Published by:

Resources for Seniors

1110 Navaho Dr, Fourth Floor
Raleigh, NC 27609
(919) 872-7933
www.resourcesforseniors.com

Resources for Seniors would like to thank our directory sponsors:


for their generosity in sponsoring our 2011-2012 Directory of Resources for Older Adults in Wake County.

For information about opportunities to sponsor next year’s directory, please contact Tobi Bowen at 713-1530 or email: tobib@rfsnc.org.

Resources for Seniors has made an effort to include a comprehensive listing of services of particular interest to senior citizens and their families, within the constraints of our time and resources. However, Resources for Seniors does not claim that this publication is all-inclusive regarding services for older adults, nor that it is free of errors.

Inclusion in this directory does not constitute an endorsement or recommendation by Resources for Seniors, Inc., 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 and space limitations.

Please notify the RFS Information Department of any changes, additions or deletions to the content of this directory.

Call 713-1556 or email intake@rfsnc.org.
Resources for Seniors serves senior and disabled adults in Wake County, NC, by providing home and community based services and information so that they can maximize their choices for comfort, safety, security and well-being. Services include direct care, support services, care management, consulting, information and outreach.

We provide excellence in service and care for individuals and their families.

RFS SERVICES

Adult Day Centers..............................................872-7933
Activities and care for the older adult who requires supervision during the day and would benefit from a regular schedule of activities, crafts, entertainment, and social contact.

Total Life Center, Cary .................. 467-6906
200 High Meadow Dr, Cary (Kirk of Kildaire Presbyterian Church)

Total Life Center Cary at Bond Park ............... 460-9008
120 Maury O’Dell Pl, Cary (next to Cary Senior Center)

Total Life Center Creedmoor Road .................. 676-5858
6612 Creedmoor Rd, Raleigh (Asbury United Methodist Church)

Total Life Center Departure Drive .................. 873-1870
5124 Departure Dr, Suite 101, Raleigh

Total Life Center Eastern Wake .................. 365-4248
323 Lake Dr, Wendell (Eastern Wake Senior Center)

Total Life Center, Garner .................. 773-3790
201 Methodist Dr, Garner (Garner United Methodist Church)

Saturday Daybreak Services .................. 713-1525

Caregiver Support..............................................872-7933
Support groups and one-on-one consultation are available for caregivers needing help with emotional support and problem-solving.

Companion Plus/ Sitters Registry .................. 872-7933
Listing of companion/sitters, trained by RFS, who offer their services to the public.

Friendly Visitor and Telecare .................. 872-7933
Volunteers provide visit or phone calls to isolated older adults who would benefit from regular contact to increase safety and social interaction.

Housing and Home Improvement .................. 872-7933
Major and minor home repairs, safety audits, accessibility modifications. Some programs available on a sliding scale basis depending on income.

Weatherization and Heating Unit Repair and Replacement .................. 872-7933
Free program providing home energy audits and enhancements, to make homes easier to heat and cool. Can also repair and/or replace heating and cooling systems, increase insulation, etc.

Housing Counseling .................. 872-7933
Resources for Seniors provides counseling to individuals 62 and older who are interested in applying for a reverse mortgage. Information is also provided on senior housing options and retirement communities.

Information and Referral .................. 872-7933
Provides information on all services for senior citizens in Wake County, not just those offered by Resources for Seniors. Call us when you’re not sure who to call.

In-Home Aide Services .................. 872-7933
Assistance with personal care, meal preparation, respite for families, and home management.

Insurance Counseling .................. 462-3983
RFS partners with the Senior Health Insurance Information Program to offer counseling regarding Medicare and other insurance questions. Face-to-face appointments with SHIIP volunteers are available.
Medication Education for Drug Safety
MEDS....................................................872-7933
Pharmacist certified by the ChecKmeds NC program provides free medication therapy management consultations for Medicare patients, to prevent dangerous side effects and drug interactions.

Senior Activity Centers
The senior centers offer a variety of programs designed to promote the physical, social, and emotional well-being of independent older adults.

Cary Senior Center ......................... 469-4081
RFS Service Coordinator.................. 462-3983
Eastern Wake Senior Center ............. 365-4248
Garner Senior Center....................... 779-0122
RFS Service Coordinator.................. 661-6894
Northern Wake Senior Center .......... 554-4111
Whitaker Mill Senior Center............. 856-6444

Transportation.....................................872-7933
Limited transportation provided to medical appointments and nutrition sites in selected areas. Riders must meet eligibility criteria.

www.resourcesforseniors.com
Website includes a wealth of information about the agency and its services, as well as access to a searchable community resource database, downloadable resource lists, senior center calendars, online speed referrals, and more!

Community Resource Database:
www.resourcesforseniors.com/irisdata.php

Resource lists (updated home care, long-term care, housing resources)
www.resourcesforseniors.com/resourcelist.php

Adult Day Care Centers:
www.resourcesforseniors.com/tlc.php

Caregiver services:
www.resourcesforseniors.com/caregiver.php

Senior Center Calendars:
www.resourcesforseniors.com/calendar.php

Speed Referral Forms:
www.resourcesforseniors.com/referrals.php
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ADULT DAY AND GROUP RESPITE PROGRAMS

Some older adults need assistance with daily activities and care, but do not need full-time placement in a rest home or nursing home. Adult day services give older people a place to go for care and supervision, activities and social contact with others. These programs are especially helpful for working caregivers or when family members need time off from the responsibilities of caregiving. Fees vary according to the amount of assistance the older person needs, but are much less expensive than providing in-home care for the equivalent amount of time. In some cases, payment may be arranged through sliding scale fees, subsidies, or Medicaid. Health model centers have a nurse present at least part-time; social model centers do not.

Group respite programs may be staffed by volunteers or by paid staff, and are intended to give the caregiver a break for a few hours. Typically they offer a few hours of care for a modest fee. They typically are designed for participants with relatively mild impairment and are not equipped or staffed to meet the needs of those with complex or unstable medical conditions.

Family Circle Elder Care .................773-1115
820 W. Garner Rd, Garner
familycircleelder.com
(Combination social/health model center, licensed for 12 participants, fee-based. No age restriction.)

The Glade Adult Day Center at Glenaire.................................447-4494
5000 Glenhope Ct, Cary
www.glenaire.org/theglade
(Social model, licensed for 21 participants, fee-based. Clients must be 65+.)

Independence Health Lifestyles ...... 544-4747
3909 Sunset Ridge Rd, Suite 103, Raleigh
www.independencehealth.org
(Senior wellness center offering several hours a day of physical therapy, exercise, and activities. Not licensed as adult day care and not appropriate for dementia patients beyond early stage. Monthly fee.)
Millbrook Enrichment Center ..........277-8628
Millbrook United Methodist Church
1712 Millbrook Rd, Raleigh
millbrookumc.org
(Volunteer-staffed group respite program, Monday, Wednesdays and Fridays, 9-1, fee-based. Age 60+)

Resources for Seniors
Total Life Centers ............................... 872-7933
www.resourceforseniors.com/tlc.php
(No age restrictions for any center.)

*Total Life Center - Cary Bond Park .... 460-9008
110 Maury O’Dell Pl, Cary (Licensed for 29 participants. Next to Cary Senior Center.)

Total Life Center - Cary Kildaire .......... 467-6906
200 High Meadow Dr, Cary (Licensed for 29 participants. At Kirk of Kildaire Presbyterian Church)

Total Life Center - Creedmoor Road .... 676-5858
6612 Creedmoor Rd, Raleigh (Licensed for 41 participants. At Asbury United Methodist Church.)

*Total Life Center - Departure Drive .... 873-1870
5124 Departure Dr, Suite 101, Raleigh (Licensed for 91 participants. Freestanding location.)

*Total Life Center - Eastern Wake ........ 365-4248
323 Lake Dr, Wendell (Licensed for 25 participants. Adjacent to Eastern Wake Senior Center.)

Total Life Center - Garner ................. 773-3790
201 Methodist Dr, Garner (Licensed for 41 participants. At Garner United Methodist Church.)

Saturday Daybreak Program .............. 713-1525
Bond Park and Departure Dr. locations, alternating (Group respite care offered on Saturdays)

*Combination social/health model centers. A nurse is on site 4 hours per day.

Ruth Sheets Adult Care Center .......... 832-7227
228 West Edenton St, Raleigh
www.esumc.org/missions/ruth-sheets.php
(Social model center, licensed for 16 participants. Clients must be 50+. Fee-based.)

SarahCare at Lake Boone Trail .......... 746-7050
2245 Gateway Access Point, Suite 101, Raleigh
www.sarahcare.com
(Combination social/health model center, licensed for 51 participants. Clients must be 55+. Fee-based.)

Southeastern Wake
Adult Day Health Center ................. 231-2245
2034 New Bern Ave, Raleigh
(Combination social/health model, licensed for 40 participants. No age restriction, but priority given to those over 55.)
ADVOCACY

Alliance of Disability Advocates ...... 833-1117
401 Oberlin Rd, Suite 103, Raleigh
www.allianceccl.org
(Nonprofit agency offering information and referral, peer support, and advocacy for people living with disabilities of all kinds)

Disability Rights NC ....................... 856-2195
Toll-Free Number ............................ 877-235-4210
2626 Glenwood Ave, Suite 550, Raleigh
www.disabilityrightnc.org
(Investigates complaints from disabled citizens about discrimination in education, employment, transportation, etc. Formerly known as Governor’s Advocacy Council for Persons with Disabilities.)

CARE-LINE ................................. 800-662-7030
NC DHHS, Office of Citizen Services
www.NCcareLINK.org
(Information and referral on human services in government, nonprofit agencies, and support groups. Spanish-speaking specialist available.)

Legal Aid of NC ............................ 866-219-5262
Senior Legal Helpline ..................... 877-579-7562
224 South Dawson St, Raleigh
www.legalaidnc.org
(Free legal assistance with non-criminal matters. Senior Helpline is for clients age 60 and over. Regular Legal Aid number can be used by seniors or low-income clients.)

Consumer Protection ................. 716-6000
Toll-Free Consumer Line ............... 877-5NO-SCAM
Office of the Attorney General
www.ncdoj.gov/consumer.aspx
114 West Edenton St, Raleigh
(Assists with consumer problems and unfair and deceptive trade practices by businesses, as well as educating consumers about scams.)

ALZHEIMER’S DISEASE / DEMENTIA / MEMORY IMPAIRMENT

The normal aging process can bring about many changes, including occasional forgetfulness. However, memory loss that significantly disrupts everyday functioning and decision-making is not a normal part of aging. Many different diseases, medication reactions or interactions, depression, nutritional deficiencies, and alcohol use can cause memory problems. It is important to assess possible causes of memory loss with a complete medical and psychosocial assessment, because some causes are treatable.

Alzheimer’s Disease is the most common cause of severe memory loss in older adults. The onset of the disease is usually gradual. This disease attacks the brain, resulting in memory loss and impairments in behavior, reasoning, and thinking. The resources listed below offer support and information for those affected by Alzheimer’s Disease or other conditions related to memory loss.

Alzheimer’s Association in Eastern North Carolina .................. 573-1851
3737 Glenwood Ave, Suite 100, Raleigh
www.alz.org/nc
(Information and referral, support groups, education and public awareness of Alzheimer’s Disease. Eastern NC office of the national Alzheimer’s Association.)

Alzheimer’s Association National Office .................. 800-272-3900
www.alz.org
(National nonprofit organization providing a resource line and website for Alzheimer’s Disease information. Promotes awareness and research on Alzheimer’s Disease.)

Alzheimer’s Disease Education and Referral Center .................. 800-438-4380
www.nia.nih.gov/alzheimers
(Federally-funded resource center for Alzheimer’s Disease)

Alzheimers North Carolina, Inc ........ 832-3732
Toll-Free Number ....................... 800-228-8738
1305 Navaho Dr, Suite 101, Raleigh
www.alznc.org
(Information and referral, family resource center, support groups, and advocacy. Not affiliated with national Alzheimer’s Association.)

Duke Family Support Program .............. 800-672-4213
3600 Duke University Medical Center, Durham
www.dukefamilysupport.org
(Information and referral, caregiver support groups, and “The Caregiver” newsletter)

Duke Geriatric Evaluation and Treatment Clinic (GET Clinic) .............. 620-4070
200 Trent Drive, 2580A Stead Bldg, Durham
www.geri.Duke.edu
(Medical, psychiatric, and social evaluation and treatment of adults age 65 and older. Physician referral required.)
Duke Memory Disorders Clinic
Appointment Line...............................668-7600
For info about clinic............................... 668-2869
932 Morreene Rd, Durham
adrc.mc.duke.edu/index.php/clinical-services/
memory-disorders-clinic
(Comprehensive diagnostic evaluations of memory
impairment, confusion, behavioral changes and
intellectual decline.)

Project Lifesaver.................................856-6495
(Rapid response system that provides a tracking
device to be worn by individuals who are prone to
wandering. Sponsored by Wake County Sheriff’s
Office and Pilot Club.)

MedicAlert + Safe Return ........ 888-572-8566
www.medicalert.org/safereturn
(Program providing a low-cost identity tag and
registration in a national database to help locate
memory-impaired persons who have become lost.)

Silver Alert
(Alert system for individuals with dementia or other
cognitive impairment, similar to the Amber Alert
system for missing children. Contact local law
enforcement to report the missing person and
activate the system. There is no minimum length of
time before a report can be made.)

UNC Memory Disorders Clinic
Appointment Line...............................966-8168
For info about clinic............................... 966-8172
101 Manning Dr, Chapel Hill
(Comprehensive neurological and cognitive
evaluations of memory and other cognitive
disorders, including Alzheimer’s disease and other
dementias. Physician referral required.)
The following are some of the resources in Wake County for basic needs such as financial assistance, emergency food, clothing, and household items. Unfortunately, the need for such resources, especially financial assistance, is far greater than the supply. If you are looking for financial assistance, please read the list carefully and follow instructions about how and when to apply. Note that some programs only serve limited geographical areas. Churches and civic groups also may have some limited financial assistance available to their own members and people in their local area.

This list does not include all resources. Call 211 for other options that may not be included here. The Food Bank has a listing of food pantries on their website.

**FA** = Financial Assistance  
**FO** = Food  
**CL** = Clothing  
**HH** = Household items

---

**American Red Cross**

Triangle Area Chapter: 231-1602  
100 North Peartree Lane, Raleigh, 27610  
www.triangleredcross.org  
(Disaster relief, referrals for emergency services)

**Brooks Avenue Church of Christ**

Food Pantry (FO, CL): 821-2400  
700 Brooks Ave, Raleigh, 27607  
(Office hours Monday to Friday 8:30am-4:30pm, food and clothes available from 9am-noon on the second and fourth Saturdays of each month.)

**Dorcas Ministries**  
(Christian Community in Action)

(FA, FO): 469-9861  
1231 NE Maynard Rd, Cary  
dorcas-cary.org  
(Serves Cary and Morrisville area residents, call Monday-Friday 10am-12:30pm.)

**Fan Program, RFS**: 872-7933  
1110 Navaho Dr, Fourth Floor, Raleigh  
www.resourcesforseniors.com  
(Provides free fans during summer months, to low-income Wake County senior citizens.)

**First Presbyterian Church**

(FA): 833-4070  
120 W Hargett St, Raleigh, 27601  
(Call for appt on Monday beginning at noon or Tuesday beginning at 9:30am, until appts fill.)

**Food Bank of Central and Eastern NC**: 875-0707  
www.foodbankcenc.org  
(Does NOT provide food distribution directly to individuals, but does have a list of local food pantries available on website.)

**Fuquay-Varina Emergency Food Pantry**

(FO): 552-7720  
216 W Academy St, Fuquay-Varina  
www.fvfoodpantry.com  
(Tuesdays 9am-12pm and Thursdays 2-6pm)

**Garner Area Ministries**

(FA, FO, CL): 772-9100  
558 Garner Village Ct, Garner  
(Serves Garner area residents Monday-Friday 9am-12pm)

**Helping Hand Mission**

(CL, FO, HH): 829-8048  
(People needing emergency food or other items should call the main Raleigh location for an appointment first. NO WALK-INS)  
www.helpinghandmission.org  
623 Rock Quarry Rd, Raleigh, 27610  
(Monday-Friday 9am-6pm)  
5713 Hillsborough St, Raleigh ................. 854-2555  
(Thrift store hours: Monday to Saturday 9am-6pm)

**Lifeline/Link-Up Assistance Program**

(FA): 212-7000  
Wake County Human Services  
www.lifelinesupport.org  
(Assistance with phone bills for those eligible for Food Assistance, SSI, Section 8, Work First, or Medicaid, contact caseworker or your phone company for information. This program can be used for wireline OR wireless phones.)

**Low Income Energy Assistance Program (LIEAP)**

(FA): 212-7000  
Wake County Human Services, 220 Swinburne St, Raleigh, 27610  
www.wakegov.com  
(Assistance with heating expenses; applications taken in the fall for an annual check provided in February.)

**North Raleigh Ministries**

Crisis Center (FA, FO): 844-6676  
9650 Strickland Rd, Suite 161, Raleigh, 27615  
www.northraleighministries.com  
(Serves North Raleigh residents -- zip codes 27609, 27612, 27613, 27614, 27615. Monday-Thursday 10am-1pm. Call for appt.)
basic needs

Salvation Army (FA, FO, CL) .......... 834-6733
215 S Person St, Raleigh, 27601
www.keepthebellringing.org
(Financial assistance, clothing, food pantry; call for hours)

Southern Wake Faith Community in Action (FA) .......... 567-8100
605 Bridge St, Fuquay-Varina
(Tuesday & Thursday 9-11:45 AM. Emergency financial assistance and referrals for Fuquay-Varina and Willow Spring residents.)

Tri-Area Ministry (CL, FO) .......... 556-7144
149 E Holding Ave, Wake Forest
(Monday, Wednesday & Friday 9am-12pm. Provides clothing and food to persons living in Wake Forest, Youngsville, and Rolesville area. NO financial assistance.)

Triangle East Fellowship of Churches (FA, FO) ................. 365-6557
Wendell Christian Church, 421 Mattox St, Wendell
(Food pantry and limited emergency assistance for Wendell area residents. Call and leave message at church.)

Urban Ministries (FO) ................. 834-4707
1390 Capital Blvd, Raleigh, 27603
www.urbanmin.org
(Food distribution Monday-Friday 10am-1pm. No longer provides direct financial assistance.)

Wake County Human Services ........ 212-7000
Emergency Assistance (FA)
Wake County no longer provides assistance for rent, water bills, prescription drugs, etc. They may be able to provide a list of other local resources.

Wake County Human Services Energy Program (FA) .......... 212-7000
Wake County Human Services Service Intake
220 Swinburne St, Raleigh, 27610
Eastern Regional Center ................. 404-3900
1002 Dogwood Dr, Zebulon
Northern Regional Center ................ 562-6300
350 East Holding Ave, Wake Forest
Southern Regional Center .............. 557-2501
130 North Judd Parkway NE, Fuquay-Varina
(Emergency financial assistance for households at risk of heating or cooling crisis. Must have shut-off notice.)

Western Wake Crisis Ministry (FO, FA) ................. 362-0657
103 E Chatham St, Apex
www.wwcm.org
(For residents of Apex and surrounding area, including Holly Springs, Friendship, New Hill. Open Monday to Thursday 10am-1pm)

With Love from Jesus Resource Center (CL, FO, HH) .......... 233-8010
421 Chapanoke Rd, Raleigh, 27603
www.withlovefromjesus.org
(Distributes donated food, clothing, furniture, durable medical equipment, cars, etc. Distribution hours Tuesday, Wednesday, Friday, Saturday 10am-12pm)

The Women’s Center (CL, FO) .......... 829-3711
128 E Hargett St, Ste 10, Raleigh, 27601
www.wcwc.org
Family members attempting to coordinate and monitor care from a distance, or juggling parent care, work, and family responsibilities, can find the experience frustrating and exhausting. Care managers are usually social workers or nurses who are familiar with local resources and have experience working with older adults. A care manager can evaluate the needs of the older adult, then recommend, implement, and monitor services to meet those needs, reporting back to the family on a regular basis. They can also communicate with the older adult’s physician, or accompany them to medical appointments, to make sure that recommendations are understood and carried out.

When choosing a care manager, it is important to consider professional training, experience in working with older adults, 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 of previous clients. An initial telephone or in-person consultation is often available at no charge; take advantage of this to see if you feel comfortable with the provider. Also, if you work for a large corporation, check with your human resources department to see if any eldercare benefits are offered; some companies have care managers on staff or can refer you to a trusted care manager.

The National Association of Professional Geriatric Care Managers is a voluntary professional group to which many care managers belong. Their website, www.caremanager.org, provides helpful information about questions to ask and issues to consider when hiring a care manager.

Aging Family Services/
Senior Choices .........................781-5979
4812 Six Forks Rd, Ste 110, Raleigh
www.agingfamilyservices.com
(Fee-based counseling and geriatric care management services)

Alternative Avenues
in Senior Care .........................656-7893
409 Thorncrest Dr, Apex
(Fee-based patient advocacy, care management and nursing service)

AOS Care Management ..............535-8713
101-A Brady Ct, Cary
www.agingoutreachservices.com
(Fee-based care management services)

Carolina Eldercare ..................846-2836
118 Wind Chime Ct, Raleigh
www.carolinaeldercare.com
(Fee-based care management services)

COPE Eldercare: Compassionate Options for Progressive Eldercare ............481-0410
975 Walnut St, Suite 351, Cary
wwwCOPEeldercare.com
(Nonprofit care management service. Sliding scale fees)

Eldercare Management
and Consulting ......................740-4929
1612 Olde Chimney Ct, Raleigh
www.raleigheldercare.com
(Fee-based care management services)

Harlen, Sylvia, RN ..................247-9246
1737 Arboretum Trace, Cary
www.mygeriatriccaremanager.com
(Fee-based care management services, including medication management)

Preferred Living Solutions ........554-0675
2008 S Main St, Suite 312, Wake Forest
www.preferredlivingsolutions.com
(Fee-based care management services)

Premier Senior Services ............256-2325
9370 Falls of Neuse Rd, Suite 101, Raleigh
www.premierseniorservices.net
(Fee-based care management services)

Raleigh Geriatric Care Management .......... 803-8025
7474 Creedmoor Rd, #115, Raleigh
www.rgcmgmt.com
(Fee-based care management services)

**AnotherDaughter**
**CAREGIVER RESOURCES**

Family caregivers, whether close by or across the country, provide the majority of care for aging Americans, helping to keep parents, spouses, and other loved ones living as comfortably and independently as possible. Almost every entry in this book represents a resource that a caregiver might need in caring for a loved one. The following listings represent just a few of the many services that may be of help to those doing the very demanding and vital work of caregiving. Please browse through the book for other ideas, or check the index for specific needs. Don’t forget to check your own network; for instance, many churches have support or outreach programs that can be invaluable resources for caregivers, and some businesses offer caregiver support through their human resources department. There is also a wide array of information available on the web.

- **Alzheimer’s Association in Eastern North Carolina**
  - 3737 Glenwood Ave, Suite 100, Raleigh
  - www.alz.org/nc
  - (Information and referral, caregiver consultation, support groups, education. Eastern NC office of the national Alzheimer’s Association.)

