Directory of Resources
for Older & Disabled Adults in Wake County

RFS Locations

ADMINISTRATIVE OFFICE
1110 Navaho Dr, Fourth Floor, Raleigh 919-872-7933

TOTAL LIFE CENTERS
Cary Total Life Center at Bond Park
110 Maury O’Dell Place, Cary 919-460-9008
Cary Total Life Center—Kirk of Kildaire
200 High Meadow Dr, Cary 919-467-6906
Departure Drive Total Life Center
5124 Departure Dr, Raleigh 919-873-1870
East Wake Total Life Center
323 Lake Dr, Wendell 919-365-4248
Garner Total Life Center
201 Methodist Dr, Garner 919-773-3790

SENIOR CENTERS
Cary Senior Center
120 Maury O’Dell Place, Cary 919-462-3983
Eastern Wake Senior Center
323 Lake Dr, Wendell 919-365-4248
Garner Senior Center
205 East Garner Rd, Garner 919-661-6894
Northern Wake Senior Center
255 East Holding Ave, Wake Forest 919-554-4111

Raleigh Centers for Active Adults
Anne Gordon Center at Millbrook Exchange
1901 Spring Forest Rd, Raleigh 919-996-4738
Five Points Center
2000 Noble Rd, Raleigh 919-996-4738

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, information, and outreach. We provide excellence in service and care to individuals and their families.
Resources for Seniors would like to thank our directory sponsors:

101 Mobility, 3HC, Accessible Home Health Care, Affordable Family Care, Alzheimer’s Association in Eastern NC, Alzheimers NC, Arcadia Home Care, Bayada Home Health Care, Capital Towers, Caring Senior Service, CenterPeace Home Health Care and Companion Services, Consumer Education Services, DHIC, Doctors Making Housecalls, Duke Home Care & Hospice, Evergreen Construction, Gentiva Health Services, Griswold Home Care Eastern Raleigh and Wake Forest, Griswold Home Care South Raleigh, Heartland Hospice, Home Care Assistance, HomeChoice Home Care Solutions, Lynn’s Care Village Association, Maxim Healthcare Services, Navigate NC, Now Hear This Audiology & Hearing, The Oaks at Whitaker Glen, Options for Senior America, Right at Home of Wake County, Senior CommUnity Care of NC, Senior Helpers (Durham/Chapel Hill/Cary), Seniors’ Health Insurance Information Program, Senior Medicare Patrol, Spring Arbor of Raleigh and Apex, Transitions LifeCare, Visiting Angels Living Assistance Services, and Well Care Home Health of the Triangle for their generosity in sponsoring our 2015 Directory of Resources for Older Adults in Wake County.

For information about opportunities to sponsor next year’s directory, please contact the RFS Information Department at 919-713-1556 or email: intake@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 919-713-1556 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 ....................... 919-872-7933
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 at Bond Park ........................ 919-460-9008
120 Maury O’Dell Pl, Cary, 27513
(next to Cary Senior Center)

Total Life Center
Cary Kildaire ............................ 919-467-6906
200 High Meadow Dr, Cary, 27511
(Kirk of Kildaire Presbyterian Church)

Total Life Center
Departure Drive ........................... 919-873-1870
5124 Departure Dr, Suite 101, Raleigh, 27616

Total Life Center
Eastern Wake .............................. 919-365-4248
323 Lake Dr, Wendell, 27591
(Eastern Wake Senior Center)

Total Life Center, Garner ............. 919-773-3790
201 Methodist Dr, Garner, 27529
(Garner United Methodist Church)

Saturday Daybreak Services ...... 919-713-1525

Caregiver Support ...................... 919-713-1556
Support groups and one-on-one consultation are available for caregivers needing help with emotional support and problem-solving.

Community Alternatives Program for Disabled Adults: CAP/DA ..... 919-872-7933
Resources for Seniors serves as the lead agency for this Medicaid program, which gives disabled adults who need nursing home care an opportunity to remain in the community.

Companion Plus Sitters Registry ............ 919-872-7933
Listing of companion/sitters, trained by RFS, who offer their services to the public.

Friendly Visitor and Telecare........ 919-460-0567
Volunteers provide visit or phone calls to isolated older adults who would benefit from regular contact to increase safety and social interaction. Administered by The Center for Volunteer Caregiving.

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

Information and Referral ............. 919-713-1556
Provides information on all services for older adults 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 ............. 919-872-7933
Assistance with personal care, meal preparation, respite for families, and home management.
Medicare Counseling ..................919-462-3983
RFS partners with the Senior Health Insurance Information Program to offer counseling regarding Medicare issues. Face-to-face appointments with SHIIP volunteers are available.

Medication Education for Drug Safety MEDS ....................................919-872-7933
Pharmacist provides free medication therapy management consultations for Medicare patients, to prevent dangerous side effects and drug interactions.

Options Counseling ..................919-713-1556
A personalized, face-to-face counseling process to help individuals and their families identify needs, preferences, and available options when facing major changes in life circumstances, or the need to make decisions about long-term care.

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 .................. 919-469-4081
RFS Service Coordinator ............ 919-462-3983

Eastern Wake Senior Center ...... 919-365-4248

Garner Senior Center ............... 919-779-0122
RFS Service Coordinator ............ 919-661-6894

Northern Wake Senior Center ..... 919-554-4111

Raleigh Active Adult Centers ...... 919-996-4730
RFS Service Coordinator ............ 919-996-4738

Transportation ..........................919-713-1556
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
www.totallifecenters.org

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

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

Speed Referral Forms:
www.resourcesforseniors.com/referrals.php
# Table of Contents

RFS Services ........................................................................................................................................ iii
Directory Sponsors .............................................................................................................................. viii

Adult Day and Group Respite Programs .......................................................................................... 1
Advocacy ........................................................................................................................................... 2
Alzheimer’s Disease / Dementia / Memory Impairment ................................................................. 3
Basic Needs ....................................................................................................................................... 5
Benefits Screening ........................................................................................................................... 6
Care Management ............................................................................................................................. 7
Caregiver Resources ......................................................................................................................... 8
Computer Training ........................................................................................................................... 9
Consumer Credit and Mortgage Counseling .................................................................................... 9
  Credit and Mortgage Default Counseling ..................................................................................... 10
  Reverse Mortgage Counseling ......................................................................................................... 11
Counseling / Mental Health ............................................................................................................. 12
Dental Care Resources ..................................................................................................................... 13
Disability Resources ....................................................................................................................... 13
  Resources for Blind and Visually-Impaired People ........................................................................ 14
  Resources for Deaf, Hard of Hearing, and Speech-Impaired People ............................................. 15
  Resources for Intellectually and Developmentally Disabled People ............................ 15
  Resources for People with Mental Illness or Addiction ......................................................... 16
Driving ........................................................................................................................................... 16
Education ........................................................................................................................................ 17
Elder Abuse / Protective Services for Adults ................................................................................. 17
Employment ..................................................................................................................................... 18
Home Care ....................................................................................................................................... 19
  Levels of Home Care .................................................................................................................... 19
  Who Pays for What? .................................................................................................................... 20
  Choosing a Home Care Agency ................................................................................................. 21
  Home Care Licensing and Complaints ....................................................................................... 21
  Companion/Homemaker Services ............................................................................................. 22
  Home Care and Companion Agencies ...................................................................................... 23
Community Alternatives Program for Disabled Adults (CAP/DA) ................................................ 28
PACE: Programs of All-Inclusive Care for the Elderly ................................................................. 28
Home Health Agencies Providing Skilled Care ............................................................................. 29
Hospice ............................................................................................................................................ 31
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals and Health Care Providers</td>
<td>32</td>
</tr>
<tr>
<td>Hospitals</td>
<td>32</td>
</tr>
<tr>
<td>In-Home Health Care Providers</td>
<td>32</td>
</tr>
<tr>
<td>Medical Practices and Clinics</td>
<td>33</td>
</tr>
<tr>
<td>Physician Referral Services</td>
<td>35</td>
</tr>
<tr>
<td>Housing-Related Programs</td>
<td>36</td>
</tr>
<tr>
<td>Home Adaptation and Accessibility</td>
<td>36</td>
</tr>
<tr>
<td>Home Repair and Rehabilitation</td>
<td>37</td>
</tr>
<tr>
<td>Home Weatherization</td>
<td>38</td>
</tr>
<tr>
<td>Property Tax Relief for the Elderly and Disabled (Homestead Exemption)</td>
<td>39</td>
</tr>
<tr>
<td>Other Housing Programs and Housing Information</td>
<td>39</td>
</tr>
<tr>
<td>Relocation Assistance and Organizing</td>
<td>39</td>
</tr>
<tr>
<td>Housing Options</td>
<td>40</td>
</tr>
<tr>
<td>Active Adult Communities</td>
<td>40</td>
</tr>
<tr>
<td>Continuing Care Retirement Communities</td>
<td>40</td>
</tr>
<tr>
<td>Rental Retirement Communities</td>
<td>41</td>
</tr>
<tr>
<td>Subsidized and Affordable Senior Housing</td>
<td>43</td>
</tr>
<tr>
<td>Mixed Age Affordable Housing</td>
<td>47</td>
</tr>
<tr>
<td>Emergency, Temporary and Transitional Housing</td>
<td>48</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>48</td>
</tr>
<tr>
<td>Referral Services</td>
<td>49</td>
</tr>
<tr>
<td>Legal Services and Advance Directives</td>
<td>49</td>
</tr>
<tr>
<td>Leisure / Recreation</td>
<td>50</td>
</tr>
<tr>
<td>Senior Activity Centers</td>
<td>50</td>
</tr>
<tr>
<td>Other Leisure and Cultural Resources</td>
<td>51</td>
</tr>
<tr>
<td>Long-Term Care Facilities</td>
<td>52</td>
</tr>
<tr>
<td>Paying for Long-Term Care</td>
<td>53</td>
</tr>
<tr>
<td>Long-Term Care Facilities Licensing/Monitoring</td>
<td>54</td>
</tr>
<tr>
<td>Advocacy For Residents in Long-Term Care</td>
<td>54</td>
</tr>
<tr>
<td>Nursing and Rehabilitation Facilities</td>
<td>55</td>
</tr>
<tr>
<td>Adult Care Homes (Assisted Living and Rest Homes)</td>
<td>56</td>
</tr>
<tr>
<td>Family Care Homes</td>
<td>57</td>
</tr>
<tr>
<td>Meals / Nutrition</td>
<td>59</td>
</tr>
<tr>
<td>Medical Supplies, Equipment, and Assistive Devices</td>
<td>59</td>
</tr>
<tr>
<td>Personal Emergency Response (Medical Alert) Systems</td>
<td>62</td>
</tr>
<tr>
<td>Medicare / Health Insurance</td>
<td>63</td>
</tr>
<tr>
<td>Medicaid</td>
<td>64</td>
</tr>
<tr>
<td>Medicare</td>
<td>64</td>
</tr>
<tr>
<td>Other Insurance Issues</td>
<td>65</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>66</td>
</tr>
<tr>
<td>Medicare Part D</td>
<td>66</td>
</tr>
<tr>
<td>Medication Therapy Management</td>
<td>67</td>
</tr>
<tr>
<td>Other Prescription Drug Assistance</td>
<td>67</td>
</tr>
<tr>
<td>Prescription Drug Delivery</td>
<td>67</td>
</tr>
</tbody>
</table>
DIRECTORY SPONSORS

