org)

Online database of mental health resources in NC.

**Holly Hill Hospital**..... 919-250-7000

3019 Falstaff Rd., Raleigh, 27610

[www.hollyhillhospital.com](http://www.hollyhillhospital.com)

Psychiatric and chemical dependency hospital providing inpatient and outpatient services. Specialized Geriatric Program for older adults. Admissions Department is open 24/7.

**Hopeline Crisis Line** (24/7)..... 919-231-4525

Toll-free (27/7) .....877-235-4525

[www.hopeline-nc.org/crisis-line](http://www.hopeline-nc.org/crisis-line)

Active listening and referral services for those in crisis.

**National Alliance on Mental Illness (NAMI)**

**NAMI North Carolina** ..... 919-788-0801

Toll-free Helpline .....800-451-9682

309 W. Millbrook Rd., Ste. 121, Raleigh, 27609

[www.naminc.org](http://www.naminc.org)

Statewide helpline for resources and referrals; advocacy; free support groups and classes.

**NAMI Wake County** ..... 919-848-4490

120 W. Hargett St., Raleigh, 27601

[www.nami-wake.org](http://www.nami-wake.org)

Peer-to-peer and family support groups and classes.

**National**

**Suicide Prevention Lifeline**(24/7) ..... 800-273-8255

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

Spanish .....888-628-9454

TTY .....800-799-4889

**SouthLight Healthcare** ..... 919-787-6131

3125 Poplarwood Ct., Ste. 203, Raleigh, 27604

[www.southlight.org](http://www.southlight.org)

Behavioral health organization specializing in substance use disorders treatment programs.

**Strategic Behavioral Health** ..... 855-537-2262

3200 Waterfield Dr., Garner, 27529

[www.sbcraleigh.com](http://www.sbcraleigh.com)

Inpatient psychiatric hospital. Specialized Geriatric Program for ages 50+. Accepts Medicare.

**WakeBrook, UNC Health Care** ..... 984-974-4800

107 Sunnybrook Rd., Raleigh, 27610

[www.unomedicalcenter.org](http://www.unomedicalcenter.org)

Mental health, behavioral health, and addiction services, including Crisis and Assessment Services Unit (walk-in 24/7, no appointment required), Alcohol and Drug Detoxification Unit, and Hospital Unit.

**Wake Behavioral Health**

**Urgent Care at Monarch** ..... 919-703-2845

319 Chapanoke Rd., Ste. 120, Raleigh, 27603

[www.monarchnc.org](http://www.monarchnc.org)

Crisis stabilization services for people experiencing a behavioral health crisis. Walk-in (no appointment required), Monday–Thursday, 8 a.m. to 7 p.m.; Friday, 8 a.m. to 2 p.m.; Saturday, 8 a.m. to 12 p.m.

## DRIVING INSTRUCTION AND EVALUATION

**AAA Senior Driving** - [www.seniordriving.aaa.com](http://www.seniordriving.aaa.com)

Free online resources and assessment tools.

**AARP Driver Safety** ..... 800-350-7025

[www.aarpdriversafety.org](http://www.aarpdriversafety.org)

Smart Driver™ refresher course specifically designed for drivers ages 50+. Offered in-person and online.

**Keeping Us Safe** ..... 877-907-8841

[www.keepingussafe.org](http://www.keepingussafe.org)

Self-assessment program and workbook, **Beyond Driving With Dignity**, to help older adults and their families make driving-related decisions.



**Medical Review Program..... 919-715-7000***NC Division of Motor Vehicles*[www.ncdot.gov/dmv](http://www.ncdot.gov/dmv)

Driving skills evaluations for when there are concerns that medical conditions are impacting ability to safely operate a vehicle.



## EDUCATION

(Also see **Senior Centers** and **Computer Education and Technology**)

**GCFLearnFree.org - <https://edu.gcfglobal.org>**

Free online lessons and videos on more than 180 topics, including reading, math, and technology.

**Osher Lifelong Learning Institute (OLLI)**

Non-credit courses, social groups, and special events for adults.

**OLLI at Duke ..... 919-684-6259***Bishop's House, Duke University, Durham, 27708*[www.learnmore.duke.edu/OLLI](http://www.learnmore.duke.edu/OLLI)

For adults of all ages. Membership required.

**OLLI at NC State ..... 919-515-5782***225 McKimmon Ctr., NC State Univ., Raleigh, 27606*<http://mckimmoncenter.ncsu.edu/olli>

For ages 50+. Registration encouraged.

**Road Scholar..... 800-454-5768**[www.roadscholar.org](http://www.roadscholar.org)

Educational trips to over 150 countries and all 50 states. Fee-based. Scholarships available.

**Triangle Literacy Council ..... 919-787-5559***200 Commonwealth Ct., Ste. 102, Cary, 27511*[www.triangleliteracy.org](http://www.triangleliteracy.org)

Free and confidential educational services for adults who have difficulty reading. Programs include Adult Basic Education (ABE), for native English speakers, and English as a Second Language (ESL), for non-native English learners.

**Wake Technical Community College Continuing Education..... 919-866-5800***3200 Bush St., Raleigh, 27609***Plus 50 Lifelong Learning**<http://plus50.waketech.edu>

Non-credit courses specially designed for ages 50+, at various sites throughout Wake County.

**Workforce Continuing Education**[www.continue.waketech.edu](http://www.continue.waketech.edu)

Non-credit courses for professional development.

## ELDER ABUSE AND PROTECTIVE SERVICES FOR ADULTS

(Also see **Advocacy for Residents of Long-Term Care** on page 52)

**Adult Protective Services (APS) ..... 919-212-7264***Senior & Adult Services, Wake Co. Human Services*[www.wakegov.com/humanservices/social](http://www.wakegov.com/humanservices/social)

Serves to protect elderly and disabled adults from abuse, neglect, and exploitation. **To make a report, call Monday-Friday, 8:30 a.m. to 5 p.m.; after hours call 9-1-1.**

**NC Division of Health Service Regulation****Complaint Intake Unit..... 919-855-4500**

Toll-free ..... 800-624-3004

[www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr)

Licenses and monitors home care agencies, assisted living facilities, skilled nursing facilities, dialysis centers, hospitals, and hospice agencies in North Carolina. Call to make a complaint or to ask about recent complaints about a particular agency or facility.

## EMPLOYMENT

There is not a dedicated job-placement program for older adults in Wake County. Those seeking part-time work can also contact temp agencies, which may have positions available for older workers.

**AARP Work & Jobs - [www.aarp.org/work](http://www.aarp.org/work)**  
National jobs board database and job search tips for older workers.

**Foster Grandparent Program..... 919-996-6295**  
*City of Raleigh Community Engagement Division*  
Volunteer program for older adults that offers a small stipend. See full description on page 67.

**NCWorks - [www.ncworks.gov](http://www.ncworks.gov)**  
Job search database and resume-builder available online. **Career Centers** offer in-person help, as well as access to internet, fax, and phones. Locations:

**Fuquay-Varina..... 919-557-1121**  
*130 N. Judd Pkwy. NE, Fuquay-Varina, 27526*

**Raleigh, Swinburne Street ..... 919-250-3770**  
*220 Swinburne St., Raleigh, 27610*

**Raleigh, Tillery Place ..... 919-715-0111**  
*1830-B Tillery Pl., Raleigh, 27604*

**Wake Forest..... 919-562-6379**  
*350 E. Holding Ave., Wake Forest, 27587*

**Zebulon..... 919-404-3900**  
*1002 Dogwood Dr., Zebulon, 27597*

**NC Division of Vocational Rehabilitation Services..... 919-859-8301**  
*4900 Waters Edge Dr., Raleigh, 27606*  
[www.ncdhhs.gov/divisions/dvrs](http://www.ncdhhs.gov/divisions/dvrs)  
Employment services for persons with disabilities. See full description on page 14.

**Pathfinder Career Exploration Program ..... 919-334-1545**  
*Wake Technical Community College, Bellline Center, 3200 Bush St., Raleigh, 27609*  
[www.waketech.edu](http://www.waketech.edu)  
Educational and pre-employment program for adult students who have an intellectual disability or need continued support in academics. **Formerly ABE TOPS.**

**Senior Community Service Employment Program ..... 252-210-9621**  
*National Council on Aging*  
[www.ncdhhs.gov/assistance/adult-services](http://www.ncdhhs.gov/assistance/adult-services)  
Transitional training and part-time employment for low-income adults ages 55+.

## HEALTH CARE PROVIDERS

### Hospitals

★★★★★ **Ratings Resource** ★★★★★

#### Medicare Care Compare

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Choose **Hospitals** in the "Provider Type" menu to search for Medicare-certified hospitals by location. Results show quality ratings and patient survey ratings.

**DukeHealth - [www.dukehealth.org](http://www.dukehealth.org)**  
**Duke Raleigh Hospital ..... 919-954-3000**  
*3400 Wake Forest Rd., Raleigh, 27609*

**Duke University Hospital..... 919-684-8111**  
*2301 Erwin Rd., Durham, 27710*

**Durham VA Health Care System..... 919-286-0411**  
*508 Fulton St., Durham, 27705*  
[www.durham.va.gov](http://www.durham.va.gov)  
Inpatient hospital and clinic for veterans.

**Holly Hill Hospital..... 919-250-7000**  
*3019 Falstaff Rd., Raleigh, 27610*  
[www.hollyhillhospital.com](http://www.hollyhillhospital.com)  
Psychiatric and chemical dependency hospital providing inpatient and outpatient services. Specialized **Geriatric Program** for older adults. Admissions Department open 24/7.

**Strategic Behavioral Health ..... 855-537-2262**  
*3200 Waterfield Dr., Garner, 27529*  
[www.sbcraleigh.com](http://www.sbcraleigh.com)  
Inpatient psychiatric hospital. Specialized **Geriatric Program** for ages 50+. Accepts Medicare. Call 24/7 for a free assessment.


**UNC Rex Healthcare..... 919-784-3100**  
*4420 Lake Boone Trl., Raleigh, 27607*  
[www.rexhealth.com](http://www.rexhealth.com)

**WakeMed - [www.wakemed.org](http://www.wakemed.org)**

- Raleigh Campus (main)** ..... 919-350-8000  
3000 New Bern Ave., Raleigh, 27610  
Full-service hospital.
- Apex Healthplex**..... 919-350-8000  
120 Healthplex Wy., Apex, 27502  
Outpatient facility with emergency services.
- Brier Creek Healthplex** ..... 919-350-8000  
8001 T.W. Alexander Dr., Raleigh, 27617  
Outpatient facility with emergency services.
- Cary Hospital** ..... 919-350-8000  
1900 Kildaire Farm Rd., Cary, 27518  
Full-service hospital.
- Garner Healthplex**..... 919-350-8000  
400 US Highway 70 E., Garner, 27529  
Outpatient facility with emergency services.
- North Hospital**..... 919-350-8000  
10000 Falls of Neuse Rd., Raleigh, 27614  
Full-service hospital.
- Rehab Hospital**..... 919-350-7876  
3000 New Bern Ave., Raleigh, 27610  
Inpatient rehabilitation services.

**Rescue Squad / EMS Fund**..... 919-856-6205  
Toll-free ..... 844-409-2031  
[www.wakegov.com/emsfund](http://www.wakegov.com/emsfund)  
Optional yearly subscription service that can help reduce the cost of emergency ambulance services. For \$60 per year, all permanent residents of a subscribing household can receive emergency ambulance service anywhere in Wake County, as many times as needed. Available to all Wake County residents. **It is not necessary to subscribe to this program in order to receive emergency 911 transport service.**

**Medical Practices and Clinics**

 = In-home services available

A **geriatric clinic**, or **senior clinic**, specializes in health care for older adults and can provide assessment services, primary care, specialty care, and/or short-term treatment. This type of resource may be helpful if an older adult begins to question whether changes are due to the normal aging process or to illness; or if family members notice changes and wonder what that means or if they should be worried. A referral may be required.

Some clinics listed below may provide services at reduced fees or via a sliding scale for those who are uninsured or under-insured. Call to inquire about eligibility requirements.

**Advance Community Health**..... 919-833-3111

[www.advancechc.org](http://www.advancechc.org)  
Practice with multiple clinics offering comprehensive medical care. Accepts Medicare, Medicaid, and most private insurances. Discounted rates are available for those without insurance.

**Senior Health Center** (ages 65+)  
1011 Rock Quarry Rd., Raleigh, 27610  
Specialty care for ages 65+.

**Apex location** (all ages)  
212 S. Salem St., Apex, 27502

**Cary location** (all ages)  
173 High House Rd., Cary, 27511

**Fuquay-Varina location** (all ages)  
130 N. Judd Parkway NE, Fuquay-Varina, 27526

**Southeast Raleigh location** (all ages)  
1011 Rock Quarry Rd., Raleigh, 27610

**Horizon Healthcare for the Homeless**  
Provides services at Oak City Cares and the Women's Center of Wake County. Call for details.

**Access Healthcare**..... 919-363-0190

1031 W. Williams St., Ste. 106, Apex, 27502  
[www.acchealth.com](http://www.acchealth.com)

Physician practice offering non-insurance-based primary medical care. Services available via a fixed monthly fee. Does not accept Medicare, Medicaid, or other insurance.

**Division of Public Health** ..... 919-212-7000

Wake County Human Services  
[www.wakegov.com/humanservices/publichealth](http://www.wakegov.com/humanservices/publichealth)  
Health education, TB tests, immunizations, and other public health services available at multiple locations. "Clinics" tab on website has detailed information about what is offered and where, in both English and Spanish. Does not provide routine medical care.

**DispatchHealth**  ..... 919-897-8784

[www.dispatchhealth.com](http://www.dispatchhealth.com)  
Medical practice providing in-home visits for common or complex injuries and illnesses. Accepts Medicare and Medicaid. No appointment or referral required; call when you need care.



**Doctors Making Housecalls**  ..... **919-932-5700**  
 Toll-free ..... 844-932-5700  
[www.doctorsmakinghousecalls.com](http://www.doctorsmakinghousecalls.com)  
 Medical practice specializing in in-home primary care. Accepts Medicare and Medicaid. Non-reimbursable trip fee charged for most visits.

**Duke Geriatric Evaluation and Treatment Clinic** ..... **919-620-4070**  
 40 Duke Medicine Cir., Clinic 1J, Durham, 27710  
[www.dukehealth.org](http://www.dukehealth.org)  
 Medical, psychiatric, and social evaluation and treatment for ages 65+. Physician referral required.

**Duke Memory Disorders Clinic**  
**Clinic Information** ..... **919-668-2879**  
**Appointments** ..... **919-668-7600**  
 See full description on page 4.

**NeighborHealth Center** ..... **984-222-8000**  
 4201 Lake Boone Trl., Ste. 005, Raleigh, 27607  
[www.neighborhealthcenter.org](http://www.neighborhealthcenter.org)  
 Primary care practice. Accepts Medicare and Medicaid and has a sliding scale for those without insurance. All ages.

**Raleigh Geriatrics** ..... **919-782-7576**  
 3921 Sunset Ridge Rd., Ste. 101, Raleigh, 27607  
 Geriatric medicine practice serving ages 60+. Accepts Medicare.

**Shepherd's Care Medical Clinic** .... **919-404-2474**  
 304 Pony Rd., Zebulon, 27597  
[www.shepherdscaresclinic.com](http://www.shepherdscaresclinic.com)  
 Medical clinic for low-income residents of eastern Wake County, ages 18-64, who are uninsured.

**UNC Geriatrics Specialty Clinic** ..... **984-974-6599**  
 6011 Farrington Rd., Ste. 101, Chapel Hill, 27517  
[www.med.unc.edu/aging](http://www.med.unc.edu/aging)  
 Primary, specialist, and consultative medical care for ages 65+ (or younger if experiencing age-related issues). Accepts Medicare.

**UNC Memory Disorders Clinic** ..... **984-974-4401**  
 See full description on page 4.


**UNC Rex Cancer Care** ..... **919-784-3105**  
[www.rexhealth.com/rh/care-treatment/cancer](http://www.rexhealth.com/rh/care-treatment/cancer)  
 Multidisciplinary community-based treatment and support services for cancer. Multiple locations.

**Dental Care**

 = In-home services available

**Carolina Dentistry** ..... **919-537-3737**  
[www.carolindentistry.org](http://www.carolindentistry.org)  
 Patient care through the UNC Adams School of Dentistry. Services range from comprehensive care to extractions and dentures. Payment methods vary by provider level; call for details. **Formerly UNC Adams School of Dentistry Clinics.**

**Donated Dental Services** ..... **919-677-9001**  
[www.dentallifeline.org/north-carolina](http://www.dentallifeline.org/north-carolina)  
 Referrals to volunteer dentists for those who do not have dental insurance or adequate income to pay for services. Not intended for basic preventive care or dental emergencies. Long wait list.

**Triangle Mobile Dentistry**  ..... **919-799-2770**  
[www.trianglemobiledentistry.com](http://www.trianglemobiledentistry.com)  
 Mobile dentistry for homebound patients. Services available in private homes, care facilities, and rehabilitation centers. Does not accept Medicare or Medicaid. Will file out-of-network claims for other dental insurances.



**TRIANGLE MOBILE DENTISTRY**

**Providing Personalized Dental Care To Home-Bound Patients at their Residence**

Serving: Alamance, Chatham, Durham, Orange & Wake Counties

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- Routine Cleaning
- Restorative Dentistry
- Extraction
- Dentures & Relines

**Our Dentist Comes to You !!**

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[www.TriangleMobileDentistry.com](http://www.TriangleMobileDentistry.com)

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Doctors Making Housecalls brings the best comprehensive geriatric care to the comfort of home. *Your* home.

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Better care. Better outcomes. BETTER life.**

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- Full Geriatric Assessments
- Same or Next Day Appointments, 7 days a week
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- Urgent Care, 24/7
- Diabetic and Vision Screening
- Lab Work, X-rays and Imaging, EKGs
- All Insurance Plans Accepted and Filed

To schedule a visit, call us TODAY at 844.932.5700 or visit [www.doctorsmakinghousecalls.com](http://www.doctorsmakinghousecalls.com).



### Dialysis Clinics



Ratings Resource



#### Medicare Care Compare

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Choose **Dialysis facilities** in the "Provider Type" menu to search for Medicare-certified dialysis clinics by location. Results show quality ratings and patient survey ratings.

**Fresenius Kidney Care**..... 888-373-1470

[www.freseniuskidneycare.com](http://www.freseniuskidneycare.com)

Multiple dialysis center locations in Wake County, including in Apex, Cary, Fuquay-Varina, Garner, Raleigh, Rolesville, Wake Forest, and Zebulon. Call or go online for details about locations.

**Wake Forest Dialysis Center**..... 800-424-6589

11001 Ingleside Pl., Raleigh, 27614

[www.davita.com](http://www.davita.com)

### Physical and Occupational Therapy

= In-home services available

**At Home Therapy** ..... 704-609-9532

[www.athometherapyinc.com](http://www.athometherapyinc.com)

Physical therapy services. Accepts Medicare.

**Mobile Rehab** ..... 919-636-2423

[www.mobilerehabnc.com](http://www.mobilerehabnc.com)

Physical therapy services. Accepts Medicare.

**Galberth Health** ..... 919-917-2971

[www.galberthhealth.com](http://www.galberthhealth.com)

Physical and occupational therapy services. Specializes in serving seniors with dementia. Accepts Medicare.

**SureSteps** ..... 919-832-1394

[www.suresteps.net](http://www.suresteps.net)

Physical therapy practice specializing in prevention of falls. Accepts Medicare.

health care providers



## Physician Search Resources

**Duke Health Find a Doctor** ..... 888-275-3853  
[www.dukehealth.org/find-doctors-physicians](http://www.dukehealth.org/find-doctors-physicians)

**Medicaid Find a Doctor**..... 888-245-0179  
[www.medicaid.ncdhhs.gov/find-a-doctor](http://www.medicaid.ncdhhs.gov/find-a-doctor)  
 Information about primary care providers, dentists, and mental health care providers that accept NC Medicaid.

### Medicare Care Compare

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Choose **Doctors & clinicians** in the "Provider Type" drop-down menu to search for physicians and other providers by location. Allows filtering by specialty and by providers that accept Medicare-approved payment.

**UNC Rex Find a Doctor** ..... 984-974-6302  
<https://findadoc.unchealthcare.org>

**WakeMed Find a Doctor**  
[www.wakemed.org/find-doctor](http://www.wakemed.org/find-doctor)

## Program of All-Inclusive Care for the Elderly (PACE)

**Program of All-Inclusive Care for the Elderly (PACE)** provides community-based care for adults ages 55 and older who have significant or chronic medical needs and meet state requirements for a specific skilled level of care, but want to remain living at home and are safely able to do so. A PACE participant receives comprehensive care for their health and social needs through the program, coordinated by a multidisciplinary care team. Services can include primary and specialty medical care, prescription medications, adult day services at their center in Durham, home care services, mental health and social services, skilled therapies, and nursing home and hospital care. PACE services are paid for by Medicare, Medicaid, and/or private payment. Senior CommUnity Care of NC is the approved PACE provider for Wake County.

**Senior CommUnity Care of North Carolina**..... 919-425-3050  
 4022 Stirrup Creek Dr., Ste. 315, Durham 27703  
[www.seniorcommunitycarenc.org](http://www.seniorcommunitycarenc.org)



**Senior CommUnity Care PACE**

Program of All-Inclusive Care for the Elderly (PACE)

Senior CommUnity Care of NC provides services that address the medical, rehabilitative, social, and personal care needs of older adults to help them remain in their homes.

Adult Day Health Center • Primary Medical • Physical and Occupational Therapies • Homemaker and Personal Care Services • Prescription Drugs • Durable Medical Equipment • Dental, Vision, Audiology, Podiatry • End of Life Care • & More




Contact us today  
**919.425.3050**  
[seniorcommunitycarenc.org](http://seniorcommunitycarenc.org)  
 4022 Stirrup Creek Drive | Suite 315 | Durham, NC 27703  
 Serving Wake, Durham and a portion of Granville County



## HOME CARE

If you or a loved one needs help at home, start by thinking about two questions: **what kind of services do we need?** And, **how will we pay for services?** If you don't know the answers, read the following:

### Types of Home Care Services

- **Companions**, also called **homemakers**, provide assistance with meal preparation, laundry, errands, light housekeeping, and other “hands-off” tasks. They may also provide transportation. These services are appropriate for those who are able to manage their own personal care but need some help or supervision. See **Home Care and Companion Services** on page 25 (look for listings marked with .
- **Home care aides**, or **certified nursing assistants (CNAs)**, assist with “hands-on” **personal care** needs, also called **activities of daily living (ADLs)**, such as bathing, dressing, walking, eating, and toileting. They typically also perform companion tasks, as long as personal care is needed. They can remind clients to take medications, but cannot give injections or dispense medicine. See **Home Care and Companion Services** on page 25 (look for listings marked with .
- **Skilled services**, also called **home health care**, can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing (including wound care and administering medications). These services may be needed following a serious illness or hospitalization. See **Skilled Services** on page 28. (For private duty nursing, see **Home Care and Companion Services** on page 25 and look for listings marked with .
- **Respite** refers to services that allow family caregivers to take a break from providing care. Respite may be provided by a companion, home care aide, or through a community-based program such as an Adult Day Program (see page 1), depending on an individual's needs.



**AWARE**  
Senior Care





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We believe that everyone deserves to live a meaningful and purposeful life – regardless of age, health, or abilities. We believe home care should be exceptional, and at Aware Senior Care, our team of caregivers takes this approach with every client.

HOME CARE SERVICES PROVIDED

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[awareseniorcare.com/choosinghomecare](https://www.awareseniorcare.com/choosinghomecare)

[awareseniorcare.com](https://www.awareseniorcare.com) | (919) 436-1871

- **Hospice care** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. See **Hospice Care** on page 30.

### Paying for Home Care

**Paying privately is the most common option for individuals needing support to stay in their home.** In Wake County, a typical rate for companion services is \$16–\$25 per hour, and a typical rate for a home care services is \$18–\$30 per hour. Private pay costs for skilled care services are typically higher, \$40 or more per hour.

#### Medicare

- **It is a common misconception that Medicare covers the cost of home care services.** In general, home care services are not considered a medical service, so are not covered by Medicare. Medicare does provide a **home health benefit** for limited skilled services following certain illnesses and injuries, which pays for a few hours of visits per week and only if all of the following conditions exist: (1) The patient needs intermittent skilled nursing or therapies; (2) The patient is homebound; (3) The care is ordered by and under the direction of a physician; (4) The agency providing care is certified for Medicare visits. Prior hospitalization is not always required. Services are typically provided only on a short-term basis. Medicare also pays for a small amount of home care services for those on **hospice** (see page 30).
- **Supplemental (Medigap) insurance** policies and **Medicare Advantage plans** may include coverage of some home care services, but typically follow Medicare's lead when authorizing home care (if Medicare will not cover the service, then the supplemental insurance probably will not either).

#### Medicaid

- Medicaid pays for up to 80 hours per month of home care under the **Medicaid Personal Care Services (Medicaid PCS)** program. The Medicaid beneficiary's physician must submit a referral form to request an assessment, and the assessment must show that: (1) the beneficiary requires hands-on assistance with multiple activities of daily living; (2) the beneficiary is medically stable; and (3) a household member is not able to assist. The recommended number of service hours is determined via the assessment. If services are approved, the beneficiary can choose an agency, from among certified Medicaid PCS providers, to provide their services. For more information contact Liberty Healthcare Corporation (see page 57).
- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement because of their care needs. See page 29.

#### Other

- **VA Benefits:** Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance Benefit**, which can be used for home care or facility-based care. See page 66.
- **Other insurances:** Private insurance plans and long-term care insurance sometimes cover home care services. Policies vary; call your insurance company for more information.
- **Program of All-Inclusive Care for the Elderly (PACE):** PACE is a community-based managed care program for adults ages 55 and older that can include some in-home services. See page 22.
- **Other public funding:** Resources for Seniors administers public funding for programs that provide limited home care services at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break (respite) from caregiving. These programs have long waitlists. Call Resources for Seniors for more information.

### Choosing a Home Care Agency

Contact multiple agencies in order to compare services and options. For a list of questions to ask, see **Choosing a Home Care Agency** on page 79.

## Licensing and Complaints

**NC Division of Health Service Regulation - [www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr)**

Licenses and monitors home care, home health care, and hospice agencies in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular agency.

- Complaint Intake Unit** ..... **919-855-4500**
- Toll-free ..... 800-624-3004
- Home Care Licensure** ..... **919-855-4620**

## Home Care and Companion Services

Use the icon system below to find the type of care you are looking for. **Companion services** are primarily for assistance with “hands-off” tasks like meal preparation, errands, and light housekeeping. **Home care services** are primarily for assistance with “hands-on” personal care needs such as bathing, dressing, walking, eating, or toileting. See page 23 for more information on different types of care.