- **Alzheimers North Carolina**
  - 1305 Navaho Dr, Suite 101, Raleigh
  - www.alznc.org
  - (Many caregiver support groups, plus help for caregivers in understanding and coping with a loved one’s illness.)

- **Caregiver Guide for Alzheimer’s**
  - www.nia.nih.gov/alzheimers/publications/caregiverguide.htm
  - (Online publication with tips for caregivers on how to manage a variety of common dementia-related issues.)

- **Center for Volunteer Caregiving**
  - www.volunteer caregiving.org
  - (Volunteers helping caregivers in a variety of ways, including training, respite, visiting, yard work, errands, transportation.)

- **Duke Family Support Program**
  - www.dukefamilysupport.org
  - (Information and referral, caregiver support groups, Tool Kit for Alzheimer’s, and “The Caregiver” newsletter)

- **Eldercare Locator**
  - www.eldercare.gov
  - (Contact info for local aging service providers nationwide, in case your loved one is not in NC)

- **Full Circle of Care**
  - www.fullcirclecare.org
  - (Comprehensive website with all kinds of information to help in caregiving and planning. Many links to additional online resources, caregiver guides, etc.)

- **Guiding Lights**
  - Caregiver Support Center
  - www.guidinglightsonc.org
  - (Nonprofit agency offering caregiver consultations, training, and support.)

- **Resources for Seniors**
  - www.resourcesforseniors.com/caregiver.php
  - Information and Referral
  - (Help in understanding what services are available and how to access them. How do you find home care? What are the options for long-term care? If you’re not sure where to turn, this is a good place to start.)

- **Caregiver Assistance**
  - (One-to-one support and problem-solving as you face caregiving challenges and plan for the future.)

- **Support Groups**
  - (A place to go to talk with others who are going through similar experiences. RFS sponsors support groups and maintains a list of all Wake County caregiver groups.)

- **Total Life Centers**
  - (A place for your loved one to go for the day while you get some much-needed rest or take care of other things.)
COMPUTER SUPPORT AND TRAINING

Eldersurfers Computer Help .............. 414-8939
www.eldersurfers.com
(Provides in-home help with computer set-up, training, and problem-solving.)

Immanuel Consulting Services .......... 489-0321
www.americanseniortechnology.com
(Provides in-home help with computer set-up, training, and problem-solving.)

GCFLearnFree.org
www.GCFlearnfree.org
(Free computer training online)

Senior Net
Cary Chapter at Cary Senior Center .......... 469-4081
www.caryseniornet.org
Raleigh Chapter at Amer. Red Cross .......... 954-3688
www.raleighseniornet.org
(Education programs for people age 50 and up who want to learn to use computers and the internet. Low cost, small classes with volunteer instructors.)

Wake Technical Community College
Continuing Education ....................... 866-5800
9101 Fayetteville Rd, Raleigh
conted.waketech.edu
(People age 65+ may take some classes free. Includes computer classes for seniors.)

CONSUMER CREDIT AND MORTGAGE COUNSELING

Consumer credit counselors assist consumers who are having financial difficulties, by helping them manage money more effectively, create or modify a budget, consolidate and pay off credit card debts, resolve problems with late fees and punitive interest charges, understand the bankruptcy option if it becomes necessary, and more. Reputable consumer credit counseling agencies are non-profit organizations which offer their services at minimal cost to the consumer. These are NOT the “credit repair” agencies seen on late night television. Look for an agency that is approved by the National Federation for Credit Counseling.

Some credit counseling agencies specialize only in “unsecured debt”, that is, credit card or personal debts that are not secured by collateral such as a home or a car. Other credit counselors can also help with mortgage problems and other secured debt.

Credit Reports, Free
www.annualcreditreport.com
(You can get one free credit report each year, from each of the three major credit bureaus. It’s wise to check your credit report periodically to help prevent identity theft problems.)

Credit and Mortgage Counseling

Many older homeowners struggle with mortgage problems. There are a number of HUD-approved nonprofit agencies that can help homeowners in this situation to explore their options, negotiate with their lenders, take advantage of a variety of government- and lender-sponsored programs to modify mortgage terms, and get back on track with their mortgages. This counseling is FREE to the homeowner because it is funded by government grants. If you are in trouble with your mortgage, contact one of these agencies as soon as possible. You have nothing to lose and everything to gain. A skilled counselor can help you negotiate with your lender to make temporary or permanent changes in your mortgage to make it more affordable.

Do not be taken in by phone calls, mailings, or television advertisements from for-profit companies who demand money up front to help you modify your mortgage or repair your credit! Such companies have their own profit, not your best interests, at heart.

If you are over 62 and your mortgage is less than 75% of the value of your home, you may also want to look into the Reverse Mortgage, or Home Equity Conversion Mortgage option. See below for details.
Reverse Mortgage Counseling

Reverse mortgages enable homeowners 62 and older to convert a portion of the equity in 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 banks and lending institutions nationwide. In North Carolina, State Employees Credit Union also offers a reverse mortgage product for eligible credit union members. The homeowner must have substantial equity in the home in order to qualify for these loans (the exact amount varies depending on homeowner’s age and prevailing interest rates). 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. Since these are loans, the homeowner retains ownership of the property and is still responsible for taxes, insurance, and home maintenance.

This should not be confused with a home equity loan, 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 by a HUD-approved counseling agency BEFORE applying for a reverse mortgage. In North Carolina, this counseling must take place face-to-face, not by telephone.

AARP Reverse Mortgage Education Project
www.aarp.org/revmort/
(Publishes consumer-oriented, objective information on reverse mortgages)

HUD Reverse Mortgage Counselor Search
(Reverse mortgage counselors must meet HUD standards and be listed on the HECM Counselor Roster. The website above allows users to search by state for qualified counselors.)
COUNSELING / MENTAL HEALTH

Many older adults and their caregivers can benefit from counseling services to assist in coping with depression, anxiety, grief, interpersonal difficulties, and other concerns. Treatment options may include counseling/therapy sessions, education, support groups, and/or medication. Medicare, Medicaid, and other insurance may pay for counseling services. Some providers even offer home visits for clients who are homebound or lack transportation.

Catholic Charities
Counseling Services ......................... 790-8533
3000 Highwoods Blvd, Suite 128, Raleigh
(Individual and family counseling, on a sliding fee scale or accept insurance, including Medicaid. All faiths welcome.)

Condelli, Ellen ............................... 539-7551
146 Wind Chime Ct, Raleigh
www.integratedhealthcarellc.com
(Social worker offering psychotherapy, specializing in caregiver and older adult issues. Does home visits. Accepts Medicare.)

HopeLine: 24-hour/7-day confidential hotline ................................ 231-4525
Volunteer Line/Business office .................. 832-3326
(Supportive telephone counseling, referral and reassurance calls)

Horizons Family Grief Center
Hospice of Wake County ............... 828-0890
250 Hospice Circle, Raleigh
www.hospiceofwake.org
(Bereavement counseling and support groups for anyone experiencing grief or loss)

Interact, Inc ............................... 828-7501
1012 Oberlin Rd, Raleigh
www.interactofwake.org
Domestic Violence 24-hour crisis line.............. 828-7740
Sexual Assault 24-hour crisis line .............. 828-3005
(Community education, crisis intervention, counseling, and shelter for victims of domestic violence and sexual assault)

Jewish Family Services, Inc. .......... 676-2200
8210 Creedmoor Rd, Ste 104, Raleigh
www.shalomraleigh.org
(Short-term supportive counseling, sliding fee scale)

Kane, Lisa ................................. 602-1087
1801 Bonnibee Ct, Raleigh
(Psychiatric nurse therapist offering psychotherapy and medication management. Does home visits. Accepts Medicare.)

Kendall, Linda ......................... 696-6163
146 Wind Chime Ct, Raleigh
www.integratedhealthcarellc.com
(Counselor offering individual and family consultations and counseling, specializing in caregiver and older adult issues.)
Koretsky, Pam..................845-1392 or 605-3544
6200 Falls of Neuse Rd, Suite 200, Raleigh
(Social worker offering counseling and psychotherapy with a geriatric emphasis. Does not accept Medicare.)

NAMI North Carolina:
State’s Voice on Mental Illness.........788-0801
NC Help Line .................................................. 800-451-9682
(Resource and referral line, no counseling available)
309 W Millbrook Rd, Suite 121, Raleigh
w ww.naminc.org
(Advocacy, support for individuals and families, and education about mental illness)

Smith, Nancy, MSN .........................469-4995
975 Walnut St, Ste 207, Cary
(Individual, couple and family therapy with focus on geriatric and caregiver issues)

Triangle Family Services..............821-0790
3937 Western Blvd, Raleigh
www.tfsc.org
(Individual, family, marital counseling, sliding fee scale)

Triangle Pastoral Counseling ..........845-9977
312 W Millbrook Rd, Ste 109, Raleigh
www.tripastoralcounseling.org
(Bereavement, individual and marriage counseling. Satellite locations in Raleigh and Cary. All faiths welcome.)

Wake County Human Services
Alcoholism Treatment Center ...........250-1500
For evaluation/intake ...................................... 250-3153
3000 Falstaff Rd, Raleigh
(Information and treatment for chemical dependency. Does not take Medicare.)

Wake County Human Services
Mental Health ............................................. 250-3133
Crisis and Assessment Services,
107 Sunnybrook Rd, Raleigh
www.wakegov.com
(Intake point for all mental health and substance abuse services, including EMERGENCY SERVICES, 24 hours a day, 7 days a week)

Welcare Counseling..................877-749-4993
2101 Gateway Centre Blvd, Suite 100, Morrisville
www.mywelcare.com
(Mental health practice offering in-home counseling and psychiatric consultations for older adults. Accepts Medicare.)

The Women’s Center ....................... 829-3711
128 E Hargett St, Ste 10, Raleigh
(Short-term crisis counseling for women in need, to help them find the next step.)

DENTAL CARE RESOURCES

Medicaid Dentist List
www.ncdhhs.gov/dma/dental/dentalprov.htm
(Website provides a link to a list of dentists that take Medicaid.)

UNC School of Dentistry
Dental Clinic............................................... 966-1161
Chapel Hill
www.dentistry.unc.edu/patient/studentclinics/newpatient.cfm
(Dental work done by dental students, at discounted rates. Lengthy application process.)

DISABILITY RESOURCES

NC Division of Travel and Tourism/Dept of Commerce
301 North Wilmington St, Raleigh
(Call for free booklet listing handicap-accessible travel destinations in North Carolina)

Alliance of Disability Advocates......833-1117
401 Oberlin Rd, Suite 103, Raleigh
www.alliancecil.org
(Nonprofit agency offering information and referral, peer support, and advocacy for people living with disabilities of all kinds)
**Assistive Technology Program** ..............................................850-2787
1110 Navaho Dr, Suite 101, Raleigh
www.ncatp.org
(Provides free information and demonstration of technology for persons with disabilities. Has info on suppliers of assistive technology products.)

**Disability Rights NC** ...........................................856-2195
1110 Navaho Dr, Suite 101, Raleigh
www.disabilityrightsnc.org
(Toll-Free Number ................................. 877-235-4210
2626 Glenwood Ave, Suite 550, Raleigh
www.disabilityrightsnc.org
(Advocates for persons with disabilities who have experienced abuse, neglect, or discrimination.)

**Independent Living Rehabilitation Program** ..................715-0543
1300 St. Mary's St, Raleigh
www.ncdhhs.gov/dvrs/pwd/ils.htm
(Promotes independence for people with disabilities, including home and vehicle modifications, attendant care, assistive equipment, and counseling)

**NC Division of Motor Vehicles** ............ 715-7000
1100 New Bern Ave, Raleigh
www.ncdot.org/DMV/
(Handicapped placards and license plates. DMV also does photo IDs for non-drivers. Website allows look-up of office locations.)

**NC Vocational Rehabilitation** ............. 733-7807
1300 St. Mary’s St,
www.ncdhhs.gov/dvrs/
(Helps persons with disabilities to obtain and maintain employment)

**Social Security Administration** ........ 877-803-6311
Toll-Free ....................................................800-772-1213
4701 Old Wake Forest Rd, Raleigh
www.socialsecurity.gov
(Applications and information regarding Social Security Disability.)

**Resources for the Blind and Visually-Impaired**

**NC Division of Services for the Blind** .............733-9822
Toll-Free Number ................................. 800-422-1871
www.ncdhhs.gov/dsb/index.htm
(Programs for the visually impaired, including adjustment to vision loss and vocational rehabilitation.)

**NC Library for the Blind and Physically Handicapped** ........733-4376
Toll-Free Number ................................. 888-388-2460
1841 Capital Blvd, Raleigh
www.ncdhhs.gov/dvrs/pwd/lis.htm
(State library providing books on tape, large print books, Braille, and descriptive videos)

**Raleigh Parks and Recreation** .............. 807-5403
(Recreation and leisure activities for visually-impaired)

**Seniors Eyecare Program** ..................800-222-3937
www.eyecareamerica.org
(Referrals to volunteer ophthalmologists for those 65 or older)

**Triangle Radio Reading Service** ........ 832-5138
211 E Six Forks Rd, Suite 103, Raleigh
www.trianglereadingservice.org
(Newspapers, books, magazines read by volunteers over radio, cable TV, and internet.)

**Resources for the Deaf, Hard of Hearing, and Speech-Impaired**

**Hearing Aid Helpline** ......................... 800-521-5247
International Hearing Society, 16880 Middlebelt Rd,
Suite 4, Livonia, MI  48154
www.ihsinfo.org
(Free consumer information regarding hearing loss and hearing aids)

**Hearing Loss Association of America** ...........301-657-2248
TTY ............................................................. 301-657-2249
7910 Woodmont Ave, Ste 1200, Bethesda, MD 20814
www.hearingloss.org
(International organization for hard-of-hearing persons, which provides advocacy, support, and educational publications and information on local support groups)

**Hearing Loss Association of Wake County** ............469-0924
www.nchearingloss.org/wake.htm
(Monthly meetings at Duke Hospital in Raleigh. Call for times/dates and precise location; website also has meeting info.)

**National Institute on Deafness and Other Communication Disorders** ........ 800-241-1044
TTY ............................................................. 800-241-1055
1 Communication Ave, Bethesda, MD 20892-3456
www.nidcd.nih.gov
(Federal government resource center offering free publications)
NC Division of Services for the Deaf and Hard of Hearing .......................... 874-2212
1100 Navaho Dr, Woodoak Bldg, Suite GL-3, Raleigh www.ncdhhs.gov/dsdhh
(Information and education for the deaf and hard of hearing, help in obtaining hearing aids and assistive devices, and help in obtaining interpreting services)

Raleigh Parks and Recreation Deaf and Hard of Hearing Program .............................................. 807-5404
(Recreation and leisure activities for hearing-impaired)

Telecommunications Access of North Carolina (TANC) aka Relay NC Voice or TTY.................................................. 711
www.relaync.com
(24-hour service that assists hearing- or speech-impaired people to communicate with other callers. Free of charge unless call is long distance.)

TEDUCATION
AARP Driver Safety Program .......................... 888-227-7669
www.aarp.org/home-garden/transportation/driver_safety/
(Information on local mature driving courses)

Encore Program for Lifelong Enrichment ..................... 515-5782
North Carolina State University 225 McKimmon Center, Raleigh www.ncsu.edu/encore
(Noncredit special interest programs, with no prerequisites or exams, for people over 50)

Road Scholar
(formerly Elderhostel) ..................... 877-426-8056
11 Ave de Lafayette, Boston, MA www.roadscholar.org
(Short-term non-credit residential educational programs at various locations, 55 and older)

GCFLearnFree.org
www.GCFlearnfree.org
(Free computer training online)

Osher Lifelong Learning Institute (OLLI)
(formerly Duke Institute for Learning in Retirement or DILR) .............................................. 684-2703
104 Bishop’s House, Duke University, Durham www.learnmore.duke.edu/OLLI/
(Noncredit classes in liberal arts; no age limit)

Senior Net Cary Chapter at Cary Senior Center .......... 469-4081
www.caryseniornet.org
Raleigh Chapter at Amer. Red Cross .......... 954-3688
www.raleighseniornet.org
(Education programs for people age 50 and up who want to learn to use computers and the internet. Low cost, small classes with volunteer instructors.)

Wake Technical Community College Continuing Education ...................... 866-5800
9101 Fayetteville Rd, Raleigh conted.waketech.edu
(People age 65+ may take some classes free. Includes computer classes for seniors.)

ELDER ABUSE / PROTECTIVE SERVICES FOR ADULTS
Adult Protective Services (APS) ........... 212-7264
Wake County Human Services, 220 Swinburne St, Raleigh www.wakegov.com/humanservices/adult/crisis/adultprotectiveservices.htm
(Serves to protect the elderly/disabled adult from abuse, neglect, or exploitation. Includes self-neglect, as well as abuse/neglect by others. Clients may be living in the community or in institutional settings.)

Interact, Inc. (Administration) ........... 828-7501
1012 Oberlin Rd, Raleigh www.interactofwake.org
Domestic Violence 24-hour crisis line .......... 828-7740
Sexual Assault 24-hour crisis line .......... 828-3005
(Community education, crisis intervention, counseling, and shelter for victims and survivors of sexual assault or domestic violence)

Long-Term Care Ombudsman,
Regional ...................................... 558-2711
Area Agency on Aging, Triangle J COG
(Advocates for rights of residents in long-term care facilities)
EMPLOYMENT

There is no dedicated job-placement program for older adults in Wake County, but the following resources for people of all ages should be explored. Some may offer additional supportive services or training for older workers.

**JobLink Career Center ...................... 250-3770**
Wake County Human Services, 220 Swinburne St, 3rd Floor, Raleigh
www.joblinkcc.com
(Assistance with job hunting, including computer/internet access, fax, and phones. There are many satellite locations as well. Call or check website for a center near you.)

**NC Employment Security Commission**
3351 Carl Sandburg Court, Raleigh .......... 212-3849
742-F East Chatham St, Cary ................. 469-1406
www.ncesc.com
(Job-listing service; free of charge. Also offers job-hunting and resume-writing workshops.)

**NC Vocational Rehabilitation........... 733-7807**
1300 St Mary’s St, Raleigh
www.ncdhhs.gov/dvrs/
(Helps persons with disabilities to obtain and maintain employment)

**Senior Community Service Employment Program ....................... 484-0123**
www.ncba-aged.org
(Transitional employment for very low-income persons 55 or older who may lack marketable skills but wish to be employed part-time)

HOME CARE

There are several levels of home care available.

**Errand services** handle tasks such as grocery shopping, picking up prescriptions, etc. and may also do some home tasks such as plant and pet care, waiting for repairmen, etc.

**Homemakers** or **companions** can provide supervision, companionship, transportation to appointments or shopping, meal preparation, light housekeeping, and laundry, in addition to assisting with errands. If transportation is needed, be sure to inquire whether the agency permits this; some do not.

**Home health aides** or **certified nursing assistants (CNAs),** in addition to the services provided by homemakers, assist with personal care needs such as bathing, dressing, walking, and toileting.

**Skilled nursing** and other skilled services such as **physical therapy, occupational therapy, speech therapy, and medical social services** are also offered by many home health agencies.

**Medicare** provides a **home health benefit** following certain illnesses and injuries. It does not always require prior hospitalization. Medicare usually pays for home health visits **only if all the following conditions are met:**

1) the patient needs intermittent skilled nursing or therapies;
2) the patient is homebound;
3) the care is ordered by and is under the direction of a physician;
4) the agency providing care is certified for Medicare visits.
Hours of home health aide service under Medicare are usually quite limited, and services are usually provided on a short-term basis. Supplemental (Medigap) insurance policies and Medicare Advantage plans may include some home care coverage, but tend to follow Medicare’s lead when authorizing home care.

Some Medicare-certified agencies also provide services of nurses or home health aides which can be paid for by the patient. Many home care agencies that are not Medicare-certified also provide home care aide services paid for by the patient. Agencies may differ in the minimum number of hours they will provide service. A two- to four-hour minimum visit is common.

Medicaid pays for up to 60 hours/month of home care under the Medicaid Personal Care Services (Medicaid PCS) program. In order to receive Medicaid PCS services, an assessment by a nurse must be performed by CCME; the patient’s physician must make the request for this evaluation.

For those at risk of nursing home placement, CAP/DA can provide more extensive services. For more information, see the Community Alternatives Program description below.

In Wake County, there are no subsidized homemaker/companion services for those who do not also need personal care. Medicare, Medicaid, and private insurance do not cover homemaker/companion services except in the context of also providing personal care (e.g., help with bathing).

Hospice services provide pain relief, symptom management and supportive services for persons with limited life expectancy. Medicare has extensive hospice benefits, including home care. Other insurance may also pay for hospice services, but some services may be provided even if the patient has no means to pay.

All agencies with staff providing "hands-on" care must be licensed by the North Carolina Division of Health Services Regulation (formerly Division of Facility Services). As of January 2010, the same licensing requirements apply to agencies providing companion, sitter, and respite services. Requirements must be met in the areas of staff qualifications, patient care, patient records, and agency administration. Some agencies voluntarily meet additional standards of special accrediting organizations.

When contacting an agency for in-home services, obtain as much information as possible before contracting for services. Make sure the agency is licensed by the state and is Medicare-certified if the services are to be covered under Medicare.

It is important to understand the limitations of the services you are requesting. If you are hiring an aide, be sure to discuss the duties he/she is able to perform. For example, an aide typically is 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. You will also need to know if agency staff can provide transportation for the patient, and how they will handle an emergency or substitution.

For a list of questions to use when interviewing a home care agency, see “Choosing a Home Care Agency” in the Reference section at the back of this book.

Home Care Licensing and Complaints

NC Division of Health Services Regulation ...............855-4620
Home Care Complaint Hotline ............... 800-624-3004
Local Complaint Investigation Intake ........ 855-4500
1205 Umstead Dr, Raleigh
www.ncdhhs.gov/dhhs/
**Companion/Homemaker Services**

These programs provide only companion, homemaker, and errand services, not hands-on care such as help with bathing, dressing, etc. Because of changes in licensing rules in 2010, most agencies are now licensed to provide both companion services and hands-on services. See the Home Care Agencies section below for agencies that provide both companion care and hands-on services.

**Center for Volunteer Caregiving .....460-0567**
www.volunteercaregiving.org
(Volunteer caregivers providing help with running errands, yard work, respite visits.)

**Companion Plus Registry .................. 872-7933**
www.resourcesforseniors.com
(Companions on this list are trained by Resources for Seniors but employed and paid by the client.)
Home Care Agencies

These agencies offer in-home aides who can provide hands-on care. Most of these agencies also offer Companion/Homemaker services, sometimes at a slightly lower hourly cost. The symbols at the left of each entry indicate what services and payor sources are available.