101 Mobility ___________________________ 919-800-8667
3HC ___________________________________ 800-692-4442
Accessible Home Health Care ___________________________ 919-896-7679
Affordable Family Care Services ___________ 919-676-1070
Alzheimer’s Association in Eastern NC ____________ 919-803-8285
Alzheimer’s NC ____________________________ 919-832-3732
Arcadia Home Care and Staffing ________________ 919-846-9212
Bayada Home Health Care _____________________ 919-420-0100
Capital Towers ______________________________ 919-787-1231
Caring Senior Service __________________________ 919-847-0010
Center for Volunteer Caregiving ________________ 919-460-0567
CenterPece Home Health Care and Companion Services 919-567-8200
Consumer Education Services Beneficiary Services ___________ 877-271-8280
DHIC _____________________________________ 919-832-4345 x 3011
Doctors Making Housecalls ___________________ 919-932-5700
Duke Home Care & Hospice _____________________ 800-599-9339
Evergreen Construction ________________________ 919-848-2041 x 204
Gentiva Health Services ________________________ 877-397-3410
Griswold Home Care East Raleigh and Wake Forest 919-229-8944
Griswold Home Care South Raleigh ____________ 919-948-7145
Heartland Hospice _____________________________ 919-981-6238
Home Care Assistance __________________________ 919-844-9898
HomeChoice Home Care Solutions ______________ 919-847-5622
Lynn’s Care Village Association ________________ 919-621-9670
Maxim Healthcare Services _____________________ 919-676-3118
Navigate NC _________________________________ 919-628-4428
Now Hear This Audiology & Hearing ______________ 919-256-2898
The Oaks at Whitaker Glen ______________________ 919-839-5604
Options for Senior America _____________________ 919-380-6812
Right at Home of Wake County _________________ 919-783-5633
Senior Community Care of NC _________________ 919-425-3000
Senior Helpers (Durham, Chapel Hill, Cary) ___________ 919-544-6848
SHIIP: Seniors’ Health Insurance Information Program 855-408-1212
SHIIP: Senior Medicare Patrol ___________________ 855-408-1212
Spring Arbor of Raleigh and Apex ________________ 919-250-0255/ 919-303-9990
Transitions LifeCare ___________________________ 919-828-0890
Visiting Angels Living Assistance Services ____________ 919-787-4317
Well Care Home Health of the Triangle ______________ 919-846-1018
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. An “Adult Day Care Home” is a home-based facility, licensed for no more than 16 participants.

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.

**Adult Day Care Connexion** ..........919-365-4558
109 Indian Tr, Wendell, 27591
(Adult day care home, social model, licensed for 4 participants. Transportation available for additional cost in 10-mile radius.)

**Family Circle Elder Care** ..........919-773-1115
820 W. Garner Rd, Garner, 27529
familycircleeldercare.com
(Combination social/health model center, licensed for 16 participants. No age restriction.)

**The Glade Adult Day Center at Glenaire** .................919-447-4494
5000 Glenhope Ct, Cary, 27511
(Social model, licensed for 16 participants. Clients must be 62+.)

**Millbrook Enrichment Center** ......919-277-8628
Millbrook United Methodist Church
1712 Millbrook Rd, Raleigh, 27609
millbrookumc.org/enrichment-center
(Volunteer-staffed group respite program, Monday, Wednesdays and Fridays, 9-1. Age 60+)

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Total Life Centers - Adult Day Services

**Adult Day Care offers . . .**

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

**5 Wake County Locations**

For Additional Information Call: 919-872-7933
or visit www.TotalLifeCenters.org
Resources for Seniors
Total Life Centers......................919-872-7933
www.resourcesforseniors.com/tlc.php
www.totallifecenters.org
(Adults of all ages welcome at all centers.)

Cary Bond Park.........................919-460-9008
110 Maury O’Dell Pl, Cary, 27513
(Social/health model. Licensed for 29 participants.
Next to Cary Senior Center.)

Cary Kildaire............................919-467-6906
200 High Meadow Dr, Cary, 27511
(Social model. Licensed for 29 participants.
At Kirk of Kildaire Presbyterian Church)

Departure Drive..........................919-873-1870
5124 Departure Dr, Suite 101, Raleigh, 27616
(Social/health model. Licensed for 91 participants.
Freestanding location.)

Eastern Wake...............................919-365-4248
323 Lake Dr, Wendell, 27591
(Social/health model. Licensed for 25 participants.
Adjacent to Eastern Wake Senior Center.)

Garner........................................919-773-3790
201 Methodist Dr, Garner, 27529
(Social model. Licensed for 41 participants.
At Garner United Methodist Church.)

Saturday Daybreak Program......919-713-1525
Bond Park and Departure Dr locations, alternating
(Group respite care offered on Saturdays)

Ruth Sheets
Adult Care Center.......................919-832-7227
228 West Edenton St, Raleigh 27603
www.esumc.org/missions/ruth-sheets.php
(Social/health model center, licensed for 32
participants. Clients must be 50+.)

SarahCare
at Lake Boone Trail......................919-746-7050
2245 Gateway Access Point, Suite 101,
Raleigh, 27607
www.sarahcare.com
(Social/health model center, licensed for 51
participants. Clients must be 55+. Fee-based.)

Southeastern Healthcare
Adult Day Health Center ............919-987-2825
3401 Carl Sandburg Ct, Raleigh, 27610
www.southeasternhealthcarenc.com
(Social/health model center, licensed for 40
participants. Priority given to those over age 55. Also
offers overnight respite care on site.)

Advocacy
Alliance of Disability Advocates,
Center for Independent Living...919-833-1117
505 Oberlin Rd, Suite 148, Raleigh, 27605
www.alliancecil.org
(Nonprofit agency offering information and referral,
peer support, and advocacy for people living with
disabilities of all kinds)

Consumer Protection...............919-716-6000
Toll-Free Consumer Line........ 877-5NO-SCAM
Office of the Attorney General
www.ncdoj.gov/consumer.aspx
114 West Edenton St, Raleigh, 27602
(Assists with consumer problems and unfair and
deceptive trade practices by businesses, as well as
educating consumers about scams. Complaints can
be filed online.)

Disability Rights NC ............919-856-2195
Toll-Free Number..........................877-235-4210
3724 National Dr, Suite 100, Raleigh, 27612
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.)

Legal Aid of NC ..................866-219-5262
Senior Legal Helpline..............877-579-7562
224 South Dawson St, Raleigh, 27601
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.)

Navigate NC .........................919-628-4428
www.navigatenc.com
(Senior healthcare advocate assists seniors and
disabled individuals in dealing with the healthcare
system.)
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**..........................919-803-8285
3739 National Dr, Suite 110, Raleigh, 27612
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 raises money for 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)

**Alzheimer’s North Carolina, Inc** .....................................919-832-3732
Toll-Free Number ........................................800-228-8738
1305 Navaho Dr, Suite 101, Raleigh, 27609
www.alznc.org
(Information and referral, family resource center, support groups, and advocacy. Not affiliated with national Alzheimer’s Association.)