A minimum number of hours per visit, or per week, may be required. Services are primarily via private pay (Medicare typically does **not** cover home care services, and never covers companion services). See page 24 for more information about paying for home care. Agencies listed that provide home care services have submitted proof of liability insurance to Resources for Seniors.

= Companion services    = Home care services    = Private duty nursing

**i For More Information i**

See the **Home Care Services** Resource List at  
[www.resourcesforseniors.com/resource/rlist.php](http://www.resourcesforseniors.com/resource/rlist.php)  
 or call Resources for Seniors to request a copy.

- 1st Home Care Solutions** ..... **984-464-0966**  
[www.1sthomecaresolutions.com](http://www.1sthomecaresolutions.com)  
 Registry model (clients choose a private-duty aide to hire directly).
- A1-Omega Healthcare** ..... **919-858-6618**  
[www.omegahealthcareservices.com](http://www.omegahealthcareservices.com)
- AAA Healthcare** ..... **919-440-8333**
- Absolute Home Health** ..... **919-827-0719**
- Access Community-Based Services** ..... **919-977-1186**  
[www.lhcgroupp.com](http://www.lhcgroupp.com)
- Accessible Home Care of Mid Carolina** ..... **919-896-7679**  
[www.accessiblemidcarolina.com](http://www.accessiblemidcarolina.com)
- Affordable Family Care Services** ..... **919-676-1070**  
[www.afcsnc.com](http://www.afcsnc.com)  
 Specializes in 24-hour care.
- Allcare Home Health** ..... **919-301-0236**  
[www.allcarehha.com](http://www.allcarehha.com)
- All Ways Caring** ..... **919-873-0318**  
[www.rescare.com](http://www.rescare.com)

- Always Best Care**  
 (North and West Wake) ..... **919-554-2223**  
[www.abc-rdwf.com](http://www.abc-rdwf.com)
- Always Best Care**  
 (South Wake) ..... **919-724-4297**  
[www.abc-neraleigh.com](http://www.abc-neraleigh.com)
- Amazing Care Support Services** ..... **919-609-0662**
- Amazing Home Care** ..... **919-449-5451**
- Assurance Health** ..... **919-571-9177**  
[www.assurancehealth.com](http://www.assurancehealth.com)
- Assured Home Health** ..... **919-532-4322**  
[www.assuredhomehealthcare.net](http://www.assuredhomehealthcare.net)
- Atlantic Home Care** ..... **919-324-6917**  
[www.atlantichomecareservices.com](http://www.atlantichomecareservices.com)

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home care





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 Also Includes All Companion Services Below.

**In Home Companion Services**—Companionship, Light Meal Preparation, Laundry, Prescription Pick Up, Medication Reminders, Monitoring/Engaging/ Sitting with individuals with Alzheimer's, Errands, Light Housekeeping and other non medical assistance.

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[www.cpcompanioncare.com](http://www.cpcompanioncare.com)



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[www.homechoicework.com](http://www.homechoicework.com)  
 312 W. Milbrook Rd. | Ste. 141 | Raleigh, NC 27609  
 Serving: Wake, Durham, Orange, Johnston, Vance, Granville & Franklin counties

- Aware Senior Care**  ..... 919-436-1871  
[www.awareseniorcare.com](http://www.awareseniorcare.com)  
 Specializes in dementia care and chronic illness care.
- Bayada Home Health**  ..... 919-719-0960  
[www.bayada.com](http://www.bayada.com)  
 Bayada also provides Skilled Services (see page 28).
- BrightStar Care of Cary**  ..... 919-535-6787  
[www.brightstarcare.com/cary](http://www.brightstarcare.com/cary)
- Broadway Home Care**  ..... 984-206-2600  
[www.broadwaync.net](http://www.broadwaync.net)
- Caring Senior Service**  ..... 919-847-0010  
[www.caring seniorservice.com/raleigh](http://www.caring seniorservice.com/raleigh)
- CEMAC Healthcare**  ..... 919-272-0887
- CenterPeace Home Healthcare & Companion Services**  ..... 919-567-8200  
[www.cpcompanioncare.com](http://www.cpcompanioncare.com)
- Coark Home Care**  ..... 919-395-5202
- ComForCare**  ..... 919-647-9150  
[www.RaleighNC.comforcare.com](http://www.RaleighNC.comforcare.com)  
 Specializes in dementia care.
- Comfort Keepers**  ..... 919-650-2784  
[www.comfortkeepers.com](http://www.comfortkeepers.com)

- Compassion Health Services**  ..... 919-803-8891  
[www.compassionhealthservicesinc.com](http://www.compassionhealthservicesinc.com)
- Continued Care**  ..... 919-481-1446  
[www.continuedcarenc.com](http://www.continuedcarenc.com)
- Cottage Home Health**  ..... 919-872-1441  
[www.cottagehcs.com](http://www.cottagehcs.com)
- Divine Healthcare**  ..... 919-881-8041
- Dynamedics Healthcare**  .. 919-665-6567  
[www.dynamedicsnc.com](http://www.dynamedicsnc.com)
- Eagle Healthcare**  ..... 919-872-7686
- Emerald Home Care**  ..... 919-758-8446
- Excel Home Healthcare**  ..... 919-800-0221
- Extension of You**  ..... 919-629-2044  
[www.theextensionofyou.com](http://www.theextensionofyou.com)
- Golden Harmony**  ..... 919-426-7522  
[www.goldenharmonync.com](http://www.goldenharmonync.com)
- Grace Healthcare**  ..... 919-848-1630  
[www.grace-healthcare.net](http://www.grace-healthcare.net)  
 Specializes in couples care.
- Griswold Home Care**  ..... 919-435-0823  
[www.griswoldhomecare.com/raleigh](http://www.griswoldhomecare.com/raleigh)
- Guardian Home Healthcare**  ..... 919-615-0225  
[www.guardian-homehealthcare.com](http://www.guardian-homehealthcare.com)
- Helping Hands of America**  ..... 919-829-2505  
[www.hhamerica.com](http://www.hhamerica.com)
- Hillcrest Home Health**  ..... 919-468-1204  
[www.hillcrestnc.com](http://www.hillcrestnc.com)
- Home Care Assistance**  ..... 919-844-9898  
[www.homecareassistance.com/raleigh](http://www.homecareassistance.com/raleigh)  
 Specializes in 24-hour and live-in services.
- HomeChoice Healthcare**  ..... 919-557-4663  
[www.homechoicehealthcare.net](http://www.homechoicehealthcare.net)
- HomeChoice Home Care Solutions**  ..... 919-847-5622  
[www.homechoicehomecare.com](http://www.homechoicehomecare.com)
- Home Instead Senior Care**  ..... 919-676-2273  
[www.homeinstead.com/226](http://www.homeinstead.com/226)
- Homewatch CareGivers**  ..... 919-461-3741  
[www.homewatchcaregivers.com/cary](http://www.homewatchcaregivers.com/cary)  
 Specializes in dementia care and chronic condition care.



- HomeWerks Home Care  ..... 919-810-1414  
[www.homewerks-homecare.com](http://www.homewerks-homecare.com)
- Hope Support Services  ..... 919-809-7976  
[www.hopesupportservicesllc.net](http://www.hopesupportservicesllc.net)
- Inomancy Home Care  ..... 919-803-2541  
[www.inomancyhomecare.com](http://www.inomancyhomecare.com)
- Interim Health Care  ..... 919-420-0336  
[www.interimhealthcare.com/raleighnc](http://www.interimhealthcare.com/raleighnc)
- IntelliChoice Home Care  ..... 919-480-8000  
[www.choosebettercare.com](http://www.choosebettercare.com)  
Specializes in tracheostomy and ventilator care.
- Island Home Care  ..... 984-242-0224  
[www.ihomecarenc.com](http://www.ihomecarenc.com)
- Liberty  
Healthcare Agency  ..... 984-200-9300  
[www.libertyhealthcareagencyllc.com](http://www.libertyhealthcareagencyllc.com)
- Loving Angels Home Care  ..... 919-438-1813  
[www.lovingangelsrdu.com](http://www.lovingangelsrdu.com)
- Maxim Healthcare  ..... 919-676-3118  
[www.maximhealthcare.com](http://www.maximhealthcare.com)
- Melody Home Health  ..... 919-324-7697  
[www.melodyhomehealth.com](http://www.melodyhomehealth.com)
- MS Enhancement  ..... 919-659-5664  
[www.msenhancement.com](http://www.msenhancement.com)
- Myriad Homecare  ..... 919 673-6910  
[www.mhahomecare.com](http://www.mhahomecare.com)
- NuAngel's Home Care  ..... 984-235-7253  
[www.nuangelshomecare.com](http://www.nuangelshomecare.com)
- Nurse Care NC  ..... 919-261-5880  
[www.nursecarenc.com](http://www.nursecarenc.com)  
Also offers care management services.
- One Choice Healthcare  ... 919-901-7137  
[www.onechoicehealthcareinc.com](http://www.onechoicehealthcareinc.com)
- Options for Senior America  ... 919-380-6812  
[www.optionscorp.com](http://www.optionscorp.com)  
Specializes in live-in services.
- Pacific Staffing  ..... 919-881-8210
- Peaceful Living Home Care  .. 919-858-6151  
[www.plhomecare.com](http://www.plhomecare.com)
- Peak Healthcare  ..... 919-848-0436  
[www.peakllc.org](http://www.peakllc.org)
- Perpetual Home Care  ..... 919-861-5245  
[www.perpetualhomecare.com](http://www.perpetualhomecare.com)
- PHC Home Health  ..... 919-230-7231  
[www.phcnc.com](http://www.phcnc.com)



The first morning I helped Stanley down the stairs, the third step creaked. That's when I found out his wife, Martha always told him to fix it. And now he's just glad he never did, because that's home. I love hearing Stanley's stories about home. And now I get to be a part of them.

*Maddie G.*  
— Maddie G.  
Stanley's CAREGiver



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**Cost Comparison Resource**

Genworth's Cost of Care Survey, [www.genworth.com/aging-and-you/finances/cost-of-care.html](http://www.genworth.com/aging-and-you/finances/cost-of-care.html), compares current and projected costs, by region, of companion (homemaker) services, skilled care (home health) services, and assisted living facility, nursing home facility, and adult day program (adult day health) costs.

**Quality Care Partners** ..... 919-527-8491  
[www.qcphomecare.com](http://www.qcphomecare.com)

**Right at Home of Wake & Johnston County** ..... 919-783-5633  
[www.wake-rah.com](http://www.wake-rah.com)

**S.A.C. Homecare** ..... 919-706-1388  
[www.sac-homecare.com](http://www.sac-homecare.com)

**Seniors Helping Seniors of North & East Raleigh** ..... 919-761-5346  
[www.seniorcareeastraleigh.com](http://www.seniorcareeastraleigh.com)

**Southeastern Healthcare** ..... 919-212-8580  
[www.sewake.com/home-care](http://www.sewake.com/home-care)

**Stay at Home Senior Care** ..... 919-556-3706  
[www.SAHseniors.com](http://www.SAHseniors.com)

**Tender Care Health** ..... 919-500-1475  
[www.tchealthsnc.com](http://www.tchealthsnc.com)

**Trinity Staffing** ..... 919-271-9073  
[www.trinitystaffingsolutions.com](http://www.trinitystaffingsolutions.com)

**Victory Healthcare** ..... 919-846-9027  
[www.victoryhealthcareinc.com](http://www.victoryhealthcareinc.com)

**Victory Home Care** ..... 919-900-8932  
[www.victoryhomecareinc.com](http://www.victoryhomecareinc.com)

**Visiting Angels** ..... 919-787-4317  
[www.visitingangels.com/raleigh](http://www.visitingangels.com/raleigh)

**Wisdom Senior Care of Wake Forest** ..... 919-263-1165  
[www.wisdomseniorcare.com/101](http://www.wisdomseniorcare.com/101)

**Skilled Services**

These agencies primarily provide **skilled services** (also called **home health care**) such as physical therapy, occupational therapy, speech therapy, or nursing care. They may also provide home care services, but often only when skilled care is also needed. Patients are typically referred by a physician following a hospitalization or serious illness. These agencies are generally Medicare-certified. See page 24 for more information on the Medicare home health benefit.

**M** = Medicare-certified    **m** = Medicaid-certified    **\$** = Private pay accepted

**Ratings Resource**

**Medicare Care Compare**  
[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)  
 Choose **Home health services** in the "Provider type" menu to search for Medicare-certified home health agencies by location. Results show quality ratings and patient survey ratings.

**Bayada Home Health** **M** **\$** ..... 919-785-9090  
[www.bayada.com](http://www.bayada.com)

**Duke HomeCare & Hospice** **M** ..... 919-620-3853  
[www.dhch.duhs.duke.edu](http://www.dhch.duhs.duke.edu)

**Intrepid USA** **M** **m** ..... 919-821-9299  
[www.intrepidusa.com](http://www.intrepidusa.com)

**Kindred at Home** **M** **m** ..... 919-881-9492  
 Toll-free ..... 866-227-3524  
[www.kindredathome.com](http://www.kindredathome.com)

**Liberty HomeCare & Hospice** **M** **m** **\$** ..... 919-850-4303  
[www.libertyhomecare.com](http://www.libertyhomecare.com)

**Medi Home Health** **M** ..... 919-870-6733  
[www.mshealthcare.com](http://www.mshealthcare.com)

**North Carolina Home Health** **M** **m** ..... 919-662-1635  
[www.lhcgroup.com](http://www.lhcgroup.com)

**PruittHealth @ Home** **M** **m** **\$** ..... 919-838-2768  
[www.pruitthealth.com](http://www.pruitthealth.com)



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home care

**Transitions HomeHealth** ... 919-828-0890  
[www.transitionslifecare.org/patients/home-health](http://www.transitionslifecare.org/patients/home-health)  
 A service of Transitions LifeCare.

**WakeMed Home Health** ..... 919-350-7990  
[www.wakemed.org/home-health](http://www.wakemed.org/home-health)

**UNC Home Health (Raleigh)** ..... 919-784-4474  
[www.rexhealth.com](http://www.rexhealth.com)  
 Formerly Rex Home Services.

**Well Care Home Health** ..... 919-846-1018  
 Toll-free ..... 888-815-5310  
[www.wellcarehealth.com](http://www.wellcarehealth.com)

## Community Alternatives Program for Disabled Adults (CAP/DA)

The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program for adults ages 18 and older who: (1) meet Medicaid eligibility requirements and (2) require a nursing level of care and are at risk of institutionalization, but would like to remain living in the community. Services can include case management, in-home personal care, adult day health services, and specialized medical supplies. This program does not provide 24-hour care, so in most cases the individual must have family or other supports in place to supplement the care provided. Resources for Seniors is a lead agency for CAP/DA in Wake County.

**Community Alternatives Program for Disabled Adults (CAP/DA)** ..... 919-872-7933  
 Resources for Seniors, 1110 Navaho Dr., 4th Floor, Raleigh, 27609  
[www.resourcesforseniors.com/cap.php](http://www.resourcesforseniors.com/cap.php)

## HOSPICE AND PALLIATIVE CARE

**Hospice care** is for people who have life-limiting illnesses, often determined as a life expectancy of six months or less. It involves a team of professionals, including doctors, nurses, home health aides, social workers, counselors, and volunteers, who work with the patient and family to provide holistic care aimed at relieving symptoms such as pain and anxiety. Care can be provided in a private home, long-term care facility, hospital, or inpatient hospice facility. Hospice services are covered by Medicare Part A, Medicaid, and most private insurances. Some hospice providers accept patients regardless of their ability to pay. The **Medicare hospice benefit** can include medical care, home nursing visits, prescriptions related to the life-limiting illness, medical equipment and supplies, some in-home aide services, patient and family support, and more.

**Palliative care** also focuses on the comfort of the patient, but it does not require a limited life expectancy. Palliative services are covered by Medicare Part B, Medicaid, and most private insurances.

★★★★★ Ratings Resource ★★★★★

### Medicare Care Compare

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Choose **Hospice care** in the "Provide type" menu to search for Medicare-certified hospice providers by location. Results show information about quality of patient care and family experience of care.

**Amedisys Hospice** ..... 919-773-4865

[www.amedisys.com/services/hospice-care](http://www.amedisys.com/services/hospice-care)

Hospice care.

### Community Home Care

**& Hospice** ..... 919-233-1100

[www.communityhch.com](http://www.communityhch.com)

Hospice care (inpatient facilities available).

### Duke HomeCare & Hospice

[www.dhch.duhs.duke.edu](http://www.dhch.duhs.duke.edu)

**Hospice Care** ..... 919-620-3853

**Palliative Care**..... 919-668-7215

Hospice care (inpatient facilities available) and palliative care.

**Heartland Hospice**..... 919-877-9959

[www.heartlandhospice.com](http://www.heartlandhospice.com)

Hospice care.

**Liberty HomeCare & Hospice** ..... 919-277-2244

[www.libertyhomecare.com](http://www.libertyhomecare.com)

Hospice care.

**Transitions LifeCare** ..... 919-828-0890

[www.transitionslifecare.org](http://www.transitionslifecare.org)

Hospice care (inpatient facility available) and palliative care.

## HOUSING OPTIONS

The sub-sections below focus on **independent living** options. See the **Long-Term Care Facilities** section for information on options that provide substantial assistance with activities of daily living.

### Active Adult Communities

An **Active Adult Community** is a housing development with homes for purchase that is often marketed to adults 55 and older who can live independently. These communities frequently have extra amenities designed to appeal to active retirees, such as planned activities and recreational facilities which may include community pools, walking trails, golf courses, health clubs, etc. Additional services may be available for additional cost. Active adult communities may offer a variety of dwellings, such as freestanding homes, town homes, patio or cluster homes, and condominiums. Homes are typically designed with an emphasis on qualities such as accessibility and low maintenance, and yard work may be included in the community fees. These homes are often moderately-sized, to appeal to homeowners who no longer need a large house for a growing family. Consult a realtor for details. Some communities may have new homes available; others have resale homes only. Active Adult Communities accept private pay only (no public assistance or subsidy is available).

**Carolina Preserve at Amberly** (Cary; 55+)

[www.cpamberly.net](http://www.cpamberly.net)

**Courtyards at Heritage Grove** (Wake Forest; all ages)

[www.epconcommunities.com](http://www.epconcommunities.com)



**The Courtyards at Kildaire Farms** (Cary; 55+)  
[www.epconcommunities.com](http://www.epconcommunities.com)

**The Courtyards at O’Kelly Chapel** (Cary; 55+)  
[www.epconcommunities.com](http://www.epconcommunities.com)

**The Courtyards on Holt** (Apex; 55+)  
[www.epconcommunities.com](http://www.epconcommunities.com)

**Heritage Pines** (Cary; 55+)  
[www.heritagepinesnc.com](http://www.heritagepinesnc.com)

**The Orchard Villas** (Apex; all ages)

**Regency at Brier Creek** (Raleigh; all ages)

**Regency at White Oak Creek** (Apex; all ages)

**The Village at Aversboro** (Garner; 55+)

**Villas of Wake Forest** (Wake Forest; 55+)

## Continuing Care Retirement Communities

**Continuing Care Retirement Communities (CCRCs)** (also called **Life Care Communities** or **Life Plan Communities**) offer a full range of living arrangements, from independent living to skilled nursing care, in the same community. This allows residents to remain living within the same community as their needs change. In most cases residents need to be able to function independently at the time of admission. CCRCs provide activities, meals, housekeeping, transportation, and health-related services for their residents. Depending on the nature of the contract these services may be included in a monthly fee or purchased as needed. Fees vary for different levels of accommodations and services. CCRCs usually require substantial entrance fees in addition to monthly fees. In some communities the entrance fees are partially refundable depending on length of stay; in others a residence is purchased at the time of entrance into the community and the resident has equity in the home as an owner rather than a tenant. CCRCs primarily accept private pay (no public assistance or subsidy is available).

North Carolina CCRCs are regulated by the NC Department of Insurance. Their **Reference Guide**, with detailed information about locations statewide, including contract options and admissions eligibility, is available here: [www.ncdoi.gov/insurance-industry/continuing-care-retirement-communities-ccrc](http://www.ncdoi.gov/insurance-industry/continuing-care-retirement-communities-ccrc).

**The Cardinal at North Hills** ..... 984-234-5605  
 4030 Cardinal at North Hills St., Raleigh, 27609  
[www.lifeatthecardinal.com](http://www.lifeatthecardinal.com)  
 Multiple contract options. Must be independent at time of admission.

**Searstone**..... 919-234-0400  
 17001 Searstone Dr., Cary, 27513  
[www.searstone.com](http://www.searstone.com)  
 Monthly fee and fully refundable entrance fee. Must be independent at time of admission.

**The Cypress of Raleigh** ..... 919-870-9007  
 8801 Cypress Lakes Dr., Raleigh, 27615  
[www.thecypressofofraleigh.com](http://www.thecypressofofraleigh.com)  
 Ages 65+. Equity ownership model with monthly fee. Must be independent at time of admission.

**Springmoor**..... 919-848-7080  
 1500 Sawmill Rd., Raleigh, 27615  
[www.springmoor.org](http://www.springmoor.org)  
 Monthly fee and refundable entrance fee. Offers direct admission to assisted living level of care.

**Glenaire**..... 919-460-8095  
 Toll-free ..... 800-225-9573  
 4000 Glenaire Cir., Cary, 27511  
[www.glenaire.org](http://www.glenaire.org)  
 Ages 62+. Monthly fee and partially refundable entrance fee. Offers direct admission to assisted living and nursing levels of care.

**Windsor Point**..... 919-552-4580  
 1221 Broad St., Fuquay-Varina, 27526  
[www.windsorpoint.com](http://www.windsorpoint.com)  
 Monthly fee and partially refundable entrance fee. Offers direct admission to assisted living level of care.

**The Oaks at Whitaker Glen**..... 919-839-5604  
 501 E. Whitaker Mill Rd., Raleigh, 27608  
[www.pruithhealth.com](http://www.pruithhealth.com)  
 Monthly fee and partially refundable entrance fee. Offers direct admission to nursing level of care.

## Rental Retirement Communities

**Rental retirement communities** offer independent apartment or cottage living with meals available in a common dining room. Other services, including housekeeping, linen service, activities, and transportation, may also be available. Some have optional care services available upon request, or licensed assisted living units, as noted below. Most communities are for adults ages 55 and older. Monthly fees vary with the type of accommodations and the level of services chosen. Fees can vary from around \$1,500 to over \$5,000 per month. These communities primarily accept private pay (no public assistance or subsidy is available).

**i For More Information i**

See the **Retirement Communities** Resource List at [www.resourcesforseniors.com/resourcealist.php](http://www.resourcesforseniors.com/resourcealist.php) or call Resources for Seniors to request a copy.

- Abbotswood at Stonehenge..... 919-651-4882**  
7900 Creedmoor Rd., Raleigh, 27613  
[www.lifeatabbotswood.com](http://www.lifeatabbotswood.com)  
Ages 60+. Some optional care services.
- Atria Oakridge ..... 919-848-2088**  
10810 Sandy Oak Ln., Raleigh, 27614  
[www.atria-oakridge.com](http://www.atria-oakridge.com)  
Ages 55+. Some optional care services.
- Brookdale North Raleigh ..... 919-338-5394**  
1200 Carlos Dr., Raleigh, 27609  
[www.brookdale.com](http://www.brookdale.com)  
Ages 62+. Some optional care services.
- Cambridge Village of Apex..... 919-363-2080**  
10000 Cambridge Village Loop, Apex, 27502  
[www.cambridgevillageofapex.com](http://www.cambridgevillageofapex.com)  
Ages 55+. Some optional care services.
- Capital Oaks ..... 919-784-0099**  
6498 Ray Rd., Raleigh, 27613  
[www.capitaloaksretirement.com](http://www.capitaloaksretirement.com)  
Ages 55+.
- The Gardens at Wakefield..... 919-562-5580**  
12800 Spruce Tree Wy., Raleigh, 27614  
[www.gardensatwakefield.com](http://www.gardensatwakefield.com)  
Ages 55+. Some optional care services.
- Independence Village of Olde Raleigh ..... 919-781-8226**  
3113 Charles B. Root Wynd, Raleigh, 27612  
[www.independencevillageofolderaleigh.com](http://www.independencevillageofolderaleigh.com)  
Ages 55+. Some optional care services.
- Jordan Oaks..... 919-617-9463**  
10820 Penny Rd., Cary, 27518  
[www.jordan-oaks.com](http://www.jordan-oaks.com)  
Ages 55+.
- The Lodge at Wake Forest ..... 919-554-8768**  
1151 S. Main St., Wake Forest, 27587  
[www.lodgeatwakeforest.com](http://www.lodgeatwakeforest.com)  
Ages 55+. Some optional care services.
- Magnolia Glen ..... 919-841-4747**  
5301 Creedmoor Rd., Raleigh, 27612  
[www.lifeatmagnoliaglen.com](http://www.lifeatmagnoliaglen.com)  
Ages 55+. Some assisted living units.
- Overture Cary ..... 919-653-7400**  
1055 Hatches Pond Ln., Morrisville, 27560  
[www.overturecary.com](http://www.overturecary.com)  
Ages 55+.
- Overture Centennial..... 919-670-1000**  
600 Bilyeu St., Raleigh, 27606  
[www.overturecentennial.com](http://www.overturecentennial.com)  
Ages 55+.
- Preston Pointe..... 919-249-7001**  
1995 NW Cary Pkwy., Morrisville, 27560  
[www.prestonpointe.com](http://www.prestonpointe.com)  
Ages 62+. Some optional care services.
- Treco Senior Living ..... 919-863-7770**  
2722 Spring Forest Rd., Raleigh, 27616  
[www.trecoaleigh.com](http://www.trecoaleigh.com)  
Ages 55+. Some optional care services.
- Waltonwood Cary Parkway ..... 919-439-4490**  
750 SE Cary Pkwy., Cary, 27511  
[www.waltonwood.com](http://www.waltonwood.com)  
Ages 55+. Some assisted living and dementia care units.
- Waltonwood Lake Boone ..... 919-569-5775**  
3550 Horton St., Raleigh, 27607  
[www.waltonwood.com](http://www.waltonwood.com)  
Ages 55+. Some assisted living and dementia care units.
- Whispering Pines..... 919-380-0257**  
7501 Lead Mine Rd., Raleigh, 27615  
[www.seniorlivinginstyle.com](http://www.seniorlivinginstyle.com)  
Ages 55+. Some optional care services.
- Woodland Terrace ..... 919-465-0356**  
300 Kildaire Woods Dr., Cary, 27511  
[www.lifeatwoodlandterrace.com](http://www.lifeatwoodlandterrace.com)  
Ages 55+. Some assisted living and dementia care units.

## Subsidized and Affordable Housing

Subsidized and affordable housing options have eligibility based on income. An applicant's income must be below a set limit in order to qualify. These limits can vary by complex, but are typically 40%–60% of the area median income, which changes yearly. Some complexes are for seniors only, so have a minimum age requirement. Other properties are open to people of all ages.