* Medicare-approved ~ Medicaid PCS $ Private Pay @ Companion Services

~$@ A Family’s Choice Home and Health Care .....................809-7213 www.afamilychoice.org
~$@ Absolute Care Staffing Health Agency .........................784-9218 www.absolutecarestaffing.net
~$@ Absolute Healthcare .....................662-7877
~$@ Access Home Healthcare ..........845-6830 www.myaccesshealthcare.com
~$@ Accessible Home Health Care of Mid Carolina ..................896-7679 www.accessiblemidcarolina.com
~$@ Affordable Family Care Services ...............................676-1070
~$@ Agape Healthcare Services ....605-6177 www.agapehealthcareservices.com
~$@ All-Care Senior Services ..........556-2213
~$@ Allied Home Health Care Services ..................................649-2586
~$@ Alltime Healthcare .....................872-6878
$@ Always Best Care Senior Services ......................554-2223 www.alwaysbestcarerealeigh.com
~$ American Medical Equipment and Supplies, Home Care.................741-4464

~$@ AmeriCare Home Care .............828-3800 www.americare-homecare.com
~$@ Arcadia Home Care and Staffing ...........................846-9212 www.arcadiahealthcare.com
~$@ Assurance Health Services ...... 571-9177 www.assurancehealth.com
~$@ Assured Home Healthcare ...... 532-4322 www.assuredhomehealthcare.net
*$ At Home Quality Care ..............846-1018 www.athomequalitycare.org
~$@ Bayada Nurses Home Care Specialists ...........785-2900 www.bayada.com
~$@ Blessed Healthcare .................647-4578
$@ Brightstar Healthcare ...............435-1235 www.brightstarcare.com
~$@ Care One Nursing Service ..........771-2310 www.careonehealthcare.org
$@ Caregiver Relief Services ..........931-6670
$@ Caring Senior Service ..............386-0522 www.caringseniorservice.com

MH Nursing

Maxim
<table>
<thead>
<tr>
<th>Home Care Agency</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>CenterPeace Home Health Care and Companion Services</td>
<td>567-8200</td>
<td><a href="http://www.cpcompanioncare.com">www.cpcompanioncare.com</a></td>
</tr>
<tr>
<td>ComForcare Home Care</td>
<td>647-9150</td>
<td><a href="http://www.RaleighNC.comforcare.com">www.RaleighNC.comforcare.com</a></td>
</tr>
<tr>
<td>Comfort Home Health Care</td>
<td>468-1204</td>
<td></td>
</tr>
<tr>
<td>Comfort Keepers, Cary</td>
<td>650-2784</td>
<td><a href="http://www.comfortkeepers.com/office-857">www.comfortkeepers.com/office-857</a></td>
</tr>
<tr>
<td>Comfort Keepers, Raleigh</td>
<td>449-0004</td>
<td><a href="http://www.comfortkeepers.com/office-577">www.comfortkeepers.com/office-577</a></td>
</tr>
<tr>
<td>Compassion Home Care Services</td>
<td>796-9092</td>
<td></td>
</tr>
<tr>
<td>Connected Care Cary</td>
<td>535-8713</td>
<td><a href="http://www.connectedcarync.com">www.connectedcarync.com</a></td>
</tr>
<tr>
<td>Cottage Home Care</td>
<td>872-1441</td>
<td></td>
</tr>
<tr>
<td>Delmax Healthcare Agency</td>
<td>855-9280</td>
<td></td>
</tr>
<tr>
<td>Diamond Home Healthcare and Staffing</td>
<td>341-7050</td>
<td></td>
</tr>
<tr>
<td>Eagle Healthcare Services</td>
<td>872-7686</td>
<td></td>
</tr>
<tr>
<td>Excel Home Healthcare Agency</td>
<td>800-0221</td>
<td></td>
</tr>
<tr>
<td>First Choice Home Healthcare</td>
<td>744-8125</td>
<td><a href="http://www.fchhinc.net">www.fchhinc.net</a></td>
</tr>
<tr>
<td>Good Health Services</td>
<td>676-9796</td>
<td><a href="http://www.goodhealthservices.com">www.goodhealthservices.com</a></td>
</tr>
<tr>
<td>Grace Healthcare Services</td>
<td>848-1630</td>
<td></td>
</tr>
<tr>
<td>Handy Hands Services</td>
<td>556-4181</td>
<td></td>
</tr>
<tr>
<td>HealthCore Home Care</td>
<td>872-1178</td>
<td><a href="http://www.hresource.com">www.hresource.com</a></td>
</tr>
<tr>
<td>HealthLinckx Care Agency</td>
<td>888-564-1147</td>
<td><a href="http://www.healthlinckx.com">www.healthlinckx.com</a></td>
</tr>
<tr>
<td>Helping Hands of America</td>
<td>829-2505</td>
<td><a href="http://www.hhamerica.com">www.hhamerica.com</a></td>
</tr>
<tr>
<td>Home Care Assistance</td>
<td>844-9898</td>
<td><a href="http://www.homecareassistance.com">www.homecareassistance.com</a></td>
</tr>
<tr>
<td>HomeChoice Companions</td>
<td>847-5622</td>
<td><a href="http://www.homechoicecompanions.net">www.homechoicecompanions.net</a></td>
</tr>
<tr>
<td>HomeChoice Healthcare</td>
<td>557-4663</td>
<td><a href="http://www.homechoicehealthcare.com">www.homechoicehealthcare.com</a></td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>676-2273</td>
<td><a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
</tr>
<tr>
<td>Homewatch CareGivers of the Triangle</td>
<td>461-3741</td>
<td><a href="http://www.homewatchcaregivers.com">www.homewatchcaregivers.com</a></td>
</tr>
<tr>
<td>Ideal Healthcare Services</td>
<td>755-0019</td>
<td><a href="http://www.idealhealthcareservices.com">www.idealhealthcareservices.com</a></td>
</tr>
<tr>
<td>Inomancy Home Care</td>
<td>781-0013</td>
<td></td>
</tr>
<tr>
<td>Interim Health Care</td>
<td>420-0336</td>
<td><a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a></td>
</tr>
<tr>
<td>Joyner Healthcare Services</td>
<td>272-2357</td>
<td></td>
</tr>
<tr>
<td>Kennedy Care</td>
<td>462-7003</td>
<td><a href="http://www.kennedycare.com">www.kennedycare.com</a></td>
</tr>
<tr>
<td>Kingdom Healthcare Management</td>
<td>798-5711</td>
<td></td>
</tr>
<tr>
<td>Liberty Private Care Services</td>
<td>850-4303</td>
<td><a href="http://www.libertyhomecare.com">www.libertyhomecare.com</a></td>
</tr>
<tr>
<td>Maxim Healthcare Services</td>
<td>676-7990</td>
<td><a href="http://www.maximhealthcare.com">www.maximhealthcare.com</a></td>
</tr>
<tr>
<td>MH Nursing Service</td>
<td>231-6332</td>
<td></td>
</tr>
<tr>
<td>Miracle Healthcare Agency</td>
<td>272-4489</td>
<td></td>
</tr>
<tr>
<td>Mother’s Helper Home Healthcare</td>
<td>845-5132</td>
<td><a href="http://www.doulanc.com">www.doulanc.com</a></td>
</tr>
<tr>
<td>Myell Healthcare Staffing</td>
<td>851-4177</td>
<td><a href="http://www.myell.com">www.myell.com</a></td>
</tr>
<tr>
<td>Nurse Care of NC</td>
<td>309-4333</td>
<td><a href="http://www.nursecarenc.com">www.nursecarenc.com</a></td>
</tr>
<tr>
<td>Omega Healthcare Services</td>
<td>858-6618</td>
<td><a href="http://www.omegahealthcareservices.com">www.omegahealthcareservices.com</a></td>
</tr>
<tr>
<td>Options for Senior America</td>
<td>380-6812</td>
<td><a href="http://www.optionscorp.com">www.optionscorp.com</a></td>
</tr>
<tr>
<td>Pacific Staffing</td>
<td>881-8210</td>
<td></td>
</tr>
<tr>
<td>Perpetual Home Care</td>
<td>861-5245</td>
<td><a href="http://www.perpetualhomecare.com">www.perpetualhomecare.com</a></td>
</tr>
</tbody>
</table>
Community Alternatives Program for Disabled Adults (CAP/DA)

The Community Alternatives Program for Disabled Adults (CAP/DA) provides in-home care for Medicaid recipients who would otherwise need to be in a nursing facility. The goal of the program is to help disabled adults remain in a home setting, rather than having to go into institutional care.

In order to qualify, patients must meet Medicaid financial requirements, and must be certified by a physician as needing a nursing home level of care. In addition, the cost of providing care in the patient’s home must be less than the cost of institutional care.

For patients who qualify, the program can provide personal care, nursing services, adult day care, medical supplies, and other services. Since the program cannot provide 24-hour care, in most cases the patient must have some family or other support in addition to the help provided by CAP/DA.

NOTE: The CAP/DA program is currently operating under a freeze due to state budget cuts. There is a wait list of about 18 months at this time (April 2011).
Home Health Agencies Providing Skilled Care

These agencies provide a variety of skilled services, including nursing, physical therapy, occupational therapy, and social work. They also provide some CNA or home health aide services, but often only in the context of also providing skilled care. Many do not provide aide services alone or on a private-pay basis. (Those marked below with a $ are the exceptions.) Typically, patients are referred to these agencies by a physician following a hospitalization or serious illness, and services are usually covered by Medicare, Medicaid, and/or private insurance. * = Medicare-certified

~$ Accessible Home Health Care of Mid Carolina...............896-7679
  www.accessiblemidcarolina.com
  (Does provide private pay and Medicaid PCS aides, and companions, as well as skilled services. Not a Medicare provider.)

$ At Home Quality Care ........846-1018
  www.athomequalitycare.org
  (Does provide private duty aides)

Bayada Nurses (Medicare).....785-9090
  (Separate office provides private duty services; see Home Care Agencies section.)

Duke HomeCare and Hospice..........800-599-9339
dhch.duhs.duke.edu

Heartland Home Health Care
  and Hospice of Raleigh ..........981-6238
  www.hcr-manorcare.com

Home Health and Hospice Care, Inc.
  (3HC)..............................800-692-4442
  www.3hc.org

Horizons Home Care ..............828-0890
  www.hospiceofwake.org
  (For patients with life-threatening illnesses who are not hospice-eligible.)

Intrepid USA .......................800-420-0081
  www.intrepidusa.com

~$ Kennedy Care .....................462-7003
  www.kennedycare.com
  (Does provide private duty and Medicaid PCS aides, and companions, as well as skilled care. Not a Medicare provider.)

Liberty Home Care and Hospice .................850-4303
  www.libertyhomecare.com

Medi Home Health ..................870-6733
  www.msa-corp.com

Professional Nursing Service
  and Home Health ..................662-1635

Rex Home Services .................784-4474

Tar Heel Home Health ..............881-9492

WakeMed Home Health ..............350-7990

Heartland

Accessible Home Health
Hospice

Hospice services provide care for people who have life-limiting illnesses, and who have chosen to request palliative (comfort) care rather than aggressive treatment for their illness.

Hospice services are covered by Medicare and most private insurance, and sometimes are available even to people without insurance who are unable to pay for services.

Hospice care involves a team of professionals, including doctors, nurses, home health aides, social workers, and volunteers who work with the patient and family to ease the process of dying. Hospice care can be provided either in the home or in long-term care facilities or hospitals. Traditionally, hospice services have been provided by nonprofit community organizations, supported by volunteers. This is no longer universally the case, as for-profit companies have entered the hospice market.

Community Home Care
and Hospice .......................... 233-1100
Toll Free ........................................... 800-569-1348
www.communityhch.com

Duke HomeCare
and Hospice ......................... 800-599-9339
dhch.duhs.duke.edu

Heartland Home Health Care
and Hospice of Raleigh ............... 981-6238
www.hcr-manorcare.com

Home Health and
Hospice Care, Inc. (3HC) .......... 800-692-4442
www.3HC.org

Hospice of Wake County .......... 828-0890
Toll Free ......................................... 888-900-3959
www.hospiceofwake.org
(Nonprofit agency and Wake County’s original hospice organization. Now has a freestanding inpatient hospice facility.)

Liberty Home Care
and Hospice ................................. 277-2244
www.libertyhomecare.com
HOSPITALS / HEALTH CARE FACILITIES

A few outpatient health clinics provide services for reduced or sliding scale fees. Call to inquire about eligibility requirements for these facilities.

Some health clinics specialize in geriatric evaluation and short-term treatment. An older adult may question whether some of the changes he or she is experiencing are due to the normal aging process, or to illness. Family members may notice changes in an older relative such as significant memory impairment, confusion, or impaired thinking. A clinic specializing in geriatric medicine can assess the older adult’s condition and offer recommendations for care and treatment. A referral from the patient’s primary doctor will usually be required for these specialty clinics.

Hospitals

Duke Raleigh Hospital ....................... 954-3000
(formerly Raleigh Community Hospital)
3400 Wake Forest Rd, Raleigh
www.dukeraleighhospital.org

Duke University Hospital .................. 684-8111
Erwin Rd, Durham

Durham Veteran’s Affairs Medical Center ....................... 286-0411
508 Fulton St, Durham
www.durham.va.gov
(Inpatient hospital and clinic for veterans)

Holly Hill Hospital .......................... 250-7000
Toll Free ........................................ 800-447-1800
3019 Falstaff Rd, Raleigh
www.hollyhillhospital.com
(Psychiatric and chemical dependency treatment for adolescents and adults, including outpatient group therapy, inpatient care, and day treatment)

Rex Healthcare .............................. 784-3100
4420 Lake Boone Trail, Raleigh
www.rexhealth.com

WakeMed ........................................ 350-8000
WakeMed Raleigh Campus
3000 New Bern Ave, Raleigh
www.wakemed.org

WakeMed Apex Healthplex ................ 350-4300
120 Healthplex Way, Apex
(Emergency department, outpatient surgery, radiology, lab services)

WakeMed Cary Hospital ..................... 350-2300
1900 Kildaire Farm Rd, Cary
(Full service hospital, including emergency department, inpatient and outpatient diagnostic services)

WakeMed North Healthplex ............... 350-1300
10000 Falls of the Neuse Rd, Raleigh (at Durant Rd)
(Emergency department, outpatient surgery, radiology, lab services)
WakeMed Rehabilitation Hospital .......... 350-7876
3000 New Bern Ave, Raleigh
(Inpatient and outpatient rehabilitation)

**Clinics**

Duke Driving Program ....................... 668-3988
Dept of Physical and Occupational Therapy
Lenox Baker, 3000 Erwin Rd, Durham
(Provides a clinical evaluation of skills needed for
safe driving. Often combined with a behind-the-
wheel assessment by a driving instructor.)

Duke Geriatric Evaluation and Treatment
Center (GET Clinic) ............................ 620-4070
200 Trent Dr, 2580A Stead Bldg, Durham
(Medical, psychiatric, and social evaluation and
 treatment of adults age 65 and older.)

Duke Memory Disorders Clinic ............ 668-2836
Appointments ...................................... 668-7600
932 Morreene Rd, Durham
adrc.mc.duke.edu/index.php/clinical-services/
memory-disorders-clinic
(Diagnostic evaluation of memory impairment,
behavioral changes, and intellectual decline.
Includes support groups, counseling and treatment.)

Independence Health ......................... 544-4747
3909 Sunset Ridge Road, Suite 103, Raleigh
(Primary care practice for adults, specializing in
geriatrics. Accepts Medicare.)

Raleigh Geriatrics ............................ 782-7576
3921 Sunset Ridge Rd, Suite 101, Raleigh
(Geriatric medicine practice serving those age 60
and up. Accepts Medicare, but not Medicaid.)

Rex Cancer Center ............................ 784-3105
4420 Lake Boone Trail, Raleigh
Wakefield location:
11200 Gov. Manly Way, Suite 102 .......... 570-7550
(Treatment for cancer and related disorders on an
outpatient basis. Resource center, counseling, and
support groups for cancer patients.)

Rex Senior Health Center ..................... 832-2400
512 East Davie St, Raleigh
(Primary healthcare services, serving clients 65 and
older. Accepts Medicare and Medicaid)

Kelly Eye Center
hospitals / health care facilities

UNC Center for Aging and Health
Geriatric Specialty Clinic........................................ 957-6599
6013 Farrington Rd, Bldg 200 Suite 301, Chapel Hill
(Assessment, long-term care consultation, care plan development for adults 65 and older)

UNC Memory Disorders Clinic
Information ............................................................. 966-8172
Appointments ....................................................... 966-8168
101 Manning Dr, Chapel Hill
(Comprehensive neurological and cognitive evaluations of memory and other cognitive disorders, including Alzheimer’s disease and other dementias. Physician referral required for appt.)

Wake County Human Services/
Health Department............................... 212-7000
10 Sunnybrook Rd, Raleigh
www.wakegov.com
Eastern Regional Center......................... 404-3900
1002 Dogwood Dr, Zebulon
Northern Regional Center ...................... 562-6300
350 East Holding Ave, Wake Forest
Southern Regional Center ....................... 557-2501
130 North Judd Parkway NE, Fuquay-Varina
(Health check clinic, education, TB tests, immunizations, flu vaccines, etc. for Wake County residents with fees based on income.)

Wake Health Services, Inc..................... 255-6721
www.whsi.org
(Nonprofit medical clinics, offering general medical care, including a case manager to assist older adults with special needs. Most insurance accepted, reduced fees available based on income.)

Apex Family Medicine ..................... 362-5201
212 South Salem St, Apex

Horizon Health Center ......................... 743-3315
102 N Tarboro Rd, Raleigh
(Serving homeless and underhoused patients.)

Rock Quarry Road Family Medicine .......... 833-3111
1001 Rock Quarry Rd, Raleigh

Southern Wake Family Medicine .......... 557-1110
130 North Judd Parkway NE, Fuquay-Varina

Dialysis Clinics

Medicare Dialysis Facility Compare
www.medicare.gov/dialysis
Medicare provides listings of Medicare-certified dialysis clinics, information about what they offer, and quality measures to allow comparison of different facilities on similar criteria. Checklists of questions to ask dialysis care providers are also provided, as are a number of other useful publications.

Cary Kidney Center ......................... 462-0976
5045 Old Raleigh Rd, Cary

FMC Eastern Wake ..................... 554-1752
670 Granite Vista Dr, Rolesville

FMS Six Forks Dialysis Clinic .......... 781-8974
3411 West Millbrook Rd, Raleigh

Fresenius Medical Care Apex .......... 387-2898
1000 American Way, Apex

Fuquay-Varina Kidney Center .......... 552-1926
916 South Main St, Fuquay-Varina

New Hope Dialysis ...................... 231-3700
835 South New Hope Rd, Raleigh

Southwest Wake Dialysis Clinic ...... 771-1022
320 Gideon Creek Way, Raleigh

Raleigh Dialysis Clinic .................... 231-3146
3943 New Bern Ave, Suite 100, Raleigh

Wake Dialysis Clinic ...................... 876-7501
3604 Bush St, Raleigh

Wake Forest Dialysis Center .......... 556-0968
11001 Ingleside Pl, Raleigh

Zebulon Kidney Center ............... 269-8889
465 Stratford Dr, Zebulon
Many private general contractors can assist with adapting a home for accessibility. When hiring a contractor for such a project, be sure to ask about licensing, liability and workers compensation insurance, and experience with the particular type of job. Resources for Seniors does not track or recommend general contractors. The companies below provide specialized equipment such as ramps and lifts. Please note that some medical equipment suppliers also sell lifts; see the Medical Equipment, Supplies, and Assistive Devices section of this book.

**Access Ability, Inc** .......................... 851-1335  
962 Trinity Rd, Raleigh  
www.accessabilityinc.com  
(Specializes in elevators, stair lifts, and other accessibility equipment)

**AmRamp**............................... 888-715-7598  
No storefront; local representative will come to client’s home.  
www.amramp.com  
(Specializes in metal wheelchair ramps for rental or purchase, portable roll-in showers)

**At Home Assessments** ..................... 872-8484  
4900 Thornton Rd, Suite 125, Raleigh  
athomeassessments.com  
(Provides in-home assessments for safety and accessibility, and sells medical equipment, lifts, modular ramps, vehicle modifications, etc. Construction division specializes in bathroom modifications for accessibility.)

**Center for Universal Design** .......... 513-0825  
NCSU College of Design, Raleigh  
www.design.ncsu.edu/cud  
(Information and technical assistance center that develops and promotes the design of products/environments to be usable by all people without the need for adaptation)

**IMAGE Management** .................. 829-1479  
1501 Chester Rd, Raleigh  
www.image-management.com  
(Provides mobility equipment and home accessibility modifications such as stair lifts, ramps, and grab bars. Lifts and ramps may be rented for short-term needs.)

**IMAGINE (Increased Mobility and Greater Independence Equipment)** .......... 779-3487  
1032 Altice Dr, Raleigh  
www.ifuimagine.org  
(Accepts donated mobility and other durable medical equipment, and has donated equipment available at no charge.)

**Independent Living Rehabilitation Program** .......... 715-0543  
1300 St. Mary’s St, Raleigh  
www.ncdhhs.gov/dvrs/pwd/ils.htm  
(Government agency providing home modification and assistive equipment for low-income persons with disabilities)

**The Lift Connection** ............. 662-3233  
8437 Charlie Stovall Road, Oxford  
www.TLClift.com  
(Business specializing in stairway lifts, platform lifts, home elevators, wheelchair lifts for cars, etc.)

**Masterpiece Stair Lifts** ............. 297-3943  
1135 Kildaire Farm Rd, Suite 200, Cary  
www.masterpiecestairlifts.com  
(Business specializing in stairway lifts)

**PLM Equipment Services** .......... 800-334-5528  
212 Powell Dr, Suite 122, Raleigh  
www.plmequipment.com  
(Business providing stair lifts, vehicle lifts, vertical platform lifts)

**Rebuilding Together of the Triangle** .......... 341-5980  
324 S. Wilmington Street, Suite 118, Raleigh  
www.rebuildingtogethertriangle.org  
(Nonprofit organization using volunteers to provide modifications such as ramps for low-income homeowners. No age limit.)

**Resources for Seniors Housing and Home Improvement** .......... 872-7933  
1110 Navaho Dr, Fourth Floor, Raleigh  
www.resourcesforseniors.com  
(Home adaptations including wheelchair ramps, grab bars, etc. Sliding scale or private pay.)

Wilkinson Supply
Home Repair and Rehabilitation

There are a number of different programs available to assist seniors with home repairs and maintenance. If you are unsure about which program applies best to your situation, please call Resources for Seniors’ Information Department at 872-7933 for help.

For help in assessing your home to be sure it is safe, see the Home Safety Checklist in the Reference Section at the back of this book.

Cary Housing Rehabilitation Program ...................................................380-2782
316 N Academy St, Cary
(Deferred-payment loan program for Cary residents. Can provide a variety of repairs. No strict age limit, but priority is given to elderly, disabled, and lower income. Can include modifications for accessibility.)

City of Raleigh Community Development .......................996-4330
310 W Martin St, Suite 101, Raleigh
www.raleighnc.gov
(Deferred payment home rehab loans for low-income homeowners)

Resources for Seniors Housing and Home Improvement....872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
www.resourcesforseniors.com
(Minor home repairs related to health and safety. For homeowners 55 and older, fees are based on income. Younger clients or clients needing more extensive or more cosmetic repairs may pay privately.)

Rebuilding Together of the Triangle ..........................341-5980
324 S. Wilmington Street, Suite 118, Raleigh
www.rebuildingtogethertriangle.org
(Nonprofit organization using volunteers to provide home repairs for low-income homeowners. No age limit.)

USDA Rural Development Housing Preservation Loans............. 934-6089
(Very low interest loans for home rehabilitation for low-income homeowners in rural Wake County. Note: office is in Smithfield; callers may have to dial 1 and area code from some parts of Wake County.)

Wake County Human Services Housing & Community Revitalization................. 856-5689
336 Fayetteville St, Suite 448, Raleigh
(Deferred payment loans for home rehabilitation for low-income elderly or disabled homeowners in parts of Wake County. Must live outside the city limits of Raleigh, Cary, and Holly Springs.)