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125 support groups across the state
159 educational sessions given to over 6,900 people in 2013-2014
10 full time employees in 3 offices
Over 75 years of combined experience in dealing with dementia
100 counties in North Carolina served
34 years of supporting families in North Carolina

The Voice of Alzheimer’s & Other Dementias in North Carolina

**Helpline:** 1-800-228-8738  www.alznc.org
1305 Navaho Drive, Suite 101, Raleigh, NC 27609
2245 Stantonburg Road, Suite C, Greenville, NC 27834
219 Racine Drive, Suite B, Wilmington, NC 28403
alzheimer’s disease / dementia / memory loss

Duke Family Support Program ....................... 919-660-7510
3600 Duke University Medical Center, Durham, 27710
www.dukefamilysupport.org
(Information and referral, caregiver support groups, and “The Caregiver” newsletter)

Duke Geriatric Evaluation and Treatment Clinic (GET Clinic) ....................... 919-620-4070
200 Trent Drive, 2580A Stead Bldg, Durham, 27710
www.geri.Duke.edu/services/59
(Medical, psychiatric, and social evaluation and treatment of adults age 65 and older. Physician referral required.)

Duke Memory Disorders Clinic
Appointment Line ....................... 919-668-7600
For info about clinic .............................. 919-668-2846
932 Morreene Rd, Durham, 27705
tinyurl.com/padp3qw
(Comprehensive diagnostic evaluations of memory impairment, confusion, and behavioral changes.)

Project Lifesaver ....................... 919-856-6495
www.wakegov.com/sheriff/services/pages/lifesaver.aspx
(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.)

MediAlert + Safe Return ........... 888-572-8566
(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. 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 ....................... 919-966-4401
101 Manning Dr, Chapel Hill, 27514
(Comprehensive neurological and cognitive evaluations of memory and other cognitive disorders, including Alzheimer’s disease and other dementias. Physician referral required.)

You’ll never look back and say, “I wish I would’ve done less to stop Alzheimer’s disease.”

It’s America’s sixth-leading cause of death, and the only one without any way to cure, stop or even slow the progression. Everyone is at risk—even you. That’s why we need little things: calls for information, “likes” on Facebook and donations. Those actions could add up to better support today and a breakthrough in your lifetime. And that’d be BIG.

alzheimer’s association®
THE BRAINS BEHIND SAVING YOURS

Eastern North Carolina Chapter
Serving a 51 County Region | 919.803.8285
24/7 Helpline 800.272.3900 | alz.org/nc

Resources FOR SENIORS
www.ResourcesForSeniors.com
BASIC NEEDS

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 ......................919-231-1602
100 North Peartree Lane, Raleigh, 27610
www.redcross.org/nc/Raleigh
(Disaster relief, referrals for emergency services)

Brooks Avenue Church of Christ
Food Pantry (FO, CL) ......................919-821-2400
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) ........................................919-469-9861
187 High House Rd, Cary, 27511
dorcas-cary.org
(Serves Cary and Morrisville area residents, call Monday-Friday 10am-1pm.)

Fan Program, RFS ..........................919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com
(Provides free fans during summer months, to low-income Wake County senior citizens.)

First Presbyterian Church (FA).............919-833-4070
120 W Hargett St, Raleigh, 27601
(Call for appt on Tuesday beginning at 9:30am, until appointments fill.)

Food Bank of Central and Eastern NC ..919-875-0707
www.foodbankcen.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) ............................919-552-7720
216 W Academy St, Fuquay-Varina, 27526
www.fvfoodpantry.com
(Tuesdays 9am-11:45pm and Thursdays 3-5:45pm)

Garner Area Ministries
(FA, FO, CL) ....................................919-772-9100
558 Village Ct, Garner, 27529
www.gam-nc.org
(Serves Garner area residents Monday-Friday 9am-12pm)

Helping Hand Mission
(CL, FO, HH) ....................................919-829-8048
(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, 27606 ....919-854-2555
(Thrift store hours: Monday to Saturday 9am-6pm)
16 S Pine St, Wendell, 27591 .................919-365-0757
(Monday-Saturday 8:30am-5:30pm)

Lifeline/Link-Up
Assistance Program (FA) .................919-212-7000
Wake County Human Services
(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 (LIAP) (FA) .................919-212-7000
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 winter. Money goes directly to utility company, not to applicant. No automatic eligibility; all recipients must apply in order to be considered. Older and disabled adults have priority.)
North Raleigh Ministries
Crisis Center (FA, FO) .................919-844-6676
9650 Strickland Rd, Suite 161, Raleigh, 27615
www.northraleighministries.com
(Serves North Raleigh residents – zip codes 27604, 27609, 27612, 27613, 27614, 27615, 27616.
Monday-Thursday 10am-12:30pm, also Monday AND Thursday 1-3pm. Call Monday or Thursday at 10
for appt for financial help.)

Salvation Army (FA, FO, CL) ...............919-834-6733
1863 Capital Boulevard, Raleigh, 27604
www.salvationarmycarolinas.org/wakecounty
(Financial assistance, clothing, food pantry; call for hours)

Southern Wake Faith Community
in Action (FA) ..............................919-567-8100
605 Bridge St, Fuquay-Varina, 27526
www.helpsouthwake.org
(Tuesday & Thursday 9-11:45 AM. Emergency
financial assistance and referrals for Fuquay-Varina
and Willow Spring residents.)

Tri-Area Ministry (FO) ......................919-556-7144
149 E Holding Ave, Wake Forest, 27587
triareaministry.com
(Monday, Wednesday & Friday 9am-12pm. Provides
food to persons living in Wake Forest, Youngsville,
and Rolesville area. NO financial assistance.)

Triangle East Fellowship of Churches
(FA, FO) ....................................919-365-6557
Wendell Christian Church, 421 Mattox St,
Wendell, 27591
(Food pantry and limited emergency assistance for
Wendell area residents. Call and leave message.)

Urban Ministries (FO) ......................919-834-4707
1390 Capital Blvd, Raleigh, 27603
www.urbanmin.org
(Food distribution Monday-Friday 10am-1pm.
No financial assistance.)

Wake County Human Services
Emergency Assistance ..............919-212-7000
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) ..............919-212-7000
220 Swinburne St, Raleigh, 27610
Eastern Regional Center ..................919-404-3900
1002 Dogwood Dr, Zebulon, 27597
Northern Regional Center ..............919-562-6300
350 East Holding Ave, Wake Forest, 27587
Southern Regional Center ..............919-557-2501
130 North Judd Parkway NE, Fuquay-Varina, 27526
(Monday-Friday 7:30-4:30, walk-in only, no
appointments. Emergency financial assistance for
households at risk of heating or cooling crisis. Must
have shut-off notice.)

Western Wake Crisis Ministry
(FO, FA) .....................................919-362-0657
103 E Chatham St, Apex, 27502
(moving to 1640 Olive Chapel Rd, Apex in 2015)
www.wwcm.org
(For residents of Apex and Holly Springs. Open
Monday to Thursday 10am-12:30pm)

With Love from Jesus
Ministries (CL, FO, HH) ..............919-233-8010
421 Chapanoke Rd, Raleigh, 27603
www.withlovefromjesus.org
(Distributes donated food, clothing, furniture,
medical equipment, cars, etc. Distribution hours
Tuesday, Wednesday, Friday, Saturday 10am-12pm)

The Women’s Center
of Wake County (CL, FO) ..........919-829-3711
112 Cox Ave, Raleigh, 27605
www.wcwc.org

BENEFITS SCREENING

These websites allow you to screen yourself or someone else for public benefits such as Food Assistance,
Medicaid, energy assistance, and more. Some allow you to complete benefits applications online. This can
be a good way to learn about benefits you may not be aware of.

The Benefits Bank ..................855-698-2262
www.tbb-nc.org
(Nonprofit organization offering an online system
for benefits screening and applications. Work on
your own or get help from a counselor to guide you
through the questions. If you need help, you can
search for a local counselor through the site. You
can also complete simple tax returns for free using
this site. Also offers help with health insurance sign-
up.)

Benefits CheckUp
www.benefitscheckup.org
(Website developed by the National Council on
Aging and AARP allows you to screen yourself or
someone else for a wide variety of benefits. Benefits
report provides eligibility information, contact
information, and a list of documents you will need in
order to apply. Provides links to online application
forms for some benefits.)
CARE MANAGEMENT

Are you caring for a parent or other loved one who needs help? Do you feel overwhelmed by all the decisions, research, legwork, and worry involved in arranging for needed services for yourself or someone else? Are you a long distance caregiver trying to help a Wake County relative from far way? If you answered yes to any of these questions, you might be looking for a care manager.

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. These services are especially helpful for families that are caring for a loved one who lives far away, as the care manager can keep a closer eye on things and notify the family if there are changes or problems.

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 from 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 .................................919-781-5979
4812 Six Forks Rd, Ste 110, Raleigh, 27609
www.agingfamilyservices.com
(Fee-based counseling and geriatric care management services)

AOS Care Management ..................919-535-8713
101-A Brady Ct, Cary, 27512
www.agingoutreacheservices.com
(Fee-based care management services)

Carolina Eldercare ......................919-846-2836
118 Wind Chime Ct, Raleigh, 27615
www.carolinaeldercare.com
(Fee-based care management services)

Eldercare Management and Consulting .................................919-740-4929
1612 Olde Chimney Ct, Raleigh, 27614
www.raleigheldercare.com
(Fee-based care management services)

Harlen, Sylvia, RN .........................919-247-9246
1737 Arboretum Trace, Cary, 27518
www.mygeriatriccaremanager.com
(Fee-based care management services, including medication management)

Hipskind, Martha Grove
Eldercare Consultant ..................919-971-9584
mgheldercare.com
(Fee-based care management services)

Preferred Living Solutions ...............919-554-0675
10520 Ligon Mill Rd, Suite 100-B, Wake Forest, 27587
www.preferredlivingsolutions.com
(Fee-based care management services)

Raleigh Geriatric Care Management ..................919-803-8025
7474 Creedmoor Rd, #115, Raleigh, 27613
www.rgcmgmt.com
(Fee-based care management services)
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........................919-803-8285
3739 National Dr, Suite 110, Raleigh, 27612
www.alz.org/nc
(Information and referral, caregiver consultation, support groups, education. Eastern NC office of the national Alzheimer’s Association.)