**Subsidized housing** has rents that are based on a percentage of income, usually 30 percent after allowing for certain deductions. A government subsidy pays the rest of the rental cost. Most **public housing** is subsidized.

**Affordable housing**, also called **tax credit properties**, have rents that are typically lower than market rate because the developer received a tax credit. These rents may be the same for all residents or there may be two or more levels, or tiers, of rental pricing depending on income. For affordable housing there is often a minimum income level requirement as well as a maximum.

**Please note: The demand for subsidized and affordable housing in Wake County exceeds the supply. Most complexes have waiting lists of a year or more.**

## Subsidized and Affordable Apartments

### Seniors-Only

#### Subsidized and Affordable Apartments

This is a complete listing of seniors-only subsidized and affordable apartment complexes in Wake County. Some complexes offer group meals, activities, or transportation. Some provide service coordination, where a social worker is available part-time to assist residents with accessing services and programs. Check with site managers to find out what services are available at a particular complex.

(55+) or (62+) = minimum age requirement

**A** = Affordable      **S** = Subsidized

#### Cary:

**Cary Central Elderly Housing** (62+ or disabled) **S** ..... 919-934-6066  
122 S. Harrison Ave., Cary, 27511  
[www.cssjohnston.org](http://www.cssjohnston.org)

**Commons at Highland Village** (55+) **A** ..... 919-463-7800  
100 Highland Commons Ct., Cary, 27511  
[www.dhic.org](http://www.dhic.org)

**Highland Manor** (62+) **S** ..... 919-463-7774  
200 Highland Manor Pl., Cary, 27511  
[www.dhic.org](http://www.dhic.org)

**Highland Terrace** (55+) **A** ..... 919-463-7800  
900 Duncan Vale Wy., Cary, 27511  
[www.dhic.org](http://www.dhic.org)

**Ryan Spring** (55+) **A** ..... 919-371-0069  
616 Ryan Rd., Cary, 27511  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Weatherstone Spring** (55+) **A** ..... 919-469-5445  
200 Weather Ridge Ln., Cary, 27513  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Willow Creek** (55+) **A** ..... 919-377-8041  
2000 Golden Willow Ct., Cary, 27519  
[www.dhic.org](http://www.dhic.org)

#### Fuquay-Varina:

**Courtyard Commons** (55+) **A** ..... 919-567-7440  
324 W. Jones St., Fuquay-Varina, 27526

**Fuquay-Varina Homes for the Elderly** (62+ or disabled) **A** .. 919-552-3671  
1012 S. Main St., Fuquay-Varina, 27526

**Wood Spring** (55+) **A** ..... 919-557-4807  
1806 James Slaughter Rd., Fuquay-Varina, 27526  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

#### Garner:

**Chadwick** (62+) **S** ..... 919-772-5430  
305 E. Garner Rd., Garner, 27529  
[www.dhic.org](http://www.dhic.org)

**Olde School Commons** (55+) **A** ... 919-773-1799  
742 W. Garner Rd., Garner, 27529  
[www.nobleprops.com](http://www.nobleprops.com)

**Pennington Grove** (55+) **A** ..... 919-615-0499  
1000 Pennington Grove Wy., Garner, 27529  
[www.dhic.org](http://www.dhic.org)

**Timber Spring** (55+) **A** ..... 919-301-8412  
125 E. Timber Dr., Garner, 27529  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

#### *i* For More Information *i*

See the **Subsidized and Affordable Housing Options** Resource List at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php) or call Resources for Seniors to request a copy.

# housing options

housing options

## Holly Springs:

**Dorothy Nixon**

**Allen Manor** (62+) **S** ..... 919-552-1825  
155 W. Holly Springs Rd., Holly Springs, 27540

**Holly Springs II** (62+) **S** ..... 919-552-1825  
215 W. Earp St., Holly Springs, 27540

**The Woods at Avent Ferry** (55+) **A** 919-552-4887  
108 Cotten Ln., Holly Springs, 27540

## Raleigh:

**Amber Spring** (55+) **A** ..... 919-867-0012  
5000 Spring Forest Rd., Raleigh, 27616  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Autumn Spring** (55+) **A** ..... 919-878-8820  
3601 Eck Dr., Raleigh, 27604  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Berkeley Spring** (55+) **A** ..... 919-786-1106  
5521 Dixon Dr., Raleigh, 27609  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Booker Park North** (62+) **A** ..... 919-803-7501  
501 Sunglow Ln., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)

**Brighton Pointe** (55+) **A** ..... 919-373-0114  
3140 Leland Dr., Raleigh, 27616  
[www.brightonpointeapts.com](http://www.brightonpointeapts.com)

**Capital Towers** (55+) **A** ..... 919-787-1231  
Tower 1: 4812 Six Forks Rd., Raleigh, 27609  
Tower 2: 4808 Six Forks Rd., Raleigh, 27609  
[www.capitaltowers.com](http://www.capitaltowers.com)

**Carousel Place** (55+) **A** ..... 919-508-1226  
750 Bright Creek Wy., Raleigh, 27601  
[www.cadcommunities.com](http://www.cadcommunities.com)

**Carriage House** (50+) **S** ..... 919-831-8300  
116 St. Mary's St., Raleigh, 27605  
RHA office: 900 Haynes St., Raleigh, 27604  
[www.rhaonline.com/public-housing](http://www.rhaonline.com/public-housing)  
Apply through the Raleigh Housing Authority  
(application is for multiple properties).

**Cedar Crest**  
**New Life Center** (62+) **S** ..... 919-828-1192  
2821 Laodicea Dr., Raleigh, 27610

**Club Plaza** (62+ or disabled) **S** ..... 919-662-1910  
2835 Club Plaza Rd., Raleigh, 27603  
[www.dhic.org](http://www.dhic.org)

**Cosmo and Lewis Estates**  
(62+ or disabled) **S** ..... 919-755-0558  
1121 Hadley Rd., Raleigh, 27610

**Elders Peak** (62+) **A** ..... 919-834-7325  
2917 Creech Rd., Raleigh, 27610

**Garden Spring** (55+) **A** ..... 919-212-1750  
2830 Kidd Rd., Raleigh, 27610  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

## Unmatched Quality and Value for Senior Living



- Affordable one- and two-bedroom apartment homes
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- Resident service coordination provided by [Resources for Seniors](http://www.resourcesforseniors.com)

For more information regarding availability, call the property directly.

**Booker Park North at Washington Terrace**  
Raleigh  
(919) 803.7501

**Chadwick**  
Garner  
(919) 772.5430

**Club Plaza**  
Raleigh  
(919) 662.1910

**Greenfield Commons**  
Chapel Hill  
(919) 240-7337

**The Commons at Highland Village**  
Cary  
(919) 463.7800 or (919) 463.5670

**Highland Manor**  
Cary  
(919) 463.7800 or (919) 463.5670

**Highland Terrace**  
Cary  
(919) 463.7800 or (919) 463.5670

**Maplewood Square**  
Durham  
(919) 402.1684

**Meadowcreek Commons**  
Raleigh  
(919) 212.8778

**Murphey School**  
Raleigh  
(919) 831.1072

**Pennington Grove**  
Garner  
(919) 615.0499

**Roanoke Commons**  
Raleigh  
(919) 546.0052

**Turnberry**  
Wake Forest  
(919) 554.9743

**Wakefield Manor**  
Raleigh  
(919) 554.3299

**Water Garden Park**  
Raleigh  
(919) 977.0276

**Willow Creek**  
Cary  
(919) 377.8041



[www.dhic.org](http://www.dhic.org)





**Glenwood Towers** (50+) **S** ..... 919-831-8300  
 509 Glenwood Ave., Raleigh, 27603  
 RHA office: 900 Haynes St., Raleigh, 27604  
[www.rhaonline.com/public-housing](http://www.rhaonline.com/public-housing)  
 Apply through the Raleigh Housing Authority  
 (application is for multiple properties).

**The Magnolias**  
 (55+ or disabled) **A** ..... 919-833-9365  
 2151 Glascock St., Raleigh, 27610

**Meadowcreek Commons** (55+) **A** ..... 919-212-8778  
 1601 Royal Pines Dr., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)

**Meadow Spring** (55+) **A** ..... 919-233-0084  
 190 Fieldspring Ln., Raleigh, 27606  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Murphey School** (55+) **S** ..... 919-831-1072  
 443 N. Person St., Raleigh, 27601  
[www.dhic.org](http://www.dhic.org)

**Parkview Manor** (55+) **A** ..... 919-831-6045  
 911 N. Blount St., Raleigh, 27604  
[www.cadcommunities.com](http://www.cadcommunities.com)

**Pine Hills** (55+) **A** ..... 919-212-0667  
 1650 Royal Pines Dr., Raleigh, 27610

**Poyner Spring** (55+) **A** ..... 919-977-1338  
 8150 Town Dr., Raleigh, 27616  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

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*Age and income*  
*restrictions apply*

Visit our website at [www.CapitalTowers.com](http://www.CapitalTowers.com)

Managed by Excel Prop. Mgt. Inc. - 1004 Bullard Ct., Ste. 106 - Raleigh, NC 27615 - 919-878-0522

**Roanoke Commons**  
 (62+ or disabled) **S** ..... 919-546-0052  
 2911 Madelyn Watson Ln., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)

**Sir Walter** (62+) **S** ..... 919-659-0291  
 400 Fayetteville St., Raleigh, 27601

**Terrace Spring** (55+) **A** ..... 919-871-5773  
 4000 St. James Church Rd., Raleigh, 27604  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Trinity Ridge** (55+) **A** ..... 919-816-0503  
 5620 Trinity Rd., Raleigh, 27607

**WAKE COUNTY PROPERTIES**

- Amber Spring**  
Raleigh • 919-867-0012
- Autumn Spring**  
Raleigh • 919-878-8820
- Berkeley Spring**  
Raleigh • 919-786-1106
- Cedar Spring**  
Wendell • 919-366-1331
- Garden Spring**  
Raleigh • 919-212-1750
- Huntington Spring**  
Wake Forest • 919-556-2566
- Meadow Spring**  
Raleigh • 919-233-0084
- Ryan Spring**  
Cary • 919-371-0069
- Poyner Spring**  
Raleigh • 919-977-1338
- Silver Spring**  
Zebulon • 919-404-4753
- Terrace Spring**  
Raleigh • 919-871-5773
- Timber Spring**  
Garner • 919-301-8412



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- 24 Hour Maintenance

[www.EvergreenConstructionCo.com](http://www.EvergreenConstructionCo.com)

**WAKE COUNTY PROPERTIES**

- Wakefield Spring**  
Raleigh • 919-554-6111
- Weatherstone Spring**  
Cary • 919-469-5445
- Windsor Spring**  
Raleigh • 919-791-1000
- Wood Spring**  
Fuquay-Varina • 919-557-4807

**ADDITIONAL PROPERTIES**

- Auburn Spring**  
Burlington • 336-584-8227
- Beaufort Spring**  
Beaufort • 252-838-1387
- Cuyler Spring Apartment**  
Goldsboro • 919-921-8112
- Lions Spring**  
Clayton • 919-550-2890
- Powell Spring**  
Pittsboro • 919-533-6319
- Riverwood Haven**  
Clayton • 919-243-1123
- Willow Spring**  
Greenville • 252-321-3669

EQUAL HOUSING OPPORTUNITY

**Wakefield Manor** (55+) **A** ..... 919-554-3299  
10710 Nickleby Wy., Raleigh, 27614  
[www.dhlc.org](http://www.dhlc.org)

**Wakefield Spring** (62+) **A** ..... 919-554-6111  
2701 Wakefield Pines Dr., Raleigh, 27614  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Walnut Terrace**  
(62+ or disabled) **S** ..... 919-508-1237  
1256 McCauley St., Raleigh, 27601  
[www.cadcommunities.com](http://www.cadcommunities.com)

44 units are subsidized, the rest are market rate.

**Waterbrook** (55+ or disabled) **A** ..... 919-250-1973  
311 Stoney Moss Dr., Raleigh, 27610  
[www.norcomanagement.com](http://www.norcomanagement.com)

**Water Garden Park** (62+) **A** ..... 919-977-0276  
8109 Marvino Ln., Raleigh, 27613  
[www.dhlc.org](http://www.dhlc.org)

**Windsor Spring** (55+) **A** ..... 919-791-1000  
6219 Hunter St., Raleigh, 27612  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

## Rolesville:

**Grande at Granite Falls** (62+) **A** ... 919-263-1492  
400 Grand Rock Wy., Rolesville, 27571

## Wake Forest:

**Crossings at Heritage** (55+) **A** ..... 919-453-1212  
3134 Branch Ferry Ct., Wake Forest, 27587  
[www.crossingsatheritage.com](http://www.crossingsatheritage.com)

**Huntington Spring** (55+) **A** ..... 919-556-2566  
1887 S. Franklin St., Wake Forest, 27587  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Turnberry** (62+) **S** ..... 919-554-9743  
755 S. White St., Wake Forest, 27587  
[www.dhlc.org](http://www.dhlc.org)

## Wendell:

**Cedar Spring** (55+) **A** ..... 919-366-1331  
110 S. Hollybrook Rd., Wendell, 27591  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Crestfield** (62+) **S** ..... 919-366-6384  
719 Marshburn Rd., Wendell, 27591

**Robinwood of Wendell** (62+ or disabled) **A** ..... 919-365-5710  
84 Hanor Ln., Wendell, 27591

## Zebulon:

**Silver Spring** (55+) **A** ..... 919-404-4753  
601 Pony Rd., Zebulon, 27597  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)

**Shepard Greene** (55+) **A** ..... 252-450-9597  
626 Shepard School Rd., Zebulon, 27597

## Mixed-Age Subsidized and Affordable Apartments

These are some of the mixed-age subsidized and affordable apartment complexes in Wake County. For additional options check with the **Developers, Housing Authorities, and Other Affordable Housing Resources** listed on the next page.

**A** = Affordable      **S** = Subsidized

### Apex:

**Beechridge** **A** ..... 919-303-0202  
600 Upchurch St., Apex, 27502  
[www.dhlc.org](http://www.dhlc.org)

**Wake Acres** **A** ..... 919-362-4022  
300 James St., Apex, 27502

### Cary:

**Grove at Cary Park** **A** ..... 919-481-2225  
4545 Cary Glen Blvd., Cary, 27519

**Sedgebrook** **A** ..... 919-461-0468  
100 Sedgebrook Rd., Cary, 27511  
[www.dhlc.org](http://www.dhlc.org)

**Highland Village** **A** ..... 919-463-5670  
600 Malcolm Valley Pl., Cary, 27511  
[www.dhlc.org](http://www.dhlc.org)

### Fuquay-Varina:

**Oak Grove** **A** ..... 919-552-4011  
500 Smithwood St., Fuquay-Varina, 27526

### Garner:

**Weston Trace** **A** ..... 919-661-4244  
204 Westcroft Dr., Garner, 27529  
[www.dhlc.org](http://www.dhlc.org)

### Raleigh:

**Avonlea** **A** ..... 919-876-8345  
5005 Cape Breton Dr., Raleigh, 27616  
[www.dhlc.org](http://www.dhlc.org)

**Beacon Ridge** **A** ..... 919-615-3726  
1510 Beacon Ridge Ct., Raleigh, 27610  
[www.dhlc.org](http://www.dhlc.org)

**Carlton Place** **A** ..... 919-834-8140  
450 E. Davie St., Raleigh, 27601  
[www.dhlc.org](http://www.dhlc.org)

**Crystal Cove** **S** ..... 919-833-0908  
815 Suffolk Blvd., Raleigh, 27603  
[www.wajmanagement.com](http://www.wajmanagement.com)

**Emerson Glen** **A** ..... 919-803-3303  
3010 Emerson Glen Ln., Raleigh, 27603  
[www.dhlc.org](http://www.dhlc.org)

- Glenbrook Crossing A** ..... 919-390-0098  
336 Dacian Rd., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)
- Jeffries Ridge A** ..... 919-231-3470  
213 Lightner Ln., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)
- Madison Glen A** ..... 919-785-5051  
6840 Madison Ridge Wy., Raleigh, 27613  
[www.dhic.org](http://www.dhic.org)
- Meadows at Brier Creek A** ..... 919-572-5147  
11700 Arnold Palmer Dr., Raleigh, 27617
- Oaks at Brier Creek A** ..... 919-572-5154  
9941 Brier Oak Pl., Raleigh, 27617
- Prairie Building A** ..... 919-832-2440  
113 S. Wilmington St., Raleigh, 27601  
[www.dhic.org](http://www.dhic.org)
- Ripley Station A** ..... 919-231-3470  
3030 Ripley Station Wy., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)
- Tryon Grove A** ..... 919-832-0949  
2508 Tryon Grove Dr., Raleigh, 27603  
[www.dhic.org](http://www.dhic.org)

- Village at Washington Terrace A** ..... 919-833-1102  
1951 Booker Dr., Raleigh, 27610  
[www.dhic.org](http://www.dhic.org)
- Wakefield Commons A** ..... 919-761-5236  
10821 Alto Ln., Raleigh, 27614
- Wakefield Hills A** ..... 919-554-4118  
10702 Oliver Rd., Raleigh, 27614  
[www.dhic.org](http://www.dhic.org)
- Walnut Ridge A** ..... 919-231-7600  
1611 Royal Foxhound Ln., Raleigh, 27610  
[www.livewalnutridge.com](http://www.livewalnutridge.com)
- Water Garden Village A** ..... 919-615-2070  
8441 Mount Valley Ln., Raleigh, 27613  
[www.dhic.org](http://www.dhic.org)

**Wake Forest:**

- Creekside A** ..... 919-556-9898  
361 S. Franklin St., Wake Forest, 27587
- Forest Ridge I & II A** ..... 919-556-1492  
320 S. Franklin St., Wake Forest, 27587

**Developers**

- DHIC** ..... 919-832-4345  
[www.dhic.org](http://www.dhic.org)  
Developer of senior and mixed-age affordable and subsidized housing. **Information on all buildings is available online. Must apply for each building separately.**
- Evergreen Construction** ..... 919-848-2041  
[www.evergreenconstructionco.com](http://www.evergreenconstructionco.com)  
Developer of senior and mixed-age affordable housing. **Information on all buildings is available online. Must apply for each building separately.**

**Housing Authorities**

- Housing Authority of the County of Wake** ..... 919-269-6404  
100 Shannon Dr., Zebulon, 27597  
[www.hacwnc.org](http://www.hacwnc.org)  
Owns and manages mixed-age public housing in Wake County (outside of Raleigh). Also manages Section 8 Housing Choice Voucher program for Wake County.
- Raleigh Housing Authority** ..... 919-831-8300  
900 Haynes St., Raleigh, 27604  
[www.rhaonline.com](http://www.rhaonline.com)  
Owns and manages senior and mixed-age public housing in Raleigh. Also manages Section 8 Housing Choice Voucher program for Raleigh.

**Other Affordable Housing Resources**

- Habitat for Humanity** ..... 919-833-1999  
[www.habitatwake.org](http://www.habitatwake.org)  
Affordable homeownership opportunities for low-income families. **ReStores** sell new and gently used furniture, appliances, building materials, etc.
- NC Housing Finance Agency** ..... 919-877-5700  
[www.nchfa.com](http://www.nchfa.com)  
Programs for home buyers, homeowners, and renters to help create and maintain affordable housing opportunities.
- NCHousingSearch.org** ..... 877-428-8844  
[www.nchousingsearch.org](http://www.nchousingsearch.org)  
Information on affordable housing options statewide, including apartments, houses, and room rentals. Can narrow search by Senior, Veteran, Handicap-Accessible, Section 8, etc.
- Wake County Housing Affordability and Community Revitalization Division**  
[www.wakegov.com/housing](http://www.wakegov.com/housing)  
Information about programs and services related to affordable housing in Wake County, for renters and homeowners.



## Emergency Housing and Homeless Resource Centers

**Cornerstone Center** ..... 919-508-0777  
 220 Snow Ave., Raleigh, 27603  
[www.wakegov.com/housing/Pages/locations.aspx](http://www.wakegov.com/housing/Pages/locations.aspx)  
 Multi-service day center. Information and referrals; laundry and shower facilities.

**Helen Wright Center for Women** ..... 919-833-1748  
 401 W. Cabarrus St., Raleigh, 27601  
[www.urbanmin.org/services/shelter](http://www.urbanmin.org/services/shelter)  
 Emergency shelter for single women without children in their custody.

### HOUSE WAKE! Coordinated Access System

Raleigh/Wake Partnership to End Homelessness

[www.partnershipwake.org](http://www.partnershipwake.org)

Coordinated Access is a starting point for people experiencing a housing crisis. Call the **Access Hub** or call or go in-person to an **Access Site** near you to get help accessing community resources:

**Access Hub Call Center** ..... 919-443-0096

**Dorcas Ministries** ..... 919-469-9861, ext. 203  
 187 High House Rd., Cary, 27511

**Durham VA Medical Center** ..... 877-424-3838  
 508 Fulton St., Durham, 27705  
**Veterans only.**

**Eastern Regional Center** ..... 919-404-3900  
 1002 Dogwood Dr., Zebulon, 27597

**Northern Regional Center** ..... 919-562-6300  
 350 E. Holding Ave., Wake Forest, 27587

**Oak City Cares** ..... 984-344-9599, ext. 4  
 1430 S. Wilmington St., Raleigh, 27603

**Southern Regional Center** ..... 919-557-2501  
 130 N. Judd Pkwy NE, Fuquay-Varina, 27526

**New Bern Transitional Housing Program** ..... 919-829-8048  
 501 New Bern Ave., Raleigh, 27601  
[www.helpinghandmission.org](http://www.helpinghandmission.org)  
 Room rentals by the week or month. Any age or gender; seniors welcome.

**Salvation Army Family Shelter** ..... 919-834-6733  
 1863 Capital Blvd., Raleigh, 27604  
[www.wakearmy.org](http://www.wakearmy.org)  
 Emergency overnight shelter for women with children only. Call to be placed on waitlist.

**The Women's Center** ..... 919-829-3711  
 400 S. West St., Raleigh, 27601  
[www.wcwc.org](http://www.wcwc.org)  
 Crisis intervention and assessment day center for women who are homeless or at-risk, providing safety, stabilization, basic needs, and supportive services including case management, job and housing support, and referral services. Intake required. Check in at the front desk Monday-Thursday, 8:30 a.m. to 3:30 p.m., or Friday 8:30 a.m. to 2:30 p.m.

## HOUSING-RELATED PROGRAMS

### Home Adaptation and Accessibility

**Accessibility aids**, such as grab bars and ramps, **home modifications**, such as widening doorways, and **specialized equipment**, such as stair lifts, are all examples of adaptations that can help seniors and disabled adults remain living safely in their own homes. Ask your doctor or occupational therapist for suggestions, or look online for ideas and options. **AARP's HomeFit Guide** is one helpful resource: [www.aarp.org/homefit](http://www.aarp.org/homefit).

When hiring a contractor for an accessibility project be sure to ask about their experience with the particular type of job you're requesting, as well as about licensing, liability, and workers compensation insurance. Resources for Seniors does not vet general contractors. Some professionals pursue a **Certified Aging-in-Place Specialist (CAPS)** designation, developed by the National Association of Home Builders (NAHB) and AARP, which consists of training specific to the needs of home modifications for aging adults. You can find a local CAPS-designated professional by calling the NAHB at 800-368-5242 or searching their database at [www.nahb.org/NAHB-Community/Directories/Professionals-with-Home-Building-Designations](http://www.nahb.org/NAHB-Community/Directories/Professionals-with-Home-Building-Designations).

**101 Mobility** ..... 919-800-8667  
 3209-106 Gresham Lake Rd., Raleigh, 27615  
[www.raleigh.101mobility.com](http://www.raleigh.101mobility.com)  
 Wheelchair ramps, stair lifts, and platform lifts for sale and for rent. Also sells patient lifts, auto lifts, home elevators, and bath safety products, and provides bathroom renovation services.

**American Mobility** ..... 919-876-3600  
 2851 Van Huron Dr., Ste. 103, Raleigh, 27615  
[www.american-mobility.com](http://www.american-mobility.com)  
 Stair lifts, wheelchair ramps, platform lifts, and vehicle adaptation equipment for sale. See page 53 for information on their personal mobility products.



**AmeriGlide ..... 919-861-4594**

5110 Atlantic Ave., Raleigh, 27616  
[www.ameriglide-raleigh-nc.com](http://www.ameriglide-raleigh-nc.com)

New and used stair lifts for sale and for rent. Also sells platform lifts, bath safety products, lift chairs, home elevators, and vehicle adaptation equipment.

**Amramp ..... 919-850-4585**

[www.amramp.com/easternnc](http://www.amramp.com/easternnc)

Wheelchair ramps for sale and for rent. Also sells stair lifts, platform lifts, and portable showers.

**Image Management ..... 919-829-1479**

[www.image-management.com](http://www.image-management.com)

New and used products including stair lifts and platform lifts for sale. Many items are available for rent. Also provides contractor services for home modifications.

**Mr. Handyman of Western Wake County ..... 919-424-3780**

[www.mrhandyman.com](http://www.mrhandyman.com)

Accessibility modifications and home improvements in Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

**NC Independent Living Rehabilitation Program ..... 919-859-8301**

[www.ncilrp.com](http://www.ncilrp.com)

Training, resources, and services to help persons with disabilities achieve a more independent life in the community they choose. Can include assistance with home and vehicle modifications.

**Rebuilding Together of the Triangle ..... 919-341-5980**

[www.rtriangle.org](http://www.rtriangle.org)

Free accessibility modifications and home improvements for low-income homeowners, by volunteers. No age requirement. Priority is given to seniors and applicants with disabilities.

**Resources for Seniors Housing & Home Improvement ..... 919-872-7933**

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/hhi.php](http://www.resourcesforseniors.com/hhi.php)

Minor home adaptations via sliding scale or private pay, including wheelchair ramps and grab bars.

## Home Repair and Rehabilitation

Some programs that assist seniors and adults with disabilities with home repairs have eligibility criteria based on location and/or income. If you are unsure about which service or program applies best to your situation, call Resources for Seniors for more information. For help assessing whether you or your loved one's home is safe, see the **Home Safety Checklist** on page 76.

**Angie's List - [www.angieslist.com](http://www.angieslist.com)**

Online database of contractors and other businesses, with customer reviews and ratings.

**Cary Housing Rehabilitation Program ..... 919-653-7153**

Town of Cary

[www.townofcary.org/services-publications/housing](http://www.townofcary.org/services-publications/housing)

Home improvement and accessibility grant program for **Cary** residents. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

**Mr. Handyman of Western Wake County ..... 919-424-3780**

[www.mrhandyman.com](http://www.mrhandyman.com)

Home improvement and handyman service serving **Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh**. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

**Raleigh Community Development Division ..... 919-996-4330**

City of Raleigh Housing and Neighborhoods Dept.

[www.raleighnc.gov/community-development](http://www.raleighnc.gov/community-development)

Deferred-payment loan programs for home repairs for low-income **Raleigh** homeowners. Income-based eligibility requirements. No age requirement.