Home Weatherization

Weatherization means making a home more weather-tight, so that it can be heated and cooled more easily and less expensively. Weatherization workers start by doing an “energy audit” -- testing to see where the warmed/cooled air is leaking out of the house, such as around windows or doors, through the roof, walls, or floors, etc. Then they look for ways to close up those leaks, and keep the warmed air where it belongs. They do this by adding insulation, weatherstripping, caulking cracks, and so on. They also test your heating/cooling system to see if it is working as well as possible, and tune it up if needed so it works more efficiently and uses less energy. In some cases, the heating or cooling system can even be replaced.

This is a federally-funded program for which eligibility is strictly based on income, not on age. In some circumstances, work can even be done on a home that you are renting, if the landlord is willing to make a small investment in the upgrades. Eligible homeowners receive services free of charge.

Resources for Seniors Weatherization ..........................872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
www.resourcesforseniors.com/weather.php
(RFS administers the weatherization program in Wake County. Also assists with heating unit repair and replacement.)
Weatherization
Property Tax Relief for the Elderly and Disabled (Homestead Exemption)

North Carolina law allows a yearly real estate property tax exemption of half the value of the primary residence (homestead) for households including a person 65 or older, or permanently disabled, and with a combined household income (taxable plus nontaxable) of $27,100 or less (single or couple). To apply, contact the county revenue department. You must apply by June to get the reduction for the tax that will be due in January.

Starting in 2009, another option became available for some homeowners whose income is too high for the exemption. This so-called Circuit Breaker option allows homeowners who qualify to defer (put off) part of their tax bill until they sell their home. The amount that can be deferred depends on the homeowner’s income and the amount of their property taxes. Interest is charged on the amount deferred. Call the Revenue Department for the details about who qualifies and how much can be deferred.

Wake County
Revenue Department ..................... 856-5400
421 Fayetteville St, Suite 200, Raleigh
www.wakegov.com/tax/relief

Other Housing Programs and Housing Information

Habitat for Humanity of Wake County ..................... 833-1999
2420 Raleigh Blvd, Raleigh
www.habitatwake.org
(Leave message to receive information about affordable homeownership opportunities for low-income families. Habitat ReStore sells building materials, open to public Tues-Fri 10-6, Sat 9-5)

NC Human Relations Commission
Housing Unit ................................. 789-5930
116 West Jones St, Suite 2109, Raleigh
www.doa.state.nc.us/hrc
(Fair housing and housing discrimination concerns)

Resources for Seniors ..................... 872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
www.resourcesforseniors.com
(Information on retirement communities, continuing care facilities, and subsidized senior housing)

Wake County Human Services
Supportive Housing Program ............ 856-5277
220 Swinburne St, Raleigh
(Provides tenant education program to assist those with poor rental history. Does NOT assist with finding housing and does not maintain a list of available apartments/houses.)

Relocation Assistance

These services assist seniors with downsizing and moving to a new residence. Services may include helping the senior to sort their belongings, decide what to keep, and dispose of unwanted items. Then the service will help arrange and/or coordinate with a moving company to actually pack, move, and unload belongings at the new residence. Finally, they will supervise the arrangement of personal items in the new environment to create a familiar setting for a senior moving to a retirement community or assisted living.

Assisted Moving: Move Management and Estate Sales ............................... 845-8888
www.assistedmoving.com

Move Elders with Ease ..................... 218-4783
www.moveelderswithease.com

Order in the House .......................... 306-5236
www.orderinthehouse.biz

The Right Moves ............................. 942-5993
www.therightmoves.net

Smooth Moves .............................. 834-8513
www.smoothmovesnc.com

Stevie Organizing Services (SOS) ......... 345-2846
www.organizeclutter.com
**HOUSING OPTIONS**

**Active Adult Communities (Homes to Purchase)**

An **Active Adult Community** is a housing development that is marketed to people 55 and up. These communities frequently have extra amenities designed to appeal to active retirees, such as planned activities and recreational facilities such as community pools, walking trails, golf courses, health clubs, etc.

Active adult communities may offer a variety of dwellings, such as freestanding homes, townhomes, patio or cluster home, and condominiums. Homes are typically designed with an emphasis on qualities such as accessibility and low maintenance. These homes are often moderately-sized, to appeal to homeowners who no longer need a large house for a growing family. These developments are typically not modestly-priced, however. Wake County does not currently have any active adult communities for low-income homeowners.

Active Adult Communities are not as easy to find in Wake County as they are in some other parts of the country where there are higher concentrations of retirees. Some new communities are actively selling homes, others are in the planning stages, while others have been slowed or halted by economic conditions. Consult a realtor for the latest information on availability and locations.
Continuing Care Retirement Communities

Continuing Care Retirement Communities (CCRCs), or Life Care communities offer a full range of living arrangements from independent living to skilled nursing care, housed within the same community. Continuing care communities provide many services for their residents including activities, meals, housekeeping, transportation and health-related services. Depending on the nature of the contract, these services may be included in a monthly fee or purchased as needed. 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 other communities, property 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. Fees may vary for differing levels of accommodations and service. In North Carolina CCRC's are regulated by the Department of Insurance.

The Cardinal at North Hills ................. 781-2021
Office: 4421 Six Forks Rd, Suite 123, Raleigh
www.thecardinalatnorthhills.com
(New community under development in Raleigh near North Hills.)

The Cypress of Raleigh ................. 870-9007
8801 Cypress Lakes Drive, Raleigh
www.thecypressofraleigh.com
(Equity ownership continuing care community with condominium and cottage homes. Located just south of I-540.)

Glenaire .............................................. 460-8095
Toll-Free Number ................................. 800-225-9573
4000 Glenaire Circle, Cary
www.glenaire.org

SearStone ........................................... 466-9366
206 Walker Stone Dr, Cary
www.searstone.com
(Not-for-profit equity ownership retirement community, currently in development/pre-sales phase, with opening anticipated for 2011.)

Springmoor Life Care Retirement Community .......................... 848-7080
1500 Sawmill Rd, Raleigh
www.springmoor.org
Rental Retirement Communities

Rental Retirement Communities offer independent apartment and/or cottage living with meals available in a common dining room. Other services, including housekeeping, linen service, activities, and transportation, may also be available. Monthly fees vary with the type of accommodations chosen. Monthly fees for the retirement communities listed below begin at about $2000 for an individual. Assisted living units are available in some communities as noted below.

Abbotswood at Stonehenge .......... 847-3202
7900 Creedmoor Rd, Raleigh
www.kiscoseniorliving.com/
communities_abbotswoodatstonehenge.asp

Alta Oakridge ......................... 848-2088
10810 Sandy Oak Ln, Raleigh
www.altaoakridge.com

Cambridge Village of Apex .......... 363-2080
951 S Hughes St, Apex
www.cambridgevillageofapex.com
(Projected to open spring 2011.)

The Gardens at Wakefield Plantation .................................. 562-5580
12800 Spruce Tree Way, Raleigh
gardensatwakefield.com

The Heritage of Raleigh .............. 334-2222
1200 Carlos Dr, Raleigh
(Retirement community with some “supported living” units)

Independence Village of Olde Raleigh ............... 781-8226
3113 Charles B. Root Wynd, Raleigh
www.independencevillageofolderaleigh.com

Jordan Oaks Retirement Community .......... 387-8250
10820 Penny Rd, Cary
www.jordan-oaks.com

The Lodge at Wake Forest ............. 554-8768
1151 S Main St, Wake Forest
www.lodgeatwakeforest.com

Magnolia Glen ......................... 841-4747
5301 Creedmoor Rd, Raleigh
www.kiscoseniorliving.com/
communities_magnolia.asp
(Retirement community with assisted living units)

The Manor Village at Preston .......... 460-8141
1995 NW Cary Parkway, Cary
www.themanorvillage.com

Waltonwood Cary Parkway ........... 460-7330
750 SE Cary Pkwy, Cary
www.waltonwood.com
(Retirement community with cottages, apartments, assisted living and dementia unit.)
Subsidized and Affordable Senior Housing

There are many apartment complexes in Wake County for senior citizens with low-to-moderate income. Some are strictly limited to people over a certain age; others are open to people of all ages. In many cases, it is sufficient if one member of the household meets the age requirement; others may be younger.

In “subsidized” housing, rent is generally based on a percentage of income, usually 30 percent after allowing for certain deductions. A government subsidy pays for the rest of the rental cost. In “affordable” housing, rents for a given size unit may be the same for all residents, or there may be two or more levels of rent depending on income. These rents are typically lower than market-rate because the developer receives a tax credit; as a result these apartments are sometimes called “tax-credit properties.”

Eligibility for senior subsidized and affordable housing is based on income. The applicant’s income must be below a set limit in order to qualify. These income levels change yearly, based on the median income in the area. In most cases, the cutoff is 50% of the area median income, which HUD considers “Very Low Income”; some properties have a higher or lower limit for some or all of their units. As of March 2011, in the Raleigh-Cary area, that level was $27,200 for individuals, or $31,100 for couples. **In affordable housing, there is often a minimum income level as well as a maximum.**

The demand for low-income senior housing in Wake County exceeds the supply. Most of the subsidized units have extensive waiting lists, as do some affordable housing units, so it is a good idea to investigate options and get on the waiting lists ahead of time.

Check with the housing manager to see if they offer any services for residents. Many, but not all, provide “service coordination” where a social worker is available part-time to assist residents to access needed services and programs. Some may offer group meals, activities, or transportation.

**DHIC ................................................... 832-4345**  
113 South Wilmington St, Raleigh  
www.dhic.org  
(Developer of affordable and subsidized housing projects. See website for details on all properties and downloadable application form.)

**Evergreen Construction .......... 848-2041 x210**  
www.evergreenconstructionco.com  
(Developer of affordable senior housing complexes)

**Raleigh Housing Authority ............ 831-8300**  
900 Haynes St, Raleigh  
(Owns and manages Glenwood Towers, Carriage House Apartments, Carousel Place, and Parkview Manor as well as a number of other affordable and subsidized rental properties.)
# Housing Options

**A=Affordable, S=Subsidized**

<table>
<thead>
<tr>
<th><strong>A</strong> Autumn Spring (48 units)</th>
<th>871-0010</th>
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</thead>
<tbody>
<tr>
<td>3601 Eck Dr, Raleigh (Age 55+)</td>
<td></td>
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<tr>
<td>(Northeast Raleigh, near Capital Blvd.)</td>
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<thead>
<tr>
<th><strong>A</strong> Berkeley Spring (36 units)</th>
<th>786-1106</th>
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</thead>
<tbody>
<tr>
<td>5521 Dixon Dr, Raleigh (Age 55+)</td>
<td></td>
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<tr>
<td>(North Raleigh; near Six Forks and Millbrook)</td>
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<tr>
<th><strong>S</strong> Capital Towers I (208 units)</th>
<th>787-1231</th>
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</thead>
<tbody>
<tr>
<td>4812 Six Forks Rd, Raleigh (Age 62+)</td>
<td></td>
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<tr>
<td>(North Raleigh; near North Hills)</td>
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<thead>
<tr>
<th><strong>A</strong> Capital Towers II (90 units)</th>
<th>787-1231</th>
</tr>
</thead>
<tbody>
<tr>
<td>4808 Six Forks Rd, Raleigh (Age 55+)</td>
<td></td>
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<tr>
<td>(North Raleigh; near North Hills)</td>
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<tr>
<th><strong>A</strong> Carousel Place (55 units)</th>
<th>508-1238</th>
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</thead>
<tbody>
<tr>
<td>750 Bright Creek Way, Raleigh (Age 55+)</td>
<td></td>
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<tr>
<td>(Central Raleigh, off MLK Blvd, Chavis Heights)</td>
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<tr>
<th><strong>S</strong> Carriage House (100 units)</th>
<th>831-8300</th>
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<tbody>
<tr>
<td>116 St. Mary's St, Raleigh (Age 55+)</td>
<td></td>
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<tr>
<td>(Central Raleigh, near Cameron Village)</td>
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<tr>
<th><strong>S</strong> Cary Central Elderly Housing (20 units)</th>
<th>934-6066</th>
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<tbody>
<tr>
<td>122 South Harrison Ave, Cary (Age 62+ or disabled)</td>
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<thead>
<tr>
<th><strong>S</strong> Cedar Crest New Life Center (40 units)</th>
<th>828-1192</th>
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</thead>
<tbody>
<tr>
<td>2821 Laodicea Dr, Raleigh (Managed by Brown Realty, 832-1814) (Age 62+)</td>
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<tr>
<td>(South Raleigh, near Crosslink and Garner Rd)</td>
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<tr>
<th><strong>A</strong> Cedar Spring Apts (33 units)</th>
<th>366-1331</th>
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</thead>
<tbody>
<tr>
<td>110 S. Hollybrook Rd, Wendell (Age 55+)</td>
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<tr>
<th><strong>S</strong> Chadwick Apartments (40 units)</th>
<th>772-5430</th>
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<tbody>
<tr>
<td>305 East Garner Rd, Garner (Age 62+)</td>
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housing options

S Club Plaza Apartments (32 units) ...662-1910
2835 Club Plaza Rd, Raleigh  (Age 62+)
(South Raleigh, near Lake Wheeler Rd and I-440)

A The Commons at
Highland Village (72 units) ..........463-7800
100 Highland Commons Ct, Cary (Age 55+)

S Cosmo and Lewis
Estates (14 units) .....................755-0558
1121-102 Hadley Rd, Raleigh  (Age 62+ or disabled)
(South Raleigh, near Crosslink and Rock Quarry Rd)

A Courtyard Commons (17 units) ....567-7440
324 West Jones Street, Fuquay-Varina (Age 55+)

S Crestfield Apartments (40 units) ..366-6384
719 Marshburn Rd, Wendell  (Age 62+ or disabled)

S Dorothy Nixon Allen
Manor (17 units) ......................552-1825
155 W Holly Springs Rd, Holly Springs (Age 62+ or
55+ if disabled)

A Elders Peak (48 units) .............834-7325
2917 Creech Rd, Raleigh (Age 62+)
(Southeast Raleigh, west of I-40)

S Fuquay-Varina Homes
for the Elderly (60 units) .........552-3671
1012 South Main St, Fuquay-Varina (Age 62+ or
disabled)

A Garden Spring Apts (33 units) ....212-1750
2830 Kidd Rd, Raleigh  (Age 55+)
(East Raleigh, near New Bern Ave and WakeMed,
inside I-440)

S Glenwood Towers (286 units) .....831-6768
509 Glenwood Ave, Raleigh (Age 50+ or disabled)
(Central Raleigh, Glenwood South)

S Highland Manor (32 units) .........463-7774
200 Highland Manor Pl, Cary (Age 62+)

A Highland Terrace (80 units) .......463-7800
900 Duncan Vale Way, Cary (Age 55+)

S Holly Springs II (40 units) ..........552-1825
155 W Holly Springs Rd, Holly Springs (Age 62+)

A The Magnolias (32 units) ..........833-9365
2151 Glasscock St, Raleigh (Age 55+ or disabled)
(Central Raleigh, near Glasscock and Raleigh Blvd)

A Meadow Spring Apts (33 units) ....233-0084
190 Fieldspring Lane, Raleigh (Age 55+)
(West Raleigh, near Western Blvd and Buck Jones Rd)

A Meadowcreek Commons.............212-8778
1601 Royal Pines Dr, Raleigh (Age 55+)
(Central Raleigh, near MLK Blvd and Rock Quarry Rd)

A The Meadows
at Brier Creek (96 units) .............572-5147
11700 Arnold Palmer Drive, Raleigh (Age 55+)
(Northwest Raleigh, near US 70 and I-540)

S Murphey School Apts (52 units) ....831-1072
443 North Person St, Raleigh (Age 55+)
(Central Raleigh, near Peace College)

A Olde School Commons (45 units) ..773-1799
742 West Garner Rd, Garner  (Age 55+)

A Parkview Manor (90 units) .........831-6045
911 N. Blount St, Raleigh (Age 55+)
(Central Raleigh, near Peace College)

A Pine Hills Apartments (48 units) ....212-0667
1650 Royal Pines Dr, Raleigh  (Age 55+)
(Central Raleigh, near MLK Blvd and Rock Quarry Rd)

S Roanoke Commons (32 units) ......546-0052
2911 Madelyn Watson Lane, Raleigh (Age 62+)
(Southeast Raleigh, off Sanderford Rd)

A Robinwood of Wendell (84 units) ..365-5710
84 Harnor Lane, Wendell  (Age 62+ or disabled)

A Silver Spring Apts (33 units) ......404-4753
601 Pony Rd, Zebulon  (Age 55+)

S Sir Walter Apts (140 units) .........832-1300
400 Fayetteville St, Raleigh (Age 62+)
(Downtown Raleigh)

A Terrace Spring Apts (48 units) .....871-5773
4000 St. James Church Rd, Raleigh (Age 55+)
(Northeast Raleigh, near New Hope and Buffaloe Rd)

A Trinity Ridge Apts (48 units) ......816-0503
5620 Trinity Rd, Raleigh  (Age 55+)
(West Raleigh, near Edwards Mill Rd and Wade Ave)

S Turnberry Apts (40 units) ..........554-9743
755 South White St, Wake Forest (Age 62+)

A Wakefield Manor (90 units) ........554-3299
10702 Oliver Rd, Raleigh (Age 55+)
(Far north Raleigh, near Wake Forest)

A Waterbrook Apts (64 units) .........250-1973
311 Stoney Moss Dr, Raleigh (Age 55+)
(Southeast Raleigh, near Poole Rd)

A Weatherstone Spring (72 units) .....469-5445
200 Weather Ridge Ln, Cary (Age 55+)
Mixed Age Affordable Housing

The following is only a partial list of the mixed-age affordable housing options in Wake County.

A Avonlea (44 units) ......................876-8345
5005 Cape Breton Dr, Raleigh

A Beechridge Apts (72 units) ..........303-0202
610 Upchurch St, Apex

A Carlton Place (80 units) ...............834-8140
450 E Davie St, Raleigh

A Creekside Apts (38 units) ...........556-9898
361 S Franklin St, Wake Forest

S Crystal Cove Apts (50 units) ........833-0908
815 Suffolk Boulevard, Raleigh

S Forest Hills Apts (136 units) ........779-5424
917 Seventh Ave, Garner

S Forest Ridge Apts (88 units) ........556-1492
320 South Franklin St, Wake Forest

A Glenbrook Crossing (63 units) .......390-0098
336 Dacian Rd, Raleigh

A Grove at Cary Park (120 units) ......481-2225
4545 Cary Glen Blvd, Cary

A Highland Village Apts (50 units) ......463-5670
600 Malcolm Valley Pl, Cary

A Jeffries Ridge (32 units) ..............231-3470
1713 Poole Rd, Raleigh

A Madison Glen (120 units) ...........785-5051
6840 Madison Ridge Way, Raleigh

S Maples Apartments (36 units) .........269-6464
302 E Primrose Lane, Zebulon

S Oak Grove Apts (40 units) ............552-4011
500 Smithwood St, Fuquay-Varina

S Prairie Building (11 units) ..........832-4345
113 South Wilmington St, Raleigh

S Raleigh Housing Authority ..........831-8300
900 Haynes St, Raleigh (manages a variety of mixed age apartment complexes and homes)

A Ripley Station (48 units) .............231-3470
3030 Ripley Station Way, Raleigh

A Sedgebrook Apts (32 units) ..........461-0468
100 Sedgebrook Rd, Cary

A Tryon Grove (48 units) ..............832-0949
2508 Tryon Grove Dr, Raleigh

A Wake Acres (48 units) ...............362-4022
300 James St, Apex

S Wake County Housing Authority ........269-6404
100 Shannon St, Zebulon
(Mixed-age apartment complexes in Apex, Fuquay-Varina, Garner, Wendell, Wake Forest and Zebulon, with 5-6 year wait for all subsidized housing)

A Wakefield Hills (80 units) ..........554-4118
10702 Oliver Rd, Raleigh

A Walnut Ridge Apartments (180 units) ..231-7600
1611 Royal Foxhound Ln, Raleigh

A Weston Trace (48 units) ..............661-4244
204 Westcroft Drive, Garner

A Westwood Park Apartments (72 units) ..460-0590
600 Glendon Way, Cary
Emergency, Temporary and Transitional Housing

Cornerstone........................................508-0777
220 Snow Ave, Raleigh
(Services for the homeless, Wake County Human Services)

Helen Wright Center for Women......833-1748
401 West Cabarrus St, Raleigh
(Emergency shelter for women, operated by Urban Ministries. Adult women only, no children.)

New Bern Transitional Housing ........828-9744
501 New Bern Ave, Raleigh
(Room rentals by the week or month. Any age or gender; seniors welcomed.)

Salvation Army................................... 834-6733
215 South Person St, Raleigh
(Emergency shelter for women and children only)

The Women’s Center ......................... 829-3711
128 East Hargett St, Ste 10, Raleigh
(Day shelter and supportive services)

INFORMATION AND REFERRAL

2-1-1 Information and Referral Line ........ 211
from cell phone ...................................... 888-892-1162
www.nc211.org
(General information and referral for community agencies and programs. Online service directory)

CARE-LINE ................................... 800-662-7030
NC DHHS, Office of Citizen Services
www.NCcareLINK.org
(Statewide information and referral program)

Eldercare Locator...............800-677-1116
www.eldercare.gov
(Contact info for local aging service providers nationwide)

Federal Information Center ......800-333-4636
www.usa.gov
(Information on federal agencies and services)
**Legal Services and Advance Directives**

**Advance directives** are documents such as **living wills** and **healthcare powers of attorney** that specify your wishes related to healthcare in the event that you are unable to speak for yourself. New forms of these documents were approved by the NC Legislature in 2007. **See the Reference section at the back of this book for more information about these documents.**

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 **specific** power of attorney is for one special purpose, often a single transaction such as buying a house. A **general** power of attorney gives the person the power to act for you in a variety of transactions, which are usually listed in the document. A **durable general** power of attorney is one that stays in effect even if you become incompetent. This is a very important document to have in place BEFORE you need it -- so that someone you trust can manage your affairs if you suddenly have a stroke or become brain-damaged by an accident. It is important to remember that a power of attorney gives your agent the “power to” do things that you would choose to do yourself, not the “power over” you, to do things against your will. As long as you are competent, you can overrule your agent’s decisions, and you can 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 then appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can override a person’s decisions if necessary to care for the person’s needs. For instance, if someone with dementia has a legal guardian, then the legal guardian can make decisions about placement in a nursing home, even if the person with dementia disagrees. Sometimes there are two guardians -- a guardian of the person, who makes decisions about care, and a guardian of the estate, who makes decisions about money.
LEISURE / RECREATION

Senior Activity Centers

Senior centers are designed for independent older adults, offering recreational activities, health and exercise programs, and social gatherings. They are not care facilities and cannot provide supervision.