Alzheimer’s North Carolina, Inc. ..............................919-832-3732
Toll-Free Number ........................................800-228-8738
1305 Navaho Dr, Suite 101, Raleigh, 27609
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 publications with tips for caregivers on how to manage a variety of common dementia-related issues such as agitation, sundowning, bathing resistance, and more.)

Center for Volunteer Caregiving .................................919-460-0567
www.volunteer caregiving.org
(Volunteers helping caregivers in a variety of ways, including training, respite, visiting, yard work, errands, transportation.)

Duke Family Support Program ..................................919-660-7510
www.dukefamiliesupport.org
(Information and referral, caregiver support groups, Tool Kit for Alzheimer’s, and “The Caregiver” newsletter)

Eldercare Locator .............................................800-677-1116
www.eldercare.gov
(Contact info for local aging service providers nationwide, in case your loved one is not in NC)

Guiding Lights
Caregiver Support Center ............919-371-2062
3724 National Dr, Suite 130, Raleigh, 27612
www.guidinglightsc.org
(Nonprofit agency offering caregiver consultations, training, and support.)

Resources for Seniors ......................919-713-1556
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourceforseniors.com/caregiver.php
Information and Referral
(Help in understanding what services are available and how to access them. 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.)

Options Counseling
(In-person counseling that includes both the caregiver and the older adult or disabled person, to identify the care recipient’s needs and preferences, and help create an individualized plan for care.)

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.)
COMPUTER TRAINING

GCFlearnFree.org
www.GCFlearnFree.org
(Free computer training online)

Raleigh SeniorTechEd ..........919-996-4730
Five Points Center for Active Adults
2000 Noble Rd, Raleigh, 27608
www.raleighsenioriteched.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.)

Senior Net: Cary Chapter
at Cary Senior Center ..........919-469-4081
Cary Senior Center, Bond Park, Cary, 27513
www.caryseniornet.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 ..........919-866-5800
9101 Fayetteville Rd, Raleigh, 27603
www.waketech.edu/programs-courses/non-credit

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 that market their services on television or through unsolicited calls to your home. Any agency that asks for an upfront payment to fix your credit should not be trusted. 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 ..........877-322-8228
P.O. Box 105283, Atlanta, GA 30348-5283
www.annualcreditreport.com
(You can get one free credit report each year, from each of the three major credit bureaus, which allows you to get a report 3 times a year if desired.

You can write, call or go online to get your report. You will need to provide your name, date of birth, Social Security number, and address. It’s wise to check your credit report periodically to help prevent identity theft problems. This is the only official site to get your free credit report! Other sites with the word “free” in the name may not be truly free.)

What’s in a Credit Report?

If you’ve never gotten a copy of your credit report, you may be wondering what’s in it and why it’s important to review. A credit report includes:

• Your identifying information, including variations of your name that were used in applying for credit, and your address history. Incorrect names or addresses could indicate identity theft.

• A list of your credit accounts including credit cards, mortgages, and other loans. Each account will show your payment history, balances, and whether the account is still open. Closed accounts usually stay on your record for up to 10 years if they were in good standing, and 7+ years if there were problems. Make sure you recognize all the listed accounts and that their status is listed correctly. If there are errors, you can send a dispute to the credit reporting agency.

• A list of inquiries on your account. These represent potential creditors who have checked your credit prior to offering you a loan or credit card. If there are a lot of inquiries but you haven’t applied for any credit recently, this can be a warning sign for identity theft.
Credit and Mortgage Default 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 60% 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.

**CCCs of Raleigh**

Triangle Family Services ..........919-821-1770  
3937 Western Blvd, Raleigh, 27606  
[www.tfsnc.org](http://www.tfsnc.org)  
(Consumer credit and mortgage default counseling. English and Spanish-speaking counselors)

**ClearPoint Credit Counseling Solutions** .........................919-846-1729  
6070-D Six Forks Rd, Raleigh, 27609  
[www.clearpointfinancialsolutions.org](http://www.clearpointfinancialsolutions.org)  
(Consumer credit and mortgage default counseling.)

**Consumer Education Services** ..888-919-2374  
3700 Barrett Dr, Lower Level, Raleigh, 27609  
[www.cesisolutions.org](http://www.cesisolutions.org)  
(Consumer credit and mortgage default counseling. English and Spanish-speaking counselors)

**NC Foreclosure Prevention Fund** ...............888-623-8631  
[www.NCForeclosureHelp.org](http://www.NCForeclosureHelp.org)  
(Foreclosure Prevention Fund can provide zero-interest deferred payment loans for up to 24 months, for homeowners who are struggling due to unemployment, serious illness, divorce, or death of a co-borrower. Website provides screening and a list of counseling agencies that can provide more information and take applications.)

**NACA (Neighborhood Assistance Corporation of America)** .................919-855-8484  
3109 Poplarwood Ct, Suite 110, Raleigh, 27604  
[www.naca.com](http://www.naca.com)  
(Mortgage default counseling. English and Spanish-speaking counselors)

**Raleigh Area Development Authority** .............919-807-8400  
4030 Wake Forest Rd, Suite 205, Raleigh, 27609  
[www.rada-nc.com](http://www.rada-nc.com)  
(Mortgage default counseling.)

**Telamon Corporation** .....................919-239-8162  
[www.telamon.org](http://www.telamon.org)  
(Mortgage default counseling. English and Spanish-speaking counselors)

**US Dept. of Housing and Urban Development (HUD) Housing Counseling** ...............800-569-4287  
[www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm](http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm)  
(Full list of HUD-approved housing counseling agencies offering mortgage default counseling)
Reverse Mortgage Counseling

Reverse mortgages enable homeowners 62 and older to convert a portion of the value of their home into cash, without requiring a monthly payment. The most common reverse mortgage is the federally-insured Home Equity Conversion Mortgage (HECM), which is offered by many lending institutions nationwide. 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 standard home equity loan or line of credit (HELOC), where the homeowner must make monthly payments. Reverse mortgages require no payments at all until the last borrower dies, sells, or otherwise leaves the home permanently. At that time, the borrower or their estate must pay back the loan in full. The title remains in the borrower’s name unless the home is sold, and the lender does not “get” the house when the borrower dies.

Homeowners are required to receive counseling 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
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.)

Lenders List
NC Commissioner of Banks List:
https://www.nccob.org/online/nmls/ReverseMortgageCertificates.aspx
HUD List: www.hud.gov/lil/code/ilplcrit.html

ClearPoint Credit Counseling Solutions: National ..................877-877-1995
Local office ..........................919-846-1729
6070-D Six Farks Road, Raleigh, 27609
www.ClearPointCCS.org
(Reverse mortgage counseling. When calling toll-free call center, ask for appointment in Raleigh office.)

Consumer Education Services .................................888-919-2374
3700 Barrett Dr, Lower Level, Raleigh, 27609
www.cesidebtsolutions.org/housing/
(Reverse mortgage counseling)

Navicore Solutions ......................866-472-4557
4917 Waters Edge Dr, Suite 240, Raleigh, 27606
www.navadebt.org
(Reverse mortgage counseling. When calling toll-free call center, ask for appointment in Raleigh office)

Resources for Seniors ..................919-713-1537
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com
(Reverse mortgage counseling)

Triangle Family Services .............919-821-1770
3937 Western Blvd, Raleigh, 27606
www.tfsnc.org
(Reverse mortgage counseling)
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, and some providers offer sliding scale fees for uninsured people. Some providers even offer home visits for clients who are homebound or lack transportation.

For low-income people who do not have insurance for mental health services, public-funded services can be accessed by calling Alliance Behavioral Healthcare. There is no Wake County Mental Health clinic. See page 16 for crisis services.

Alliance Behavioral Healthcare
Access and Information Line .....800-510-9132
5000 Falls of Neuse Road, Raleigh, 27609
www.alliancebhc.org
(Managed care organization coordinating public-funded mental health, intellectual/developmental disabilities, and substance use/addiction services for Wake and Durham counties. Serves as Wake County’s public mental health agency. Access Line is staffed 24/7/365.)

Catholic Charities
Counseling Services ....................919-790-8533
3000 Highwoods Blvd, Suite 128, Raleigh, 27604
www.catholiccharitiesraleigh.org/locations/raleigh/
1150 NW Maynard Rd, Cary, 27513 ......919-388-3065
(Individual and family counseling, on a sliding fee scale or accept insurance, including Medicaid. All faiths welcome.)

Condelli, Ellen .........................919-539-7551
146 Wind Chime Ct, Raleigh, 27615
www.integratedhealthcarellc.com
(Social worker offering psychotherapy and coaching, specializing in caregiver and older adult issues. Does not accept Medicare or Medicaid.)