**Rebuilding Together of the Triangle ..... 919-341-5980**

[www.rtriangle.org](http://www.rtriangle.org)

Home repairs for low-income families in **Wake and other counties**, by volunteers. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

**Resources for Seniors Housing & Home Improvement ..... 919-872-7933**

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/hhi.php](http://www.resourcesforseniors.com/hhi.php)

Minor home repairs related to health and safety for **Wake County** residents. Eligibility and fees vary by program; call for details.

**Section 504 Home Repair Program ..... 919-934-7156**

USDA Rural Development

[www.rd.usda.gov/programs-services](http://www.rd.usda.gov/programs-services)

Home rehabilitation program for low-income homeowners in **rural Wake County**. Income-based eligibility requirements. Grants available for ages 62+; low-interest loans available for all ages.

# housing-related programs

housing-related programs

## Wake County Rehabilitation Programs ..... 919-856-5689

Wake County Housing Affordability  
and Community Revitalization Division

[www.wakegov.com/housing](http://www.wakegov.com/housing)

Home rehabilitation grants for low-income  
homeowners in parts of **Wake County outside of  
Raleigh and Cary city limits**. Income-based eligibility  
requirements.

## Weatherization Assistance Program

The **Weatherization Assistance Program (WAP)** is a federally-funded program aimed at improving energy efficiency for low-income homeowners, so their homes can be heated and cooled more easily and less expensively. Resources for Seniors is the lead agency for WAP in Wake and Durham counties. Eligibility is based on gross annual household income (not on age). Eligible homeowners receive services free of charge. In some circumstances work can be done on a rented home (with the landlord's permission and agreement to pay partial costs if applicable). WAP starts with an "energy audit" of the home to see where air is leaking out (through ducts, walls, floors, attic, etc.). Auditors then determine the best way to seal up any leaks, to keep conditioned air inside the home where it belongs. Methods include adding insulation and sealing and insulating ducts. The home's heating and cooling system (HVAC) is evaluated, cleaned, and tuned to see if it is working efficiently. In some cases the HVAC system may be repaired or replaced.

While there is no financial cost for WAP, there is a time commitment. Homeowners need to be available for six to eight scheduled visits from staff, contractors and building code officials.

**This is not a home repair program.** Homes in need of major repairs will be deferred from WAP. If your home needs repairs, see page 39 or call Resources for Seniors for information on home repair programs.

## Weatherization Assistance Program ..... 919-713-1570

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/weather.php](http://www.resourcesforseniors.com/weather.php)

**Now is the time**  
to "**Weatherize**" your home to save  
energy and cut utility costs.

**WEATHERIZE**  
Your Home for  
**FREE**

Save Money • Save Energy  
See if You Qualify Today!

- > Qualifications based on income
- > No age limit
- > Single-family homes and mobile homes
- > Certain multi-family dwellings (special guidelines apply)

Call: **919-713-1570** | You'd be surprised who qualifies!

Weatherization Works logo and Resources FOR SENIORS logo.

## Moving and Organizing Resources

The following companies provide fee-based services to assist with moving and/or household organizing. Services may include downsizing (helping to sort through belongings and decide what to keep), disposing of unwanted items, and coordinating packing and moving.

- Caring Transitions of Raleigh & Cary** ..... 919-342-0448  
[www.caringtransitions.com](http://www.caringtransitions.com)
- Move Elders with Ease** ..... 919-218-4783  
[www.moveelderswithease.com](http://www.moveelderswithease.com)
- Order in the House** ..... 919-306-5236  
[www.orderinthehouse.com](http://www.orderinthehouse.com)
- Rightsizing Raleigh** ..... 919-215-3245  
[www.rightsizingraleigh.com](http://www.rightsizingraleigh.com)
- Smooth Transitions** ..... 919-335-4663  
[www.yoursmoothtransition.com](http://www.yoursmoothtransition.com)
- Triangle Senior Moving Services** ..... 919-522-4144  
[www.trianglenseniormoving.com](http://www.trianglenseniormoving.com)



**SMOOTH TRANSITIONS**

- Right Sizing • Dispersal • Auctions
- Clean Out • Complete Move Management

(919) 335-HOME  
WWW.YOURSMOOTHTRANSITION.COM

**Same Heart. New Home.**

## Real Estate Services

**Seniors Real Estate Specialist (SRES®)** is a designation that some realtors pursue to better meet the particular needs of seniors, such as when selling, buying, relocating, or refinancing residential or investment properties.

- Danielle Weeks, SRES®** ..... 919-480-0249  
NextHome Turn Key Realty  
[www.nexthometurnkey.com](http://www.nexthometurnkey.com)  
Senior-focused real estate services including home sales, downsizing, and relocation.
- Lila Martin, SRES®** ..... 252-671-6232  
Allen Tate Realtors  
[www.trianglenseniorspecialist.com](http://www.trianglenseniorspecialist.com)  
Senior-focused real estate services including selling, buying, refinancing, and help relocating to a new community.
- Melissa Elliot, SRES®** ..... 919-307-7303  
Elliot Realty NC, Keller Williams Preferred Realty  
[www.elliottrealtync.com](http://www.elliottrealtync.com)  
Senior-focused real estate services for finding a home for aging in place, including in 55+ communities or CCRCs.
- Shenée Jackson, SRES®** ..... 919-441-2562  
Keller Williams Preferred Realty  
[www.sgjackson.kw.com](http://www.sgjackson.kw.com)  
Senior-focused real estate services including home sales, packing, moving, and downsizing.




**Danielle Weeks**

Your Seniors Real Estate Specialist addressing the needs of 55+ home buyers & sellers through the relocation or moving process.

.....

Broker/Owner, Realtor, SRES  
919-480-0249  
dweeks@nexthometurnkey.com  
www.NextHomeTurnKey.com

Each office is independently owned and operated.



## Property Tax Relief Programs

North Carolina offers three property tax relief programs (sometimes called **homestead exemptions**) for the permanent residence of qualified homeowners. Call the Department of Tax Administration for more information.

- **Elderly or Disabled Exclusion:** a yearly exemption that excludes from taxation the first \$25,000 or 50% (whichever is greater) of assessed value for the permanent residence. Eligible households must include a member who is age 65 or older or disabled, and have a combined income of \$31,000\* or less.
- **Circuit Breaker Tax Deferral Program:** an exemption that homeowners must reapply for each year, where taxes are limited to 4% or 5% of the owner's income (taxes above the limit are deferred). Eligible households must include a member who is age 65 or older or disabled, and have a combined income of \$46,500\* or less.
- **Disabled Veteran Exclusion:** a yearly exemption that excludes from taxation the first \$45,000 of assessed value for the permanent residence. Eligible households must include an honorably discharged veteran with a disability, or the unmarried surviving spouse of one. Not based on age or income.

\*Limits may have changed.

**Wake County Dept. of Tax Administration** ..... **919-856-5400**  
301 S. McDowell St., 3rd Floor, Raleigh, 27601  
[www.wakegov.com/tax/relief](http://www.wakegov.com/tax/relief)



*Resources for Seniors employees working creatively during the pandemic.*



## INFORMATION AND REFERRAL

**Eldercare Locator** ..... 800-677-1116

<https://eldercare.acl.gov>

Contact information for local, regional, and state aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. **Use this to help locate services outside of Wake County or in a different state.**

**NC 211** ..... 2-1-1

**TTY** ..... 888-892-1162

**From outside North Carolina** ..... 888-892-1162

[www.nc211.org](http://www.nc211.org)

Information and referral to nonprofit community agencies and programs statewide. **Available 24/7.**

**NC Baptist Aging Ministry** ..... 877-506-2226

[www.ncbam.org](http://www.ncbam.org)

Nonprofit agency coordinating help for seniors ages 65+ statewide, through local Baptist churches. Call Center provides information and referrals.

**NC Division of Aging and Adult Services** ..... 919-855-3400

**Elder Rights Section** ..... 919-855-3429

[www.ncdhhs.gov/divisions/daas](http://www.ncdhhs.gov/divisions/daas)

Office for statewide services, benefits, and protections for NC older adults and adults with disabilities.

### Resources for Seniors

**Information and Referral** ..... 919-713-1556

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/infref.php](http://www.resourcesforseniors.com/infref.php)

Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

### Triangle J

**Area Agency on Aging** ..... 800-310-9777

**Aging Specialist** ..... 919-558-2711

4307 Emperor Blvd, Ste. 110, Durham, 27703

[www.tjaaa.org](http://www.tjaaa.org)

Regional office for advocacy and information and referral for older adults and adults with disabilities in Wake, Chatham, Durham, Johnston, Orange, Lee, and Moore counties.

**USA.gov** ..... 844-872-4681

[www.usa.gov](http://www.usa.gov)

Information on federal agencies, programs, benefits, and services.

### Wake Community Resource Connections

[www.wakecrc.org](http://www.wakecrc.org)

Network of nonprofit community agencies working together to provide easy access to aging and disability information and services.

## Referral Services

These are for-profit businesses that specialize in helping seniors and their families choose senior housing and care options, such as retirement communities, assisted living communities, and home care agencies. Some charge a fee for their services, while others receive payment from the businesses to which they refer.

### Always Best Care

(North and West Wake County) ..... 919-554-2223

[www.abc-rdwf.com](http://www.abc-rdwf.com)

### Always Best Care

(East and South Wake County) ..... 919-724-4297

[www.abc-neraleigh.com](http://www.abc-neraleigh.com)

**Assisted Living Locators** ..... 919-300-4117

[www.assistedlivinglocators.com/wake](http://www.assistedlivinglocators.com/wake)

**CarePatrol of Wake County** ..... 919-459-7797

[www.wakecounty.carepatrol.com](http://www.wakecounty.carepatrol.com)

**Oasis Senior Advisors** ..... 919-261-6318

[www.oasissenioradvisors.com/wake-county](http://www.oasissenioradvisors.com/wake-county)

**Preferred Senior Resources** ..... 855-222-3022

[www.preferredseniorresources.com](http://www.preferredseniorresources.com)

**Senior Care Consulting** ..... 919-885-8507

[www.ssguthridge.wixsite.com/seniorcareconsulting](http://www.ssguthridge.wixsite.com/seniorcareconsulting)

**The wRight Place for Seniors** ..... 800-753-8219

[www.thewrightplaceforseniors.com](http://www.thewrightplaceforseniors.com)

## LEGAL SERVICES

**Advance directives** are documents such as **living wills** and **health care powers of attorney** that specify your wishes related to health care in the event that you are unable to speak for yourself. You can enlist the expertise of an attorney to complete advance directive documents. You can also complete many advance directive documents on your own, using templates found online, as long as the signing of the completed forms is witnessed by a notary. See **Medical Care Decisions & Advance Directives** on page 86 for more information.

A **power of attorney** is a legal document giving someone else, who is called your “agent,” or “attorney-in-fact,” the power to act on your behalf in certain circumstances. A **durable general power of attorney** is one that grants broad powers to your agent and stays in effect even if you become incompetent. A person who is already incompetent cannot grant a power of attorney, so it is important to have everything in place before you need it. A power of attorney gives your agent the “power to” do things that you would choose to do yourself, not “power over” you. As long as you remain competent you can overrule your agent’s decisions, revoke the power of attorney, or give the power to a different person.

**Guardianship** is a legal proceeding by which a person can be declared incompetent to manage their own affairs. A representative is appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can overrule a person’s decisions if necessary to care for the person’s needs. Guardianship petition forms are available to the public (see the Guardianship listing below), but many people benefit from consulting an attorney for this process.

**Representative Payee** is a special designation used by the Social Security Administration to refer to a person who is receiving Social Security payments on behalf of someone else who is unable to manage their own funds. It is more than a power of attorney and less than guardianship, and applies only to Social Security. The Social Security Administration does not accept regular power of attorney for this purpose. Applications for representative payee status can be found on the SSA website (see [www.ssa.gov/payee](http://www.ssa.gov/payee)). There is now also the option to make an **Advance Designation** of up to three individuals who could serve as a representative payee if the need arises (see [www.ssa.gov/payee/advance\\_designation.htm](http://www.ssa.gov/payee/advance_designation.htm) for more information).

An **elder law attorney** specializes in assisting older adults and their families with legal issues common to aging, such as estate planning, public benefits for long-term care (Long Term Care Medicaid; VA benefits), and incompetency (guardianship) proceedings. **Estate planning** includes the preparation of wills, trusts, and powers of attorney.

**Advance Health Care Directive Registry** ..... 919-814-5400

NC Dept. of the Secretary of State

[www.sosnc.gov/ahcdr](http://www.sosnc.gov/ahcdr)

Online **Registry** allows individuals to file directives, for a fee, and access them at any time. Free living will and healthcare power of attorney forms are available on website.

**Amanda Spence** ..... 919-863-4183

Allen & Spence Attorneys at Law

3737 Glenwood Ave., #100, Raleigh, 27612

[www.allenspence.com](http://www.allenspence.com)

Estate planning; estate administration; Medicaid qualification; long-term care planning; guardianship; veteran’s benefits.

**Carolina Dispute Settlement Services** ..... 919-755-4646

4600 Marriott Dr., Ste. 200, Raleigh, 27612

[www.notrials.com](http://www.notrials.com)

Mediation and arbitration services. Sliding scale fees available.

**Carolina Family Estate Planning** ..... 919-443-3035

201 Commonwealth Ct., #100, Cary, 27511

[www.carolinafep.com](http://www.carolinafep.com)

Estate planning; long-term care planning.

**Guardianship, Wake County** ..... 919-792-4600

Special Proceedings Division, Clerk of Superior Court

Wake County Courthouse, 12th Floor

316 Fayetteville St., Raleigh, 27602

[www.nccourts.gov/help-topics/guardianship](http://www.nccourts.gov/help-topics/guardianship)

Petition forms are available online or at the clerk’s office. File petitions at above address. Website has information about guardianship and incompetency proceedings.

**Hopler Wilms & Hanna ..... 919-244-2019**

[www.hoplerwilms.com](http://www.hoplerwilms.com)

8801 Fast Park Dr., Ste. 301, Raleigh, 27617

Estate planning; special needs planning; probate law; trust administration; estate and fiduciary litigation.

**Howard Stallings ..... 919-821-7700**

5410 Trinity Rd., Ste. 210, Raleigh, 27607

[www.howardstallings.com](http://www.howardstallings.com)

Estate planning; elder litigation issues.

**John P. Paschal ..... 919-225-0055**

1110 Navaho Dr., Ste. 103, Raleigh, 27609

[www.johnpaschallaw.com](http://www.johnpaschallaw.com)

Estate planning; Medicaid qualification; guardianship; estate administration.

**LawHelpNC.org - [www.lawhelpnc.org](http://www.lawhelpnc.org)**

Legal information and resources for North Carolina residents, on housing, government benefits, veterans and military, wills and life planning, etc.

**Law Office of Alisa Huffman ..... 919-655-0414**

311 S. Academy St., Cary, 27511

[www.alisahuffman.com](http://www.alisahuffman.com)

Estate planning; long-term care planning; estate administration (probate); veteran's benefits; Medicaid qualification. Sliding-scale fees available for eligible clients.

**The Law Offices of**

**Mary Markovich ..... 919-676-1500**

7413 Six Forks Rd., Ste. 203, Raleigh, 27615

[www.mmarkovich.com](http://www.mmarkovich.com)

Estate planning; long-term care planning; veteran's benefits.

**Lawyer Referral Service,**

**North Carolina Bar Association ..... 919-677-8574**

Toll-free ..... 800-662-7660

[www.ncbar.org/public-resources/find-an-nc-lawyer](http://www.ncbar.org/public-resources/find-an-nc-lawyer)

Referrals available via phone or online. 30-minute, reduced-rate consultation available with referral.

**Legal Aid of North Carolina ..... 866-219-5262**

**Senior Legal Helpline ..... 877-579-7562**

[www.legalaidnc.org](http://www.legalaidnc.org)

Free legal assistance for low-income North Carolinians for a variety of non-criminal matters.

**Senior Legal Helpline** (for ages 60+) helps with wills, powers of attorney, public benefits, abuse and neglect, housing, and other issues specific to seniors.

**Marilyn Maynard ..... 919-788-9888**

Becker Law Offices

6030 Creedmoor Rd., Ste. 200, Raleigh, 27612

[www.beckerlawnc.com](http://www.beckerlawnc.com)

Estate planning; guardianship; mediation.

**Monroe, Wallace & Morden ..... 919-876-1400**

3225 Blue Ridge Rd., Ste. 117, Raleigh, 27612

[www.monroewallace.com](http://www.monroewallace.com)

Estate planning; incompetency issues and guardianship; estate administration; long-term care issues. Second office in the Wake Forest area.

**National Academy of Elder Law Attorneys**

[www.naela.org](http://www.naela.org)

Searchable database of elder law attorneys nationwide.

**Omega Elder Law ..... 919-234-7478**

Raleigh: 4801 Glenwood Ave., Ste. 200, 27612

Fuquay-Varina: 602 E. Academy St., Ste. 101, 27526

[www.omegaelderlaw.com](http://www.omegaelderlaw.com)

Estate planning; Medicaid qualification; veteran's benefits; estate administration; guardianship; Alzheimer's/dementia and special needs care planning.

**Senior Law Clinic ..... 919-865-4693**

Campbell University School of Law

225 Hillsborough St., Suite 302, Raleigh, 27603

Free legal services for low-income adults ages 60+, provided by law students under faculty supervision.

**Sharp Law Offices ..... 919-846-6585**

316 W. Millbrook Rd., Ste. 113, Raleigh, 27609

[www.sharplawoffices.com](http://www.sharplawoffices.com)

Estate planning; incompetency and guardianship; estate administration; Medicare, Medicaid and Social Security issues; housing and facility issues.

**Wallis Law Firm ..... 919-783-8118**

5500 McNeely Dr., Ste. 102, Raleigh, 27612

[www.deewallislaw.com](http://www.deewallislaw.com)

Estate planning; estate administration; guardianship.

## LEISURE AND RECREATION

(Also see **Senior Centers** and **Senior Citizen Clubs and Organizations**)

**Apex Parks, Recreation & Cultural Resources** ..... 919-249-3402

53 Hunter St., Apex, 27502

[www.apexnc.org/senior](http://www.apexnc.org/senior)

Activities and programs for all ages; special programs for adults and seniors (ages 55+).

**Cary Parks, Recreation & Cultural Resources** ..... 919-469-4061

[www.townofcary.org](http://www.townofcary.org)

Activities and programs for all ages. Special programs for ages 55+ are offered through the Cary Senior Center (see page 60).

**Fuquay-Varina Parks, Recreation & Cultural Resources** ..... 919-552-1430

820 S. Main St., Fuquay-Varina, 27526

[www.fvparcs.org](http://www.fvparcs.org)

Activities and programs for all ages; some special programs for adults and seniors.

**Garner Parks, Recreation & Cultural Resources** ..... 919-773-4442

[www.garnerparks.org](http://www.garnerparks.org)

Activities and programs for all ages. Special programs for ages 55+ are offered through the Garner Senior Center (see page 60).

**Morrisville Parks, Recreation & Cultural Resources** ..... 919-463-7100

[www.townofmorrisville.org](http://www.townofmorrisville.org)

Activities and programs for all ages. Special programs for ages 55+ are offered at Cedar Fork Community Center (1050-B Town Hall Dr., Morrisville).

**Raleigh Parks, Recreation & Cultural Resources** ..... 919-996-6640

**Active Adult Program** ..... 919-996-4730

[www.raleighnc.gov/parks-programs](http://www.raleighnc.gov/parks-programs)

Activities and programs for all ages. **Active Adult Program** offers special events, trips, classes, seminars, workshops, and clubs. See page 60 for information about Active Adult Center locations.

**Rolesville Parks & Recreation** ..... 919-554-6582

[www.rolesvillenc.gov/parks-recreation](http://www.rolesvillenc.gov/parks-recreation)

Activities and programs for all ages; some special programs for adults and seniors.

**Wake County Senior Games** ..... 919-582-9395

[www.wcseniorgames.org](http://www.wcseniorgames.org)

Yearly athletic and artistic competition for ages 50+.

**Wake Forest Parks, Recreation & Cultural Resources** ..... 919-435-9560

301 S. Brooks St., Wake Forest, 27587

[www.wakeforestnc.gov](http://www.wakeforestnc.gov)

Activities and programs for all ages. See page 60 for information about the Northern Wake Senior Center.

**Wake Forest Renaissance Centre for the Arts Event Information Hotline** ..... 919-435-9428

**Box Office** ..... 919-435-9458

405 Brooks St., Wake Forest, 27587

[www.wakeforestrencen.org](http://www.wakeforestrencen.org)

Performances, events, and programs for all ages.

**YMCA of the Triangle** ..... 919-719-9622

[www.ymcatriangle.org](http://www.ymcatriangle.org)

Programs for all ages with an emphasis on fitness and wellness. Reduced membership rate for ages 65+.

The following locations offer **Lively at 55+** activities:

**A.E. Finley YMCA** ..... 919-848-9622

9216 Baileywick Rd., Raleigh, 27615

**Alexander Family YMCA** ..... 919-832-9622

1603 Hillsborough St., Raleigh, 27605

**Kerr Family YMCA** ..... 919-562-9622

2500 Wakefield Pines Dr., Raleigh, 27614

**Kraft Family YMCA** ..... 919-657-9622

8921 Holly Springs Rd., Apex, 27539

**Northwest Cary YMCA** ..... 984-255-2342

6903 Carpenter Fire Station Rd., Cary, 27519

**Poole Family YMCA** ..... 919-582-9622

2110 Aversboro Rd., Garner, 27529

**Taylor Family YMCA** ..... 919-469-9622

101 YMCA Dr., Cary, 27513





## LONG-TERM CARE

If you feel that a loved one's safety or health is at risk if they remain living at home, consult with their doctor about whether a long-term care facility may be appropriate. Before beginning to evaluate facilities you will need to know the level of care that is needed. The official form filled out by a physician to indicate this is called an **FL-2**.

### Types of Long-Term Care

There are two basic types of long-term care facilities, corresponding to different levels of care:

- **Skilled care: Skilled nursing facilities**, also called **nursing homes** or **rehabilitation (rehab) centers**, are appropriate when an individual needs ongoing nursing intervention (following an illness, or for chronic conditions) or short-term intensive physical, occupational, or speech therapy. Patients need skilled medical care, but do not require hospital care. Care is provided under the direction of a physician.
- **Assisted living:** Licensed as "**adult care**" in North Carolina, an assisted living level of care is appropriate for individuals who do not need skilled medical care but cannot live alone, and consists of room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision. Care can be provided in **adult care homes**, which are licensed for seven or more residents, or **family care homes**, which are licensed for 2-6 residents. Some skilled care facilities and retirement communities also have adult care (assisted living) sections.

### Choosing a Long-Term Care Facility

Visit multiple facilities in order to compare services and options. For a list of things to consider and questions to ask, see the **Long-Term Care Facility Checklist** on page 81.

### Paying for Long-Term Care

Long-term care can be extremely costly. In Wake County, assisted living costs can range from around \$3,500 per month to over \$7,000 per month. Skilled care facility costs can start at over \$7,000 per month.

#### Medicare

- **It is a common misconception that Medicare covers most of the cost of long-term care.** Medicare pays for less than 2% of skilled care, limited to short-term stays after an individual meets strict criteria including prior hospitalization, and Medicare does not pay for assisted living care under any circumstances.

#### Medicaid

Medicaid rules are complex. It is a good idea to get information from a Medicaid specialist before money and assets are depleted, and before considering any transfers of assets.

- **Long Term Care Medicaid:** The cost of **skilled care** can be covered by Long Term Care Medicaid, also called "Nursing Home Medicaid," for many people who have exhausted their personal resources. To be eligible an individual must meet age and disability criteria as well as income and resource (asset) limits. The eligibility requirements for receiving Medicaid in a nursing home are different from the Medicaid requirements for community-dwelling adults; many people not eligible for Medicaid when living at home become eligible when they enter a nursing home.

**For more information call Wake County Human Services (Medicaid): 919-212-7000.**

Also see [www.wakegov.com/humanservices/social/medicaid/adult/Pages/ltc.aspx](http://www.wakegov.com/humanservices/social/medicaid/adult/Pages/ltc.aspx).

- **Special Assistance:** The cost of **assisted living** can be covered not by Medicaid directly, because it is not considered a medical service, but rather under a state/county program called Special Assistance. To be eligible an individual must meet strict age and disability criteria as well as income and resource (asset) limits. An applicant whose income is too high is ineligible even if they cannot afford to pay privately for

care. If eligible, Special Assistance pays for room and board costs, after the resident's own income has been applied (individuals keep a very small amount of their income), and the resident also receives Medicaid to cover the cost of medical care and prescription medications.

**For more information call Wake County Human Services (Special Assistance): 919-212-7138.** Also see [www.wakegov.com/humanservices/social/medicaid/adult/Pages/special\\_assistance.aspx](http://www.wakegov.com/humanservices/social/medicaid/adult/Pages/special_assistance.aspx).

## Long-Term Care Insurance

- If you have long-term care insurance, call a representative for more information about your policy's benefits specific to long-term care in a facility, as policies vary.

## Skilled Care Facilities

(Skilled Nursing Facilities and Rehabilitation Centers)

These facilities provide skilled nursing care. They all participate in Medicare and Medicaid, but the availability of Medicaid beds may be limited.

★★★★★ **Ratings Resource** ★★★★★

### Medicare Care Compare

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Choose **Nursing homes** in the "Provider type" menu to search for Medicare-certified nursing homes and rehab facilities by location. Results show ratings based on quality of resident care, staffing levels, and health inspection reports.

**BellaRose Nursing and Rehab..... 919-985-8400**  
200 BellaRose Lake Wy., Garner, 27529  
[www.bellarosehealth.com](http://www.bellarosehealth.com)

**Capital Nursing and Rehabilitation Center..... 919-231-6045**  
3000 Holston Ln., Raleigh, 27610  
[www.libertyhealthcareandrehab.com](http://www.libertyhealthcareandrehab.com)

**Cary Health and Rehabilitation Center..... 919-851-8000**  
6590 Tryon Rd., Cary, 27518  
[www.consulatehealthcare.com](http://www.consulatehealthcare.com)

**Glenaire..... 919-460-8095**  
4000 Glenaire Cir., Cary, 27511  
Continuing Care Retirement Community that allows direct admission to skilled nursing level of care. See full description on page 31.