Cary Senior Center ....................... 469-4081  
RFS Service Coordinator, ............... 462-3983  
120 Maury O’Dell Place, Cary  
(Operated by Cary Parks, Recreation, and Cultural Resources)

Eastern Wake Senior Center ............ 365-4248  
323 Lake Dr, Wendell  
www.resourcesforseniors.com/calendar.php  
(Operated by Resources for Seniors)

Garner Senior Center ................... 779-0122  
RFS Service Coordinator .................. 661-6894  
205 East Garner Rd, Garner  
(Operated by Garner Parks and Recreation)

Northern Wake Senior Center .......... 554-4111  
235 East Holding Ave, Wake Forest  
www.resourcesforseniors.com/calendar.php  
(Operated by Resources for Seniors)

Whitaker Mill Senior Center ............ 856-6444  
401 East Whitaker Mill Rd, Raleigh  
www.resourcesforseniors.com/calendar.php  
(Operated by Resources for Seniors)
Other Leisure and Cultural Resources

Apex Parks, Recreation, and Cultural Resources, Senior Programs..............249-3402
   53 Hunter St, Apex
   www.apexnc.org/depts/parks/senior_prgs.cfm
   (Activities for seniors including fitness classes, craft classes, cards, clubs, day trips, monthly luncheon)

Cary Parks, Recreation, and Cultural Resources......................469-4061
   316 N Academy St, Cary
   www.townofcary.org
   (Programs including exercise and dance, arts/crafts classes, and Red Cross courses. Three community centers, one nature center, two art centers, and many parks and greenways)

Fuquay-Varina Parks, Recreation, and Cultural Resources ..............552-1430
   820 South Main St, Fuquay-Varina
   www.fuquay-varina.org/parks/
   (Activities and programs for all age groups, with special programs for seniors)

Garner Parks and Recreation ..........773-4442
   900 Seventh Ave, Garner
   www.garnerparks.org
   (Fitness and athletic programs open to all ages, and Garner Senior Center, where activities and clubs are open to persons 55 and older)

Morrison Parks and Recreation...... 463-7100
   Cedar Fork Community Center
   Town Hall Dr, Morrisville
   www.townofmorrisville.org
   (Offers senior programs including computer and fitness classes, health education, bingo and other games, trips, etc.)

Raleigh Parks and Recreation......... 831-6640
   2401 Wade Ave, Raleigh
   www.raleighnc.gov
   (39 locations throughout the city; programs including fitness, sports, arts/crafts classes, swimming pools, theater. Senior Adult Program offers special events, trips, health and fitness classes, arts/crafts classes, seminars, and workshops.)

Raleigh-Wake Senior Games.......... 831-6851
   2401 Wade Ave, Raleigh
   (Yearly athletic and artistic competitions for persons 55 or older)

Salvation Army
Senior Social Program.................. 832-6918
   902 Wake Forest Rd, Raleigh
   (Program runs Thursdays at noon, call for further information.)

Outreach NC
long-term care facilities

Silver Connections .............................270-6592
514 Daniels St, Suite 320, Raleigh
www.silverconnections.org
(Private organization promoting social activities for 55+ singles in the Triangle. Annual membership fee to participate in planned activities. Not a dating service.)

Wake Forest
Parks and Recreation ......................554-6180
301 S Brooks St, Wake Forest
www.wakeforestnc.gov/parksrecreation.aspx
(Athletic programs, craft classes, and special events for all ages)

YMCA of the Triangle
www.ymcatriangle.org
Alexander Family YMCA (Central) ..........832-9622
1603 Hillsborough St, Raleigh

Cary Family YMCA ..............................469-9622
101 YMCA Dr, Cary
Finley YMCA .......................................848-9622
9216 Baileywick Rd, Raleigh
Kerr Family YMCA ...............................562-9622
2500 Wakefield Pines Drive, Raleigh
Kraft Family YMCA ...............................657-9622
8921 Holly Springs Rd, Apex
YMCA at the Factory ............................453-5500
1839 South Main St, Wake Forest
YMCA of Garner .................................773-3621
1701 Aversboro Rd, Garner

YWCA Greater Triangle ........................834-7386
554 East Hargett St, Raleigh
www.ywcatriangle.org
(Hargett Street location has a special activity program called Golden Oaks for persons 55 and older, Monday-Friday from 9am-1pm, with lunch and limited transportation available)

LONG-TERM CARE FACILITIES

Families provide the majority of care to older relatives, either in the older adult's own home or in the home of a family caregiver. However, sometimes the physical, emotional, and social demands on the caregiver can become more than the family can handle. After all other options have been considered, families may reach the decision that care in the home is no longer possible, and may find their loved one’s safety and health are at risk if they remain at home.

Finding a facility that meets the needs of the older adult can be an overwhelming task for family members, especially because the placement decision often comes in a time of crisis. Nonetheless, it pays to visit several facilities before making your decision, to avoid having to make another move later. When applying to facilities, it may help to have a form FL-2 in hand. This form is filled out by the patient's doctor and specifies the level of care needed. Ask plenty of questions when you visit, to be sure the facility provides the level of care and staff training that the patient needs. Visit facilities more than once if possible, at different times of day and on different days of the week. For a detailed checklist to use when evaluating facilities, see the Long Term Care Facility Checklist in the Reference Guide beginning on page 79 of this book.

There are two basic types of long-term care facilities, corresponding to different levels of care:

**Nursing Homes** are appropriate when the patient needs ongoing nursing intervention following illness or for chronic conditions, or short-term intensive physical, occupational, or speech rehabilitation therapy. Patients in nursing homes need skilled services, but are not sick enough to need hospital care. Care is provided under the direction of a physician.

**Adult Care Homes (Assisted Living/Rest Homes)** provide custodial care for persons who do not need medical intervention but cannot live alone unsupervised. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision are provided. This care can be provided in an adult care home (also called a rest home or assisted living), family care home, or DDA home (group home for developmentally disabled adults). Some nursing homes and retirement communities also have assisted living sections. In North Carolina, this level of care is licensed as "adult care."
Paying for Long-Term Care

Long-term care can be very costly. The cost of adult care homes (assisted living/rest homes) in Wake County can be $2000-$5000 or even more per month, depending on the type of facility and level of care required. Nursing facilities may cost $6000 or more per month. Most people cannot afford the cost of care for an extended period of time. While evaluating a long-term care facility, be sure to discuss payment options. For nursing facilities, ask if the facility is Medicare- and Medicaid-certified. For adult care homes, ask if they accept Special Assistance. If you anticipate applying for public funding, ask if the facility requires payment in advance if there is an application pending.

Medicare: It is a common misconception that Medicare will cover most of the cost of long-term care. Medicare pays for less than 2 percent of nursing home care, limited to short-term skilled care after the resident meets strict criteria including prior hospitalization. Medicare does not pay for assisted living under any circumstances.

Medicaid: This federal/state program can cover the cost of nursing home care. To be eligible, the nursing home resident must meet age and disability criteria as well as meeting income and resource limits. Apply at Wake County Human Services. Note that the eligibility rules for receiving Medicaid in a nursing home are quite different than those which are used for community-dwelling adults. Many people not eligible for Medicaid when living at home become eligible when they enter a nursing home. Also, it is NOT the case that a couple must use up all of their joint assets in order to qualify one of them for nursing home Medicaid; current rules allow some assets and income to be allocated for the use of the spouse who remains at home. It is best to consult with a Medicaid long-term care specialist before assets have been exhausted, and definitely before transferring any assets to another person. Owning a home does NOT automatically disqualify you from getting Medicaid, but transferring the home to a different owner could be a problem.

Special Assistance for Adults: The cost of care in an adult care home (assisted living) is covered under this state/county program, which has strict income and resource criteria. Special Assistance pays for the room and board portion of the adult care home cost. Eligible residents also automatically receive Medicaid to cover the cost of personal care, medical services, and prescription medications. Applications for Special Assistance are made at Wake County Human Services.

Long-Term Care Facilities Licensing/Monitoring

In North Carolina, the Division of Health Services Regulation has the responsibility of licensing and monitoring nursing facilities and adult care homes. In January 2009, a new “star rating” system went into effect for adult care homes (assisted living and family care homes). Each facility receives a rating of 1-4 stars, based on the results of their inspections. This information is posted on the web to assist consumers and their families in making informed choices about facilities.

The website provides details about what went into the final score and rating, including the specific types of violations that were cited. The basic score is 3 stars, with deductions for violations and increases for certain positive features. A facility can only earn a 4 star rating after two successive high ratings.

Wake County Human Services monitors adult care homes on issues relating to resident rights and licensure standards, and investigates complaints involving suspected abuse, neglect, and exploitation of residents in
long-term care facilities

The website listed below provides information about complaints and corrective actions at facilities.

**Medicare Nursing Home Compare**
www.medicare.gov/NHCompare/home.asp
(Listing of complaints and inspection reports on nursing facilities. Also includes quality rating information.)

**NC Dept of Health and Human Services**
Division of Health Services Regulation
Complaint/Question Hotline ..... 800-624-3004
www.ncdhhs.gov/dhsr/
www.dhhs.state.nc.us/dhsr/acls/adultcarepenalties.html#wake (Listing of facilities that have received penalties since 2006)
Licensure for Nursing Homes .................... 855-4520
Licensure for Adult Care Homes .................. 855-2765
(Licenses all nursing facilities and adult care homes, surveys the nursing facilities for Medicare and Medicaid certification, and investigates complaints.)

**Star Rating Site**
www.ncdhhs.gov/dhsr/acls/star/

**Wake County Human Services**
Adult Home Specialist.................... 856-5982
401 E Whitaker Mill Rd, Raleigh
(Adult care home licensure, monitoring, and complaints. Can also assist individuals and families with finding placements.)

**Wake County Human Services**
www.ncdhhs.gov/dhsr/acls/star/

**Nursing homes**
lnweb02.co.wake.nc.us/dhs/ach.nsf/webnhview?openview

**NC Dept of Health and Human Services**
Division of Health Services Regulation
Complaint/Question Hotline ..... 800-624-3004
www.ncdhhs.gov/dhsr/
www.dhhs.state.nc.us/dhsr/acls/adultcarepenalties.html#wake (Listing of facilities that have received penalties since 2006)
Licensure for Nursing Homes .................... 855-4520
Licensure for Adult Care Homes .................. 855-2765
(Licenses all nursing facilities and adult care homes, surveys the nursing facilities for Medicare and Medicaid certification, and investigates complaints.)

**Adult care homes**
lnweb02.co.wake.nc.us/dhs/ach.nsf/webfacilityview?openview

**Adults**
lnweb02.co.wake.nc.us/dhs/ach.nsf/webfacilityview?openview

**Star Rating Site**
www.ncdhhs.gov/dhsr/acls/star/

**Friends of Residents in Long-Term Care**
883-C Washington St, Raleigh
www.forltc.org
(Nonprofit organization providing information for families and residents with concerns about long-term care)

**Regional Long-Term Care Ombudsman**
558-2711
Toll Free................................. 800-310-9777
Area Agency on Aging, Triangle J CGO
(Information on long-term care facilities, advocacy, grievance investigation and resolution)

**State Long-Term Care Ombudsman**
733-8395
NC Division of Aging and Adult Services
www.ncdhhs.gov/aging/ombud.htm
(Advocacy and information for long-term care residents)

**Advocacy For Residents in Long-Term Care**

**Long-term care facilities**

These facilities are licensed to provide skilled care. Some also have adult care (assisted living) beds available. All of these facilities accept Medicare and Medicaid, subject to availability of beds.

**Nursing Facilities**

Blue Ridge Health Care Center ......781-4900
3830 Blue Ridge Rd, Raleigh (134 nursing beds)

Capital Nursing and Rehabilitation Center..................231-6045
3000 Holsten Lane, Raleigh (125 nursing beds)

Cary Health and Rehabilitation Center..................851-8000
6590 Tryon Rd, Cary (120 nursing beds, 30 adult care beds)

Tower Nursing and Rehabilitation Center ..................231-8113
3609 Bond St, Raleigh (180 nursing beds, 6 adult care beds)

Guardian Care of Zebulon ............ 269-9621
509 West Gannon Ave, Zebulon (60 nursing beds)

Hillside Nursing Center
of Wake Forest ......................... 556-4082
968 Wait Ave, Wake Forest (130 nursing, 12 dementia, 20 adult care beds)

Laurels of Forest Glenn .................. 772-8888
1101 Hartwell St, Garner (120 nursing beds, 20 adult care beds)

Litchford Falls Healthcare and Rehabilitation Center .... 878-7772
8200 Litchford Rd, Raleigh (90 nursing beds, 24 adult care beds)

www.ResourcesForSeniors.com
long-term care facilities

The Oaks at Mayview .........................828-2348
  513 East Whitaker Mill Rd, Raleigh
  (139 nursing beds)

Raleigh Rehabilitation and HealthCare Center .....................828-6251
  616 Wade Ave, Raleigh (157 nursing beds)

Rex Rehabilitation and Nursing Care Center .......................784-6600
  4210 Lake Boone Trail, Raleigh (120 nursing beds)

Rex Rehabilitation and Nursing Care Center of Apex ..........363-6011
  911 South Hughes St, Apex (107 nursing beds)

Sunnybrook Healthcare and Rehabilitation Specialists ...........231-6150
  25 Sunnybrook Rd, Raleigh (97 nursing beds, 19 beds in sub-acute/rehab unit)

Unihealth Post-Acute Care Raleigh ..755-0226
  2420 Lake Wheeler Rd, Raleigh (130 skilled nursing beds, 20 dementia care beds.)

Universal Health Care and Rehabilitation Center .................872-7033
  5201 Clarks Fork Dr, Raleigh (132 nursing beds)

Wellington Rehabilitation and Healthcare .........................266-7744
  1000 Tandal Place, Knightdale
  (80 nursing beds, 20 adult care beds)

Adult Care Homes (Assisted Living and Rest Homes)

The homes listed below are licensed by the state as “Adult Care” to house 7 or more residents.

Aversboro Assisted Living ..............779-4560
  (Special Assistance accepted)
  1437 Aversboro Rd, Garner (126 residents)

Brighton Gardens (Private pay) ........571-1123
  3101 Duraleigh Rd, Raleigh
  (115 residents including 25-bed dementia unit)

Brookridge Assisted Living .............362-6266
  (Special Assistance accepted)
  312 Lynch St, Apex (55 residents)

Carillon Assisted Living of Fuquay-Varina .......................577-8102
  (Special Assistance accepted)
  6516 Johnson Pond Rd, Fuquay-Varina
  (96 residents including 36-bed dementia unit)

Carillon Assisted Living of Knightdale .....................266-6676
  (Special Assistance accepted)
  2408 Hodge Rd, Knightdale
  (96 residents including 26-bed dementia unit)

Carolina House of Cary (Private pay) .............460-5959
  111 MacArthur Dr, Cary (74 residents, dementia unit)

Carolina House of Wake Forest (Private pay) ............562-8400
  611 South Brooks St, Wake Forest
  (65 residents, including 22-bed dementia unit)

Chatham Commons ................................469-9309
  (Special Assistance accepted)
  809 West Chatham St, Cary (80 residents)
long-term care facilities

**Clare Bridge of Cary** (Private Pay) ......852-1355
7870 Chapel Hill Rd, Cary  
(50 residents, all have dementia)

**Coventry House of Zebulon** ..........269-7762
(Special Assistance accepted)  
1205 W Gannon Ave, Zebulon (60 residents)

**The Covington** ............................791-1981
(Special Assistance accepted)  
4510 Durham Rd, Raleigh  
(120 residents including 60-bed dementia unit)

**Elmcroft of Northridge** ..................848-4906
(Private pay, limited Special Assistance)  
421 Van Thomas Dr, Raleigh  
(120 residents including 58-bed dementia unit)

**Falls River Court Memory Care**  
Community (Private Pay) ..........................844-2499
1130 Falls River Ave, Raleigh  
(38 residents, all have dementia)

**Falls River Village** (Private Pay) ........844-9747
1110 Falls River Ave, Raleigh  
(60 residents)

**HeartFields Assisted Living**  
and Alzheimer’s Care of Cary ..........852-5757
(Private Pay)  
1050 Crescent Green Dr, Cary  
(90 residents including 16-bed dementia unit)

**James Rest Home** ...........................362-8856
(Special Assistance accepted)  
8420 James Rest Home Rd, New Hill  
(40 residents)

**Lawndale Manor** ............................662-0099
(Special Assistance accepted)  
601 Lakeside Dr, Garner  
(62 residents)

**Lee’s Long Term Care** .......................772-8846
(Special Assistance accepted)  
7133 Rock Service Station, Raleigh  
(60 residents)

**Magnolia Glen** (Private pay) ...........841-4747
5301 Creedmoor Rd, Raleigh  
(66 residents, assisted living facility within a rental retirement community)

**Morningside Assisted Living and Memory Care**  
(Private pay) ........................................828-5557
801 Dixie Trail, Raleigh  
(88 residents, including 42-bed dementia unit)

**Oliver House** ...................................366-9737
(Special Assistance accepted)  
4230 Wendell Blvd, Wendell  
(100 residents, including dementia unit)

**Phoenix Assisted Care** ...........460-8644
(Special Assistance accepted)  
201 West High St, Cary  
(120 residents, dementia unit)

**Spring Arbor of Apex** ...............303-9990
(Private pay; limited Special Assistance)  
901 Spring Arbor Court, Apex  
(76 residents)

**Spring Arbor of Raleigh** .............250-0255
(Private pay; limited Special Assistance)  
1810 New Hope Rd, Raleigh  
(78 residents)

**Sunrise at North Hills** .................981-6100
(Private Pay)  
615 Spring Forest Rd, Raleigh  
(130 apts including some 2-bedroom, 24 in dementia unit)

**Sunrise of Cary** (Private Pay) ..........462-9147
1206 W. Chatham Street, Cary  
(85 residents, 33 in dementia unit)

**Sunrise of Raleigh** (Private Pay) ....787-0777
4801 Edwards Mill Rd, Raleigh  
(85 residents, 44 in dementia unit)

**Wake Assisted Living** ....................231-7575
(Special Assistance accepted)  
2800 Kidd Rd, Raleigh  
(60 residents)

**Wake Forest Care Center** .............556-3210
(Special Assistance accepted)  
306 South Allen St, Wake Forest  
(80 residents)

**Woodland Terrace** (Private pay) ........465-0356
300 Kildaire Woods Dr, Cary  
(84 residents: Assisted living and Alzheimer’s unit)

**Zebulon House** .............................269-6061
(Special Assistance accepted)  
551 Pony Rd, Zebulon  
(60 residents, 31 in dementia unit)

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**Family Care Homes**

Homes licensed for 6 residents or less, and providing custodial care. These are generally modest facilities, often in residential areas. These facilities accept Special Assistance, except as noted below.

**A Good Life Family Care Home**.......834-3966
4013 Tryon Rd, Cary

**Ann’s Family Care Home** ...............790-7663
2801 Gladstone Dr, Raleigh

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Resources FOR SENIORS

www.ResourcesForSeniors.com
See also the Basic Needs section of this book for various agencies and churches that can provide food assistance (FO) on an occasional basis.

**Food & Nutrition Services,**

**Wake County Human Services**...........212-7000

(Food stamps have been replaced by an Electronic Benefit Card that can be used to purchase food. This program is sometimes referred to as SNAP: Supplemental Nutrition Assistance Program. Eligibility is based on income and assets. Applications can be made at the locations listed below.)

Wake County Human Services.............212-7000
220 Swinburne St, Raleigh

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

**Northern Regional Center**..............562-6300
350 East Holding Ave, Wake Forest

**Southern Regional Center**............557-2501
130 North Judd Parkway NE, Fuquay-Varina

**Golden Cuisine Direct**..............866-950-9047
www.goldencuisinedirect.com
(Mail-order service offering prepared, frozen meals for home delivery)
MEDICAL SUPPLIES, EQUIPMENT, AND ASSISTIVE DEVICES

There are many types of assistive products and equipment that help make it easier for people with physical or cognitive impairments to manage in their homes. Medicare Part B helps to pay for some durable medical equipment such as wheelchairs, oxygen equipment, and other equipment. The equipment must be medically necessary, ordered by a physician, and supplied by a Medicare-enrolled provider. Medicare will usually pay 80 percent of a monthly rental cost for approved equipment from an enrolled provider. Medicare may NOT pay for equipment purchased from a supplier who is not enrolled as a Medicare provider.

The following is NOT a complete list of all Medicare-enrolled suppliers of durable medical equipment. Many chain drugstores, discount stores, and some grocery stores are also Medicare-enrolled, including CVS, Harris Teeter, Kerr Drug, K-Mart, Revco, Target, Walmart, Walgreens, etc.

In addition to finding out whether the supplier is “enrolled” with Medicare, you should also ask if the supplier is “participating” with Medicare. Medicare “participating” suppliers are those which have agreed to accept Medicare’s reimbursement rates (Medicare assignment). This means that, for instance, if Medicare has approved a cost of $100 for an item, the supplier cannot charge you more than this amount. Medicare would then pay $80 and the customer would pay $20. If you go to a Medicare participating supplier, you will not have to pay more than your 20% co-pay up front. The supplier is responsible for billing Medicare for the remainder.

Most local medical equipment suppliers are NOT “participating”. This means that the supplier can charge more than Medicare’s approved amount, and the customer may have to pay the difference. For instance, if Medicare approves $100, but the supplier charges $150, then the customer would pay $20 (20% of Medicare’s approved amount) plus $50, so that the item will cost the customer $70 instead of $20. Non-participating suppliers can also ask you to pay in full and then wait for reimbursement from Medicare.
For providers of stair lifts, elevators, and other home-accessibility equipment, see the Home Adaptation and Accessibility section of this book.

* indicates a Medicare-enrolled durable medical equipment (DME) supplier.

**indicates a Medicare participating supplier

AT Exchange Post ..............................850-2787
1110 Navaho Dr, Ste 100, Raleigh
www.ncexchange-post.org
(Online listing allowing individuals to buy and sell previously owned equipment, including durable medical equipment, wheelchair-equipped vans, etc.)

**Active Healthcare .........................870-8600
9104 Falls of Neuse Rd, Suite 100, Raleigh
www.activehealthcare.com
(Sleep apnea [CPAP] and respiratory specialists)

Advanced Home Care .........................852-0052
6003 Chapel Hill Rd, Suite 105, Raleigh, NC
www.adventhomecare.org
(Nonprofit company, specializing in respiratory care, enteral nutrition, and mobility equipment)

Advanced Seating and Mobility, Inc ................782-5110
8800 Westgate Park Dr, Suite 110, Raleigh
www.seating-mobility.com

American Health Services ...............380-7999
101 Southcenter C1, Suite 900, Morrisville

American Home Health Care ......................876-4336
3430 Tarheel Dr, Ste 104, Raleigh
www.americanhhc.com

**American Medical Equipment and Supplies ..................741-4464
4909 Alpinis Dr, Raleigh

American Mobility .............................876-3600
2851 Van Huron Dr, Suite 103, Raleigh
www.american-mobility.com
(Specializing in power wheelchairs, lifts)

Apria Healthcare ..............................380-1180
2600 Perimeter Park Dr, Ste 100, Morrisville
www.apria.com

At Home Assessments ......................872-8484
4900 Thornton Rd, Suite 125, Raleigh
www.athomeassessments.com

Compassion Medical Supplies ..........872-5494
4023 Wake Forest Rd, Raleigh
(Specializing in diabetic footwear)

Dressen Medical Supply ......................577-6458
156 Thomas Mill Rd, Holly Springs
www.dressenmedical.com

Easter Seals UCP .................................865-8606
5171 Glenwood Ave, Suite 400, Raleigh
www.nc.eastersealsucp.com
(Durable medical equipment provided for low-income persons of any age. Wait list.)