Hopeline .....................................919-231-4525
Volunteer Line/Business office ........919-832-3326
www.hopeline-nc.org
(Supportive telephone counseling, referral and reassurance calls)

Interact, Inc. .........................919-828-7501
1012 Oberlin Rd, Raleigh, 27605
www.interactofwake.org
Domestic Violence
24-hour crisis line .......................919-828-7740
Sexual Assault
24-hour crisis line .......................919-828-3005
(Community education, crisis intervention, counseling, and shelter for victims of domestic violence and sexual assault)

Jewish Family Services, Inc........919-676-2200
8210 Creedmoor Rd, Ste 104, Raleigh, 27613
www.shalomraleigh.org
(Short-term supportive counseling, sliding fee scale.)

Kendall, Linda .........................919-696-6163
146 Wind Chime Ct, Raleigh, 27615
www.integratedhealthcarellc.com
(Counselor offering individual and family consultations and counseling, specializing in caregiver and older adult issues. Does not accept Medicare or Medicaid.)

Koretsky, Pam .........................919-605-3544
8480 Honeycutt Rd, Suite 200, Raleigh, 27615
(Social worker offering counseling and psychotherapy with a geriatric emphasis. Does not accept Medicare or Medicaid.)

Raleigh Vet Center ..................919-856-4616
1649 Old Louisburg Rd, Raleigh, 27604
(Provides counseling and referral services to combat veterans and their families.)

Southlight Healthcare...............919-787-6131
3125 Poplarwood Ct, Ste 203, Raleigh, 27604
www.southlight.org
(Substance abuse and mental health treatment and education programs)

Transitions GriefCare .............919-828-0890
250 Hospice Circle, Raleigh, 27607
www.transitionslifecare.org
(Formerly Horizons Grief Center at Hospice of Wake County. Bereavement counseling and support groups for anyone experiencing grief or loss. It is not necessary to be enrolled in hospice in order to participate.)

Triangle Family Services ..........919-821-0790
3937 Western Blvd, Raleigh, 27606
www.tfsnc.org
(Individual, family, marital counseling, sliding fee scale. Accepts Medicare and Medicaid.)

Triangle Pastoral Counseling ..919-845-9977
312 W Millbrook Rd, Ste 109, Raleigh, 27609
www.tripastoralcounseling.org
(Bereavement, individual and marriage counseling. Satellite locations in Raleigh and Cary. All faiths welcome.)
DENTAL CARE RESOURCES

Donated Dental Services ...........919-677-9001
www.dentalifeline.org
(Provides referrals to volunteer dentists. Not for basic preventive care or dental emergencies. Intended for people who need comprehensive dental treatment and have no insurance for dental work. Wait lists may be very long.)

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..............................919-966-1161
Chapel Hill
www.dentistry.unc.edu/patient/studentclinics/newpatient.cfm
(Dental work done by dental students, at discounted rates. Lengthy application process.)

DISABILITY RESOURCES

301 North Wilmington St, Raleigh, 27699
www.visitnc.com/free-travel-publications
(Call or go online for free book listing handicap-accessible travel destinations in North Carolina)

Alliance of Disability Advocates, Center for Independent Living ...919-833-1117
505 Oberlin Rd, Suite 148, Raleigh, 27605
www.alliancecil.org
(Offers information, peer support, and advocacy for people living with disabilities of all kinds.)

CESI Beneficiary Services...........877-271-8280
www.cesisolutions.org/services-2/beneficiary-services
(Provides monthly budgeting and bill payment assistance for individuals receiving Social Security or Veteran’s benefits.)

Disability Rights NC .................919-856-2195
Toll-Free Number........................................877-235-4210
3724 National Dr, Suite 100, Raleigh, 27612
www.disabilityrightnc.org
(Advocates for persons with disabilities who have experienced abuse, neglect, or discrimination.)
Independent Living Rehabilitation Program ..........919-859-8301
4900 Waters Edge Dr, Raleigh, NC 27606
www.ncdhhs.gov/dvrs/pwd/ils.htm
(Promotes independence for people with disabilities, including home and vehicle modifications, attendant care, assistive equipment, counseling)

NC Assistive Technology Program ..................................919-859-8360
4900 Waters Edge Dr, Raleigh, 27606
www.ncatp.org
(Provides free information and demonstration of technology for persons with disabilities. Has info on suppliers of assistive technology products.)

NC Division of Motor Vehicles .....................917-715-7000
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 ....919-859-8301
4900 Waters Edge Dr, Raleigh, 27606
www.ncdhhs.gov/dvrs/
(Helps persons with disabilities to obtain and maintain employment)

Social Security Administration, Local ..................887-803-6311
National .........................................................800-772-1213
4701 Old Wake Forest Rd, Raleigh, 27609
www.socialsecurity.gov
(Applications and information regarding Social Security Disability.)

Wake Community Resource Connections (Wake CRC)
www.wakecrc.org
(Network of nonprofit and community agencies, making it easier for seniors and people with disabilities to get information and access to services.)

Resources for Blind and Visually-Impaired People

EyeCare America ...............877-887-6327
www.eyecareamerica.org
(Referrals to volunteer ophthalmologists for those 65 or older who have not had an eye exam in 3 years)

Medical Eyecare Program 919-250-4621
220 Swinburne St, Raleigh, 27610
(Provides assistance with eye surgery and medication for low income individuals, subject to availability of funding. Does NOT pay for eye exams or glasses, but may be able to refer to other sources.)

NC Division of Services for the Blind ...............919-733-9822
Toll-Free Number ........................................866-222-1546
www.ncdhhs.gov/dsb
(Programs for the visually impaired, including adjustment to vision loss and vocational rehab.)

NC Library for the Blind and Physically Handicapped 919-733-4376
Toll-Free Number ........................................888-388-2460
1841 Capital Blvd, Raleigh, 27604
statelibrary.ncdcr.gov/lbph/
(State library providing audiobooks, large print books, Braille, and descriptive videos)

Raleigh Parks and Recreation Visually Impaired Program 919-996-6835
www.raleighnc.gov/home/content/PRRecRecreation/Articles/SRSVisualImpairment.html
(Recreation and leisure activities for visually-impaired individuals)

Triangle Radio Reading Service 919-832-5138
211 E Six Forks Rd, Suite 103, Raleigh, 27609
www.trianglereadingservice.org
(Newspapers, books, magazines read by volunteers over radio, cable TV, and internet. Streaming content and schedule of programs available on website.)

Wake County Social Worker for the Blind 919-250-4651
or ................................................. 919-250-4690
220 Swinburne St, Raleigh, 27610
www.ncdhhs.gov/dsb/services/over55.htm
(Assists with adjustment to vision loss, provides referral to available services. Website describes the types of assistance that may be available.)
Resources for Deaf, Hard of Hearing, and Speech-Impaired People

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 .......................... 919-469-0924
www.nchearingloss.org/wake.htm
(Local support organization for people with hearing loss. Meets a few times a year. Call or check website for meeting times/dates and location.)

National Institute on Deafness and Other Communication Disorders ...... 800-241-1044
TTY ................................................................. 800-241-1055
31 Center Drive, MSC 2320, Bethesda, MD 20892-2320
www.nidcd.nih.gov
(Federal government resource center for communication disorders. Website is very informative. Call to request printed materials.)

NC Division of Services for the Deaf and Hard of Hearing .................................. 800-999-5737
4900 Waters Edge Dr, Raleigh, 27606
www.ncdahhs.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)

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.)

Telecommunications Access and Equipment .......................... 919-859-8526
www.ncdahhs.gov/dsdhh/services/telecommunications.htm
(Provides free amplified phones and some hearing aids for eligible hearing-impaired individuals. Operates through NC Div of Services for the Deaf and Hard of Hearing Regional Centers.)

Resources for Intellectually and Developmentally Disabled People

Alliance Behavioral Healthcare
Access and Information Line .................................. 800-510-9132
5000 Falls of Neuse Road, Raleigh, 27609
www.alliancebhc.org
(Managed care organization coordinating public-funded mental health, intellectual/developmental disabilities, and substance use/addiction services for Wake and Durham counties.)

First in Families of NC .................................. 919-251-8368
3109 University Drive, Suite 100, Durham, 27707
www.fifnc.org
(Support for people with developmental disabilities or brain injuries. Statewide.)

Raleigh Parks and Recreation, Specialized Recreation Services .................................. 919-996-6835
2401 Wade Avenue, Raleigh, 27607
www.raleighnc.gov/arts/content/PRecRecreation/Articles/SRSProgram.html
(Specialized recreation for intellectually-disabled people of all ages.)

Wake Technical Community College
ABE TOPS .................................................. 919-334-1549
3200 Bush St, Raleigh 27609
www.waketech.edu/programs-courses/non-credit/strengthen-basic-skills/abe-tops
(Educational and pre-employment program for adults with intellectual disabilities)
Resources for People with Mental Illness or Addiction
(Also see Counseling section)

Al-Anon Hotline..............................919-713-1516
www.alanonalateen6nc.org
(Support groups and education for families or friends of individuals with alcohol problems. Meeting schedule and maps on website.)