**Hillcrest Raleigh at Crabtree Valley ..... 919-781-4900**  
3830 Blue Ridge Rd., Raleigh, 27612  
[www.hillcrestnc.com/raleigh-nc](http://www.hillcrestnc.com/raleigh-nc)

**Hillside Nursing Center of Wake Forest..... 919-556-4082**  
968 E. Wait Ave., Wake Forest, 27587  
[www.hillsidenursingcenter.com](http://www.hillsidenursingcenter.com)

**The Laurels of Forest Glenn..... 919-772-8888**  
1101 Hartwell St., Garner, 27529  
[www.laurelsofforestglenn.com](http://www.laurelsofforestglenn.com)

**Litchford Falls Healthcare & Rehabilitation Center ..... 919-878-7772**  
8200 Litchford Rd., Raleigh, 27615

**The Oaks at Whitaker Glen - Mayview ..... 919-828-2348**  
513 E. Whitaker Mill Rd., Raleigh, 27608  
[www.pruithhealth.com](http://www.pruithhealth.com)

**PruithHealth - Raleigh ..... 919-755-0226**  
2420 Lake Wheeler Rd., Raleigh, 27603  
[www.pruithhealth.com](http://www.pruithhealth.com)

**Raleigh Rehabilitation Center..... 919-828-6251**  
616 Wade Ave., Raleigh, 27605  
[www.raleighrehabhc.com](http://www.raleighrehabhc.com)

**Sunnybrook Rehabilitation Center ..... 919-231-6150**  
25 Sunnybrook Rd., Raleigh, 27610  
[www.sunnybrookrehab.com](http://www.sunnybrookrehab.com)

**Tower Nursing and Rehabilitation Center..... 919-231-8113**  
3609 Bond St., Raleigh, 27604

**UNC Rex Rehabilitation and Nursing Care Center of Apex..... 919-363-6011**  
911 S. Hughes St., Apex, 27502  
[www.rexhealth.com](http://www.rexhealth.com)

**UNC Rex Rehabilitation and Nursing Care Center of Raleigh ..... 919-784-6600**  
4210 Lake Boone Trl., Raleigh, 27607  
[www.rexhealth.com](http://www.rexhealth.com)

**Universal Health Care, Fuquay-Varina..... 919-577-0421**  
410 S. Judd Pkwy. SE, Fuquay-Varina, 27526

**Universal Health Care, North Raleigh..... 919-872-7033**  
5201 Clarks Fork Dr. NW, Raleigh, 27616

**Wellington Rehabilitation and Healthcare**..... 919-266-7744  
 1000 Tandall Pl., Knightdale, 27545  
[www.consulatehealthcare.com](http://www.consulatehealthcare.com)

**Zebulon Rehabilitation Center**..... 919-269-9621  
 509 W. Gannon Ave., Zebulon, 27597  
[www.zebulonrehab.com](http://www.zebulonrehab.com)

\$ **Cost Comparison Resource** \$

Genworth's Cost of Care Survey, [www.genworth.com/aging-and-you/finances/cost-of-care.html](http://www.genworth.com/aging-and-you/finances/cost-of-care.html), compares current and projected costs, by region, of assisted living and nursing home facility costs, companion (homemaker) services, skilled care (home health) services, and adult day program (adult day health) costs.

## Assisted Living Facilities

(Adult Care Homes and Family Care Homes)

**Adult care homes** provide care for seven or more residents, and **family care homes** provide care for between two and six residents. Both provide an assisted living level of care.

★★★★★ **Ratings Resource** ★★★★★

**North Carolina Star Rating Program**  
 NC Division of Health Service Regulation  
<https://info.ncdhhs.gov/dhsr/acls/star/search.asp>  
 Ratings system for assisted living facilities licensed in NC, based on inspections. Each facility is rated 1-4 stars, with 3 being a basic score. Deductions are given for violations. 4 stars can only be earned after two consecutive high ratings. Searchable by location or facility name.

### Adult Care Homes

(seven or more residents)

**SA** = Special Assistance accepted

**The Addison of Fuquay-Varina SA** ..... 919-577-8102  
 6516 Johnson Pond Rd., Fuquay-Varina, 27526  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)  
 Dementia care available. Formerly Carillon.

**The Addison of Knightdale SA** ..... 919-266-6676  
 2408 Hodge Rd., Knightdale, 27545  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)  
 Dementia care available. Formerly Carillon.

**Brighton Gardens**..... 919-571-1123  
 3101 Duraleigh Rd., Raleigh, 27612  
[www.sunriseseniorliving.com](http://www.sunriseseniorliving.com)  
 Dementia care available.

**Brookdale Senior Living - www.brookdale.com**  
**Cary** ..... 919-852-1355  
 7870 Chapel Hill Rd., Cary, 27513  
 Dementia care **only**.

**MacArthur Park**..... 919-460-5959  
 111 MacArthur Dr., Cary, 27513  
 Dementia care available.

**Wake Forest**..... 919-562-8400  
 611 S. Brooks St., Wake Forest, 27587  
 Dementia care available.

*your life, your style*

For more information or to schedule a visit, call **919-999-8057**.  
 1110-1130 FALLS RIVER AVE. | RALEIGH, NC 27614



**FALLS RIVER COURT & VILLAGE**  
 a Senior Lifestyle community

Assisted Living | Memory Care  
 HAL 092142  
[WWW.SENIORLIFESTYLE.COM](http://WWW.SENIORLIFESTYLE.COM)




**Brookridge Assisted Living SA** ..... 919-362-6266  
 312 Lynch St., Apex, 27502

**Cadence Living - www.cadencenorthcarolina.com**  
**Garner** ..... 919-773-1550  
 200 Minglewood Dr., Garner, 27529  
 Formerly Carillon.

**North Raleigh** ..... 919-876-6316  
 5219 Old Wake Forest Rd., Raleigh, 27609  
 Dementia care available. Formerly Carillon.

**Wake Forest**..... 919-569-2101  
 3218 Heritage Trade Dr., Wake Forest, 27587  
 Dementia care available. Formerly Carillon.

**Coventry House of Zebulon** ..... 919-269-7762  
 1205 W. Gannon Ave., Zebulon, 27597.

**The Covington SA** ..... 919-791-1981  
 4510 Duraleigh Rd., Raleigh, 27612  
[www.thecovingtonseniors.com](http://www.thecovingtonseniors.com)  
 Dementia care available.

**Elmcroft of Northridge** ..... 919-848-4906  
 600 Newton Rd., Raleigh, 27615  
[www.elmcroft.com](http://www.elmcroft.com)  
 Dementia care available.

long-term care

**i For More Information i**  
 See the **Long Term Care Facilities** Resource List at  
[www.resourcesforseniors.com/resource/long-term-care-facilities](http://www.resourcesforseniors.com/resource/long-term-care-facilities)  
 or call Resources for Seniors to request a copy.

**Falls River Court  
 Memory Care** ..... 919-844-2499 or 919-999-8057  
 1130 Falls River Ave., Raleigh, 27614  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)  
 Dementia care **only**.

**Falls River Village  
 Assisted Living** ..... 919-844-9747 or 919-999-8057  
 1110 Falls River Ave., Raleigh, 27614  
[www.seniorlifestyle.com](http://www.seniorlifestyle.com)

**HeartFields at Cary** ..... 919-852-5757  
 1050 Crescent Green Dr., Cary, 27518  
[www.fivestarseniorliving.com](http://www.fivestarseniorliving.com)  
 Dementia care available.

**Lawndale Manor SA** ..... 919-662-0099  
 601 Lakeside Dr., Garner, 27529  
[www.lawndalemanorassistedliving.com](http://www.lawndalemanorassistedliving.com)

**Magnolia Glen** ..... 919-651-3803  
 5301 Creedmoor Rd., Raleigh, 27612  
 Rental retirement community with some assisted living units. See full description on page 32.

**Morningside of Raleigh** ..... 919-828-5557  
 801 Dixie Trl., Raleigh, 27607  
[www.fivestarseniorliving.com](http://www.fivestarseniorliving.com)  
 Dementia care available.

**Oliver House SA** ..... 919-366-9737  
 4230 Wendell Blvd., Wendell, 27591  
[www.wendellseniors.com](http://www.wendellseniors.com)  
 Dementia care available.

**Phoenix Assisted Care SA** ..... 919-460-8644  
 201 W. High St., Cary, 27513  
[www.victorianseniorcare.com](http://www.victorianseniorcare.com)  
 Dementia care available.

**Spring Arbor Senior Living**  
[www.springarborliving.com](http://www.springarborliving.com)

**Apex** ..... 919-303-9990  
 901 Spring Arbor Ct., Apex, 27502  
 Dementia care available.

**Cary** ..... 919-388-9635  
 1705 Kildaire Farm Rd., Cary, 27511  
 Dementia care available.

**Raleigh** ..... 919-250-0255  
 1810 N. New Hope Rd., Raleigh, 27604  
 Dementia care available.

**Sunrise Senior Living - [www.sunriseseniorliving.com](http://www.sunriseseniorliving.com)**  
**Cary** ..... 919-462-9147  
 1206 W. Chatham St., Cary, 27513  
 Dementia care available.

**North Hills** ..... 919-981-6100  
 615 Spring Forest Rd., Raleigh, 27609  
 Dementia care available.

**Raleigh** ..... 919-787-0777  
 4801 Edwards Mill Rd., Raleigh, 27612  
 Dementia care available.

**Wake Assisted Living  
 Memory Care SA** ..... 919-231-7575  
 2800 Kidd Rd., Raleigh, 27610  
[www.wakememorycare.com](http://www.wakememorycare.com)  
 Dementia care **only**.

**Waltonwood Cary Parkway** ..... 919-651-3964  
 750 SE Cary Pkwy., Cary, 27511  
 Rental retirement community with some assisted living units. See full description on page 32.

**Waltonwood Lake Boone** ..... 919-569-5444  
 3550 Horton St., Raleigh, 27607  
 Rental retirement community with some assisted living units. See full description on page 32.

**Woodland Terrace** ..... 919-234-5223  
 300 Kildaire Woods Dr., Cary, 27511  
 Rental retirement community with some assisted living units. See full description on page 32.

**Zebulon House SA** ..... 919-269-6061  
 551 Pony Rd., Zebulon, 27597  
[www.zebulonseniors.com](http://www.zebulonseniors.com)  
 Dementia care available.

### Family Care Homes (2-6 residents)

**SA** = Special Assistance accepted

**Allcare Assisted Living** ..... 919-661-0289  
 202 Bainbridge Cir., Garner, 27529  
[www.allcarehha.com](http://www.allcarehha.com)

**Ann's Family Care #4 SA** ..... 919-803-6580  
 208 Blanchard St., Raleigh, 27603

**Ann's New Day SA** ..... 919-790-7663  
 400 Parnell Dr., Raleigh, 27610

**Ann's Sunrise II SA** ..... 919-720-4011  
 404 Parnell Dr., Raleigh, 27610

**Avendelle Assisted Living** ..... 919-606-5945  
[www.avendelle.com](http://www.avendelle.com)

**Carlton Pointe** ..... 919-435-1250  
 451 Bendemeer Ln., Rolesville, 27571

**Fuquay** ..... 919-285-2974  
 709 Minerva Dale Dr., Fuquay-Varina, 27526



- Heritage**..... 919-435-6145  
5112 Granitic Dr., Rolesville, 27571
- Lazy River**..... 919-917-7992  
2268 Lazy River Dr., Raleigh, 27610
- Maynard**..... 919-650-1676  
1104 SE Maynard Ave., Cary, 27511
- Rolesville** ..... 919-263-8119  
129 Nortwick Rd., Rolesville, 27571
- Shepherds Vineyard**..... 919-446-6222  
1100 Wellstone Cir., Apex, 27502
- Southern Oaks**..... 919-762-7219  
605 Lawson Cypress Ln., Fuquay-Varina, 27526
- Waterford Landing**..... 919-255-6890  
1008 Flower Round Ct., Raleigh, 27610
- Wyckford**..... 919-231-7008  
4520 Dillford Dr., Raleigh, 27604
- Bright Horizon Senior Care**..... 919-852-3918  
[www.brighthorizoncare.com](http://www.brighthorizoncare.com)  
**Bright Horizon Senior Care**  
1405 Falls Church Rd., Raleigh, 27609  
**Bright Horizon at Lake Boone**  
3324 Lake Boone Trl., Raleigh, 27607
- Brightside Homes 2 SA**..... 919-986-8800  
105 Avery St., Garner, 27529
- Brown's Family Care Home SA** ..... 919-362-6686  
8416 James Rest Home Rd., New Hill, 27562
- Care Innovations of NC**..... 919-749-7677  
2409 Horton Rd., Knightdale, 27545
- Chantilly Care Home at RiverStone** ..... 919-726-8999  
1116 Chilmark Ave., Wake Forest, 27587  
[www.chantillycarehome.com](http://www.chantillycarehome.com)
- Compassionate Place Home** ..... 919-325-0722  
3401 Sheryl Dr., Raleigh, 27604
- Dedove Homes at River Knoll**..... 919-212-3807  
1616 River Knoll Dr., Raleigh, 27610
- Elsie's Place** ..... 919-847-9495  
10916 Raven Rock Dr., Raleigh, 27614
- Gracie Sturdivant Care Homes**..... 919-771-6471  
**Knightdale** - 1004 Edinburghs Keep Dr., 27545  
**North Raleigh** - 2445 Deanwood Dr., 27615
- Kelley's Family Care Home**..... 919-896-4195  
1919 High Holly Ln., Raleigh, 27614  
[www.kelleysfamilycare.com](http://www.kelleysfamilycare.com)
- Lakepark Family Care Home**..... 919-977-3364  
1505 Lakepark Dr., Raleigh, 27612  
[www.lakeparkfamilycarehome.com](http://www.lakeparkfamilycarehome.com)  
Specializes in dementia care. Formerly Falls of Neuse Senior Living.
- Lynn's Care Homes**..... 919-621-9670  
[www.lynnscarevillage.com](http://www.lynnscarevillage.com)  
**Riverside** - 5614 Apalachicola Dr., Raleigh, 27616  
Women with dementia **only**.  
**Sandy Forks** - 6809 Sandy Forks Rd., Raleigh, 27615  
Women with dementia **only**.
- The Manor at Coventry Creek** ..... 919-264-0775  
5124 Werrabee Dr., Raleigh, 27616
- The Manor at Edgewater** ..... 919-264-0775  
1038 Stormy Ln., Raleigh, 27610
- The Manor at Perry Creek SA** ..... 919-977-3367  
7305 Perry Creek Rd., Raleigh, 27616
- Mercy Manor at Saybrooke**..... 919-271-0917  
6320 Saybrooke Dr., Raleigh, 27604
- Mims Family Care Home SA** ..... 919-552-6455  
6337 Mims Rd., Holly Springs, 27540
- R & S Family Care Home SA** ..... 919-821-4546  
1445 Sawyer Rd., Raleigh, 27610
- The Retreat at Cary** ..... 919-468-3096  
309 Tweed Cir., Cary, 27511  
[www.retreatatcary.com](http://www.retreatatcary.com)
- Rose Hill #2 SA** ..... 919-522-8581  
2305 Glascock St., Raleigh, 27610
- Rose Hill Family Care SA**..... 919-522-8581  
1116 Beverly Dr., Raleigh, 27610
- Tiffany's Family Care Home SA** ..... 919-772-3755  
1139-A Benson Rd., Garner, 27529
- Val's Place at Brookhaven**..... 919-977-7185  
6112 Winthrop Dr., Raleigh, 27612  
[www.valsfamilycare.com](http://www.valsfamilycare.com)  
Specializes in dementia care.
- Wrenette's Place**..... 919-779-4456  
7029 San Juan Hill Ct., Raleigh, 27610

## Licensing, Monitoring, and Complaints

### Adult and Community Services..... 919-250-3835

Senior & Adult Services, Wake Co. Human Services  
220 Swinburne St., Raleigh, 27610

[www.wakegov.com/humanservices/social](http://www.wakegov.com/humanservices/social)

Monitors assisted living facilities (adult care homes and family care homes) in Wake County, investigates complaints, and assists individuals and families with placement decisions.

### NC Division of Health Service Regulation

[www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr)

Licenses and monitors assisted living facilities and skilled nursing facilities in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular facility.

**Complaint Intake Unit ..... 919-855-4500**

Toll-free ..... 800-624-3004

**Adult Care Licensure ..... 919-855-3765**

**Nursing Home Licensure ..... 919-855-4520**

## Advocacy for Residents of Long-Term Care

### Friends of Residents

**in Long-Term Care ..... 919-782-1530**

[www.forltc.org](http://www.forltc.org)

Provides information to those looking for long-term care options, and advocacy and assistance to long-term care residents to resolve complaints.

### Regional Long-Term Care

**Ombudsman Program ..... 919-558-2711**

Toll-free ..... 800-310-9777

Triangle J Area Agency on Aging

[www.tjcog.org/aging/long-term-care](http://www.tjcog.org/aging/long-term-care)

Advocates on behalf of long-term care residents to uphold residents' rights and address quality of care and quality of life issues; investigates grievances.

## MEALS AND NUTRITION

(See **Basic Needs** for food pantry resources)

### Chefs for Seniors..... 984-960-9563

[www.chefsforseiors.com/raleigh](http://www.chefsforseiors.com/raleigh)

In-home personal chef and meal preparation service.

### Food Assistance Program ..... 919-212-7000

Wake County Human Services

[www.wakegov.com/humanservices/social/food](http://www.wakegov.com/humanservices/social/food)

**Also called Food Stamps or SNAP.** Assists low-income households with food expenses via funds deposited monthly (EBT). Call or go online for more information and application instructions.

### Lauren McIlwaine ..... 919-781-4500

Lutz, Alexander & Associates Nutrition Therapy

1042 Washington St., Raleigh, 27605

[www.lutzandalexander.com](http://www.lutzandalexander.com)

Registered dietitian. Specializes in medical nutrition therapy for older adults.

### Meals on Wheels

**(Home-Delivered Meals) ..... 919-833-1749**

[www.wakemow.org](http://www.wakemow.org)

Home-delivered meals for home-bound seniors ages 60+ and adults with disabilities.

### Meals on Wheels Congregate Nutrition Sites

**(Group Meals)..... 919-833-1749**

[www.wakemow.org/congregate-dining-rooms](http://www.wakemow.org/congregate-dining-rooms)

Noontime group lunches served Monday-Friday at the following sites. Donation requested. **Call ahead.**

**Eastern Wake Senior Center ..... 919-365-4684**

323 Lake Dr., Wendell, 27591

**Five Points Center ..... 919-996-4739**

2000 Noble Rd., Raleigh, 27608

**Garner Senior Center ..... 919-772-5057**

205 E. Garner Rd., Garner, 27529

**Luther Green Community Center.. 919-467-7186**

922 N. Church St., Morrisville, 27560

**Northern Wake Senior Center ..... 919-554-0725**

235 E. Holding Ave., Wake Forest, 27587

**Pine Acres Community Center ..... 919-552-5825**

402 McLean St., Fuquay-Varina, 27526

**Redeeming Love Missionary Baptist Church**

**(formerly The Gathering Place) ..... 919-665-8885**

3425 Rock Quarry Rd., Raleigh, 27610

**St. Saviour's Outreach Center**

**(Tucker St.) ..... 919-832-2592**

616 Tucker St., Raleigh, 27603

**Shepherd's Table Soup Kitchen ..... 919-831-2010**

Church of the Good Shepherd,

121 Hillsborough St., Raleigh, 27603

Meals available Monday-Friday, 11 a.m. to noon.

## MEDICAL SUPPLIES AND EQUIPMENT

There are many types of assistive products, equipment, and supplies that can help make daily living easier for seniors and adults with disabilities, such as mobility equipment (e.g. wheelchairs, walkers, canes, crutches, and scooters), and home safety equipment (e.g. hospital beds, commode chairs, and patient lifts). The term **Durable Medical Equipment (DME)** refers to items that can withstand repeated use, are used for a medical reason, are used in the home, and generally have an expected lifetime of at least 3 years.

Medicare Part B (Medical Insurance) covers some DME if it is prescribed by a doctor. The item(s) must be medically necessary and purchased from a Medicare-enrolled supplier.

**Before buying or renting any medical equipment you should ask if the supplier "accepts assignment" from Medicare.** If they do, they have agreed to Medicare's reimbursement rates and there is a limit on what you can be charged. Medicare will typically pay 80% of the cost of approved items; you will pay 20%. For example, if Medicare has approved a cost of \$100 for an item, the supplier cannot charge more than that. Medicare would pay \$80 and you would pay \$20. The supplier is responsible for billing Medicare for the remainder.

Some medical equipment suppliers do *not* accept assignment. This means they can charge more than Medicare's approved amount, and you may have to pay the difference. For example, if Medicare approves an item at \$100, but the supplier charges \$150, you would pay \$20 (20% of Medicare's approved amount) plus \$50; the item would cost you \$70 instead of \$20. Suppliers that do not accept assignment can also ask you to pay in full and then wait for reimbursement from Medicare.

In addition to most of the listings below, many chain drugstores, discount stores, and some grocery stores are also Medicare-enrolled DME suppliers, including CVS, Harris Teeter, Kmart, Target, Walmart, and Walgreens. To find a supplier of a specific item, use the Medicare DME Supplier Directory resource listed below or call Medicare at 800-633-4227.

The Medicare **Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding Program** resumed January 1, 2021 but only for two product categories: off-the-shelf back braces and off-the-shelf knee braces. If you need these products, get them from a contracted supplier in order to have them covered by Medicare. Contracted suppliers for 2021-2023 that are in the listings below are indicated with a star (★)—but those are not the only contracted DMEPOS Program suppliers for the Raleigh metro area (which includes all of Wake County); for additional options call Medicare at 800-633-4227.

For suppliers of items like stair lifts, ramps, and elevators, see **Home Adaptation and Accessibility** on page 38.

**M** = Medicare-enrolled supplier    ★ = DMEPOS Program contracted supplier

**Active Healthcare **M** ..... 919-870-8600**  
 9104 Falls of Neuse Rd., Ste. 100, Raleigh, 27615  
[www.activehealthcare.com](http://www.activehealthcare.com)  
 Specializes in asthma supplies.

**American Medical Equipment and Supplies **M** ..... 919-741-4464**  
 4909 Alpinis Dr., Raleigh, 27616  
 Wide variety of equipment and supplies, including diabetic shoes.

**American Mobility **M** ..... 919-876-3600**  
 2851 Van Huron Dr., Ste. 103, Raleigh, 27615  
[www.american-mobility.com](http://www.american-mobility.com)  
 Specializes in power wheelchairs and seating accessories. Also carries scooters and manual wheelchairs, and has a service and repair center. See page 38 for their home adaptation products.

**Best American Medical Supplies **M** ..... 919-896-7222**  
 1100 Navaho Dr., Ste. 121, Raleigh, 27609  
[www.bestamericanmedicalsupplies.com](http://www.bestamericanmedicalsupplies.com)  
 Wide variety of equipment and supplies.

**Compassion Medical Supplies **M** ..... 919-872-5494**  
 4023 Wake Forest Rd., Raleigh, 27609  
 Wide variety of equipment and supplies, including diabetic shoes.

**Dressen Medical Supply **M** ★ ..... 919-577-6458**  
 156 Thomas Mill Rd., Holly Springs, 27540  
[www.dressenmedical.com](http://www.dressenmedical.com)  
 Specializes in custom accessibility and mobility equipment and supplies for personal care at home.

## Family Medical Supply **M**★

[www.familymedsupply.com](http://www.familymedsupply.com)

Wide variety of equipment and supplies, including mobility equipment, home safety equipment, and respiratory supplies.

**Cary** ..... 919-233-0202

311-A Ashville Ave., Cary, 27513

**Raleigh** ..... 919-981-5881

3209 Gresham Lake Rd., Raleigh, 27615

## LynnRay Medical Supply ..... 919-266-3727

3009 Village Park Dr., Ste. B, Knightdale, 27545

[www.lrmsupply.net](http://www.lrmsupply.net)

Sells and rents mobility equipment including walkers, wheelchairs, scooters, and lift chairs.

### Medicare DME Supplier Directory

[www.medicare.gov/supplierdirectory](http://www.medicare.gov/supplierdirectory)

Database of DME suppliers, searchable by zip code and specific products. Results indicate which suppliers accept assignment from Medicare. If you have additional questions about DME coverage call Medicare at 800-633-4227.

## Mobility City ..... 919-999-8977

5910 Duraleigh Rd., Ste. 107, Raleigh, 27612

[www.mobilitycity.com/location/raleigh-nc](http://www.mobilitycity.com/location/raleigh-nc)

Sells, rents, and provides in-home repair and maintenance of mobility equipment including wheelchairs, power chairs, lift chairs, and hospital beds.

## NC Assistive Technology

**Program** ..... 919-859-8360

Device demonstrations, short-term device loans, and information on assistive technologies and suppliers.

**NC Assistive Technology Exchange Post** facilitates exchange of devices and durable medical equipment between prospective buyers and those with used items to sell or donate.

## NC Mobility & Medical **M** ..... 984-200-4002

5720 Capital Blvd. Ste. G, Raleigh, 27616

[www.ncmobilitymedical.com](http://www.ncmobilitymedical.com)

Wide variety of equipment and supplies, including mobility aids, power and manual wheelchairs, lift chairs, bath safety items, and diabetic footwear.

## NuMotion **M** ..... 919-303-0902

1001 American Wy., Apex, 27502

[www.numotion.com](http://www.numotion.com)

Specializes in power mobility devices.

## Orthopedic

## Service Company **M** ..... 919-878-7183

2521 Noblin Rd., Raleigh, 27604

[www.lifforyou.com](http://www.lifforyou.com)

Mobility equipment and home health supplies.

## Stalls Medical **M** ..... 919-233-0732

7980 Chapel Hill Rd., Ste 101, Cary, 27513

[www.stallsmedical.com](http://www.stallsmedical.com)

Sells and rents mobility equipment including wheelchairs, scooters and walkers.

## With Love from Jesus Ministries ..... 919-233-8010

421 Chapanoke Rd., Raleigh, 27603

[www.withlovefromjesus.org](http://www.withlovefromjesus.org)

Donated medical equipment, at no cost, when available.

## Personal Emergency Response Systems

**Personal Emergency Response Systems (PERS)**, also known as **medical alert systems**, can be valuable for seniors and adults with disabilities who are at risk of falling or having a medical emergency. Each system is different, but most consist of a button that can be worn as a pendant around the neck or on a wristband. Pressing the button sends a signal to a monitoring center; the monitor contacts designated responders (which can include family members, neighbors, 911, etc.) as needed, and maintains contact with the subscriber until help arrives. Some systems are unmonitored. Landline service is traditional, but many companies now offer cellular service (for those without a landline), or even mobile capabilities (allowing use outside of the home). Some systems offer add-on features, such as automatic fall detection or medication reminder calls. Costs can vary widely.

These services are typically not covered by Medicare or other insurance. Compare costs and services prior to purchasing a device or signing a contract. Consumer Reports ([www.consumerreports.org](http://www.consumerreports.org)) offers reviews of many national options.

## Connect America ..... 800-815-5809

[www.connectamerica.com](http://www.connectamerica.com)

Multiple monitored systems, including landline, cellular, and mobile options. Also offers a pendant with fall detection.

## HELP Services

## Personal Response System ..... 866-672-4852

[www.helpforyou.com](http://www.helpforyou.com)

Monitored system for emergency and non-emergency use, with landline, cellular, and mobile options. Also offers a medication dispenser.