Family Medical Supply ....................233-0202
311-A Ashville Ave, Cary
www.familymedsupply.com

Family Medical Supply .....................552-5222
720 N Main St, Fuquay-Varina
www.familymedsupply.com

Family Medical Supply .....................981-5881
3209 Gresham Lake Rd, Raleigh
www.familymedsupply.com

Family Medical Supply .....................233-0202
311-A Ashville Ave, Cary
www.familymedsupply.com

Family Medical Supply .....................552-5222
720 N Main St, Fuquay-Varina
www.familymedsupply.com

Family Medical Supply .....................981-5881
3209 Gresham Lake Rd, Raleigh
www.familymedsupply.com

Tarheel Diabetic
medical supplies, equipment, and assistive devices

**Homecare Medical Groups**........... (866) 415-4210
11214 Galleria Ave, Raleigh
www.homecaremg.com

**IMAGE Management**...................829-1479
1501 Chester Rd, Raleigh
www.image-management.com
(Provides speech recognition products and services as well as home accessibility equipment.)

**IMAGINE (Increased Mobility and Greater Independence Equipment)**...........779-3487
1032 Altice Dr, Raleigh
www.ifiuimagine.org
(Nonprofit organization, accepts donated mobility and other durable medical equipment, and provides donated equipment to those who need it at no charge.)

**Independent Living Rehabilitation Program**...........715-0543
436 N Harrington St, Raleigh
(State agency promoting independence for people with disabilities. Services may include home and vehicle modification, and assistive equipment.)

**LynnRay Medical Supply**.............266-3727
3009-A Village Park Dr, Knightdale
www.lrmsupply.com

**Medi Home Care**......................873-1001
5840 McHines Pl, Suite A, Raleigh
www.msa-corp.com

**Medical Equipment Distributors**.....873-9168
2200-109 Millbrook Rd., Raleigh

**Mobility Plus**..........................676-4228
(No storefront; representative will come to client’s home. Specializes in power wheelchairs.)

**Orthopedic Service Company of Raleigh**...........878-7183
2521 Noblin Rd, Raleigh
www.orthopedicservice.com

**The Scooter Store**.................866-703-0339
3200 Lake Woodard Dr, Raleigh
www.thescooterstore.com
(Specializing in power mobility devices.)

**Stalls Medical**......................233-0732
5995 Chapel Hill Rd, Ste 119, Raleigh
www.stallsmedical.com
(Adaptive Vans division sells and services lowered-floor vans.)

**Tom Jones Home Medical**...........772-4737
101 Timber Point Ln, Garner
www.tomjonesdrug.com
(Pedorthic specialist on staff; carry specialized diabetic shoes and other footcare products as well as other medical supplies and equipment.)

**Van Products**.........................878-7110
2521 Noblin Road, Raleigh
www.vanproducts.com
(Sells and rents vehicles with handicap modifications, and modifies existing vehicles)

**Wake Forest Drug**...................554-2699
3113 Rogers Rd, Suite 100, Wake Forest
www.wakeforestdrug.com

**Wakefield Medical**....................570-5277
123 Capcom Ave, Suite 3, Wake Forest
www.wakefieldmedicalinc.com

**Wendell Drug**.........................365-8800
3430 Wendell Blvd, Wendell
www.cornerdrugstores.com

**With Love from Jesus Resource Center**...........233-8010
421 Chapanoke Rd, Raleigh
www.withlovefromjesus.org
(Distributes donated medical equipment, along with many other items, at no cost to recipient. Call for distribution hours.)

**Zebulon Drug**.........................269-7481
303 North Arendell Ave, Zebulon
www.cornerdrugstores.com
*Medicare-enrolled
**Medicare-participating
**Personal Emergency Response Systems**

Personal emergency response systems can be lifesavers for persons who live alone, or are frequently home alone. Most systems consist of a button that can be worn as a pendant around the neck or on a wristband. Pressing the button sends a signal via a toll-free phone number to a national monitoring center. The monitor then contacts the subscriber and/or their designated responders (family members, neighbors, 911) and maintains contact until help arrives.

Subscribers pay an installation/equipment fee and a monthly fee for the monitoring. These services are not normally covered by Medicare or other insurance. Costs are typically $30-40 per month for monitoring, and initial installation fees vary from $0 to $300. Some services require a minimum contract of one year, while others have no minimum, so be sure to ask about this if you think you will only need the service for a short time.

There are also specialized devices which do not involve a monthly subscriber fee. These have the advantage of having no monitoring cost, and the disadvantage of having no monitor to assist in determining whether a 911 call is necessary, or to summon other help if preferred.

**ADT Companion Services**  
**ComForcare Senior Services** ..........647-9150  
[Monitoring by ADT]

**American Medical Alert** .......... 800-645-3244  
[www.amac.com]

**Guardian Alert 911** ................. 800-519-2419  
[www.logicmark.com]  
(Emergency signalling device that works like a tiny cordless phone, with no monitoring involved. Guardian Alert dials 911 only; Freedom Alert can be programmed to dial other numbers in addition. Available for purchase at pharmacies, medical suppliers, and online.)

**Freedom Alert**  
[www.logicmark.com]

**Help/Medi Home Care** .............. 873-1001  
[www.msa-corp.com]  
(Monitoring by MSA)

**Life Response** ................. 800-921-2008  
[www.liferesponseusa.com]  
(Monitoring by CTR Alarm Systems.)

**Life Station**  
[www.lifestation.com]  
(Monitoring by Life Station)

**Lifeline** .......... 800-380-3111  
[www.lifelinesys.com]  
(Monitoring by Philips Lifeline)

**SafetyChoice/Comfort Keepers** ...... 449-0004  
[www.comfortkeepers.com/technology-solutions/safetychoice-products]  
(Monitoring by Guardian)

**MEDICARE / HEALTH INSURANCE**

**Medicare** is the federal medical insurance program for US citizens age 65 and up who are eligible for Social Security benefits, and for some disabled persons. Medicare is administered by the Centers for Medicare and Medicaid Services (CMS). The Social Security Office handles Medicare enrollment and provides information.

Medicare has three parts: 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, home health care, and hospice. There is a deductible and co-insurance for the hospital/skilled nursing benefit.

**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 recipient’s Social Security check), a yearly deductible, and co-payments. Medicare does not cover eyeglasses, hearing aids, or dental care, among other things.
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, or other Medicare-approved providers.

**Medicare Part D** (Prescription Drug Insurance) covers outpatient prescription medications. Part D is optional and requires a monthly premium, though premium assistance is available for lower-income participants. Recipients select from among a large number of plans offered by private insurers. See Prescription Drug section below for details, and the Reference Section of this book for tips.

**“Medicare Part C”** is a term used to refer to a variety of private plans called Medicare Advantage plans. These plans were designed as an alternative to original Medicare, and they sometimes offer additional services not covered by the original plan. In some plans, participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an extra premium. Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan. Some Medicare Advantage plans work like an HMO, others like a PPO or like a private fee-for-service (PFFS) plan. Some Medicare Advantage plans include drug coverage; others do not. **Medicare Advantage plans may NOT be used in combination with a Medicare supplemental policy.**

Marketing of Medicare Advantage plans is frequently quite aggressive and sometimes deceptive; consumers need to be very careful in evaluating the claims of sales people and being sure the program will meet their needs. **Individuals considering a Medicare Advantage plan should be sure that their preferred doctors will accept the reimbursements offered by the plan before signing up.** If in doubt, contact the SHIIP program for more information and assistance.

The recently-enacted health care reform bill will cause a number of changes to Medicare Advantage plans, due to reductions in federal subsidies. This may cause an increase in premiums and/or a decrease in

*HUMANA*
benefits offered by these plans. Individuals using Medicare Advantage plans should carefully read any material they receive from their plans to be sure they understand those changes.

Insurance to supplement Medicare coverage is available to senior citizens. This insurance, called Medicare Supplemental Insurance, or Medigap, is sold by many insurance companies and is regulated by state and federal laws. There are only ten standard Medigap plans, which makes it easier for consumers to compare different companies’ products and costs. See the SHIIP website for more information, or call SHIIP.

Medicaid is a joint state-federal program that pays for a wide range of health care needs including hospital costs, physician care, some in-home care, dental care, and some intermediate and skilled nursing care. For Medicare recipients, Medicaid acts as a supplemental policy, covering the premiums, copays, co-insurance, and deductibles that would otherwise be the patient’s responsibility. Recipients must meet stringent income and asset guidelines. Wake County Human Services processes applications for all Medicaid programs. 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).

The Seniors’ Health Insurance Information Program (SHIIP) is part of the NC Department of Insurance, and provides answers to senior citizens’ questions about Medicare, including Part D, Medicare supplements (Medigap policies), Medicare advantage plans, long-term care insurance, and other health insurance.
** Medicaid **

** CARE-LINE ............................................. 800-662-7030 **
NC DHHS, Office of Citizen Services
(State office for information and referral, also answers Medicaid questions)

** Wake County Human Services **
Adult Medicaid........................................ 212-7541
220 Swinburne St, Raleigh
www.wakegov.com
(County office where Medicaid applications are taken. START HERE when applying for Medicaid.)

** Medicare **

** Medicare Information..............800-MEDICARE **
www.medicare.gov
(Website has information and tools to help compare prescription drug plans, Medicare Advantage Plans, nursing homes, home health care companies, etc., as well as more general info on what Medicare does and does not cover.)

** Carolinas Center for Medical Excellence **
Quality of Care
** Complaint Hotline.....................800-722-0468 **
www.thecarolinascancer.org
(Reviews discharge decisions and quality of care Medicare patients receive under Part A, does not deal with claims or billing issues.)

** Social Security **
Administration Raleigh office ...877-803-6311
Nationwide Toll-Free ............................800-772-1213
4701 Old Wake Forest Rd, Raleigh
www.ssa.gov
(Eligible seniors can apply for Medicare online from this website.)

** Insurance Issues **

** Inclusive Health.................................866-665-2117 **
www.inclusivehealth.org
(High-risk insurance pool for those who have been denied coverage due to pre-existing conditions.)

** Managed Care **

** Patient Assistance Program ............733-6272 **
Toll-free................................................................ 866-867-6272
www.ncdoi.gov
(Program housed in the Attorney General’s office, providing education and assistance to consumers who have questions or problems relating to health insurance claims. Can help explain benefits and appeal denials. Covers all insurance types, not just HMOs.)

** Seniors’ Health Insurance Information Program (SHIIP)........................................807-6900 **
Toll-Free Hotline ........................................ 800-443-9354
11 South Boylan Ave, Raleigh
www.ncshiip.com
(Answers to questions about Medicare, supplemental insurance, Medicare Part D, long-term care insurance, and more. See below for locations to meet with volunteers in person.)

To make an appointment with a volunteer, call the location you prefer:

** Cary Senior Center...............................469-4081 **
** Garner Senior Center..........................661-6894 **
** Northern Wake Senior Center **
(Wake Forest)...........................................554-4111
** SHIIP Main Office, Raleigh.....................807-6900 **
** Other Wake County locations ..........462-3983 **

** NC Department of Insurance **
** Consumer Hotline .........................800-546-5664 **
www.ncdoi.com

** PHYSICIAN REFERRAL SERVICES **

** Duke Raleigh Hospital **
** Physician Referral Service ........800-633-3853 **
www.dukeraleighhospital.org/physicians

** Medicare ...........800-633-4227 (800-MEDICARE) **
www.medicare.gov
(Listing of physicians who accept Medicare. Website is searchable by zip code and specialty but does not indicate whether doctor is accepting new patients at this time.)

** NC Medical Board..........................800-253-9653 **
www.ncmedboard.org
(Online directory of licensed physicians)

** Rex Healthnet **
** Health Care Referral Service ............784-4490 **
www.rexhealth.com
(For physician search, look under Classes and Resources tab on website.)
PRESCRIPTION DRUGS

Medicare Part D

Medicare Part D is a prescription drug benefit that began in 2006. Enrollment is voluntary, and 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 deductibles (up to $310 in 2011), and all plans feature a coverage gap or “donut hole.” In 2011, once the annual drug cost reaches $2,840, further benefits are stopped or limited until the recipient has incurred over $4,550 of out-of-pocket drug costs. Once this point is reached, catastrophic coverage is available under all plans, reducing the recipient’s cost to 5% of drug cost. Some plans offer some coverage of generic drugs in the coverage gap, and health reform legislation introduced a discount for brand-name medications beginning in 2011. Because of these variations, a participant’s overall costs can vary widely from one plan to another.

Low Income Subsidy: People who have relatively low income and assets may be eligible for “Extra Help” (also called LIS or Low Income Subsidy) which pays for some or all of the premiums, deductible, and copays, and eliminates the donut hole. The application is very easy and can be done online at www.ssa.gov. In 2011, gross income for an individual must be below $1,361 and assets must be below $12,640; gross income for a couple must be below $1,838 and assets must be below $25,260 to qualify for LIS. The value of your home, car, and a small burial account are excluded. People with SSI or Medicaid are automatically enrolled and need not apply.

The best available information for comparing overall cost is available on the Medicare website, at www.medicare.gov. Resources for Seniors and the SHIIP program also provide free, objective, one-to-one assistance for those who do not have internet access or who would prefer a more personalized approach.

Resources for Seniors does not recommend or promote any specific plan or company; we use the tools provided by Medicare to assist consumers in finding the best plan to meet their individual needs.

Medicare .................................... 800-633-4227
www.medicare.gov
(Online information and tools to help in selecting a prescription drug plan. Applications for individual plans may also be completed and submitted online.)

Medicare Part D: Extra Help/
Low Income Subsidy/LIS Application
www.ssa.gov/prescriptionhelp

Medicare Rights Center ........... 800-333-4114
www.medicarerights.org
(Independent, non-governmental organization providing free counseling, advocacy, and information for Medicare beneficiaries.)

North Carolina Rx (NCRx)........ 888-488-6279
www.ncrx.gov
(Helps Medicare beneficiaries age 65 and older to pay Medicare Part D monthly premiums. Income and assets must meet criteria. Designed for those whose income is too high for Extra Help.)

Seniors’ Health Insurance Information

Program (SHIIP)......................... 807-6900
Toll-Free Number ......................800-443-9354
11 South Boylan Ave, Raleigh
www.ncshiip.com
(Call the site nearest you if you would prefer a face-to-face consultation with a SHIIP volunteer)

Cary Senior Center ......................469-4081
Garnet Senior Center ...................661-6894
Northern Wake Senior Center
(Wake Forest) ...........................554-4111
SHIIP Main Office, Raleigh .................807-6900
Other Wake County locations ..........462-3983

Social Security .......................800-772-1213
www.ssa.gov/prescriptionhelp
(Apply here for Extra Help with Medicare prescription drug costs. This is also known as LIS or Low Income Subsidy.)
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; to identify other medications that may be less costly or more effective; and to ensure that the individual understands the purposes of medications and how to use them correctly. The pharmacist then confers with the individual’s doctor regarding any proposed changes.

This service is available at no cost to NC residents, aged 65 and older, who are enrolled in the Medicare Part D benefit. Seniors can receive this service once a year. The service is being offered by Resources for Seniors as well as by chain pharmacies, independent pharmacies, and some specialty providers. Some of the specialty providers can offer home visits or telephone consultations for those individuals who are unable to go to a pharmacy to receive the service. To find a pharmacist in your local area, go to the Checkmeds NC website.

**ChecKmeds NC** ......................... 866-922-6247
www.checkmedsnc.com
(Website explains the program and provides a way to search for a local medication therapy management provider, based on your zip code and how far you want to travel.)

**MTM Pharmacy Associates** .............. 349-1762
(Private medication therapy management practice. Offers services at client’s home or other location.)

**RFS MEDS Program** ..................... 713-1562
1110 Navaho Dr, Fourth Floor, Raleigh
(Can provide home visits for clients unable to come to the office.)

**Other Prescription Drug Assistance**

**FIGS (Filling in the Gaps)**
**Urban Ministries** .........................256-2181
1390 Capital Blvd, Raleigh
(Provides one-time financial assistance with prescriptions for those without insurance. Cannot provide ongoing help.)

**Partnership for Prescription Assistance** 888-477-2669
www.pparx.org
(Database of prescription assistance programs.)

**Resources for Seniors MAPS Program** 872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
(Provides 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.)

**Rx Assist** ...................................www.rxassist.org
(Online database of prescription assistance programs)

**Rx Outreach** ..............................800-769-3880
www.rxoutreach.com
(Mail-order source for reduced-cost generic drugs. Offers 3-month supply of over 100 medicines for $20-30. Income-limited. No age restriction. Includes some medicines not included in the Medicare Part D program, such as anti-anxiety drugs.)

**Xubex Pharmaceutical Services** 866-699-8239
www.xubex.com
(Similar to Rx Outreach above. Slightly different list of medications, no income limitations.)

**Prescription Drug Delivery**

The following pharmacies have indicated that they will provide delivery of prescription medications and possibly other items at no additional cost to the consumer. Call to check on delivery area.

**Gilead Pharmacy** .........................212-2555
2100 New Bern Ave, Raleigh
www.gileadrx.com

**Hamlin Drug Company** ...................828-2391
126 E Hargett St, Raleigh
www.hamlindrug.com

**Hayes Barton Pharmacy** ............... 831-4641
2000 Fairview Rd, Raleigh
www.hayesbartonpharmacy.com

**Health Park Pharmacy** ....................847-7645
8300 Health Park, Suite 227, Raleigh
www.healthparkpharmacy.com
HealthFirst Pharmacy ....................... 569-0500
  2001 S Main St, Wake Forest
  www.hfpwf.com

Holly Park Pharmacy ....................... 865-9993
  3004 Wake Forest Rd, Raleigh

Kerr Drug ..................................... local stores
  (Some stores offer home prescription delivery services. Call your local store for information.)

Physicians Pharmacy Alliance .......... 463-5555
  118 Mackenan Dr, Suite 200, Cary
  www.rxhealthcare.org
  (Specialty pharmacy serving people with chronic diseases and complex drug regimens. Will deliver prescriptions, synchronize refills, etc.)

Senior centers

Senior centers offer independent older adults the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education. Calendars of activities are available from the centers. Senior centers are not care facilities; those who need care and supervision during the day should investigate Adult Day Programs (see page 1 of this directory). Noon congregate meals sponsored by Meals on Wheels are available at most senior centers (see Meals/Nutrition section of this book for locations); cost is by donation and participants must sign up ahead of time. At present, there is only one senior center in Raleigh; additional programs for seniors are offered by Raleigh Parks and Recreation at community centers around the city, and by the YWCA. See the Leisure/Recreation section of this book for details.

Cary Senior Center (Town of Cary) ...... 469-4081
  Resources for Seniors
  Service Coordinator ....................... 462-3983
  120 Maury O’Dell Place, Cary (no noon meal)

Eastern Wake Senior Center
  (Resources for Seniors) .................... 365-4248
  323 Lake Dr, Wendell
  Calendar of events at:
  www.resourcesforseniors.com/calendar.php

Garner Senior Center
  (Town of Garner) ......................... 779-0122
  Resources for Seniors
  Service Coordinator ....................... 661-6894
  205 East Garner Rd, Garner

Northern Wake Senior Center
  (Resources for Seniors) .................... 554-4111
  235 E Holding Ave, Wake Forest
  Calendar of events at:
  www.resourcesforseniors.com/calendar.php

Whitaker Mill Senior Center
  (Resources for Seniors) .................... 856-6444
  401 East Whitaker Mill Rd, Raleigh
  Calendar of events at:
  www.resourcesforseniors.com/calendar.php

Tom Jones Drug ............................ 772-4737
  101 Timber Point Lane, Garner
  www.tomjonesdrug.com

Village Pharmacy ......................... 556-2757
  900 S. Franklin St, Suite 102, Wake Forest
  www.villagepharmacyWF.com

Wake Forest Drug .......................... 554-2699
  3113 Rogers Rd, Suite 100, Wake Forest
  www.wakeforestdrug.com
SENIOR CITIZEN CLUBS AND ORGANIZATIONS

**AARP, State Office**.......................... 866-389-5650
1511 Sunday Dr, Suite 312, Raleigh
www.aarp.org
(Education, advocacy, volunteer opportunities for people 50 and older. Two local chapters are located in Raleigh and one in Cary.)

**Golden Years Association**
Raleigh Parks and Recreation......... 831-6851
2401 Wade Ave, Raleigh
www.raleighnc.gov
(Sponsors many clubs throughout the city for residents 55 or older)

**NC Senior Citizens’ Assn ..........800-323-6525**
www.ncseniorcitizens.org
(Nonprofit membership organization providing advocacy, information, and other services)

SOCIAL SECURITY

Individuals become eligible for Social Security based on their employment history. Social Security 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). Full retirement age depends on your 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 beyond their minimum full retirement age. Choosing early retirement at 62 will mean a permanent 20-30% reduction in benefits, while delaying retirement can result in a higher monthly benefit amount. Retirement benefits are calculated based on the highest 35 years of earnings in an individual’s employment record. The Social Security website has a variety of benefit and retirement planning calculators to assist with making decisions related to when to begin getting benefits. It is also possible to apply for benefits online.

Individuals who become disabled before retirement age may qualify for disability income benefits under the Social Security Disability (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 at least a minimal amount of monthly income ($674/month for an individual in 2011). Eligibility for Supplemental Security Income is based on assets and income, not amount of time worked. For older adults, the SSI benefit 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, disabled, or blind, in addition to having extremely low income and resources.

**Social Security Administration Raleigh office.... 877-803-6311**
Toll-free national number......................... 800-772-1213
4701 Old Wake Forest Rd, Raleigh
www.ssa.gov
(Information and applications for Social Security, Social Security Disability, SSI, and Medicare Part D LIS.)
SUPPORT ORGANIZATIONS / HELP LINES

Al-Anon Hotline.........................713-1516
Office .................................................. 787-1653
3509 Haworth Dr, Suite 107, Raleigh
www.alanonalateen6nc.org
(Support groups and education for families or friends of individuals with alcohol problems)

Alcohol/Drug Council ............... 800-688-4232
3500 Westgate Dr, Ste 204, Durham
www.alcoholdrughelp.org
(Information and referral service for North Carolinians needing assistance in area of alcohol and drug abuse.)

Alcoholics Anonymous
Tri-County Intergroup Hotline........783-6144
General information/referral ..................... 783-8214
3948 Browning Place, Ste 205, Raleigh
www.raleighaa.com
(Information on meetings and counseling services for individuals with alcohol problems)

ALS Association Local Chapter ......755-9001
Toll-Free National Number ................. 800-782-4747
www.alsa.org (national)
www.catfishchapter.org (local)
(Info about Amyotrophic Lateral Sclerosis or Lou Gehrig’s Disease)

Alzheimer’s Association in Eastern North Carolina .......................573-1851
3737 Glenwood Ave, Suite 100, Raleigh
www.alz.org/nc
(Information and referral, sponsors support groups, and promotes awareness of Alzheimer’s Disease.)

Alzheimers North Carolina, Inc ........832-3732
Toll-Free Number .............................. 800-228-8738
1305 Navaho Dr, Suite 101, Raleigh
www.alznc.org
(Information and referral, family resource center, support groups, and advocacy. No longer affiliated with national Alzheimer’s Association.)