Alcohol/Drug Council .................800-688-4232
600 E Main St, Durham, 27701
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.....919-783-6144
General information/referral ..........919-783-8214
3948 Browning Place, Room 347, Raleigh, 27609
Email: help@raleighaa.com
www.raleighaa.com
(Information on meetings and counseling services for individuals with alcohol problems)

Alliance Behavioral Healthcare
Access and Information Line .....800-510-9132
5000 Falls of Neuse Road, Raleigh, 27609
www.alliancebhc.org
(Managed care organization coordinating public-funded mental health, intellectual/developmental disabilities, and substance use/addiction services for Wake and Durham counties. Access Line is staffed 24/7/365.)

Holly Hill Hospital.........................919-250-7000
Toll Free ............................................800-447-1800
3019 Falstaff Rd, Raleigh, 27610
www.hollyhillhospital.com
(Psychiatric and chemical dependency treatment for adolescents and adults, including outpatient group therapy, inpatient care, and day treatment. Separate campus for children.)

NAMI North Carolina:
State’s Voice on Mental Illness ..919-788-0801
NC Help Line .....................................800-451-9682
(Resource and referral line, no counseling available) 309 W Millbrook Rd, Suite 121, Raleigh, 27609
www.naminc.org
(Advocacy, support for individuals and families, and education about mental illness)

NAMI Wake County .................919-848-4490
www.nami-wake.org
(Local peer and family support groups and education)

Southlight Healthcare...............919-787-6131
3125 Poplarwood Ct, Ste 203, Raleigh, 27604
www.southlight.org
(Substance abuse and mental health treatment and education programs)

UNC Health Care Addiction Treatment Center at WakeBrook ..................919-250-1579
107 Sunnybrook Rd, Raleigh, 27610
www.wakegov.com/humanservices/locations/wakebrook
(Dual-diagnosis substance abuse treatment hospital for men, women and families)

UNC Health Care Crisis and Assessment Services and Acute Inpatient Psychiatric Unit at WakeBrook ..................919-250-1260
107 Sunnybrook Rd, Raleigh, 27610
www.wakegov.com/humanservices/locations/wakebrook
(Mental health and addiction EMERGENCY SERVICES, 24 hours a day, 7 days a week. Non-emergency services now handled through Alliance Behavioral Healthcare.)

DRIVING

AARP Driver Safety Program ......800-350-7025
www.aarpdridersafety.org
(Local and online mature driving courses)

Duke Driving Program ...............919-668-3988
Dept of Physical and Occupational Therapy Lenox Baker, 3000 Erwin Rd, Durham, 27710
tinyurl.com/ke92e36
(Provides a clinical evaluation of skills needed for safe driving. Often combined with a behind-the-wheel assessment by a driving instructor.)

Keeping Us Safe .........................877-907-8841
www.keepingussafe.org
(Offers a workbook, “Beyond Driving With Dignity” to assist older drivers and their families in performing a self-assessment.)

NC DMV Medical Evaluation Program
www.ncdot.gov/dmv/driver/medical
(Information about how to request a driving test for someone you believe to be at risk.)

Senior Driving, AAA
seniordriving.aaa.com
(Offers free online self-assessment tools for older drivers as well as tips for safe driving)
EDUCATION

GCFLearnFree.org
www.GCFlearnfree.org
(Free computer and basic skills training online)

Osher Lifelong Learning Institute
at Duke ..............................................919-684-2703
104 Bishop’s House, Duke University, Durham, 27708
www.learnmore.duke.edu/OLLI/
(Noncredit classes in liberal arts; no age limit)

Osher Lifelong Learning Institute
at NC State (Formerly Encore) ...919-515-5782
North Carolina State University
225 McKimmon Center, Raleigh, 27606
https://onece.ncsu.edu/mckimmon/divisionUnits/OLLI/index.jsp
(Noncredit special interest programs, with no prerequisites or exams, for people over 50)

Road Scholar
(formerly Elderhostel) ...............800-454-5768
11 Ave de Lafayette, Boston, MA, 02111
www.roadscholar.org
(Short-term non-credit residential educational programs at various locations, 55 and older)

Senior Net: Cary Chapter ...........919-469-4081
Cary Senior Center, Bond Park, Cary, 27513
www.caryseniornet.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.)

SeniorTechEd.................................919-954-3688
www.raleighseniorteched.org
(Formerly Raleigh SeniorNet. 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............919-866-5800
9101 Fayetteville Rd, Raleigh, 27603
www.waketech.edu/programs-courses/non-credit
(A variety of courses for adults of all ages, including computer classes for seniors.)

ELDER ABUSE / PROTECTIVE SERVICES FOR ADULTS

Adult Protective Services
(APS) ...........................................919-212-7264
Wake County Human Services,
220 Swinburne St, Raleigh, 27610
www.wakegov.com/humanservices/social/senior_adult/Pages/adultprotective.aspx
(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.)

Long-Term Care Ombudsman,
Regional ........................................800-310-9777
Area Agency on Aging, Triangle J COG
www.tjaaa.org/ombudsmen.aspx
(Advocates for rights of residents in long-term care facilities. This is the best place to start if you are concerned about the well-being of a loved one in a facility.)

NC Division of Aging and Adult Services
Elder Rights Section..............919-855-3400
693 Palmer Dr, Raleigh, 27603
www.ncdhhs.gov/aging/ombud.htm
(Receives and resolves complaints about long-term care facilities)

NC Division of Health Services Regulation
Complaint/Question Hotline......800-624-3004
(Receives complaints about 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. Those looking for part-time work should also contact temp agencies, which may have positions available for older workers.

**NC Works, Career Centers**
(formerly Employment Security Commission)

220 Swinburne St, 3rd Floor,
Raleigh, 27610..........................919-250-3770

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

742-F East Chatham St,
Cary, 27511..............................919-469-1406

Centers are also located at the WCHS Regional Centers.

[www.ncworks.gov](http://www.ncworks.gov)

(Online job search database and resume-builder. Offices also offer in-person job-hunting and resume-writing assistance, internet access, fax, and phones.)

**NC Vocational Rehabilitation** .......919-859-8301

4900 Waters Edge Dr, Raleigh, 27606

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

(Helps persons with disabilities to obtain and maintain employment)

**Senior Community Service Employment Program** ........919-484-0123

2800 Meridian Parkway, Suite 175, Durham, 27713

[www.ncba-aged.org](http://www.ncba-aged.org)

(Transitional training and employment for very low-income persons 55 or older who may lack marketable skills but wish to be employed part-time. Also called Title 5.)

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**Signs of Caregiver Stress and Burnout**

Wondering whether it’s time to get help from a home care or volunteer agency? If you are a caregiver, you know that your own health and well-being may be at risk if you push yourself beyond your limits. The following are some of the signs that it may be time to ask for help.

- Frequently feeling angry at the person you are caring for.
- Overreacting to minor frustrations with doctors or other service providers
- Being unusually irritable with family members
- Feeling overwhelmed more often than not
- Withdrawing from contact with family or friends
- Feeling anxious or worried
- 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, back pain, or headaches
- Being unable to concentrate, forgetful, or unusually disorganized
HOME CARE

If you or a loved one needs help at home, start by thinking about two questions before calling anyone:

1) What kind of services do you need?
2) Who will be paying for the services?

If you don’t know the answers, read the following.

Levels of Home Care

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 hands-on personal care needs, also called “activities of daily living” or ADLs. These include bathing, dressing, walking, eating, and toileting.

Respite care refers to services provided in order to allow a family caregiver to take a break from caregiving. Respite care may be provided by companion-level workers, or by CNAs, depending on the patient’s needs.

Skilled nursing and other skilled services such as physical therapy, occupational therapy, speech therapy, and medical social services may be needed following a serious illness or hospitalization.

Hospice care, which is for people with limited life expectancy, can provide home care along with a variety of other services.
**Who Pays for What?**

**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.

Typically, Medicare pays for just a few hours per week of home aide service, and services are usually provided on a short-term basis. Recent rule changes permit some longer-term services, if they are needed to assist a patient in maintaining their level of functioning/health. 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. This means that if Medicare will not cover the service, then the supplemental insurance will probably not pay either. Medicare also pays for Hospice care, for people with terminal illnesses, which offers a small amount of home health aide service.

**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 must be performed by a nurse from an independent agency (not the one that will be providing services) to determine the level of care and recommended number of hours. The patient's physician must make the request for this evaluation, either online or by faxing a referral form. The assessment must show that the individual needs hands-on assistance with multiple “activities of daily living” (ADL’s) and has no available help from family. Once services have been approved, then the client may choose which agency will provide the services. See Liberty Healthcare PCS Assessment on page 64 for contact info regarding the assessment.

**CAP/DA** (Community Alternatives Program for Disabled Adults) is a “Medicaid waiver” program that can provide more extensive services for people at risk of nursing home placement. For more information, see the Community Alternatives Program description on page 28.

**PACE** (Program of All-Inclusive Care for the Elderly) programs are comprehensive managed care systems for older adults who are at a nursing home level of care. Medicare and Medicaid funds are used to pay for care. PACE participants may receive home care services as part of their overall care plan, which also covers their medical care. This is more comprehensive care than is provided through CAP. Senior CommUnity Care of North Carolina operates a PACE program that covers Wake County. See page 28 for further details.

If Medicare won’t pay, and the patient does not qualify for Medicaid, there are some limited sources of *other public funding* for home care. Call Resources for Seniors for details and to be placed on a wait list. Wait lists for these programs are very long because funding is very limited.