**LifeStation** ..... 866-519-8172  
[www.lifestation.com](http://www.lifestation.com)  
 Multiple monitored systems, including landline and mobile options with fall detection.

**LogicMark** ..... 800-519-2419  
[www.logicmark.com](http://www.logicmark.com)  
 Monitored and unmonitored options. Unmonitored devices, including **Guardian Alert 911** (calls 911 only) and **Freedom Alert** (calls 911 and up to 4 other pre-programmed numbers) are available at some local pharmacies, or can be purchased from LogicMark.

**MobileHelp** ..... 800-809-9664 or 800-992-0616  
[www.mobilehelp.com](http://www.mobilehelp.com)  
 Multiple monitored systems, including landline, cellular, and mobile options. Also offers medication reminders and fall detection.

**Philips Lifeline** ..... 855-681-5351  
[www.lifeline.philips.com](http://www.lifeline.philips.com)  
 Multiple monitored systems, including landline, cellular, and mobile options, some with fall detection.

**SafetyChoice by Comfort Keepers** ..... 919-650-2784  
[www.comfortkeepers.com](http://www.comfortkeepers.com)  
 Multiple monitored systems, including landline, cellular, and mobile options. Also offers a medication dispenser and home monitoring devices. Comfort Keepers of Wake County offers in-home consultations and estimates.



## MEDICARE, MEDICAID, AND HEALTH INSURANCE

**Medicare** is the federal medical insurance program for US citizens ages 65 and older who are eligible for Social Security benefits, and for some younger adults with disabilities. It is administered by the US Centers for Medicare & Medicaid Services (CMS). The Social Security Administration (SSA) handles Medicare enrollment and provides information. The **Seniors' Health Insurance Information Program (SHIIP)** is part of the NC Department of Insurance and is a resource for information and counseling about Medicare plans, and more, in North Carolina. If you have questions about Medicare options, call SHIIP at 855-408-1212.

Any provider accepting Medicare patients must be Medicare-approved to provide the service. They must also file the Medicare claims for the patient. This includes physicians, hospitals, durable medical equipment suppliers, home health agencies, and other Medicare-approved providers.

Traditional Medicare has three parts for most people: Part A, Part B, and Part D.

- **Medicare Part A (Hospital Insurance)** is free to most recipients and covers inpatient hospital and skilled nursing services, limited home health care, and hospice. There is a deductible and coinsurance for the hospital and skilled nursing benefits.
- **Medicare Part B (Medical Insurance)** covers physicians' services, outpatient hospital services, medical tests, durable medical equipment, and some other services not covered under Part A. Part B is optional and requires a monthly premium (usually deducted from a recipient's Social Security check), a yearly deductible, and copayments. Traditionally, eyeglasses, hearing aids, and dental care are not covered.
- **Medicare Part D (Prescription Drug Insurance)** covers outpatient prescription medications. Part D is optional and requires a monthly premium. Recipients select from among a large number of plans offered by private insurers. Assistance with premiums is available for low-income recipients. See page [1611](#).

**Medicare Supplemental Insurance**, or **Medigap**, is insurance to supplement traditional Medicare coverage. Medigap plans are sold by many insurance companies and are regulated by state and federal laws. There are ten

standard Medigap plans, which makes it easier for consumers to compare different companies' products and costs. See the SHIP website, or call SHIP, for more information.

**Medicare Advantage Plans**, sometimes referred to as "Medicare Part C," are private plans designed as an alternative to traditional Medicare coverage. Advantage Plans are required to offer the same coverage as standard Medicare, but may do so with a different approach to copayments and coinsurance. In some plans, participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an additional premium. Most Advantage plans have a limited network of providers, though some plans also offer out-of-network coverage at a higher copayment. Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan. Be sure to check that your preferred doctors are in-network and will accept the reimbursements offered by a plan you're considering before signing up. Medicare Advantage plans may not be used in combination with a supplemental policy or a separate Medicare Part D plan. Most Medicare Advantage plans include drug coverage, but a few do not.

**Medicare Savings** programs (also called **MQB** or **Medicare-Aid**) can help pay Medicare premiums, and sometimes copayments, for applicants that qualify based on income. Apply through the Adult Medicaid office at Wake County Human Services. See the Adult Medicaid listing on page 57 for how to apply.

**Medicaid** is a state/federal program for people with low income that pays for a range of health care needs including hospital costs, physician care, and some in-home care, dental care, and intermediate/skilled nursing care. For Medicare recipients, Medicaid acts as a supplemental policy, covering the premiums, copays, coinsurance, and deductibles that would otherwise be the patient's responsibility. Recipients must meet stringent income and asset guidelines. People who have Medicaid do not need to purchase additional Medigap insurance or sign up for a Medicare Advantage plan, but they do need to select a Medicare Part D drug plan (or one will be selected for them).

## Questions about Medicare? SHIP can help.

We have trained experts who can answer questions about:

- Medicare (Parts A and B)
- Medicare Supplements
- Medicare Advantage (Part C)
- Medicare Prescription Drug Plans
- Medicare Fraud and Abuse
- Long Term Care Insurance

Call **855-408-1212** to talk to a specialist or schedule a one-on-one counseling session.



NC DEPARTMENT OF  
**INSURANCE**  
SENIORS' HEALTH INSURANCE  
INFORMATION PROGRAM

## Are you reading your Medicare Summary Notice?

If **not...** you may  
have **lost** a chunk of  
**change** last year.

### Don't be a victim.

Help stop Medicare fraud.  
Contact Senior Medicare Patrol.

**1-855-408-1212**

**www.ncship.com**



**Protect. Detect. Report.**



A division of the Seniors' Health Insurance Information Program,  
North Carolina Department of Insurance  
Mike Causey, Insurance Commissioner

Funded in part by the Administration on Aging, Grant No. 90MP0171

## Medicare

**Medicare**..... **800-633-4227**  
 TTY ..... 877-486-2048

[www.medicare.gov](http://www.medicare.gov)

Information on what Medicare does and does not cover. Go online to create your **MyMedicare.gov** account. Call or go online with questions about billing and claims. Use the **Care Compare** tool to find information about and ratings of Medicare-certified providers, including doctors, hospitals, nursing homes, home health services, hospice care, and dialysis facilities.

**Medicare Beneficiary Helpline (KEPRO)**..... **888-317-0751**

[www.keproqio.com](http://www.keproqio.com)

KEPRO is the Medicare Quality Improvement Organization for our region. Call here to appeal a health care provider's decision to discharge a Medicare beneficiary from a hospital or discontinue other services.

**Medicare Rights Center** ..... **800-333-4114**

[www.medicarights.org](http://www.medicarights.org)

Non-governmental advocacy and educational organization providing free assistance to Medicare beneficiaries. Call the Helpline to speak with a counselor about rights and protections, payment denials or appeals, complaints about care or treatment, and Medicare bills. Website provides summaries of Part D and other Medicare programs, and tools to assist consumers in choosing plans.

**Senior Medicare Patrol (SMP)** ..... **855-408-1212**

*NC Dept. of Insurance*

[www.ncshiip.com](http://www.ncshiip.com)

Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

**Seniors' Health Insurance Information Program (SHIIP)**..... **855-408-1212**

*NC Dept. of Insurance*

[www.ncshiip.com](http://www.ncshiip.com)

Free counseling and answers to questions about Medicare, supplemental plans, Advantage plans, Part D, long-term care insurance, and more. Counselors are available via phone or in-person (by appointment) at the following sites:

**Anne Gordon Center**..... **919-996-4720**  
*1901 Spring Forest Rd., Raleigh, 27615*

**Cary Senior Center** ..... **919-469-4081**  
*120 Maury O'Dell Pl., Cary, NC 27513*

**Eastern Wake Senior Center** ..... **919-365-4248**  
*323 Lake Dr., Wendell, 27591*

**Five Points Center** ..... **919-996-4730**  
*2000 Noble Rd., Raleigh, 27608*

**Garner Senior Center** ..... **919-661-6894**  
*205 E. Garner Rd., Garner, 27529*

**Northern Wake Senior Center** ..... **919-554-4111**  
*235 E. Holding Ave., Wake Forest, 27587*

**SHIIP Main Office, Raleigh**..... **855-408-1212**  
*325 N. Salisbury St., Raleigh, 27603*

**Social Security Administration** ..... **800-772-1213**  
 TTY ..... 800-325-0778

[www.ssa.gov](http://www.ssa.gov)

Get information about and manage retirement benefits. Eligible seniors can apply for benefits online.

**Raleigh office** ..... **877-803-6311**  
*4701 Old Wake Forest Rd., Raleigh, 27609*

Appointments are strongly encouraged. Request one by calling the local office or the national number.

## Medicaid

**Adult Medicaid** ..... **919-212-7000**

*Wake County Human Services  
 220 Swinburne St., Raleigh, 27610*

[www.wakegov.com/humanservices/social](http://www.wakegov.com/humanservices/social)

County office for Medicaid information and applications. **Start here to apply for Medicaid and Medicare Savings programs.** See page 7 for all locations (Wake County Human Services Regional Center Locations). You can also apply for benefits online (highly encouraged) at <https://epass.nc.gov>.

**Liberty Healthcare Corporation**..... **919-322-5944**

Toll-free ..... 855-740-1400

[www.nc-pcs.com](http://www.nc-pcs.com)

Independent review organization providing assessments for Medicaid beneficiaries seeking in-home care services through Medicaid Personal Care Services (**Medicaid PCS**). Client's physician must submit a referral form to request an assessment.

## Other Insurance Resources

**Affordable Care Act  
Health Insurance Marketplace ..... 800-318-2596**

[www.healthcare.gov](http://www.healthcare.gov)

Affordable Care Act ("Obamacare") health insurance plans and information, for people who do not have coverage elsewhere and need to purchase individual insurance. **Medicaid and Medicare beneficiaries should not use this site.**

\*To find a **Navigator** (trained to help consumers look for health coverage options through the Marketplace), go to [www.ncnavigator.net](http://www.ncnavigator.net) or call 855-733-3711.

**NC Dept. of Insurance ..... 855-408-1212**

325 N. Salisbury St., Raleigh, 27603

[www.ncdoi.gov](http://www.ncdoi.gov)

Information about insurance options; assistance with questions and problems related to health insurance claims, benefits, and more.

## PRESCRIPTION DRUGS

### Medicare Part D

**Medicare Part D** is a prescription drug benefit that is a voluntary add-on to Medicare. Participants select from among a large number of different plans offered by private insurers. Plans vary widely in their premiums, copays and coinsurance; they also have different formularies (lists of approved drugs). Some plans have yearly deductibles (up to \$435\*), and most feature a **coverage gap** or "**donut hole**." The coverage gap begins after an individual and their drug plan have spent \$4,020\* on covered drugs. Once in the coverage gap, further benefits are stopped or limited until the person has incurred \$6,350\* in out-of-pocket drug costs. Once this point is reached they are out of the coverage gap and catastrophic coverage is available under all plans, reducing their portion to a small coinsurance amount or copayment for covered drugs for the rest of the year. During the coverage gap, an individual will pay up to 25% of their plan's cost for covered brand-name drugs and generic drugs. Some plans may offer higher savings in the coverage gap.

People who have relatively low income and assets may be eligible for **Extra Help**, also called the **Low Income Subsidy (LIS)**, which pays for some or all of the prescription costs, premiums, deductibles, and coinsurance of Medicare prescription drug coverage, and eliminates the coverage gap. To qualify for Extra Help, individuals must have a yearly income below \$19,140 and assets at or below \$14,610\*; married couples must have yearly income below \$25,860 and assets at or below \$29,160.\* The value of a home, one car, personal property, and a small burial account are excluded. People with SSI, Medicaid, or Medicare Savings are automatically enrolled in Extra Help. For others, the application is very easy and can be done online. Go to: [www.ssa.gov/benefits/medicare/prescriptionhelp](http://www.ssa.gov/benefits/medicare/prescriptionhelp).

Information for comparing Medicare Part D plans is available at [www.medicare.gov](http://www.medicare.gov), and the Seniors' Health Insurance Information Program (SHIIP) provides free, objective, one-on-one assistance (they do not recommend or promote any specific plan or company, but use the tools provided by Medicare to assist consumers in finding the best plan to meet their individual needs).

\*Limits may have changed.

**Extra Help Application ..... 800-772-1213**

Social Security Administration

[www.ssa.gov/benefits/medicare/prescriptionhelp](http://www.ssa.gov/benefits/medicare/prescriptionhelp)

**Seniors' Health Insurance  
Information Program (SHIIP)..... 855-408-1212**

[www.ncshiip.com](http://www.ncshiip.com)

See full description on page 57.

**Medicare..... 800-633-4227**

[www.medicare.gov](http://www.medicare.gov)

See full description on page 57.



## Medication Therapy Management

**Medication Therapy Management** involves consultation with a pharmacist to review an individual's medications. This can be a chance to learn about possible harmful interactions, side effects, and duplications, and to identify other medications that may be less costly or more effective, as well as to ensure that the individual understands the purposes of their medications and how to take them correctly. The pharmacist then confers with the individual's doctor regarding any proposed changes. This service is offered by Resources for Seniors as well as by some pharmacies and specialty providers.

**Medication Education for Drug Safety (MEDS), Resources for Seniors ..... 919-872-7933**

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/meds.php](http://www.resourcesforseniors.com/meds.php)

Can provide home visits for clients unable to come to the office. Free.

## Prescription Drug Delivery

The following pharmacies offer delivery of prescription medications (and possibly other items) at no additional cost to the consumer. Call to check on delivery area. Other local pharmacies also offer delivery (some for a fee); this is not a complete list.

**Falls River Pharmacy ..... 919-844-2055**

10930 Raven Ridge Rd., Raleigh, 27614

[www.fallsriverpharmacy.com](http://www.fallsriverpharmacy.com)

**Hayes Barton Pharmacy ..... 919-832-4641**

2000 Fairview Rd., Raleigh, 27608

[www.hayesbartonpharmacy.com](http://www.hayesbartonpharmacy.com)

**Health Park Pharmacy ..... 919-847-7645**

8300 Health Park, Ste. 227, Raleigh, 27615

[www.healthparkpharmacy.com](http://www.healthparkpharmacy.com)

**HealthSmart Pharmacy - [www.healthsmartnc.com](http://www.healthsmartnc.com)**

**Garner ..... 919-772-6902**

127 Mast Dr., Garner, 27529

**Wake Forest..... 919-569-0500**

2001 S. Main St., Wake Forest, 27587

**Holly Park Pharmacy ..... 919-865-9993**

3058 Wake Forest Rd., Ste. 112, Raleigh, 27609

[www.hollyparkpharmacy.com](http://www.hollyparkpharmacy.com)

**Village Pharmacy of Wake Forest .. 919-556-2757**

900 S. Franklin St., Ste. 102, Wake Forest, 27587

[www.villagepharmacywf.com](http://www.villagepharmacywf.com)

**Wendell Drug..... 919-365-8800**

3430 Wendell Blvd., Wendell, 27591

[www.cornerdrugstores.com/wendell](http://www.cornerdrugstores.com/wendell)

**Zebulon Drug..... 919-269-7481**

520 W. Gannon Ave., Zebulon, 27597

[www.cornerdrugstores.com/zebulon](http://www.cornerdrugstores.com/zebulon)

## Other Prescription Drug Assistance

**Prescription Assistance,**

**Urban Ministries ..... 919-836-1642**

1390 Capital Blvd., Raleigh 27603

[www.urbanmin.org/prescription-assistance](http://www.urbanmin.org/prescription-assistance)

Financial assistance with prescriptions (once every 4 months) for those without insurance.

**Medication Assistance Program,**

**Resources for Seniors ..... 919-872-7933**

1110 Navaho Dr., 4th Floor, Raleigh, 27609

Help with paperwork to access free or low-cost medications through patient assistance programs.

Can also provide advice about how to use Medicare Part D most effectively.

**Medication Assistance Tool - [www.mat.org](http://www.mat.org)**

Database of prescription assistance programs.

**NC MedAssist ..... 866-331-1348**

[www.medassist.org](http://www.medassist.org)

Free medications for uninsured NC residents with income at or below 200% of Federal Poverty Level. People of all ages may apply.

**NeedyMeds ..... 800-503-6897**

[www.needyeds.org](http://www.needyeds.org)

Information on programs that help with medication and healthcare costs, including patient assistance programs, government programs, and assistance programs for specific diagnoses.

**Rx Outreach ..... 888-796-1234**

[www.rxoutreach.org](http://www.rxoutreach.org)

Mail-order source for reduced-cost generic drugs. Eligibility is based on income, not on age. Includes some medicines not included in Medicare Part D, such as anti-anxiety drugs.

## SENIOR CENTERS

**Senior Centers** (also called **Senior Activity Centers** or **Centers for Active Adults**) offer independent older adults (typically ages 55+) the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education. Calendars of activities and events are available from the centers.

Senior Centers are not care facilities. Those who need care and supervision during the day should consider Adult Day Programs (see page 1). Some communities lack a dedicated Senior Center, but have senior programs offered by their departments of parks and recreation (see page 46 for those listings).

**Congregate meals** sponsored by Meals on Wheels are available at noon at most Senior Centers in Wake County (see page 52 for additional congregate meal sites). Participants must call ahead. Cost is by donation. Resources for Seniors **Service Coordinators** have office hours at some sites, to assist seniors and adults with disabilities with accessing services and programs.

**Cary Senior Center** ..... **919-469-4081**  
 RFS Service Coordinator ..... 919-462-3983  
 120 Maury O'Dell Pl., Cary, 27513  
[www.townofcary.org](http://www.townofcary.org)  
 Ages 55+. Operated by Cary Parks, Recreation & Cultural Resources.

**Northern Wake Senior Center** ..... **919-554-4111**  
 Meals on Wheels ..... 919-554-0725  
 235 E. Holding Ave., Wake Forest, 27587  
[www.resourcesforseniors.com/scenters.php](http://www.resourcesforseniors.com/scenters.php)  
 Ages 55+. Operated by Resources for Seniors.

**Eastern Wake Senior Center** ..... **919-365-4248**  
 Meals on Wheels ..... 919-365-4684  
 323 Lake Dr., Wendell, 27591  
[www.resourcesforseniors.com/scenters.php](http://www.resourcesforseniors.com/scenters.php)  
 Ages 55+. Operated by Resources for Seniors.

**Raleigh Active Adult Centers**  
[www.raleighnc.gov/active-adults](http://www.raleighnc.gov/active-adults)  
 Geared towards adults 50+ but classes, programs and trips are open to all adults. Operated by Raleigh Parks, Recreation & Cultural Resources.

**Garner Senior Center**..... **919-779-0122**  
 RFS Service Coordinator ..... 919-661-6894  
 Meals on Wheels ..... 919-772-5057  
 205 E. Garner Rd., Garner, 27529  
[www.garnernc.gov](http://www.garnernc.gov)  
 Ages 55+. Operated by Garner Parks, Recreation & Cultural Resources.

**Anne Gordon Center**..... **919-996-4720**  
 RFS Service Coordinator ..... 919-996-4738  
 Millbrook Exchange Park,  
 1901 Spring Forest Rd., Raleigh, 27615

**Five Points Center** ..... **919-996-4730**  
 RFS Service Coordinator ..... 919-996-4738  
 Meals on Wheels ..... 919-996-4739  
 2000 Noble Rd., Raleigh, 27608

**Walnut Terrace Center** ..... **919-996-6160**  
 1256 McCauley St., Ste. 126, Raleigh, 27601

## SENIOR CLUBS AND ORGANIZATIONS

**AARP North Carolina** ..... **866-389-5650**  
 5511 Capital Center Dr., Ste. 400, Raleigh, 27606  
[www.aarp.org/states/nc](http://www.aarp.org/states/nc)  
 Membership and advocacy organization for adults ages 50+. Local chapters in Raleigh and Cary.

**Salvation Army Senior Social Program** ..... **919-832-6918**  
 902 Wake Forest Rd., Raleigh, 27604  
[www.wakearmy.org](http://www.wakearmy.org)  
 Faith-based ministry program. Meets Thursdays at noon for lunch and a program afterwards.

**Golden Years Clubs**..... **919-996-4734**  
 Active Adult Program, Raleigh Parks & Recreation  
[www.raleighnc.gov/active-adults](http://www.raleighnc.gov/active-adults)  
 More than 30 clubs available for ages 50+. Clubs meet at different community locations and offer a variety of activities including card games, speakers, trips, community service projects, and more.

## SOCIAL SECURITY

Individuals become eligible for **Social Security (retirement benefits)** based on their employment history. Benefits are available to all workers who have met minimum employment criteria, or who qualify based on someone else’s record (such as a spouse), and are calculated based on the highest 35 years of earnings in an individual’s employment record. Full retirement age depends on date of birth. For people born before 1937, normal retirement age is 65. For those born between 1937 and 1959, the full retirement age transitions upward from 65 toward 67. Individuals born from 1960 on will reach full retirement age at 67. Regardless of birthdate, all individuals may elect to begin receiving Social Security benefits at the early retirement age of 62, or may delay receiving benefits up to age 70. Choosing early retirement will mean a permanent 20%–30% reduction in benefits, while delaying retirement can result in a higher monthly benefit amount for each month of delay.

The **Social Security Administration (SSA)** website, [www.ssa.gov](http://www.ssa.gov), has a variety of benefit and retirement planning calculators to assist with making decisions about when to begin receiving benefits, as well as an online benefits application.

Individuals who become disabled before retirement age may qualify for disability income benefits under the **Social Security Disability (SSDI or SSD)** program. Disability applications may also be initiated online.

**Supplemental Security Income (SSI)** is a needs-based program, in contrast to regular Social Security. It is meant to provide a minimum amount of monthly income (\$783 per month for an individual or \$1,175 per month for a married couple\*). Eligibility for SSI is based on assets and income, not amount of time worked. For older adults, SSI supplements regular Social Security for those who would otherwise have an extremely low monthly benefit. SSI may also be available to those who are disabled in childhood or before they were able to establish a work record that would qualify them for regular Social Security. SSI recipients must be 65 years of age or older, or disabled or blind, in addition to having extremely low income and resources.

\*Limits may have changed.

### Social Security Administration - [www.ssa.gov](http://www.ssa.gov)

Information and applications for Social Security retirement benefits, Social Security Disability (SSD or SSDI), Supplemental Security Income (SSI), and Medicare.

**Toll-free national number**.....**800-772-1213**  
For replacement cards and benefit verification statements.

**Raleigh office** .....**877-803-6311**  
4701 Old Wake Forest Rd., Raleigh, 27609  
Appointments are strongly encouraged. Request one by calling the local office or the national number.



## SUPPORT ORGANIZATIONS AND HELP LINES

**ALS Association - [www.alsnc.org](http://www.alsnc.org)**

**National ALS Help Line**..... 800-782-4747  
**Local Chapter** ..... 919-755-9001

4 N. Blount St., Ste. 200, Raleigh, 27601  
 Education and resources for families, caregivers, and patients dealing with Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig's Disease. Support groups; loaned durable medical equipment; small grant for ALS-related needs.

**Alzheimer's Association - [www.alz.org/nc](http://www.alz.org/nc)**

**National Helpline** (24/7) ..... 800-272-3900  
**Eastern North Carolina Chapter** .... 919-803-8285

See full description on page 3.

**American Cancer Society - [www.cancer.org](http://www.cancer.org)**

**National Helpline** (24/7) ..... 800-227-2345  
**Raleigh Office** ..... 919-334-5218

8300 Health Park, Ste. 10, Raleigh, 27615  
 Information and support for cancer patients and caregivers; cancer prevention information; cancer support groups.

**American Diabetes Association**

**[www.diabetes.org](http://www.diabetes.org)**  
**National Information Line**..... 800-342-2383  
**North and South Carolina Office** ... 704-373-9111

Educational and support group information, for all types of diabetes.

**American Heart Association - [www.heart.org](http://www.heart.org)**

**National Information Line**..... 800-242-8721  
**Triangle Office**..... 919-463-8300

5001 S. Miami Blvd., Durham, 27703  
 Education and information on healthy living and cardiovascular disease.

**American Lung Association - [www.lung.org](http://www.lung.org)**

**National Help Line** ..... 800-586-4872  
**North Carolina Chapter**..... 919-792-1641

Educational programs and literature on lung disease and smoking cessation; Better Breathers' Club.

**Arthritis Foundation - [www.arthritis.org](http://www.arthritis.org)**

**National Helpline** ..... 844-571-4357

Resource and referral information on arthritis.

**Association for Frontotemporal Degeneration..... 866-507-7222**

**[www.theaftd.org](http://www.theaftd.org)**  
 Information about FTD. Also has a small respite grant.

**Brain Injury Association of NC..... 919-833-9634**

Toll-free Helpline ..... 800-377-1464  
**[www.bianc.net](http://www.bianc.net)**

See full description on page 15.

**Dementia Alliance of NC ..... 919-832-3732**

Toll-free ..... 800-228-8738  
**[www.dementianc.org](http://www.dementianc.org)**

See full description on page 4.

**Duke Dementia Family Support Program..... 919-660-7510**

**[www.dukefamilysupport.org](http://www.dukefamilysupport.org)**  
 See full description on page 4.

**HD Reach..... 919-803-8128**

2409 Crabtree Blvd., Ste. 107, Raleigh, 27604  
**[www.hdreach.org](http://www.hdreach.org)**

Information and support for people with Huntington's disease and their families.

**Jewish Family Services ..... 919-676-2295**

8210 Creedmoor Rd., Ste. 104, Raleigh, 27613  
**[www.raleighcaryjfs.org](http://www.raleighcaryjfs.org)**

Multi-service organization providing support and services within a Jewish context, including a variety of services specific to older adults.

**Leukemia & Lymphoma Society - [www.lls.org](http://www.lls.org)**

**National Information Specialists**.... 800-955-4572  
**North Carolina Chapter**..... 919-367-4100

401 Harrison Oaks Blvd., Ste. 200, Cary, 27513  
 Information and support for people with leukemia, lymphoma, and myeloma, and their families.

**National Cancer Institute - [www.cancer.gov](http://www.cancer.gov)**

**Cancer Information Service** ..... 800-422-6237  
**Smoking Quitline** ..... 877-448-7848

Information about cancers, prevention, diagnosis, and treatments, including clinical trials.

**National Institute on Aging ..... 800-222-2225**

**[www.nia.nih.gov](http://www.nia.nih.gov)**

Information on aging, caregiving, diseases, nutrition, health care, and aging research. Print publications available (can request online or via phone).

**National Kidney Foundation - [www.kidney.org](http://www.kidney.org)**

**NKF Cares Help Line** ..... 855-653-2273  
**North Carolina Office** ..... 704-519-0020

Information and referral, advocacy, and patient assistance for those with kidney disease and their families.