Alzheimer’s Disease Education and Referral Center (ADEAR)... 800-438-4380
www.nia.nih.gov/alzheimers
(National referral and resource center for Alzheimer’s Disease)

American Heart Association ............463-8300
Toll-Free National Number .................800-242-8721
3131 RDU Center Dr, Suite 100, Morrisville
www.americanheart.org
(Education and information on cardiovascular disease)

American Lung Association of NC... 832-8326
Toll-Free National Number .................800-586-4872
514 Daniels St, Suite 109, Raleigh
www.lungnc.org (state)
www.lungusa.org
(Educational programs and literature on lung disease, quit-smoking programs, Better Breathers’ Club)

Arthritis Foundation
Mid-Atlantic Region .................800-365-3811
Toll-Free National Number .................800-283-7800
www.arthritis.org
(Resource and referral information on arthritis)

Cancer Information Service
National Cancer Institute .........800-422-6237
www.cancer.gov
(Answers to specific questions related to cancer)

CARE-LINE..................................800-662-7030
NC DHHS, Office of Citizen Services
www.nccarelink.org
(Information and referral for nonprofit and governmental human services statewide.)

Duke Family Support Prog. ........800-672-4213
3600 DUMC, Durham
www.dukefamilysupport.org
(Information, referral and counseling services related to Alzheimer’s Disease, other dementias, and caregiving.)

Easter Seals UCP
North Carolina and Virginia ......865-8606
Toll-Free Number ......................... 800-662-7119
5171 Glenwood Ave, Raleigh
www.eastersealsucp.com
(Information and referral for persons with disabilities)

Hopeline ........................................ 231-4525
(Phone support and resource information for callers in crisis)

Leukemia & Lymphoma Society ..........800-936-9337
401 Harrison Oaks Blvd, Suite 200, Cary
www.lls.org

National Institute on Aging ............800-222-2225
www.nia.nih.gov
(Call for publications on aging, disease, nutrition, and health care)
**TAX ASSISTANCE**

**National Kidney Foundation ........ 877-858-3808**
www.kidneync.org
*(Information and referral, patient assistance for kidney diseases or functions)*

**National Multiple Sclerosis Society**
Eastern NC Chapter........................ 834-0678
3101 Industrial Dr, Ste 210, Raleigh
www.nationalmssociety.org/ncnct
*(Information, support groups, DME referrals, and educational seminars)*

**National Osteoporosis Foundation**
800-231-4222
www.nof.org
*(Written and video information about osteoporosis)*

**National Parkinson Foundation**
800-473-4636
www.parkinson.org
*(Information and publications on Parkinson’s Disease)*

**Paralysis Resource Center ........ 800-539-7309**
www.paralysis.org
*(Information and publications on paralysis)*

**Parkinson Association of the Carolinas............... 866-903-7275**
www.parkinsonassociation.org
*(Information, educational events, support group list on website)*

**Project DIRECT............................... 856-6540**
568 E Lenoir St, Raleigh
*(Community-based program for those with diabetes)*

**Resources for Seniors ...................... 872-7933**
1110 Navaho Dr, Fourth Floor, Raleigh
wwwresourcesforseniors.com
*(Caregiver support groups monthly and online, information and referral Monday-Friday 8am-5pm)*

**Triangle Aphasia Project .................. 800-8047**
www.aphasiaproject.org
*(Serves people with aphasia and their families and caregivers)*

**TAX ASSISTANCE**

**AARP Tax-Aide Program ........... 866-389-5650**
RFS Info Dept for local sites/schedules ...... 713-1556
www.aarp.org/taxaide/
*(Volunteers provide free assistance with income tax preparation for seniors and low-income people. Website allows search by zip code for program locations and schedules. This program is restricted to relatively simple returns, and cannot prepare business returns, state returns for other states, estate tax returns, etc.)*

**Internal Revenue Service**

**Local Taxpayer Assistance ............. 850-1100**
**National Tax Helpline ..................... 800-829-1040**
4405 Bland Rd, Raleigh
www.irs.gov
*(Walk in or call for appt. to meet face-to-face with IRS representative. Call national line for help by phone. All tax forms can be found and printed out from website.)*

**TELEPHONE REASSURANCE**

**Citizens Well Check ...................... 856-6495**
Wake County Sheriff’s Department
*(People who live alone may receive an automated check-in phone call on a daily basis, with response from the Sheriff’s Department if they do not answer the phone.)*

**HopeLine .......................................... 832-3326**
*(Volunteers provide daily telephone check-in calls)*

**Telecare ........................................... 460-0567**
www.resourcesforseniors.com
*(Operated by Center for Volunteer Caregiving for Resources for Seniors. Volunteers provide regular telephone contact and reassurance for isolated older adults)*

**TRANSPORTATION**

The following list includes public and nonprofit transportation programs, some specialized medical transport services, and a selection of private transportation providers which offer handicap-accessible vehicles. There are many other private transportation companies serving various parts of Wake County; no attempt has been made to include all private taxi and transportation resources.

**AA&D Transportation .................. 877-9599**
www.aadtransportation.net
*(Handicap-accessible transportation)*

**Resources for Seniors**

**National Kidney Foundation**
www.kidneync.org
*(Information and referral, patient assistance for kidney diseases or functions)*

**National Multiple Sclerosis Society**
Eastern NC Chapter........................ 834-0678
3101 Industrial Dr, Ste 210, Raleigh
www.nationalmssociety.org/ncnct
*(Information, support groups, DME referrals, and educational seminars)*

**National Osteoporosis Foundation**
800-231-4222
www.nof.org
*(Written and video information about osteoporosis)*

**National Parkinson Foundation**
800-473-4636
www.parkinson.org
*(Information and publications on Parkinson’s Disease)*

**Paralysis Resource Center ........ 800-539-7309**
www.paralysis.org
*(Information and publications on paralysis)*

**Parkinson Association of the Carolinas............... 866-903-7275**
www.parkinsonassociation.org
*(Information, educational events, support group list on website)*

**Project DIRECT............................... 856-6540**
568 E Lenoir St, Raleigh
*(Community-based program for those with diabetes)*

**Resources for Seniors ...................... 872-7933**
1110 Navaho Dr, Fourth Floor, Raleigh
wwwresourcesforseniors.com
*(Caregiver support groups monthly and online, information and referral Monday-Friday 8am-5pm)*

**Triangle Aphasia Project .................. 800-8047**
www.aphasiaproject.org
*(Serves people with aphasia and their families and caregivers)*
Accessible Raleigh Transportation (ART) ..................................................... 996-3459
www.raleigh-nc.org/transit/art.htm
(City of Raleigh-sponsored public transportation program for Raleigh residents with a permanent mental or physical disability which prevents them from driving a vehicle or using city bus service)

Alternate Source Transportation ...... 267-9603
www.alternatesourcetransportation.com
(Private pay transportation service with handicap accessible vehicles)

American Cancer Society
Road to Recovery ...................... 800-227-2345
(Volunteer-based transportation to and from cancer therapy appointments. Caller will be referred to local coordinator who will try to match them with a volunteer.)

C-TRAN: Cary Transit ...................... 481-2020
(Door-to-door transportation service open to seniors and disabled. Fixed route service for others.)

Capital Area Transit ...................... 833-5701
Regional Transit Info ..................... 485-7433
1430 South Blount St, Raleigh
www.raleighnc.gov/transit
(City bus service and CAT-Connector mini-vans. Call regional info line for help with routes and schedules.)

Center for Volunteer Caregiving ...... 460-0567
(Volunteer transportation for medical appointments and basic needs; escorted door-to-door.)

Community Cab and Wheelchair Company ................. 231-6283
(Private pay transportation service with handicap accessible vehicles)

IMPPS Taxi Service ...................... 380-1414
(Special needs client transportation)

JB Transportation ....................... 839-0566
(Private pay transportation service with handicap accessible vehicles)

Johnny’s On the Spot Transportation ...................... 673-7352
(Private pay transportation service with handicap accessible vehicles)

Kingdom Transportation ................. 231-0707
www.kingdomtransportation.com
(Private pay transportation service with handicap accessible vehicles)

Medicaid Transportation ................. 212-7005
(Medical transportation program for those on Medicaid. Note: this office also handles many other county-affiliated transportation programs; be sure to make clear which program you are using.)
veterans’ services

Millennium Transportation Services...602-5899
(Private pay transportation service with handicap accessible vehicles)

National Patient Travel Center.. 800-296-1217
www.patienttravel.org
(Assists patients who need to travel for medical reasons and cannot afford to pay)

North State Medical Transport ..........261-8911
www.nsmt.biz
(Non-emergency medical transportation service offering ambulance, and wheelchair van service with paramedic staff.)

Resources for Seniors.......................872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
www.resourcesforseniors.com
(Limited transportation, for eligible persons 60 and older, to nutrition sites and medical appointments. For medical transportation, must live outside Raleigh and Cary city limits.)

Response Transportation ...............661-2504
www.responsesets.com
(Private pay transportation service with handicap accessible vehicles)

SMART Transportation ....................809-6104
(Private pay transportation service with handicap accessible vehicles)

TRACS ..............................................212-7005
(Public van service for Wake County residents; no age criteria. $2-4 each way. Wheelchair-accessible vehicles available. No registration or application is required. Trips must be scheduled no more than 24 hours in advance and seats are very limited.

Three different service zones have been defined:
North/East [Wake Forest, Wendell, Zebulon area]
South/West [Morrisville, Apex, Holly Springs, Fuquay-Varina area]
Southern [ Garner and other southeast Wake areas]
Call to determine whether your trip is within a covered zone.)

Triangle Helping Hands....................520-2514
www.trianglehelpinghands.com
(Nonprofit agency using volunteers to provide cancer patients with transportation/escort to medical appointments.)

Triangle Transit Authority (TTA)..........485-7433
www.triangletransit.org
(Triangle-wide bus service, free for senior citizens. Express routes are now available from Raleigh to Durham and Chapel Hill without transfers.)

Tri-Star Medical Transport .................878-1661
www.tristarmed.com
(Non-emergency medical transportation; wheelchair van and ambulances available.)

Wake County
Transportation Service Center ...........212-7005
(This office handles many county-affiliated transportation programs, such as Medicaid and TRACS; be sure to make clear which program you are using. This agency DOES NOT provide private pay transportation to individual callers.)

WCTS / MV Transit ....................851-0716 x 100
(Scheduling and dispatch for Medicaid and RFS transportation programs, among others. This agency DOES NOT provide private pay transportation to individual callers.)

Wheelchair Getaways ......................878-7110
(Wheelchair-equipped vehicles for short-term rental)

VETERANS’ SERVICES

Durham VA Medical Center .............286-0411
508 Fulton St, Durham
(Hospital and outpatient clinics for eligible veterans.)

NC Division of Veterans’ Affairs
District 5 Office ......................662-3018
315 Bellaris St, Garner
Veteran’s Administration Benefits
and Information Hotline.............800-827-1000
www.va.gov

Wake County
Veterans’ Service Office .............856-6161
567 E Hargett St, Suite 124, Raleigh
www.wakegov.com/veterans
(Assists veterans and their dependents in applying for and obtaining veterans’ benefits)
VOLUNTEER OPPORTUNITIES

The following is a list of some organizations whose operations focus on or depend on volunteers. It is not intended to be a complete list of organizations that offer opportunities for volunteers. Most non-profit organizations and many for-profits such as healthcare organizations, hospice organizations, and long-term care facilities also need and appreciate the talents and energy of volunteers.

**AARP** ............................................. 866-389-5650
1511 Sunday Dr, Suite 312, Raleigh
www.aarp.org
(Membership and advocacy organization for people aged 50 and older. Needs volunteers for various programs, including Tax-Aide.)

**Center for Volunteer Caregiving** ..... 460-0567
975 Walnut St, Ste 311, Cary
www.volunteer caregiving.org
(Volunteers needed to help the elderly and disabled with a wide variety of activities: transportation, grocery shopping, friendly visiting, telephone reassurance, light housekeeping, yard work, respite care, etc.)

**City of Raleigh Volunteer Program**... 996-6295
310 West Martin St, Ste 201, Raleigh
www.raleighnc.gov
(Matches volunteers with opportunities to work in city departments and nonprofit agencies)

**Executive Service Corps**
**of the Greater Triangle** ............... 641-9173
www.esctriangle.org
(Retired executives volunteer as consultants to nonprofit agencies)

**Foster Grandparent Program** .......... 996-9295
310 West Martin St, Ste 201, Raleigh
www.raleighnc.gov
(Low-income adults 55 and older volunteer with special needs children and youth)

**Meals on Wheels** ............................. 833-1749
1001 Blair Dr, Raleigh
www.wakemow.org
(Volunteers deliver meals to homebound elderly or handicapped individuals)

**RDU Volunteer**
**Ambassador Program** ..................... 840-7425
RDU International Airport, RTP
(Volunteers provide information to passengers in the airport)
volunteer opportunities

Resources for Seniors..........................872-7933
1110 Navaho Dr, Fourth Floor, Raleigh
www.resourcesforseniors.com
(Volunteer opportunities include assisting with home maintenance, telephoning or visiting older adults, and assisting with programs in senior activity centers or adult day centers)

Retired and Senior Volunteer Program
(RSVP)..................................................996-6295
310 West Martin St, Ste 201, Raleigh
www.raleighnc.gov
(Matches volunteers 55 and older with opportunities in nonprofit and governmental agencies)

SCORE, Raleigh Chapter .................856-4739
300 Fayetteville St, Suite 306, Raleigh
www.raleighscore.org
(Volunteers with business experience offer free consulting to new or existing businesses. Formerly known as Service Corps of Retired Executives.)
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NOTES
VITAL INFORMATION

Keeping summary information in one place can be tremendously helpful, especially if a family member needs to take over care unexpectedly. Store this information in a safe location (not in this book!). Make sure your family members know where to find it or give them a copy. Review and update the information at least once a year or whenever things change.

Date:____________________________________________________
Name: __________________________________________________
Social Security Number:__________________________________
Emergency Contact Person:______________________________   Phone: _______________________________

Healthcare Information

Medicare Number: ______________________________________
Supplemental Insurance:_________________________________   Policy Number: _______________________
Medicaid Number: ______________________________________

Doctors:

Name: __________________________________________________   Specialty: ____________________________
Address: ________________________________________________   Phone: _______________________________

Name: __________________________________________________   Specialty: ____________________________
Address: ________________________________________________   Phone: _______________________________

Name: __________________________________________________   Specialty: ____________________________
Address: ________________________________________________   Phone: _______________________________

Name: __________________________________________________   Specialty: ____________________________
Address: ________________________________________________   Phone: _______________________________

Other Healthcare Providers

Pharmacy: ______________________________________________   Phone: _______________________________
In Home Care Provider: __________________________________   Phone: _______________________________
Other:___________________________________________________   Phone: _______________________________
Other:___________________________________________________   Phone: _______________________________
**vital information**

### Legal and Financial

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Attorney: ___________________________  Phone: ______________________
Accountant: _________________________  Phone: ______________________
Broker: ______________________________  Phone: _____________________

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ASSESSING THE NEEDS OF AN OLDER ADULT

Adults with aging relatives or neighbors often wonder, “When should I start to worry? What should I be looking for?” Here are some things to look for when visiting, that may give you a hint that 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 -- are they behaving differently from their past normal patterns? If you do notice a problem, talk it over with the older adult first, expressing your concern in a tactful, nonjudgmental way. Express your concern, but don’t over-react. Depending on what you hear, you may also need to talk to other family members, close friends, or the older adult’s physician.

Remember that 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, or possibly dementia. Help may be needed, but the person may still be able to continue living independently once problems are identified and supports are in place.

Don’t panic!

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. Any recent dents or scrapes?
• Let them drive when you go somewhere that is familiar to them. 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 can sometimes 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 hint that an older adult is being taken in by fraudulent or deceptive marketing or has been responding to telephone solicitations for money.)

Paying bills and managing money:
This can be a little harder 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? Rent or mortgage payments?
• Is the checkbook balanced?
• Any signs of overdrafts?
• Are there a lot of credit card bills? Are payments being made?
assessing the needs of an older adult

Housekeeping:
Remember, you’re looking for evidence of significant change from past behavior, so if Dad was always sloppy, the fact that he doesn’t live up to your personal standards isn’t necessarily a cause for concern. However, if Mom, the perfect housekeeper, now doesn’t seem to care that the dishes are piling up in the sink, it’s time to ask questions.

- 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 clothes seem clean? Do they wear the same clothes all the time?
- 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, but changes in the way things taste or smell are also quite common in older adults. Sometimes this is 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 also reduce the ability to stand long enough to prepare food, and loneliness or depression can take away the desire to prepare nutritionally varied meals.

- Are they eating regular meals?
- Any sign 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?
- Do they appear to have lost weight recently?

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, but 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 he or she seem to be bathing regularly?
- Can he or she get in and out of the tub or shower without assistance?
- If there are prescription medications, does the person seem to be taking them regularly? Does he or she have a system for remembering when to take them?

Changes in social behavior
Again, if there have been changes in this area, the question is, “why?” Is it a transportation problem? Do they hesitate to go to social gatherings because hearing loss makes conversation difficult? Or are they withdrawing from the world because of grief or depression?

- Does the person still see friends and participate in social activities? If not, why not?
assessing the needs of an older adult

• If they went to church previously, do they still go?
• Do they seem lonely or isolated?

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 old people 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, a book, or a television program?
• Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
• Do they seem uncharacteristically angry or suspicious?

Remember:
observe,
express concern,
get more information if needed,
plan,
and only then,
act!
CARE FOR CAREGIVERS

Signs of Caregiver Stress

Stress has different symptoms for different people. Be on the lookout for significant changes in behavior or emotion. A normally calm, patient person may become irritable or weepy when things go wrong, or a usually neat person may become disorganized. Following are some behavior changes that are very common in caregivers experiencing stress.

- Frequently feeling angry at the person you are caring for.
- Overreacting to minor frustrations with doctors, paid caregivers, or other service providers
- Being unusually irritable with family members
- Feeling overwhelmed all the time
- Withdrawing from contact with family or friends
- Feeling anxious or worried all the time
- Feeling depressed or hopeless
- Feeling that you are alone and that no one understands your situation
- Problems sleeping even though you are physically tired
- Worsening of chronic health conditions such as high blood pressure, diabetes, or headaches
- Being unable to concentrate, forgetful, or unusually disorganized

Coping Strategies for Caregivers

What if you do observe many of these changes in yourself or someone you love? Again, the solutions must be tailored to the individual. Here are some strategies that many caregivers have found helpful. Start by trying to add just one at a time -- don’t make this list another source of stress!

- Physical exercise
- Healthy eating
- Getting the information you need to make good caregiving decisions and feel more in control
- Social support (support groups, counselors, or friends)
- Meditation, prayer, or just quiet time alone
- Participation in a faith community
- Recreational or social activities that are satisfying and nourishing
- Finding positive ways to think about your caregiving responsibilities and the time that you spend with your loved one.
- Remembering to enjoy and laugh with the person you are caring for.
- Time off from your caregiving responsibilities!
MOVING A PARENT TO NORTH CAROLINA

Tips for Adult Children of Aging Parents

There are many issues to consider before deciding to move a parent here from out of state. Here are a few of the most common and important to consider. For more information or assistance in learning what is available in Wake County, call the Resources for Seniors Information Department at 713-1556.

Financial Concerns:

Before planning a move, have a detailed discussion with your parent about their financial situation. You need to know what their financial resources are and, especially, whether they are currently receiving any public benefits that are based on their income. This is important because these benefits can vary from state to state. What is available in New Jersey or Connecticut may not be available in North Carolina.

Income (Social Security, pensions, etc.):
___________________________________________________________________________________
___________________________________________________________________________________

Assets (Savings, investments, retirement accounts, etc.):
___________________________________________________________________________________
___________________________________________________________________________________

Public Assistance, if any (Food Stamps, prescription drug assistance, utility bill assistance, home health care, etc.):
___________________________________________________________________________________

Social Security:

This federal benefit will not change when your parent moves, but you will need to notify Social Security about the change of address and arrange for the payments to be direct-deposited in a new bank. This is not difficult and can usually be arranged by filling out a form at the new bank, but it will require your parent’s signature.

Medicare:

The basic Medicare benefit will not change, but you need to find out

•Is your parent enrolled in a “Medicare Advantage” or “Medicare Part C” plan? These private plans typically serve a specific region and may not be transferable to NC.
•Does your parent have a “Medigap” or Medicare supplemental insurance policy?
•If so, can she keep the same policy when she moves to another state? If she has to change, don’t drop the old policy until a new one is in place!
Prescription Drugs:
Many seniors are enrolled in Medicare Part D prescription drug coverage. Some of these plans are nationwide, while others serve only specific regions.

- Is your parent enrolled in Medicare Part D?
- Will they need to switch to a different company if they move?
- Is a similar plan available in NC?
- Is your parent enrolled in a state prescription assistance programs (SPAP) that supplements Medicare Part D, helping to fill gaps in coverage? North Carolina has only a minimal SPAP, which helps to pay premiums for some seniors, but does not assist with co-pays and the “donut hole” in coverage.
- If your parent loses SPAP coverage, what financial impact will this have?

Medicare Doctors:
Finding a primary care doctor who will accept new Medicare patients is not always easy in Wake County. Start looking as soon as possible; don’t wait until Mom or Dad is here and needs a new prescription. Try calling larger practices, which often have new doctors coming on staff and therefore may be accepting new patients.

Medicaid:
Medicaid is health insurance for low-income people, funded by a combination of federal and state dollars, so the eligibility rules can vary from state to state. The fact that your parent was eligible in their home state does not guarantee eligibility in NC. Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits as well as direct health care coverage, it can be crucial to determine whether your parent is receiving these benefits and whether they will be available in NC.

Food Aid and Other Economic Assistance:
- Has your parent been receiving “food stamps”?
- Discounts on utility bills?
- Help with winter heating costs?
- Other economic help from the state or county?

Home Care and Chore Services:
- Does your parent receive assistance in the home from a home health aide or chore worker?
- If so, who is paying for this service?
- Availability of such services may be much more limited in NC than in other regions. How will you fill this gap if public services are not available?

Transportation:
- Does your parent drive?
- Will she be able to adjust to driving in a new area? This can be very daunting for some older adults, even if they have been capable of driving on familiar routes in their home area.
- If he can’t drive, how will he get around? Public transportation is limited or unavailable in much of Wake County.
- Will you be able to leave work to take her to medical appointments, the grocery store, the senior center, etc.?
moving a parent to north carolina

Social Support:
• What kind of social support network does your parent have in her current home? Church, neighbors, friends, other relatives, even if not close, can relieve isolation and provide back-up in times of crisis.
• If he moves here, will you be his only source of social support?
• How good is she at making new friends?
• How busy are you with your own family, job, and social activities?
• What will your parent be losing by moving here? Especially if he is already somewhat frail, it may be difficult or impossible for him to rebuild a social network in a new place.

Housing:
• What kind of living situation is your parent in now? Will a similar situation be available here?
• Will she be able to continue at that level of independence if she moves here, or will she need additional support?
• If he needs a long-term care setting such as assisted living, be sure to look into how that will be paid for. Financial support for long-term care may be available in another state but not available here.

Why are you considering this move?
Be sure to think through your reasons for recommending this move, if it’s your idea. Ask your parent to explain why he or she wants to move, if the idea is coming from them.
• Are you reacting to an acute situation such as an illness or a fall?
• Is your reaction in proportion to the need? Could a less drastic solution -- a personal emergency response system, or a few hours per week of chore services -- provide additional security or solve the immediate problem?
• Will a move really solve the problem you are concerned about? For instance, will having her close by prevent her from falling in the future?
• Whose needs are being met by this move? You may feel more secure if your parent is not hundreds of miles away, but what will your parent be losing in exchange for that security?
• What does your parent think about this move?