Because of the extensive wait-lists and the priority given to patients needing help with many activities of daily living, there are no public-funded homemaker/companion services available in Wake County for those who do not also need personal care. Medicare, Medicaid, and private insurance do not cover homemaker/companion services except when personal care (such as help with bathing) is also needed.

Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance** benefit, which can be used for home care or facility care. The application process is lengthy and the wait time can be considerable, but the benefits can be significant.

**Private pay** or private insurance is the option that is left if no public funding or insurance coverage for home care is available. Hourly rates for home care aides are usually $15-25/hour in the Wake County area.
Agencies may differ in the minimum number of hours they will provide service. A two- to four-hour minimum visit is common. Briefer visits, if available, are usually more expensive. Long-term care insurance sometimes covers home care services, but policies vary.

**Choosing a Home Care Agency**

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.

One exception to this licensing requirement applies to agencies which act as “registries”. This means that they do not actually employ the caregivers, but act as a paid referral service, matching workers with clients. Such agencies are not subject to the same level of regulation and oversight that applies to licensed agencies.

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. If private long-term care insurance is to be used, check with the insurance company to make sure the agency meets the company’s requirements.

Agencies should carry liability insurance to cover harm to the patient or their home that may occur in the course of their work, and they should have workers compensation in case the home care worker is injured. However, not all agencies do carry such insurance. Ask to see the “Certificate of Insurance” to verify coverage. Some agencies also have coverage for theft or dishonesty by their workers; this may be called “bonding”.

Home care agencies vary in the way they manage workers. Some agencies act as employers and provide extensive training, supervision, and benefits to their workers. Others have looser “contractor” relationships with their workers, or maintain a “registry” of available workers rather than having employees. Ask about how the agency screens their job applicants, what kind of background checks are performed, what kind of training or certification is required, and what kind of ongoing training and supervision is offered for aides.

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 may also want to know if agency staff can provide transportation for the patient, and how they will handle an emergency or substitution. If you want the aide to perform housekeeping services, ask about what tasks they are prepared to take on. Typically, home care aides do “light housekeeping” rather than full housecleaning services.

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 ........ 919-855-4620
Home Care Complaint Hotline ................. 800-624-3004
Local Complaint Investigation Intake .................. 919-855-4500
www.ncdhhs.gov/dhsr/

(Licensure and certification for home health agencies. Call the Complaint Hotline to report problems with local home care agencies or to inquire about complaint history.)
Companion/Homemaker Services

These programs provide only companion, homemaker, and errand services, not hands-on care such as help with bathing, dressing, etc. Workers can do light housekeeping and meal preparation, shopping and errands, and provide care and supervision for an individual who can manage personal care but should not stay alone. Some agencies permit workers to transport clients to appointments, shopping, or other activities. This may be an appropriate level of care for a respite situation, where a caregiver simply needs a break for a few hours and wants someone to sit with their loved one to ensure safety. Services are provided on a private-pay basis.

Companion Plus Registry ........................................919-872-7933
www.resourcesforseniors.com
(Companions on this list are trained by Resources for Seniors but are employed and paid directly by the client, not through an agency. Companions on this list set their own fees and the tasks they are willing to perform.)

Independent Seniors Home Care ................................919-377-1083
www.independentseniorshomecare.com

Sisters Aide Health Services .........................919-218-8914

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Respite Care for Families • Live-in Care

Call us Weekdays or on Weekends
(919) 878.4317
www.VisitingAngels.com/Raleigh
Home Care and Companion Agencies

These agencies offer in-home aides who can provide hands-on care and may also offer companion/homemaker services. The symbols at the left of each entry indicate what services and payor sources are available.

“Insurance verified” means that the agency has supplied proof of liability insurance to Resources for Seniors. Agencies in this list without the ‡ symbol either lack insurance or did not respond to requests for verification. Liability insurance covers injuries to patients or damage to the patient’s home. This insurance does not cover injuries to the worker; inquire about whether the agency carries workers compensation. Liability insurance also does not cover theft or dishonesty by workers; inquire with the agency about whether their aides are “bonded.”

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<tr>
<th>‡ Insurance verified</th>
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<th># Hands-on</th>
<th>$ Private Pay</th>
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<td>~$@# Accessible Home Health Care of Mid Carolina ..........919-896-7679</td>
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‡ $@# Always Best Care - Downtown and East Raleigh ..............919-724-4297
abc-rdwl.com
‡ $@# Always Best Care - North Raleigh and Wake Forest ..........919-554-2223
abc-neraleigh.com
‡ $@# AmeriCare Home Care .........................919-828-3800
www.americare-homecare.com
‡~$@# Arcadia Home Care and Staffing .........................919-846-9212
www.arcadiahealthcare.com
‡~$@# Assurance Health Services .........................919-571-9177
www.assurancehealth.com
~$@# Assured Home Healthcare .........................919-532-4322
www.assuredhomehealthcare.net
‡ $@# Aware Senior Care .........................919-436-1871
www.awareseniorcare.com
‡~$@# Bayada Home Health Care ..............................919-420-0100
www.bayada.com
~$@# Blessed Healthcare ..........919-647-4578
‡~$@# Care One Healthcare ..........919-771-2310
www.careonehealthcare.org
‡ $@# Caring Senior Service ..........919-847-0010
www.caringseniorservice.com
‡~$@# CenterPeace Home Health Care and Companion Services ....919-567-8200
www.cpcompanioncare.com
‡~$@# ComForcare Home Care .................................919-647-9150
www.RaleighNC.comforcare.com
‡~$@# Comfort Home Health Care .............................919-468-1204
‡ $@# Comfort Keepers, Cary .................................919-650-2784
www.comfortkeepers.com/office-857

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HomeCareRaleighNC.com
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www.comfortkeepers.com/office-577
‡~$@ Compassion Health Services .....................919-803-8891
www.compassionhealthservicesinc.com
‡~$@ Cottage Home Health Care ..............................................919-872-1441
www.cottagehcs.com
‡~$@ Divine Healthcare Services .................................919-881-8041
‡~$@ Dynamedics Healthcare Services .........................919-665-6567
www.dynamedicshcs.com
‡~$@ Eagle Healthcare Services ..............................................919-872-7686
‡~$@ Excel Home Healthcare Agency .........................919-800-0221
‡ $@ Extension of You Home Care ...............................919-629-2044
www.theextensionofyou.com
‡~$@ Franvimag Home Care ..............................................919-238-7061
www.franvimaghomecare.com
‡~$@ Good News Home Care ..............................................919-403-9700
‡~$@ Grace Healthcare Services ............................................919-848-1630
‡ $@ Griswold Home Care Cary, North/West Raleigh ..............................................919-415-1399
www.griswoldhomecare.com
(Home care registry)
‡ $@ Griswold Home Care East Raleigh, Wake Forest .............................................919-229-8944
www.griswoldhomecare.com
(Home care registry)
‡ $@ Griswold Home Care South Raleigh, Southern Wake Cty .............................................919-948-7145
www.griswoldhomecare.com
(Home care registry)
‡~$@ HealthCore Home Care ..............................................919-872-1178
www.hcresource.com
‡~$@ HealthLinckx Care Agency .............................................888-981-7446
www.healthlinckx.com
‡ $@ Helping Hands of America .............................................919-829-2505
www.hhamerica.com
‡ $@ Home Care Assistance ..............................................919-844-9898
www.homecareassistance.com
(Specializing in 24-hour and live-in services)

---


Senior Helpers offers personalized in-home care, professional caregivers and peace of mind for your family. All at a moment’s notice.
(919) 544-6848
www.seniormidhancers.com

Earning trust everyday.

Well Care Home Health

We promise to put our patients and families first. Our mission is to keep them happy and healthy in their own home.
The Well Care Team is available 24 hours a day, 7 days a week, plus holidays and weekends.
Medicare/Medicaid certified and JCAHO accredited.

888-815-5310 | www.wellcarehealth.com

When it Comes to Getting Better, There’s No Place Like Home...

- Private Duty Nurses
- RNs, LPNs, CNAs, Companions
- 24/7 Availability
- Alzheimer’s, Stroke, Chronic Illness, Post-Surgery & Personal Care Assistance
- FREE In-Home Assessment
- ACHC Accredited

Raleigh (919) 676-7990

www.maximhomecare.com
‡~$@# HomeChoice Healthcare .................919-369-6896 www.homechoicehealthcare.com
‡~$@# HomeChoice Home Care Solutions ....919-847-5622 www.homechoicehomecare.com
‡ $@# Home Helpers ..................919-342-6381 www.homecarecary.com
‡ $@# Home Instead Senior Care ........919-676-2273 www.homeinstead.com
‡ $@# Homewatch CareGivers of the Triangle ..........919-461-3741 www.homewatchcaregivers.com
~$@# Hope Support Services .919-809-7976
‡~$@# Ideal Healthcare Services .................919-755-0019 www.idealhealthcareservices.com
‡~$@# Inomancy Home Care ................919-803-2541 www.inomancyhomecare.com
‡~$@# Interim Health Care ......919-420-0336 www.interimhealthcare.com
‡~$@# Joyner Healthcare Services .................919-977-0957
‡~$@# Kennedy Care ..................919-462-7003 www.kennedycare.com
~$@# Kingdom Healthcare Management ..........919-798-5711 www.kingdomhealthcare.us
~$@# Krystal Home Care Agency .................929-987-0542
‡~$@# Maxim Healthcare Services .................919-676-3118 www.maximhealthcare.com
~$@# MH Nursing Service ......919-231-6332
~$@# Miracle Healthcare Agency .................919-272-4489
‡~$@# Myriad Home Care Agency ................919 673-6910 www.mhahomecare.com

With BAYADA Home Health Care...
“I was able to recover at home after my stroke.”