**National Multiple Sclerosis Society**

**[www.nationalmssociety.org/Chapters/NCT](http://www.nationalmssociety.org/Chapters/NCT)**  
**National Information Line**..... 800-344-4867  
**Greater Carolinas Chapter** ..... 919-834-0678

3101 Industrial Dr., Ste. 210, Raleigh, 27609  
 Information, support groups, educational seminars, DME referrals. Short-term caregiver respite program.



**National Osteoporosis Foundation** ..... 800-231-4222  
[www.nof.org](http://www.nof.org)  
 Information, advocacy, and research about osteoporosis.

**Paralysis Resource Center, Reeve Foundation** ..... 800-539-7309  
[www.christopherreeve.org](http://www.christopherreeve.org)  
 Information specialists, peer mentoring, and information on local resources.

**Parkinson Association of the Carolinas** ..... 866-903-7275  
[www.parkinsonassociation.org](http://www.parkinsonassociation.org)  
 Newsletter; support groups; exercise programs; resource line.

**Parkinson's Foundation - [www.parkinson.org](http://www.parkinson.org)**  
**National Helpline** ..... 800-473-4636  
**Parkinson's Foundation Carolinas** . 770-450-0792  
 Information on understanding and living with Parkinson's; advocacy and events.

**Resources for Seniors Information and Referral** ..... 919-713-1556  
 1110 Navaho Dr., 4th Floor, Raleigh, 27609  
[www.resourcesforseniors.com/infref.php](http://www.resourcesforseniors.com/infref.php)  
 Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

**SAGE Central North Carolina, LGBT Center of Raleigh** ..... 919-832-4484  
 119 E. Hargett St., Raleigh, 27601  
[www.lgbtcenterofraleigh.org](http://www.lgbtcenterofraleigh.org)  
 Support, advocacy, and services to address issues of aging in the LGBTQ community. Several activities each month including drop-ins, complimentary lunches, and social activities. **Formerly SAGE Raleigh.**

## WONDERING WHERE TO START?

Help is Just a Phone Call Away  
919-713-1556



Our experienced Information Specialists can help you understand and connect to the services and resources you need.

Informed Choices for Maximum Independence

[www.resourcesforseniors.com](http://www.resourcesforseniors.com)

**Triangle Aphasia Project** ..... 919-650-3854  
 171 High House Rd., Ste. 11, Cary, 27511  
[www.aphasiaproject.org](http://www.aphasiaproject.org)  
 Information and services for people with aphasia and their families and caregivers.

## TAX ASSISTANCE

**AARP Tax-Aide Program** ..... 866-389-5650  
[www.aarp.org/taxaide](http://www.aarp.org/taxaide)  
 Free tax assistance for low-income taxpayers, especially ages 50+, provided by IRS-certified volunteers at various community locations. Call or go online for location and schedule information. January-April. Provided in partnership with the IRS.

**Internal Revenue Service (IRS) - [www.irs.gov](http://www.irs.gov)**  
**Free File - [www.irs.gov/filing](http://www.irs.gov/filing)**  
 Resources to file simple tax returns online for free.  
**National Tax Helpline** ..... 800-829-1040  
 Call for tax help via phone.  
**Taxpayer Assistance Center** ..... 919-850-1100  
 7751 Brier Creek Pkwy., Raleigh, 27617  
 In-person tax assistance from an IRS representative. Appointment required.

## TELEPHONE REASSURANCE

**The Center for Volunteer Caregiving** ..... 919-460-0567  
[www.volunteercaregiving.org](http://www.volunteercaregiving.org)  
 TeleCare volunteers provide regular telephone contact and reassurance for isolated seniors and adults with disabilities. Free.

**Hopeline Reassurance Program** .... 919-832-3326  
[www.hopeline-nc.org/reassurance](http://www.hopeline-nc.org/reassurance)  
 Volunteers make daily wellness check-in calls to seniors and people with disabilities who are home-bound or have little daily contact with others. Call or apply online. Free.

## TRANSPORTATION

### Public and Volunteer Transportation

**W** = Wheelchair-accessible vehicles

**The Center for Volunteer Caregiving** ..... 919-460-0567  
[www.volunteercaregiving.org](http://www.volunteercaregiving.org)  
 Door-to-door transportation to medical appointments and essential errands, provided by volunteers. Free.

**GoCary Door to Door** **W**  
[www.gocary.org](http://www.gocary.org)  
**For information/to apply** ..... 919-653-7141  
**To schedule/cancel** ..... 919-481-2020, ext. 3  
 Door-to-Door paratransit service for individuals with disabilities who are unable to use Fixed Route service, or for Cary residents age 60+. Wheelchair-accessible vehicles. Application required. Low-cost.

**GoCary Fixed Route** **W** ..... 919-485-7433  
[www.gocary.org](http://www.gocary.org)  
 Fixed-route bus service for trips in and around Cary, open to all ages. Low-cost.

**GoRaleigh Access** **W** ..... 919-996-3459  
[www.raleighnc.gov/go-raleigh-access](http://www.raleighnc.gov/go-raleigh-access)  
 Curb-to-curb paratransit service for Raleigh residents with disabilities who are unable to drive a vehicle or use regular bus service. Application required. Low-cost.

**GoRaleigh Transit** **W** ..... 919-485-7433  
[www.goraleigh.org](http://www.goraleigh.org)  
 Fixed-route bus service for trips in and around Raleigh, open to all ages. With GoRaleigh ID, ages 65+ ride for free and people with disabilities ride for 50% of normal fare. GoRaleigh ID application available online or by calling 919-996-3459. Low-cost.

**GoTriangle ACCESS** **W** ..... 919-485-7468  
[www.gotriangle.org/access](http://www.gotriangle.org/access)  
 Curb-to-curb paratransit service for residents of Wake, Durham and Orange counties who have disabilities that prevent them from using regular bus service, for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.). Application required. Low-cost.

**GoTriangle Bus** **W** ..... 919-485-7433  
[www.gotriangle.org](http://www.gotriangle.org)  
 Fixed-route bus service for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.), open to all ages. Ages 65+ and people with disabilities are eligible for discounted fares. Low-cost.



From getting groceries and rides to the doctor, to friendly visits and caregiver respite, you can trust The Center to provide compassionate support to seniors, caregivers and adults with disabilities.

[www.VolunteerCaregiving.org](http://www.VolunteerCaregiving.org)  
 919-460-0567

**GoWake Access** **W**

[www.wakegov.com/gowake](http://www.wakegov.com/gowake)

For information/to schedule ..... 919-212-7005

To cancel a trip ..... 919-996-3444

Door-to-door paratransit service for trips originating or ending outside Raleigh and Cary city limits. No application required. Trips must be scheduled no more than 24 hours in advance. Service is on a first-come, seat-available basis; seats are very limited. Low-cost.

**Medicaid Transportation** **W** ..... 919-212-7005

[www.wakegov.com/gowake](http://www.wakegov.com/gowake)

Transportation to medical appointments for Medicaid recipients. This office handles many transportation programs; be sure to specify "Medicaid Transportation." Free.

**Resources for Seniors**

**Transportation Programs** ..... 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609

[www.resourcesforseniors.com/transport.php](http://www.resourcesforseniors.com/transport.php)

Limited transportation for eligible persons ages 60+, to medical appointments (application required), and Meals on Wheels congregate meal sites (must live within 5 miles of a site). Free.

**Road to Recovery Program,**

**American Cancer Society** ..... 800-227-2345

[www.cancer.org/treatment/support-programs-and-services/road-to-recovery](http://www.cancer.org/treatment/support-programs-and-services/road-to-recovery)

Volunteer-based service for transportation to and from cancer therapy appointments. Free.

**Private Transportation**

The companies included here have wheelchair-accessible vehicles or specialize in non-emergency medical transportation. No attempt has been made to include all private taxi or transportation companies, of which there are many. Most fees depend on mileage; call for details.

**W** = Wheelchair-accessible vehicles    **S** = Stretcher services

**HealthFirst Transport** **W S** ..... 919-961-1550

[www.healthfirsttrans.com](http://www.healthfirsttrans.com)

Non-emergency medical transportation.

**RDU Medical Transportation** **W** ..... 919-799-6008

[www.rdumedicaltransport.com](http://www.rdumedicaltransport.com)

Non-emergency medical transportation, including to dialysis. Services available 24/7. Formerly T&L Medical Transportation.

**North State**

**Medical Transport** **W S** ..... 919-261-8911

[www.nsmtd.biz](http://www.nsmtd.biz)

Non-emergency medical transportation. Offers ambulance and wheelchair van services with paramedic staff.

**Response Transportation** **W** ..... 919-661-2504

**SMART Transportation** **W** ..... 919-809-6104

Non-emergency medical transportation.

**WH Transportation** **W** ..... 919-623-3380

[www.whtransportation.com](http://www.whtransportation.com)

Taxis and wheelchair-accessible vehicles for transportation of all kinds.

**Specialized Transportation**

**W** = Wheelchair-accessible vehicles    **S** = Stretcher services

**Adaptive Vans** **W** ..... 919-233-0732

7980 Chapel Hill Rd., Ste. 101, Cary, 27513

[www.stallsmedical.com](http://www.stallsmedical.com)

A division of **Stalls Medical**. Sells, rents, and services wheelchair-accessible vans.

**MedCenter Air** **W S** ..... 704-512-7941

Toll-free ..... 800-421-9195

[www.atriumhealth.org](http://www.atriumhealth.org)

Ambulance, helicopter, and airplane transfer of patients who are unable to travel by car. Staffed by paramedics and/or nurses, depending on need. Bedside-to-bedside service.

**Van Products Mobility** **W** ..... 919-238-4597

2521 Noblin Rd., Raleigh, 27604

[www.vanproducts.com/wheelchair-van-rentals](http://www.vanproducts.com/wheelchair-van-rentals)

Sells and rents wheelchair-accessible vehicles, and modifies existing vehicles to make them handicap-accessible.

## VETERANS SERVICES

Veterans seeking disability or other benefits from the **Veteran's Administration (VA)** may apply online at [www.ebenefits.va.gov](http://www.ebenefits.va.gov), seek assistance from a **Veterans Service Organization (VSO)**, or retain a VA-accredited claims agent or attorney. VSOs offer free assistance; attorneys and claims agents charge fees, but may not charge until the VA has rendered a decision on an application.

Benefits that older adult veterans, disabled adult veterans, or their caregivers may qualify for include:

- **Aid and Attendance ("A&A"):** For qualifying veterans who require the aid of another person in order to perform activities of daily living, are bedridden, are a patient in a nursing home, or are visually impaired. Contact a VSO office or VA-accredited claims agent or attorney for more information.
- **Housebound Benefits:** For qualifying veterans who have a permanent disability (rated 100 percent disabled) and need assistance, or have a permanent disability (rated 100 percent disabled) and one or more other disabilities (rated 60 percent or more disabled). A veteran cannot receive both Aid and Attendance and Housebound Benefits at the same time. Contact a VSO office or VA-accredited claims agent or attorney for more information.
- **Program of Comprehensive Assistance for Family Caregivers (PCAFC):** This program was expanded in 2020. Now caregivers of veterans who incurred or aggravated a serious injury in the line of duty on or before May 7, 1975, or on or after September 11, 2001, can apply for support benefits including a financial stipend. Call the VA Caregiver Support Line, 855-260-3274, for more information.
- **VA Disability Pension Benefit:** For qualifying wartime veterans who have limited or no income and are age 65 or older, permanently and totally disabled, a patient in a nursing home, or receiving Social Security disability payments. Contact a VSO office or VA-accredited claims agent or attorney for more information.

### Durham VA Health Care System

[www.durham.va.gov](http://www.durham.va.gov)

**Durham VA Medical Center** ..... 919-286-0411

508 Fulton St., Durham, 27705

Inpatient hospital and clinics for veterans.

**Raleigh VA Outpatient Clinic** ..... 919-212-0129

3305 Sungate Blvd., Raleigh, 27610

Primary care clinic for veterans.

### NC Dept. of Military

**& Veterans Affairs** ..... 844-624-8387

[www.milvets.nc.gov](http://www.milvets.nc.gov)

Downloadable **Resource Guide** (at [milvets.nc.gov/resource-guide](http://milvets.nc.gov/resource-guide)) with information for veterans and families about North Carolina and federal benefits.

**Raleigh Vet Center** ..... 919-361-6419

8851 Ellstree Ln., Ste. 122, Raleigh, 27617

Individual and group counseling for veterans, service members, and their families.

**Senior Veterans Council** ..... 919-825-1300

362 Raleigh St., Holly Springs, 27540

[www.seniorveteranscouncil.com](http://www.seniorveteranscouncil.com)

Assistance with veterans benefits claims and applications. VA-accredited claims agents. Fee-based. Free initial consultation.

### US Dept. of Veterans Affairs - [www.va.gov](http://www.va.gov)

Information about benefits, healthcare, and local VA locations.

**MyVA311** ..... 844-698-2311

National toll-free information line for veterans benefits and services. **Start here if you're not sure who to call.**

**eBenefits** ..... 800-827-1000

[www.ebenefits.va.gov](http://www.ebenefits.va.gov)

Apply for and manage benefits online, or call for information.

### Wake County Veterans Services

**Office (VSO)** ..... 919-212-8387

3000 Falstaff Rd., Raleigh, 27610

[www.wakegov.com/veterans](http://www.wakegov.com/veterans)

Offers information on veterans benefits and can assist veterans, their dependents, and surviving spouses with applying for benefits and services.

### VA Caregiver Support - [www.caregiver.va.gov](http://www.caregiver.va.gov)

**Caregiver Support Line** ..... 855-260-3274

Training, educational resources, and tools for caregivers of veterans.

**Veterans Crisis Line** ..... 800-273-8255, Press 1

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)



## VOLUNTEER OPPORTUNITIES

The following organizations have operations that depend on volunteers. This is not intended to be a complete list of organizations that offer volunteer opportunities (most nonprofit organizations and many for-profits such as health care organizations, hospice organizations, and long-term care facilities also need and appreciate the talents and energy of volunteers).

**AARP North Carolina** ..... 866-389-5650  
 5511 Capital Center Dr., Ste. 400, Raleigh, 27606  
[www.aarp.org/states/nc](http://www.aarp.org/states/nc)  
 Volunteers needed for various programs, including Tax-Aide.

**American Cancer Society's Road to Recovery Program**..... 800-227-2345  
[www.cancer.org/involved/volunteer](http://www.cancer.org/involved/volunteer)  
 Volunteers provide transportation for ambulatory cancer patients to cancer therapy appointments.

**The Center for Volunteer Caregiving** ..... 919-460-0567  
 1150 SE Maynard Rd., Ste. 210, Cary, 27511  
[www.volunteercaregiving.org](http://www.volunteercaregiving.org)  
 Volunteers provide friendly visiting, transportation, light housekeeping, yard work, and/or telephone reassurance for older adults and adults with disabilities.

**Executive Service Corps** ..... 919-294-9803  
[www.esctrangle.org](http://www.esctrangle.org)  
 Retired executives volunteer as consultants to nonprofit agencies.

**Foster Grandparent Program**..... 919-996-6295  
 City of Raleigh Community Engagement Division  
[www.raleighnc.gov/community-engagement](http://www.raleighnc.gov/community-engagement)  
 Low-income adults ages 55+ volunteer in schools providing tutoring and mentorship. Minimum of 20 hrs/wk. Small stipend provided. National Senior Corps program; administered locally by the City of Raleigh.

**Hopeline** ..... 919-832-3326  
[www.hopeline-nc.org](http://www.hopeline-nc.org)  
 Volunteers help answer Crisis Line calls, and/or participate in the Reassurance Program (daily phone calls to isolated seniors and people with disabilities).

**Meals on Wheels**..... 919-833-1749  
[www.wakemow.org/volunteer](http://www.wakemow.org/volunteer)  
 Volunteers deliver noontime meals to homebound older adults and persons with disabilities.

**NC Baptist Aging Ministry** ..... 877-506-2226  
[www.ncbam.org](http://www.ncbam.org)  
 Nonprofit agency coordinating help for seniors and their caregivers through local Baptist congregations. Various volunteer opportunities available.

**North Carolina Reading Service** ..... 919-832-5138  
 211 E. Six Forks Rd., Ste. 103, Raleigh, 27609  
[www.ncreadingservice.org](http://www.ncreadingservice.org)  
 Volunteers read newspaper, book, and magazine content to benefit those who are blind and vision-impaired. Formerly Triangle Radio Reading Service.

**North Raleigh Ministries** ..... 919-844-6676  
 9650 Strickland Rd., Ste. 161, Raleigh, 27615  
[www.northraleighministries.com](http://www.northraleighministries.com)  
 Multi-service agency serving North Raleigh residents. Multiple volunteer opportunities available.

**Raleigh SeniorTechEd**..... 919-954-3688  
[www.raleighseniorteched.org](http://www.raleighseniorteched.org)  
 Senior volunteers teach classes on computers and technology for other seniors.

**RDU Volunteer Ambassador Program**..... 919-840-7425  
[www.rdu.com/careers/volunteer-at-rdu](http://www.rdu.com/careers/volunteer-at-rdu)  
 Volunteers provide passenger assistance and answer questions for those traveling through Raleigh-Durham (RDU) International Airport.

**Resources for Seniors**..... 919-872-7933  
[www.resourcesforseniors.com/volunteering.php](http://www.resourcesforseniors.com/volunteering.php)  
 Volunteer opportunities include assisting with programs in senior centers or adult day centers and assisting with home maintenance and modifications.

**SCORE Raleigh** ..... 919-869-4151  
 300 Fayetteville St., Ste. 440, Raleigh, 27602  
[www.raleigh.score.org](http://www.raleigh.score.org)  
 Retired executives advise entrepreneurs starting or building small businesses.

**Transitions LifeCare** ..... 919-828-0890  
[www.transitionslifecare.org/volunteer](http://www.transitionslifecare.org/volunteer)  
 Volunteers provide support to patients and families dealing with terminal illness.

**Urban Ministries**..... 919-836-1642  
 1390 Capital Blvd., Raleigh, 27603  
[www.urbanmin.org/volunteer](http://www.urbanmin.org/volunteer)  
 Multi-service agency serving low-income Wake County residents. Multiple volunteer opportunities available.

**Volunteer Raleigh** ..... 919-996-6295  
[www.raleighnc.gov/housing-and-neighborhoods](http://www.raleighnc.gov/housing-and-neighborhoods)  
 Connects adults ages 18+ with volunteer opportunities within City of Raleigh departments and city-funded agencies and organizations.

## REFERENCE GUIDE

Vital Information

Assessing Needs

Moving to North Carolina

Home Safety Checklist

Choosing a Home Care Agency

Long-Term Care Facility Checklist

Medical Care Decisions & Advance Directives

End of Life Planning



Legal and Financial

Item location:

Will
Durable Power of Attorney
Property Deeds
Living Will
Healthcare Power of Attorney
Safe Deposit Box
Key to Safe Deposit Box
Other

Financial contacts:

Attorney: Phone:
Accountant: Phone:
Broker: Phone:

Accounts:

Table with 2 columns: Institution or broker, Location of statements. Rows include Checking, Savings, Money Market, IRA, 401K, CD, Stocks, Bonds, Other.

Insurances:

Table with 2 columns: Company, Location of policy. Rows include Long Term Care, Disability, Life, Homeowners/Renters, Automobile, Other.



## ASSESSING NEEDS

If you have aging or disabled relatives, friends, or neighbors, you may find yourself wondering, “When should I start to worry?” “How do I know when they need support or services?” Here are some things to look for to help you determine if help is needed. For many of these questions, all you have to do is keep your eyes open. Other issues, like money management, may require more careful and tactful questioning. In general, you are looking for signs of change from past behavior.

This resource is also available online, at [www.resourcesforseniors.com/resourcealist.php](http://www.resourcesforseniors.com/resourcealist.php).

### Driving:

Driving skill can be an early casualty due to vision loss, early-stage dementia, or other neurological problems that impair concentration.

- Look at the car. Are there any recent dents or scrapes?
- Let them drive somewhere that is familiar to them and ride along. Do you feel safe? Any close calls or unusual variations in speed? Any signs of confusion about where to go?

### Mail:

A casual glance around the home can be very telling in terms of lost organizational skills or possible depression or anxiety that results in avoidance.

- Is there a stack (or many stacks) of unsorted mail?
- Are bills and other important correspondence mixed in with outdated junk mail?
- Are there an unusual number of sweepstakes entry forms or charitable or political solicitation letters? (This can be a sign that an older adult is being taken in by fraudulent or deceptive marketing, or has been responding to telephone solicitations.)

### Paying bills and managing money:

These things can be harder to determine without asking prying questions or looking at bank statements, but you may see evidence or hear stories about services getting cut off, or hassles with the bank.

- Are the utility bills getting paid on time? What about rent or mortgage payments?
- Is the checkbook balanced? Are there signs of overdrafts?
- Are there a lot of credit card bills? Are payments being made?
- Are there questionable charges on any statements?

### Housekeeping:

Look for changes from past behavior - what was normal for this person in the past?

- Is the home reasonably clean? Have there been major changes in the level of cleanliness?
- Are there strong odors in the home?
- Is laundry getting done regularly? Do their bedsheets seem clean?
- Is the home cluttered? Are there safety hazards due to walkways being blocked?

### Meal preparation and nutrition:

Appetite can change with age and activity level, and changes in the way things taste or smell are also quite common in older adults. Sometimes this can be an early sign of a more serious medical problem, or may result in a problem if it leads to not eating regularly. Physical limitations such as back pain can reduce the ability to stand long enough to prepare food; loneliness or depression can take away the desire to prepare nutritionally varied meals.

- Are they eating regular meals? Do they appear to have lost weight recently?
- Any signs of loss of appetite or changes in taste or smell (picking at food; only eating a few foods)?
- Are they able to prepare food for themselves?

- Is there a reasonable amount and variety of food in the refrigerator and cupboards?
- Any signs of rotten food, or unusual overstocking of certain items?

## Personal care:

Changes in dress or personal grooming can also reflect a variety of issues. Perhaps arthritis makes it difficult to put on some kinds of clothing. Wearing the same clothes over and over may also indicate depression or other problems.

- Does the person appear well-groomed and appropriately dressed? Are their clothes clean?
- Do they change clothes regularly, or do they always seem to be wearing the same thing?
- Does she or he seem to be bathing regularly?
- Can she or he get in and out of the tub or shower without assistance?
- Are there stains or odors that might indicate difficulty getting to the bathroom?
- If there are prescription medications, does the person seem to be taking them regularly? Does she or he have a system for remembering when to take them?

## Changes in social behavior:

If there have been changes in this area, the question is, "why?" Is transportation a problem? Does the person hesitate to go to social gatherings because hearing loss makes conversation difficult? Or are they withdrawing from the world because of grief or depression?

- Do they still see friends and participate in social activities? If not, why? Do they seem lonely or isolated?
- If they went to church previously, do they still go?

## Mental status:

These are just a few indicators that there may be a problem with depression or possibly a neurological disorder. Remember that there may be many explanations for these behaviors, some of which are quite treatable, so don't assume "it's just old age." Not all older adults are miserable, focused on death, or living in the past.

- Have they lost interest in things they used to enjoy?
- Do they seem unusually worried, hopeless, or sad?
- Do they repeat questions or stories over and over?
- Do you have to repeat or explain things multiple times to get them to understand?
- Are they able to recall recent events accurately?
- Do they have difficulty concentrating on a conversation, book, or television program?
- Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
- Do they seem uncharacteristically angry or suspicious?
- Do they complain about items being lost or stolen?

## If you notice a problem:

- **Talk about it.** Discuss your concerns with the older adult first. Do your best to do this in a tactful, non-judgmental way. Do your best to not over-react, and to listen to their view of the situation.
- **Seek more information.** Depending on what you hear, you may also want to talk to other family members, close friends, or the older adult's physician to get more context, information, and/or suggestions.
- **Don't panic!** Remember, there could be a variety of explanations for many of these problems, including: simple loss of mobility; physical limitations; chronic pain; vision or other sensory losses; confusion due to medication problems; depression; possibly dementia. Help may be needed, but the person may still be able to continue living independently once problems are identified and supports are put in place.

## MOVING TO NORTH CAROLINA

### Tips for Seniors (and Loved Ones of Aging Adults)

There are many issues to consider before deciding to move to North Carolina from another state. Here are a few of the most important. For more information on what resources are available in Wake County, call the Resources for Seniors Information Department.

This resource is also available online, at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php).

#### Financial resources:

Before planning a move it is important to take stock of financial resources, and, especially, whether you are (your loved one is) currently receiving any public benefits that are based on income. **Public benefits can vary from state to state - what is available elsewhere may not be available in North Carolina.** It is a good idea to have a detailed understanding of:

- Income (Social Security, pensions, etc.):

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- Assets (savings, investments, retirement accounts, etc.):

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- Public assistance, if any (Medicaid, food assistance, prescription drug assistance, utility bill assistance, home care assistance, etc.):

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#### Social Security:

Social Security is a federal benefit so does not change state-to-state, but the Social Security Administration must be notified of a change of address and you (your loved one) must arrange for payments to be direct-deposited into a new bank. This is not difficult and can usually be arranged by filling out a form at the new bank, but it does require the signature of the beneficiary.

#### Medicare and prescription drug coverage:

The basic Medicare benefit will not change, but consider:

- Are you (is your loved one) enrolled in a Medicare Advantage plan? **Medicare Advantage plans are private plans and typically serve a specific region, so may not be transferrable to North Carolina.**
- Do you (does your loved one) have a "Medigap" or supplemental insurance policy? If so, check to see if the same policy is available in North Carolina. If not, **don't drop the old policy until a new one is in place!**
- Are you (is your loved one) enrolled in Medicare Part D? Some Part D prescription drug plans are nationwide, while others only serve specific regions. Check to see if the same plan is available in North Carolina, and if not, if a similar plan is available.
- Are you (is your loved one) enrolled in a State Pharmaceutical Assistance Program (SPAP)? North Carolina only has a minimal SPAP. If assistance is not available, could you (could your loved one) still afford their medications?

# moving to north carolina

## Medicare doctors:

Finding a primary care doctor who is accepting new Medicare patients is not always easy in Wake County. Start looking as soon as possible (don't leave it until a prescription refill is needed). Try calling larger practices, which often have new doctors coming on staff more often and may have more availability.

## Medicaid:

Medicaid (health insurance for people with low income) is funded by a combination of federal and state dollars, so eligibility varies state-to-state. **If you have (if your loved one has) Medicaid now, that does not guarantee you (your loved one) will be eligible in North Carolina.** NC Medicaid eligibility rules are stricter than many other states.

Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits in addition to direct health care coverage, it can be crucial to determine whether you are (whether your loved one is) receiving these benefits and whether you (they) would still be eligible in North Carolina. In addition, many Medicaid-related programs have lengthy application processes and/or wait lists, so benefits are often not immediate even if an applicant is approved for NC Medicaid.

## Food aid and other economic assistance:

If you receive (if your loved one receives) any of the following benefits, check to see if the same benefit is available in North Carolina. Some eligibility limits change state-to-state, or by region:

- Food Assistance (Food Stamps, or SNAP);
- Discounts on utility bills or winter heating costs;
- Supplemental Security Income (SSI) (although this is a federal benefit, some states provide more generous supplements. This is not the case in North Carolina);
- Other economic help from the state or county.