• What decision will contribute most to your parent’s quality of life?
CHOOSING A HOME CARE AGENCY

First, consider what your needs and wishes are. Write down this information so you will remember it when talking to the agency. Being clear about these basics during your first contact with the agency may save time and prevent disappointment.

**How do I plan to pay for the service?**

________________________________________________________________________________________

________________________________________________________________________________________

(Medicare, Medicaid, private insurance, out-of-pocket? Have I talked to my doctor about a referral? Have I checked to see if my insurance will cover this?)

**What do I want them to help with?**

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

(For example, bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, “sitter” service, etc. Will they need to provide “hands-on” care? Do I also need skilled services such as physical therapy or nursing?)

**When do I want them 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 can I be about scheduling? How soon does service need to start?)

**Are there any special needs or requests?**

________________________________________________________________________________________

________________________________________________________________________________________

(Male aide, strong aide for large patient, aide who has worked with dementia patients, non-smoker, etc.)

Once you have considered your own needs, you are ready to start finding out what the agency has to offer. Some questions that may be helpful are listed on the following page.
choosing a home care agency

NAME OF COMPANY ________________________________________________

If paying privately, do they offer "private duty" services? _______________________

What are their basic hourly charges? ________________________________________
Are there overtime charges, or higher charges for evening or weekend coverage? ______

Do they offer the kinds of services I need? _________________________________

What hours of the day are they available? _________________________________
When would they be able to start? _________________________________________
Can they provide services on holidays if needed? _____________________________

Can they meet my special needs or requests? _______________________________
Will the same person provide service at each visit? ___________________________
What happens if the aide is sick or goes on vacation? _________________________

Are they licensed by the Division of Health Services Regulation? ________________
How many years have they been in business? _______________________________
Are they accredited? _____________________________________________________
Do they perform staff background checks and bond their employees? _____________
Do they have liability insurance? ___________________________________________
Can they provide references? _____________________________________________

NOTES

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_________________________________________________________________________
LONG-TERM CARE FACILITY CHECKLIST

If you will be visiting multiple facilities, make several copies of this form so you can use one at each place.

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, free of odors and appropriately heated/cooled?
_____ Does the 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 about the staff?
_____ Are staff members courteous to residents and to each other?
_____ Do staff respond to requests for assistance in a timely way?
_____ Are visits with the residents encouraged and welcome at any time?
_____ How many of the units are occupied?
_____ What is the noise level in the facility?

Living Area and Accommodations

_____ Is the floor plan well-designed and easy to follow?
_____ Are there different sizes and types of units available with optional floor plans?
_____ Are single units available and/or double occupancy units 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?
_____ Are residents allowed to smoke in their units or are there designated public areas?
_____ What laundry services or facilities are available for residents’ personal clothing?

Safety and Accessibility

_____ Are doorways, hallways and rooms accessible to wheelchairs and walkers?
_____ Are bathrooms accessible for wheelchairs and walkers?
_____ Are elevators available for those unable to use stairways?
_____ 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?
long-term care facility checklist

Services

_____ What services are available to all residents at the base rate?

_____ Are there additional charges for personal care services? 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 from the usual? 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 residence have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital?

_____ Is there a staff person to coordinate home care visits from a nurse, physical or occupational therapist, etc., when needed on a temporary basis?

_____ Does the residence provide transportation to doctors’ offices, the hairdresser, shopping and other activities desired by residents and how is it arranged?

_____ Are pharmacy, barber/beautician and/or physical therapy services offered on-site or nearby?

Social and Recreational Activities

_____ What kinds of group/individual recreational activities, if any, are offered? Who schedules them?

_____ Is there an organized activities program with a posted daily schedule of events?

_____ Does the facility schedule trips or go to other events off-premises?

_____ Are the resident social and activity areas appropriate and desirable to the prospective resident?

_____ Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening)?

_____ Are religious services held on the premises or are arrangements made for residents to attend nearby services?

_____ Are there fitness facilities? Regularly-scheduled exercise classes?

_____ Are residents’ pets allowed? Does facility have pets and 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? Are menus posted?

_____ 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 visit 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 for a unit to become available?
_____ What is involved with the moving in/out process?
_____ Is there a written statement of residents’ rights and responsibilities?
_____ 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 resident handle his/her 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? Special Assistance for Adults?
_____ What additional services are available if the resident’s needs change? Is 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 needs for care?
_____ 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?

Licensure and Certification

_____ Does the facility have a current license displayed?
_____ If the state requires the administrator to be licensed/certified, does she/he have a current license?
_____ What reputation does the facility have in the community?
_____ How long has it been in business? Is it in good financial health?
Complaints and Problem-Solving

_____ Is the administrator, or other appropriate staff person, generally available to answer questions or discuss problems and would you be comfortable dealing with them on a daily basis?

_____ Is there a resident council or organization through which residents have a means of voicing their views?

_____ What is the procedure for handling resident or family concerns?

_____ Is there an appeals process for dissatisfied residents?

_____ Has the facility experienced any complaints or corrective actions? Are they willing to discuss past problems and how they were resolved?

_____ Has the facility ever been sanctioned or fined, or had its Medicare/Medicaid certification suspended?

Your questions and concerns:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

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HOME SAFETY CHECKLIST

Each year, many older Americans are injured in and around their homes. The U.S. Consumer Product Safety Commission (CPSC) estimates that each year, over 622,000 people over age 65 were treated in hospital emergency rooms for injuries associated with products they live with and use everyday.

ALL AREAS OF THE HOME

In all areas of your home, you should check all electrical and telephone cords; rugs, runners and mats; telephone areas; smoke detectors; electrical outlets and switches; light bulbs; space heaters; wood burning stoves; and your emergency exit plan.

CORDS

YES ___ NO___1. Are lamp, extension, and telephone cords placed out of the flow of traffic?

YES ___ NO___2. Are cords out from beneath furniture and rugs or carpeting? (For safety, correct answer is no.)

YES ___ NO___3. Are cords attached to the walls, baseboards, etc., with nails or staples?

YES ___ NO___4. Are electrical cords in good condition, not frayed or cracked?

YES ___ NO___5. 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___1. Are all small rugs and runners slip-resistant?

YES ___ NO___2. Are emergency numbers posted on or near the telephone?

YES ___ NO___3. Do you have access to a telephone if you fall (or experience some other emergency which prevents you from standing and reaching a wall phone)?

SMOKE DETECTORS

YES ___ NO___1. Are smoke detectors properly located?

YES ___ NO___2. Do you have properly working smoke detectors?

ELECTRICAL OUTLETS AND SWITCHES

YES ___ NO___1. Are any outlets and switches unusually warm or hot to the touch? (For safety, correct answer is no.)

YES ___ NO___2. Do all outlets and switches have cover plates, so that no wiring is exposed?

YES ___ NO___3. Are light bulbs the appropriate size and type for the lamp or fixture?

SPACE HEATERS

YES ___ NO___1. Are heaters which come with a 3-prong plug being used in a 3-hole outlet or with a properly attached adapter?

YES ___ NO___2. 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___3. If your home has space heating equipment, such as a kerosene heater, a gas heater or an LP gas heater, do you understand the installation and operating instructions thoroughly?
WOODBURNING HEATING EQUIPMENT
YES ___ NO___ 1. Is wood-burning equipment installed properly?

THE EMERGENCY EXIT PLAN
YES ___ NO___ 1. Do you have an emergency exit plan and an alternate emergency exit plan in case of a fire?

YOUR KITCHEN
In the kitchen, check the range area, all electrical cords, lighting, all throw rugs and mats, and the telephone area.

THE RANGE AREA
YES ___ NO___ 1. Are towels, curtains, and other things that might catch fire located away from the range?
YES ___ NO___ 2. Do you wear clothing with short or close-fitting sleeves while you are cooking?
YES ___ NO___ 3. Are kitchen ventilation systems or range exhausts functioning properly and are they in use while you are cooking?
YES ___ NO___ 4. Are all extension cords and appliance cords located away from the sink or range areas?
YES ___ NO___ 5. Does good, even lighting exist over the stove, sink, and countertop work areas, especially where food is sliced or cut?
YES ___ NO___ 6. Do you have a step stool which is stable and in good repair?

LIVING ROOM/FAMILY ROOM
In the living room/family room, check all rugs and runners, electrical and telephone cords, lighting, the fireplace and chimney, the telephone area, and all passageways.

YES ___ NO___ 1. Are chimneys clear from accumulations of leaves, and other debris that can clog them?
YES ___ NO___ 2. Has the chimney been cleaned within the past year?

TELEPHONE AREA
YES ___ NO___ 1. Are hallways, passageways between rooms, and other heavy traffic areas well lit?
YES ___ NO___ 2. Are exits and passageways kept clear?

BATHROOMS
In the bathroom, check bathtub and shower areas, water temperature, rugs and mats, lighting, small electrical appliances, and storage areas for medications.
**BATH TUB AND SHOWER AREAS**

YES ___ NO__1. Are bathtubs and showers equipped with non-skid mats, abrasive strips, or surfaces that are not slippery?

YES ___ NO__2. Do bathtubs and showers have at least one (preferably two) grab bars?

YES ___ NO__3. Is the water temperature 120 degrees or lower?

**LIGHTING**

YES ___ NO__1. Is a light switch located near the entrance to the bathroom?

**SMALL ELECTRICAL APPLIANCES**

YES ___ NO__1. Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

**MEDICATIONS**

YES ___ NO__1. Are all medicines stored in the containers that they came in, and are they clearly marked?

**BEDROOMS**

In the bedroom, check all rugs and runners, electrical and telephone cords, and areas around beds.

**AREAS AROUND BEDS**

YES ___ NO__1. Are lamps or light switches within reach of each bed?

YES ___ NO__2. Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc.) located away from beds or bedding?

YES ___ NO__3. Is anything covering your electric blanket when in use? (For safety, correct answer is no.)

YES ___ NO__4. Do you avoid “tucking in” the sides or ends of your electric blanket?

YES ___ NO__5. Do you ever go to sleep with a heating pad which is turned on? (For safety, correct answer is no.)

YES ___ NO__6. Is there a telephone close to your bed?

**BASEMENT/GARAGE/WORKSHOP/STORAGE AREAS**

In the basement, garage, workshop, and storage areas, check lighting, fuse boxes or circuit breakers, appliances and power tools, electrical cords, and flammable liquids.

**LIGHTING**

YES ___ NO__1. Are work areas, especially areas where power tools are used, well lit?

YES ___ NO__2. Can you turn on the lights without first having to walk through a dark area?

**FUSE BOX OR CIRCUIT BREAKERS**

YES ___ NO__If fuses are used, are they the correct size for the circuit?
APPLIANCES AND POWER TOOLS
YES ___ NO___1. Are power tools equipped with a 3-prong plug or marked to show that they are double insulated?
YES ___ NO___2. Do power tools have guards in place?
YES ___ NO___3. Has the grounding feature on any 3-prong plug been defeated by removal of the grounding pin or by improperly using an adapter? (For safety, correct answer is no.)

FLAMMABLE AND VOLATILE LIQUIDS
YES ___ NO___1. Are containers of volatile liquids tightly capped?
YES ___ NO___2. Are gasoline, paints, solvents, or other products that give off vapors or fumes stored away from ignition sources?

STAIRS
For all stairways, check lighting, handrails, and the condition of the steps and coverings.

LIGHTING
YES ___ NO___1. Are stairs well lighted?
YES ___ NO___2. Are light switches located at both the top and bottom of the stairs.
YES ___ NO___3. Do the steps allow secure footing?
YES ___ NO___4. Are steps even and of the same size and height?
YES ___ NO___5. Are the coverings on the steps in good condition?
YES ___ NO___6. Can you clearly see the edges of the steps?
YES ___ NO___7. Is anything stored on the stairway, even temporarily? (For safety, correct answer is no.)

REMEMBER TO PERIODICALLY RE-CHECK YOUR HOME.

DISASTER PREPAREDNESS

Disaster Supply Checklist

A basic Disaster Supply Kit is essential in preparing for any natural or manmade disaster. Make sure you have these items available in your home at all times, and check your list at least twice a year -- before hurricane season and before the onset of winter weather. Check again when bad weather is predicted.

___ First Aid kit and essential medications
___ Battery-powered radio
___ Flashlight(s)
___ Extra batteries for radio and flashlights
___ Canned food and can opener
___ Bottled water (at least 3 gallons per person)
___ Clothing, including outdoor gear
___ Blankets or sleeping bags
___ Supplies of special items needed for elderly or disabled, such as incontinence products or medical supplies

Winter Storm

Prepare a Winter Storm Plan

• Check your Disaster Supply Kit
• Have extra blankets on hand.
• Ensure that each member of your household has a warm coat, gloves or mittens, hat, and water resistant boots.
• Assemble a Disaster Supplies Kit for your car, too.
• Have your car winterized before winter storm season.

Stay Tuned for Storm Warnings

Listen to NOAA Weather Radio and your local radio and TV stations for updated storm information.

Know What Winter Storm WATCHES and WARNINGS Mean

• A winter storm WATCH means a winter storm is possible in your area.
• A winter storm WARNING means a winter storm is headed for your area.
• A blizzard WARNING means strong winds, blinding wind-driven snow, and dangerous wind chill are expected. Seek shelter immediately!

When a Winter Storm WATCH is issued

• Listen to NOAA Weather Radio, local radio, and TV stations for further updates.
• Be alert to changing weather conditions.
• Avoid unnecessary travel.

When a Winter Storm WARNING is Issued...

• Stay indoors during the storm.
• If you must go outside, several layers of lightweight clothing will keep you warmer than a single heavy coat.
• Gloves (or mittens) and a hat will prevent loss of body heat. Cover your mouth to protect your lungs.
• Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperatures on exposed skin. As the wind increases, heat is carried away from a person's body at an
accelerated rated, driving down body temperature.

• Walk carefully on snowy or icy sidewalks.
• After the storm, if you shovel snow, be extremely careful. It is physically strenuous work, so take fre-
  quent breaks.
• Avoid overexertion.
• Avoid traveling by car in a storm, but if you must:
  • Carry a Disaster Supplies Kit in the trunk.
  • Keep your car’s gas tank full for emergency use and to keep the fuel line from freezing.
  • Let someone know your destination, your route, and when you expect to arrive. If your car gets
    stuck along the way, help can be sent along your predetermined route.

If you do get stuck:
  • Stay with your car. Do not try to walk to safety.
  • Tie a brightly colored cloth (preferably red) to the antenna for rescuers to see.
  • Start the car and use the heater for about 10 minutes every hour.
  • Keep the exhaust pipe clear so fumes do not back up in the car.
  • Leave the overhead light on when the engine is running so that you can be seen.
  • As you sit, keep moving your arms and legs to keep blood circulating and to stay warm.
  • Keep one window away from the blowing wind slightly open to let in air.

Hurricane

Prepare for a Hurricane Emergency.

• Check your Disaster Supply Kit
• Make sure you have raingear and clothing for warm weather
• Make sure you have a road map in your car in case of evacuation

Know What Hurricane WATCH and WARNING Mean

• Watch: Hurricane conditions are possible in the specified area of the Watch, usually within 36 hours.

• Warning: Hurricane conditions are expected in the specified area of the Warning, usually within 24
  hours.

Prepare a Personal Evacuation Plan

• Identify ahead of time where you could go if you are told to evacuate. Choose several places—a
  friend’s home in another town, a motel, or a shelter. Give a copy of the list to out of town family
  members so they will know where you plan to go.
• Keep handy the telephone numbers of these places as well as a road map of your locality. You
  may need to take alternative or unfamiliar routes if roads are closed or clogged.
• Listen to NOAA Weather Radio or local radio or TV stations for evacuation instructions. If you are
  advised to evacuate, do so immediately.

Prepare for High Winds Ahead of Time

• Install hurricane shutters or precut 3/4” marine plywood for each window of your home. Install
  anchors for the plywood and predrill holes in the plywood so that you can put it up quickly.
• Make trees more wind resistant by removing diseased or damaged limbs, then strategically remov-
  ing branches so that wind can blow through.
Know What to Do When a Hurricane WATCH or WARNING Is Issued

- Listen to the advice of local officials, and leave if they tell you to do so.
- Complete preparation activities.
- Pack basic Disaster Supplies in your car if evacuation seems imminent. Be sure to take any essential medications.
- If you are not advised to evacuate, stay indoors, away from windows.
- Be aware, the calm "eye" is deceptive; the storm is not over. The worst part of the storm will happen once the eye passes over and the winds come from the opposite direction. Trees, shrubs, buildings, and other objects damaged by the first winds can be broken or destroyed by the second winds whose force is opposite the first winds.
- Be alert for tornadoes. Tornadoes can happen during and after a hurricane passes over. Remain indoors, in the center of your home, in a closet or bathroom without windows.
- Stay away from flood waters. If you come upon a flooded road, turn around and go another way. If waters are rising rapidly around you, get out of the car and climb to higher ground.

Know What to Do After a Hurricane Is Over

- Keep listening to NOAA Weather Radio or local radio or TV stations for instructions.
- If you evacuated, return home when local officials tell you it is safe to do so.
- Inspect your home for damage.
- Use flashlights in the dark; do not use candles.

Tornado

Prepare a Home Tornado Plan

Pick a place where family members could gather if a tornado is headed your way. It could be your basement or, if there is no basement, a center hallway, bathroom, or closet on the lowest floor. Keep this place uncluttered. If you are in a high-rise building, you may not have enough time to go to the lowest floor. Pick a place in a hallway in the center of the building.

Conduct periodic tornado drills so everyone remembers what to do when a tornado is approaching.

Stay tuned for storm warnings

Listen to your local radio and TV stations for updated storm information.

Know what a tornado WATCH and WARNING means:

- A tornado WATCH means a tornado is possible in your area.
- A tornado WARNING means a tornado has been sighted and may be headed for your area. Go to safety immediately.

When a tornado WATCH is issued

- Listen to local radio and TV stations for further updates.
- Be alert to changing weather conditions.
- Blowing debris or the sound of an approaching tornado may alert you. Many people say it sounds like a freight train.
disaster preparedness

When a tornado WARNING is issued

• If you are inside, go to the safe place you picked to protect yourself from glass and other flying objects.
  The tornado may be approaching your area.
• If you are outside, hurry to the basement of a nearby sturdy building or lie flat in a ditch or low-lying area.
• If you are in a car or mobile home, get out immediately and head for safety (as above).

After the tornado passes

• Watch out for fallen power lines and stay out of the damaged area.
• Listen to the radio for information and instructions
• Use a flashlight to inspect your home for damage. Do not use candles at any time.

NOTES

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Running Out of Medications during a Hurricane or an Ice Storm…

That Would be a Disaster!

During natural disasters – hurricanes, floods, winter storms – the last thing anyone would want is to run out of medications. Don’t take a chance, take a few easy steps today that may save your life tomorrow.

• Always fill prescriptions before they run out.

• Most insurance plans allow you to refill monthly medicines 3 – 7 days in advance. If possible refill early once or twice a year to create an extra supply for emergency situations.

• If you take medications that require special storage such as refrigeration, talk with your health care providers now to learn how to handle them safely during power outages.

• If you take medications that require a prescription each time, such as Percocet and Ritalin, ask your doctor about writing a special prescription marked for use only during a declared state of emergency in your home area, then store the prescription with your emergency documents.

• Everyone should keep a small Grab & Go Bag, ready to take with you in an emergency. Store your extra medications there, including over-the-counter items such as pain relievers and vitamins, in waterproof zippered bags. Keep each item in its original container and be sure to update twice a year – checking for expired or discontinued medications.

• Everyone should have a detailed list of medications, how they are taken, and who prescribed them. This list should be updated at least twice a year and kept waterproof in your Grab & Go Bag. You should also give a copy of this list to your emergency contact person. Work with your pharmacist or doctor using the guidelines on the back of this page.

• During disaster events, call CARE-LINE at 1-800-662-7030 or 1-877-452-2514 (TTY) for information about emergency services and shelters in your area.

• If you have pets, be sure to include their medications, records, and photos in your Grab & Go Bag.

These recommendations are provided by Triangle J Council of Government’s Area Agency on Aging and Triangle United Way thanks to generous funding from the Blue Cross and Blue Shield of North Carolina Foundation.
Making Your Medications List

At least twice a year, create a list of your medications, directions for using them, and who prescribed them. Be sure to include any over-the-counter items such as pain relievers and vitamins.

- Store a current list of medications with your emergency supplies and give a copy to your emergency contact.
- Attach copies of your insurance cards, front and back.
- Bring your list with you every time you visit your physician.

The form below can be used as a guideline for making your own list, or you can ask your pharmacist to print a detailed list of your prescriptions, then add your over-the-counter items.

Name: ___________________________ Date: ___________________________
Emergency Contact Name/Phone: ___________________________
Pharmacy Name/Phone: ___________________________

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Reason for Taking</th>
<th>Dosage/Frequency</th>
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Allergies and/or Special Instructions

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Who decides about my medical care or treatment?
If you are 18 or older and have the capacity to make and communicate health care decisions, you have the right to make decisions about your health/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 make or to express them 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/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, another is called a health care power of attorney, and another 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, a health care power of attorney or an advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no living will, advance instruction for mental health treatment, or health care agent (a person named to make medical/mental health decisions for you), 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 healthcare agent (see next section) is allowed to override your instructions or not. A new version of this form was adopted in 2007 by the NC legislature, and is available at www.nclifelinks.org/ahcdr

What is a health care power of attorney?
In North Carolina, you can name a person to make medical/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. A new version of this form was adopted in 2007 by the NC legislature, and is available at www.nclifelinks.org/ahcdr
How should I choose a health care agent?
You should 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 doctor or other provider who may be asked to carry them out. A living will, a health care power of attorney and an advance instruction for mental health treatment 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 all three types of advance directives. 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 from a North Carolina state government website, www.nclifelinks.org, or call Resources for Seniors to have a copy mailed to you. It is not necessary to hire an attorney to complete these forms, but attorneys can also provide these documents.

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 health 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 members can get it, and make sure they know where it is. Give copies to your family, your doctor or other health/medical 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 sure about this, you may want to make an advance directive in North Carolina too. Or you could have your lawyer review the advance directive from the other state.

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The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings to be lived through. Planning ahead, and discussing your plans with family members is a great kindness to them and will spare them much anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times. The more you can plan ahead, the less difficult it will be for those you leave behind.

Planning Ahead:

Consider your values and 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:
- Complete Advance Directives including Living Will and Healthcare Power of Attorney
- Write down your wishes about body disposition and funeral arrangements
- Make a will and select an executor to handle your estate
- Assemble written material to help your family locate your important papers and financial information

Communicate:
- Discuss your wishes with family members, doctors, clergy, and other important people in your life
- Make sure your healthcare agent and the executor of your will know who they are and what they will be expected to do
- Make sure that all the important players are aware of your wishes, especially if you anticipate conflict among them.

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 healthcare providers
- Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank accounts, etc.
- Write/review obituary, if desired

After Death, Survivors Must:
- Notify attending physician, hospice, etc. if death does not occur in 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, www.rtpnet.org/endolife
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