## Home care and chore services:

Do you (does your loved one) receive assistance in the home from a home health aide or chore worker? If so, check to see who is paying for this service. Availability of such services is much more limited in North Carolina than elsewhere. If public assistance is not available, how will you (your loved one) fill this need?

## Transportation:

Do you (does your loved one) drive? If so, think about if you (they) would be able to easily adjust to driving in a new area. This can be difficult or daunting, even for those who have been easily capable of driving familiar routes in their home area.

If you do not drive (if your loved one does not drive) how will you (they) get around? Public transportation is limited or unavailable in much of Wake County, and private transportation can be costly. Will family or friends be available to take you (them) to medical appointments, the grocery store, etc.?

## Social support:

- What kind of social support network do you (does your loved one) have at home now? A church community, neighbors, friends, and family can relieve isolation and provide back-up in times of crisis. If you move here (if your loved one moves here), what source(s) of social support would be available?
- How easily do you (does your loved one) make new friends?
- If there are friends or family in North Carolina that you are (your loved one is) moving to be close to, how busy are those people with their own families, jobs, and social activities?
- What will you (will your loved one) lose by moving here? Is it outweighed by what would be gained? Especially if you are (if your loved one is) frail, it may be difficult or impossible to rebuild a social network in a new place.



**Housing:**

- What kind of living situation are you (is your loved one) in now? Will a similar situation be available in North Carolina? Be aware that there are long waitlists for affordable housing in Wake County.
- Will you (will your loved one) be able to continue at the same level of independence, or, upon moving, will additional support be needed? If you need (if your loved one needs) a long-term care setting such as assisted living or skilled nursing care, be sure to look into how that would be paid for. The same level of financial support for long-term care may not be available in North Carolina as in other states.

**Why are you considering this move?**

Be sure to think through your reasons for this move, if it's your idea. If the idea is coming from someone else, ask for clarification to understand why that person wants you (wants your loved one) to move.

- Are you (is your loved one) reacting to an acute situation such as an illness or fall? If so, think about if a move is the best solution to the situation:
  - Could a less drastic solution, such as a personal emergency response system (medical alert), or a few hours per week of in-home services, provide additional security or peace of mind to solve the immediate problem?
  - Will a move really solve the problem? E.g., will moving prevent future falls?
- Whose needs are being met by the move? You may feel more secure if you are (if your loved one is) nearer to family, but what may be lost in exchange for that security?
- What do you (what does your loved one) think about this move? Take time to really listen.

**Carefully consider both what is important to you (to your loved one) and what is important for you (for your loved one). The bottom line should be: What decision will contribute most to your (to your loved one's) quality of life?**

**NOTES**

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## HOME SAFETY CHECKLIST

Use this checklist to assess the homes of you and/or your loved ones for safety. **Remember to periodically re-check the home.**

This resource is also available online, at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php).

### All Areas of the Home

#### Cords:

- YES \_\_\_ NO \_\_\_ Are lamp, extension, and telephone cords placed out of the flow of traffic?
- YES \_\_\_ NO \_\_\_ Are cords out from beneath furniture and rugs or carpeting?
- YES \_\_\_ NO \_\_\_ Are electrical cords in good condition, not frayed or cracked?
- YES \_\_\_ NO \_\_\_ Do extension cords carry no more than their proper load, as indicated by the ratings labeled on the cord and the appliance?

#### Rugs, runners, and mats:

- YES \_\_\_ NO \_\_\_ Are all small rugs and runners slip-resistant?

#### Telephones:

- YES \_\_\_ NO \_\_\_ Are emergency numbers posted on or near the telephone(s)?
- YES \_\_\_ NO \_\_\_ Is there easy access to a telephone in case of a fall (or other emergency)?

#### Smoke detectors:

- YES \_\_\_ NO \_\_\_ Are smoke detectors properly located?
- YES \_\_\_ NO \_\_\_ Are the smoke detectors working properly? Are batteries changed regularly?

#### Electrical outlets and switches:

- YES \_\_\_ NO \_\_\_ Are any outlets and switches unusually warm or hot to the touch?  
(For safety, correct answer is no.)
- YES \_\_\_ NO \_\_\_ Do all outlets and switches have cover plates, so that no wiring is exposed?
- YES \_\_\_ NO \_\_\_ Are light bulbs the appropriate size and type for the lamp or fixture?

#### Space heaters:

- YES \_\_\_ NO \_\_\_ Are heaters which come with a 3-prong plug being used in a 3-hole outlet or with a properly attached adapter?
- YES \_\_\_ NO \_\_\_ Are small stoves and heaters placed where they cannot be knocked over, and away from furnishings and flammable materials, such as curtains or rugs?
- YES \_\_\_ NO \_\_\_ If there is space heating equipment, such as a kerosene heater, gas heater or LP gas heater, does she/he understand the installation and operating instructions thoroughly?

#### Wood-burning heating equipment:

- YES \_\_\_ NO \_\_\_ Is wood-burning equipment installed properly?

#### Kitchen:

- YES \_\_\_ NO \_\_\_ Are towels, curtains, and other things that might catch fire located away from the range?
- YES \_\_\_ NO \_\_\_ Does she/he wear clothing with short or close-fitting sleeves while cooking?
- YES \_\_\_ NO \_\_\_ Are kitchen ventilation systems or range exhausts functioning properly and are they in use while she/he is cooking?
- YES \_\_\_ NO \_\_\_ Are all extension cords and appliance cords located away from the sink or range areas?

YES \_\_\_ NO \_\_\_ Does good, even lighting exist over the stove, sink, and countertop work areas, especially where food is sliced or cut?

YES \_\_\_ NO \_\_\_ Does she/he have a step stool which is stable and in good repair?

### Living room / family room:

YES \_\_\_ NO \_\_\_ Are chimneys clear from accumulations of leaves, and other debris that can clog them?

YES \_\_\_ NO \_\_\_ Has the chimney been cleaned within the past year?

### Hallways:

YES \_\_\_ NO \_\_\_ Are hallways, passageways between rooms, and other heavy traffic areas well lit?

YES \_\_\_ NO \_\_\_ Are exits and passageways kept clear?

### Stairs:

YES \_\_\_ NO \_\_\_ Are stairs well lit?

YES \_\_\_ NO \_\_\_ Are light switches located at both the top and bottom of the stairs?

YES \_\_\_ NO \_\_\_ Are there handrails on all stairs?

YES \_\_\_ NO \_\_\_ Are handrails sturdy and securely attached?

YES \_\_\_ NO \_\_\_ Do the steps allow secure footing? (If not, consider adding anti-slip strips or tape.)

YES \_\_\_ NO \_\_\_ Are steps even and of the same size and height?

YES \_\_\_ NO \_\_\_ Are any rugs or other coverings on the steps in good condition?

YES \_\_\_ NO \_\_\_ Can she/he clearly see the edges of the steps?  
(If not, consider marking with tape or paint.)

YES \_\_\_ NO \_\_\_ Is anything stored on the stairway, even temporarily?  
(For safety, correct answer is no.)

### Bathrooms:

YES \_\_\_ NO \_\_\_ Are bathtubs and showers equipped with non-skid mats, abrasive strips, or surfaces that are not slippery?

YES \_\_\_ NO \_\_\_ Do bathtubs and showers have at least one (preferably two) grab bars?

YES \_\_\_ NO \_\_\_ Is the water temperature 120 degrees or lower?

YES \_\_\_ NO \_\_\_ Is a light switch located near the entrance to the bathroom?

YES \_\_\_ NO \_\_\_ Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

YES \_\_\_ NO \_\_\_ Are all medicines stored in the containers that they came in, and are they clearly marked?

### Bedrooms:

YES \_\_\_ NO \_\_\_ Are lamps or light switches within reach of each bed?

YES \_\_\_ NO \_\_\_ Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc.) located away from beds or bedding?

YES \_\_\_ NO \_\_\_ Is anything covering her/his electric blanket when in use?  
(For safety, correct answer is no.)

YES \_\_\_ NO \_\_\_ Does she/he avoid "tucking in" the sides or ends of their electric blanket?

YES \_\_\_ NO \_\_\_ Does she/he ever go to sleep with a heating pad that is turned on?  
(For safety, correct answer is no.)

YES \_\_\_ NO \_\_\_ Is there a telephone close to her/his bed?





## CHOOSING A HOME CARE AGENCY

Use this first page to think about what you and your loved one(s) need and want from a potential home care service. Being clear about these basics during your first contact with an agency may save time and prevent disappointment in future. Then, use the next page to take notes while talking with agencies, to help you better remember what is said and be able to compare services (we recommend making copies of the “Gathering Information” page so that you can take notes about each agency you speak with).

This resource is also available online, at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php).

### Before Calling

#### Funding:

**How does she/he plan to pay for the service?** Keep in mind that it is a common misconception that Medicare covers the cost of home care services. Most home care services are not considered a medical service, so are not covered by Medicare. For more information see “Paying for Home Care” on page 24.

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#### Level and type of care:

**What does she/he want or need help with?** (Bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, etc.? Does the person require “hands-on” care, or just supervision? Do they require any skilled services, such as physical therapy or nursing?)

It is important to understand the limitations of the services you are requesting. A home care aide is typically not permitted to directly administer medications or give injections, though they can remind a patient to take medications that have been dispensed into a pillbox; some agencies allow aides to provide transportation, while others do not; home care aides can typically help with “light housekeeping” but not heavy-duty cleaning.

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#### Working hours:

**When does she/he want an aide to come?** (How often, what days, for how many hours per visit, etc.; Is this a short-term or a long-term need? How flexible are they about scheduling? How soon does service need to start?)

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#### Special needs or requests:

**Does she/he have any special needs or requests?** (Male aide; strong aide for lifting; aide who has worked with dementia patients; non-smoker; OK with pets; able to provide transportation; etc.)

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## Gathering Information

If you will be inquiring of more than one agency, which is strongly recommended, **make copies of this page so that you may take notes about each agency.**

**Name of company:** \_\_\_\_\_

- Do they accept private insurance? Medicare? Medicaid? Or only private pay? Will they file insurance claims, or require the client/family to? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- If Medicare is to be used for services: Are they Medicare-certified? Is a physician referral required? \_\_\_\_\_  
\_\_\_\_\_
- If she/he will be paying privately: What are the basic hourly charges? Are there overtime charges, or higher charges for evening or weekend coverage? What is the minimum number of hours per visit? Do they charge for the initial assessment? If yes, how much? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Do they offer the kinds of services that are needed? Can they meet her/his special needs or requests? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What hours of the day are they available? \_\_\_\_\_
- When would they be able to start? \_\_\_\_\_
- Can they provide services on holidays if needed? \_\_\_\_\_
- Will the same person provide service at each visit? \_\_\_\_\_  
\_\_\_\_\_
- What happens if an aide is sick or goes on vacation? \_\_\_\_\_  
\_\_\_\_\_
- How many years have they been in business? \_\_\_\_\_
- Are they licensed by the Division of Health Services Regulation? \_\_\_\_\_
- Are they accredited? \_\_\_\_\_
- How do they screen their job applicants (what kind of training or certification is required)? \_\_\_\_\_  
\_\_\_\_\_
- Do they perform staff background checks? \_\_\_\_\_
- Are workers employees or independent contractors of the agency? \_\_\_\_\_
- What kind of training do they provide to their workers? \_\_\_\_\_  
\_\_\_\_\_
- Do they have liability insurance (covers damage to the home or injury to the patient)? \_\_\_\_\_
- Are their workers bonded (covers employee theft or dishonesty)? \_\_\_\_\_
- Do they have workers compensation insurance (covers injury to the worker on the job)? \_\_\_\_\_
- Can they provide references? \_\_\_\_\_

## LONG-TERM CARE FACILITY CHECKLIST

If you will be visiting multiple facilities, which is strongly recommended, **make copies of this page so that you may take notes about each agency.**

This resource is also available online, at [www.resourcesforseniors.com/resource/long-term-care-facility-checklist.php](http://www.resourcesforseniors.com/resource/long-term-care-facility-checklist.php).

**Facility name:** \_\_\_\_\_

### First impressions:

- Do you like the facility's outward appearance? \_\_\_\_\_
- Is the location convenient for visits by family and friends? \_\_\_\_\_
- Is the residence clean and free of odors? \_\_\_\_\_
- Is the facility appropriately heated/cooled? \_\_\_\_\_
- What is the noise level in the facility? \_\_\_\_\_
- Do staff address residents by their names and interact with them during your tour? \_\_\_\_\_
- Do you notice the residents socializing with each other and do they appear content? \_\_\_\_\_
- Can you talk with residents about how they like living there and what they think of staff? What do they say? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Are staff courteous to residents and to each other? \_\_\_\_\_
- Do staff respond to requests for assistance in a timely manner? \_\_\_\_\_
- Are visits with residents encouraged and welcome at any time? \_\_\_\_\_
- Is the floor plan of the common areas well-designed and easy to follow? \_\_\_\_\_

### Living area and accommodations:

- How many units are there, and how many are occupied? \_\_\_\_\_
- Are there different sizes and types of units available with optional floor plans? \_\_\_\_\_  
 \_\_\_\_\_
- Are single units available? Are double occupancy units available for sharing with another person? \_\_\_\_\_
- What furniture is provided and what can residents bring from home? \_\_\_\_\_  
 \_\_\_\_\_
- May residents decorate their own rooms? \_\_\_\_\_
- Is there adequate storage space in the individual units? \_\_\_\_\_
- Are the common areas attractive, comfortable and clean? \_\_\_\_\_  
 \_\_\_\_\_
- Is there an outside courtyard or patio for residents and visitors? \_\_\_\_\_
- What laundry services or facilities are available for residents' personal clothing? \_\_\_\_\_  
 \_\_\_\_\_

### Safety and accessibility:

- Are doorways, hallways and rooms accessible for wheelchairs and walkers? \_\_\_\_\_
- Are bathrooms accessible for wheelchairs and walkers? \_\_\_\_\_
- Are elevators available for those unable to use stairways? \_\_\_\_\_

# long-term care facility checklist

- Are there handrails in the hallways to aid in walking? \_\_\_\_\_
- Are floors of a non-skid material and carpets conducive to safe walking? \_\_\_\_\_
- Does the residence have good lighting, sprinklers and clearly-marked exits? \_\_\_\_\_
- Does the residence provide ample security and is there an emergency evacuation plan? \_\_\_\_\_
- Is a 24-hour emergency response system installed in each unit? What happens when it is activated? \_\_\_\_\_

## Services:

- What services are available to all residents at the base rate? \_\_\_\_\_
- Are there additional charges for personal care services (help with bathing, dressing, etc.)? Who provides these services and what are their qualifications? \_\_\_\_\_
- Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge? \_\_\_\_\_
- Does the facility offer any special services or areas for dementia patients? How do these services differ? Is there an additional charge for these? \_\_\_\_\_
- To what extent are medical services available within the facility, and how are these services provided? \_\_\_\_\_
- How are medical emergencies handled? Does the facility have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital? \_\_\_\_\_
- Are there staff that coordinate visits from a nurse, physical or occupational therapist, etc., when needed on a temporary basis? \_\_\_\_\_
- Does the facility provide transportation to doctors' offices, the hairdresser, shopping, and other activities desired by residents? If so, how is that arranged? \_\_\_\_\_
- Are pharmacy, barber/beautician, physical therapy, or any other services offered on-site or nearby? \_\_\_\_\_

## Social and recreational activities:

- What kinds of group/individual recreational activities, if any, are offered? Who schedules/coordinates them? Can you meet that person? \_\_\_\_\_



- Is there an organized activities program with a posted daily schedule of events?  
\_\_\_\_\_
- Does the facility schedule trips or other events off-premises? \_\_\_\_\_  
\_\_\_\_\_
- Are the social and activity areas appropriate and desirable to the prospective resident? \_\_\_\_\_  
\_\_\_\_\_
- Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening supplies)?  
\_\_\_\_\_
- Are religious services held on the premises or are arrangements made for residents to attend nearby services? \_\_\_\_\_  
\_\_\_\_\_
- Are there fitness facilities? What about regularly-scheduled exercise classes? \_\_\_\_\_  
\_\_\_\_\_
- Are residents' pets allowed? Does the facility have pets, and if so who cares for them? \_\_\_\_\_  
\_\_\_\_\_

### Food:

- Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu? \_\_\_\_\_  
\_\_\_\_\_
- Can special diets be accommodated? Does a qualified dietitian plan or approve menus? \_\_\_\_\_  
\_\_\_\_\_
- Are residents involved in menu planning and may they request specific foods? \_\_\_\_\_  
\_\_\_\_\_
- Does the dining room environment encourage residents to relax, socialize, and enjoy their food? \_\_\_\_\_  
\_\_\_\_\_
- May residents eat meals in their units? May they keep snacks or other food in their units? \_\_\_\_\_
- Are meals provided only at set times or is there some flexibility? Are snacks available? \_\_\_\_\_  
\_\_\_\_\_
- Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired? \_\_\_\_\_
- Can you tour the facility during a meal and eat with the residents? \_\_\_\_\_
- What do residents say about the food? \_\_\_\_\_  
\_\_\_\_\_

### Moving in, contracts, and finances:

- Is there a waiting list? If so, how long do they estimate it will be until a unit becomes available? \_\_\_\_\_  
\_\_\_\_\_
- What is involved with the moving in/out process? \_\_\_\_\_  
\_\_\_\_\_
- Is there a written statement of residents' rights and responsibilities? Can you take home a copy? \_\_\_\_\_  
\_\_\_\_\_

# long-term care facility checklist

## long-term care facility checklist

- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions? \_\_\_\_\_
- How much is the monthly fee? What does this include? \_\_\_\_\_  
\_\_\_\_\_
- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases? \_\_\_\_\_  
\_\_\_\_\_
- Are residents required to purchase renters' insurance for personal property in their units? \_\_\_\_\_
- Do billing, payment and credit policies seem fair and reasonable? \_\_\_\_\_  
\_\_\_\_\_
- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable? \_\_\_\_\_
- May the resident handle her/his own finances with staff assistance, if able, or must a family member/ outside party be designated? \_\_\_\_\_
- Is the contract for a specific period of time or month-to-month? \_\_\_\_\_
- When may a contract be terminated and what are the policies for refunds and transfers? \_\_\_\_\_  
\_\_\_\_\_
- What happens if funds are depleted and full payment can no longer be made? \_\_\_\_\_  
\_\_\_\_\_
- Does the facility accept Medicaid? What about Special Assistance? \_\_\_\_\_
- What additional services are available if the resident's needs change? Are staff available to coordinate these services? \_\_\_\_\_  
\_\_\_\_\_
- Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis? \_\_\_\_\_
- Under what circumstances would the resident be forced to move out (because of increased care needs, change in finances, etc.)? \_\_\_\_\_  
\_\_\_\_\_
- What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that? \_\_\_\_\_  
\_\_\_\_\_

### Staff:

- What are the hiring procedures and requirements for eligibility? \_\_\_\_\_  
\_\_\_\_\_
- Are criminal background checks, references, and certifications required? \_\_\_\_\_
- Is there a staff training program in place and what does it entail? \_\_\_\_\_  
\_\_\_\_\_
- What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay? \_\_\_\_\_  
\_\_\_\_\_
- How long has the current administrator been there? \_\_\_\_\_
- What is the staff-to-patient ratio during the day? At night? On weekends? \_\_\_\_\_  
\_\_\_\_\_
- Does the facility have RNs on duty at all times? LPNs? \_\_\_\_\_  
\_\_\_\_\_



# MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES

## What You Should Know

If you are 18 or older and have the capacity to make and communicate decisions, you have the right to make decisions about your health and mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to express yourself, you will need an “advance directive.”

### What is an advance directive?

An advance directive is a set of directions you give about the health care and/or mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a **living will**, the second is called a **health care power of attorney**, and the third is called an **advance instruction for mental health treatment**.

### Do I have to have an advance directive and what happens if I don't?

Making a living will, health care power of attorney, or advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no advance directives in place, your doctor or mental health care provider will consult with someone close to you about your care. Having advance directives makes this easier since you have made your wishes known ahead of time.

### What is a living will?

In North Carolina, a living will or “Advance Directive for a Natural Death” is a document that tells others that you want to die a natural death if you are terminally and incurably sick, have advanced dementia, or are unconscious and not expected to wake up. In a living will, you can direct your doctor not to use “life-prolonging measures” such as tube-feeding. You can also say whether your health care agent is allowed to override your instructions or not.

### What is a health care power of attorney?

In North Carolina, you can name a person to make health care/mental health care decisions for you if you later become unable to decide yourself, either temporarily or permanently. This person is called your **health care agent**. The health care power of attorney is a legal document in which you name who you want your agent to be. You can also say what medical treatments/mental health treatments you would want and what you would not want. Your health care agent then knows what choices you would make. Choose an adult you trust, and discuss your wishes with the person before you put them in writing.

### What is an advance instruction for mental health treatment?

In North Carolina, an advance instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want, if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid health care power of attorney.

### How do I make an advance directive?

You must follow several rules when you make a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the person who may be asked to carry them out. The document(s) must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness the signing of the document(s). The living will and the health care power of attorney also must be notarized.



### **Are there forms I can use to make an advance directive?**

Yes. There is a living will form, a health care power of attorney form and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out. You can obtain these standard forms, free of charge, from a North Carolina state government website ([www.sosnc.gov/ahcdr](http://www.sosnc.gov/ahcdr)), or you can call Resources for Seniors to request to have a copy mailed to you. Attorneys can also provide these documents, and assist with preparing them (but it is not necessary to hire an attorney to complete these forms).

### **When does an advance directive go into effect?**

A living will goes into effect when you are going to die soon and cannot be cured, when you are unconscious and doctors are sure you won't wake up again, or when you suffer from advanced dementia that cannot be cured. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make, or to make known, your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision, or you can leave it up to the doctor who is treating you at the time the decision has to be made. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make, and to make known, your choices about mental health treatment. After a doctor determines this, your health care agent may make treatment decisions for you.

### **What happens if I change my mind?**

You can cancel your living will at any time by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known, your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make, and make known, your decisions, by telling your doctor or other provider that you want to cancel it.

### **Whom should I talk to about an advance directive?**

You should talk to those closest to you about an advance directive and your feelings about the care you would like to receive. Having an open conversation with family members about your wishes can save painful confusion and conflict later on. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

### **Where should I keep my advance directive?**

Keep a copy in a safe place where your family can get it, and make sure they know where it is. Give copies to your family, your doctor or other health care/mental health care provider, your health care agent, and any close friends who might be asked about your care should you become unable to make decisions.

### **What if I have an advance directive from another state?**

An advance directive from another state may not meet all of North Carolina's rules. To be safe, you may want to make a new advance directive in North Carolina. Or you could have a North Carolina attorney review the advance directive from the other state.

*Source: NC Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advance Directives 1991. Revised 2009. Modified for this publication.*

## END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings. Planning ahead, and discussing your plans with family members, is a great kindness to them and will likely spare them anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times.

### Planning Ahead

#### Consider your feelings about...

- ...when to stop aggressive medical treatment;
- ...who you can trust to make decisions for you if you are unable to speak for yourself;
- ...whether you wish to donate your body or organs after death;
- ...what kind of funeral arrangements you prefer.

#### Prepare...

- ...advance directives including a living will and health care power of attorney;
- ...written wishes about funeral arrangements and body disposition;
- ...a will, and select an executor to handle your estate;
- ...written material to help your family locate your important papers and financial information.

#### Communicate...

- ...your wishes with all the important people in your life (family members, doctors, clergy, etc.) and make sure they are all aware of your wishes, especially if you anticipate conflict among them;
- ...with your health care agent and the executor of your will so they know who they are and what they will be expected to do.

### When Death Approaches

- Make sure your advance directives are in the hands of your family, your doctor, and in hospital records;
- Provide your written plans to family and health care providers;
- Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank account information etc.;
- Write/review obituary, if desired.

### After Death

#### Survivors must:

- ...notify attending physician, hospice, etc., if death does not occur in a hospital;
- ...arrange for completion of death certificate and get multiple copies;
- ...put plans into motion for body/organ donation, if desired;
- ...set date and location for funeral or memorial service;
- ...notify relatives, friends, employers;
- ...assist out-of-town relatives with travel and lodging plans if needed;
- ...publish obituary;
- ...maintain security for home and property if left vacant;
- ...notify Social Security, pension plans, or other sources of benefits;
- ...notify life insurance company;
- ...arrange for administration of estate.

*Prepared with assistance from the nonprofit Funeral Consumers Alliance of the Triangle.*

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# RFS Locations and Contacts

**Administrative Office** 919-872-7933  
1110 Navaho Drive, Fourth Floor, Raleigh, 27609

## TOTAL LIFE CENTERS

**Cary Total Life Center at Bond Park** 919-460-9008  
110 Maury O'Dell Place, Cary, 27513

**Eastern Wake Total Life Center** 919-365-4248  
323 Lake Drive, Wendell, 27591

**Garner Total Life Center** 919-773-3790  
201 Methodist Drive, Garner, 27529

**Raleigh Total Life Center** 919-873-1870  
5124 Departure Drive, Raleigh, 27616

## SENIOR CENTERS

**Cary Senior Center**  
120 Maury O'Dell Place, Cary, 27513  
**RFS Service Coordinator** 919-462-3983

**Eastern Wake Senior Center** 919-365-4248  
323 Lake Drive, Wendell, 27591

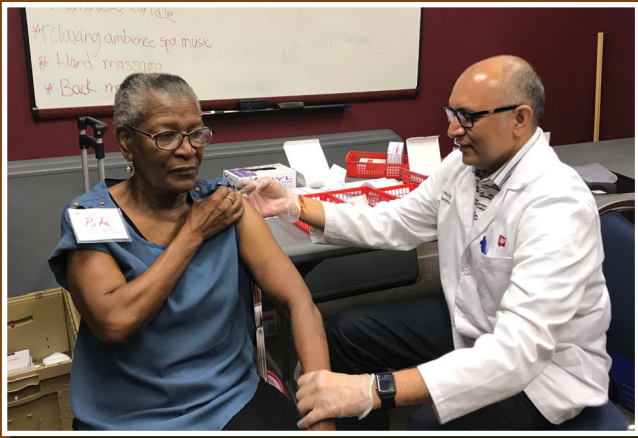
**Garner Senior Center**  
205 East Garner Road, Garner, 27529  
**RFS Service Coordinator** 919-661-6894

**Northern Wake Senior Center** 919-554-4111  
235 East Holding Avenue, Wake Forest, 27587

### Raleigh Centers for Active Adults

**Anne Gordon Center at Millbrook Exchange Park**  
1901 Spring Forest Road, Raleigh, 27604  
**RFS Service Coordinator** 919-996-4738

**Five Points Center**  
2000 Noble Road, Raleigh, 27608  
**RFS Service Coordinator** 919-996-4738



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