- José S., Client

With a team of professionals committed to keeping people safe at home, BAYADA provides:

- Nursing, rehabilitation, and assistive care
- On-call support 24 hours, 7 days
- Specialization in stroke rehabilitation, ALS, MS, Alzheimer’s, and other neurological disorders

Long-term home care 919-420-0100
Medicare rehab at home 919-785-9090

www.bayada.com

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Nurse Care of NC</td>
<td>919-309-4333</td>
<td><a href="http://www.nursecarenc.com">www.nursecarenc.com</a></td>
</tr>
<tr>
<td>Omega Healthcare Services</td>
<td>919-858-6618</td>
<td><a href="http://www.omegahealthcareservices.com">www.omegahealthcareservices.com</a></td>
</tr>
<tr>
<td>Options for Senior America</td>
<td>919-380-6812</td>
<td><a href="http://www.optionscorp.com">www.optionscorp.com</a> (Specializing in live-in services)</td>
</tr>
<tr>
<td>Peak HealthCare Services</td>
<td>919-848-0436</td>
<td><a href="http://peaklc.org">peaklc.org</a></td>
</tr>
<tr>
<td>Perpetual Home Care</td>
<td>919-861-5245</td>
<td><a href="http://www.perpetualhomecare.com">www.perpetualhomecare.com</a></td>
</tr>
<tr>
<td>Phibam Devoted Home Care</td>
<td>919-881-1685</td>
<td><a href="http://www.phibamhomecare.com">www.phibamhomecare.com</a></td>
</tr>
<tr>
<td>RFS in Home Aide</td>
<td>919-872-7933</td>
<td><a href="http://www.resourcesforseniors.com">www.resourcesforseniors.com</a></td>
</tr>
<tr>
<td>ResCare Home Care</td>
<td>919-754-0251</td>
<td><a href="http://www.rescare.com">www.rescare.com</a></td>
</tr>
<tr>
<td>Right at Home of Wake County</td>
<td>919-783-5633</td>
<td><a href="http://www.wake-rah.com">www.wake-rah.com</a></td>
</tr>
<tr>
<td>Right Choice Home Care and Staffing</td>
<td>919-324-6917</td>
<td><a href="http://www.rightchoicehc.com">www.rightchoicehc.com</a></td>
</tr>
<tr>
<td>SeniorBridge</td>
<td>919-676-9796</td>
<td><a href="http://www.seniorbridge.com">www.seniorbridge.com</a></td>
</tr>
<tr>
<td>Southeastern Healthcare Home Care</td>
<td>919-902-9209</td>
<td><a href="http://www.southeasternhealthcarenc.com">www.southeasternhealthcarenc.com</a></td>
</tr>
<tr>
<td>Stay at Home Senior Care</td>
<td>919-556-3706</td>
<td><a href="http://www.SAHseniors.com">www.SAHseniors.com</a></td>
</tr>
<tr>
<td>Synergy HomeCare of the Triangle</td>
<td>919-786-5052</td>
<td><a href="http://synergyhomecare.com/triangle">synergyhomecare.com/triangle</a></td>
</tr>
<tr>
<td>Tarheels Home Healthcare Services</td>
<td>919-741-2895</td>
<td><a href="http://www.tarheelshomehealthcare.com">www.tarheelshomehealthcare.com</a></td>
</tr>
<tr>
<td>Total Care Agency</td>
<td>919-633-8202</td>
<td><a href="http://www.totalcareagencync.com">www.totalcareagencync.com</a></td>
</tr>
<tr>
<td>Trinity Staffing</td>
<td>919-771-6692</td>
<td><a href="http://www.trinitystaffingnc.com">www.trinitystaffingnc.com</a></td>
</tr>
<tr>
<td>Utopia Home Care</td>
<td>919-788-1400</td>
<td><a href="http://www.utopiahomecare.com">www.utopiahomecare.com</a></td>
</tr>
<tr>
<td>Vantage Healthcare Services</td>
<td>919-212-9998</td>
<td><a href="http://www.vantagehealthcare.com">www.vantagehealthcare.com</a></td>
</tr>
<tr>
<td>Victory Healthcare</td>
<td>919-846-9027</td>
<td><a href="http://www.victoryhealthcare.com">www.victoryhealthcare.com</a></td>
</tr>
<tr>
<td>Victory Home Care</td>
<td>919-900-8932</td>
<td><a href="http://www.victoryhomecare.com">www.victoryhomecare.com</a></td>
</tr>
<tr>
<td>Visiting Angels Living Assistance Services</td>
<td>919-787-4317</td>
<td><a href="http://www.visitingangels.com/raleigh">www.visitingangels.com/raleigh</a></td>
</tr>
<tr>
<td>Well Care Home Health of the Triangle</td>
<td>919-846-1018</td>
<td><a href="http://www.wellcarehealth.com">www.wellcarehealth.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. This kind of program is sometimes called a “Medicaid waiver” program.

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 budgetary limits. There is an extensive wait list at this time. (January 2015).

PACE: Programs of All-Inclusive Care for the Elderly

PACE programs are a relatively new concept in caring for older adults. In a PACE program, a combination of Medicare and Medicaid funds is used to provide comprehensive care for older adults with significant medical needs. Once enrolled in the program, the participant receives all of his or her care through the program, including medical care, skilled therapies if medically needed, home care aide services, adult day care, prescription medications, nursing home care, and hospital care, as well as other services as needed. Services are coordinated by a multi-disciplinary care team. This program is more all-inclusive than the CAP program, described above. One of the goals is to prevent institutional care until it becomes absolutely necessary, by providing comprehensive care in the community. PACE program participants may choose to drop out of the program at any time but will not be dropped if their condition worsens.

To be eligible for PACE, an individual must be over 55 years old, and must be at a nursing home level of care but capable of living safely at home with the services provided by PACE at the time they enter the program. Most participants have both Medicare and Medicaid which together cover the cost of all services. People who do not qualify for Medicaid may still be able to enroll in PACE by paying part of the cost.

The local PACE program serves both Wake and Durham counties from a Durham location. The program provides transportation for clients who need it. The PACE facility is staffed with medical professionals and skilled therapists who can provide services on site. Referrals to outside specialists are made as needed and care is covered by PACE.

Senior CommUnity Care of North Carolina...............919-425-3000
4022 Stirrup Creek Dr, Suite 315, Durham 27703
www.seniorcommunitycarenc.org
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.

*Medicare-certified ~ Medicaid PCS $ Private duty

$ Accessible Home Health Care of Mid Carolina .................919-896-7679
  www.accessiblemidcarolina.com
  (Does provide private pay aides and companions, as well as skilled services. Not a Medicare provider.)

~$ All Staff Solutions ..........919-232-3697
  www.caringhandshealthservices.com
  (Does provide private pay and Medicaid PCS aides, and companions, as well as skilled services. Not a Medicare provider.)

* Bayada Home Health Care
  (Medicare) .......................919-785-9090
  www.bayada.com

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

* Gentiva
  Home Health ......................877-397-3410
  www.gentiva.com

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

* Transitions
  Home Heath ......................919-828-0890
  www.transitionslifecare.org
  (For patients with life-threatening illnesses who are not hospice-eligible.)

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

~$ Kennedy Care .................919-462-7003
  www.kennedycare.com
  (Does provide private pay and Medicaid PCS aides, and companions, as well as skilled services. Not a Medicare provider.)

* Liberty Home Care
  and Hospice ......................919-850-4303
  www.libertyhomecare.com

* Medi Home Health ............919-870-6733
  www.msa-corp.com

* North Carolina
  Home Health .....................919-662-1635

* Rex Home Services .............919-784-4474
  www.rexhealth.com/home-services

* WakeMed
  Home Health .....................919-350-7990
  www.wakemed.org

~$ Well Care Home Health
  of the Triangle .................919-846-1018
  www.wellcarehealth.com

Duke HomeCare & Hospice

919.620.3853
dhch.duhs.duke.edu

home health • hospice • home infusion
Wherever our patients call home, we provide hospice care.

919.981.6238
www.heartlandhospice.com

Heartland
Enriching life.

You don’t have to face chronic, serious illness alone.

Transitions LifeCare provides expert care at every turn.

Founded as Hospice of Wake County in 1979, we provide care and support for patients with terminal illness and their families. You have a choice regarding care providers. We’re the one resource you can turn to with confidence to ensure you or a loved one receives the best possible care.

transitionslifecare.org
919.828.0890 • 250 Hospice Circle • Raleigh, NC 27607
Hospice

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

Hospice services are covered by Medicare and most private insurance, and may be available even to people without insurance who are unable to pay for services. The Medicare hospice benefit can cover medical care, home nursing visits, prescriptions related to the life-limiting illness, medical equipment and supplies, some in-home aide services, patient and family support, and more.

Hospice care involves a team of professionals, including doctors, nurses, home health aides, social workers, counselors and volunteers who work with the patient and family to ease the process of dying. Hospice care can be provided either in the home, in a specialized hospice facility, or in long-term care facilities or hospitals.

Amedisys Hospice ......................919-773-4865
www.amedisys.com

Community Home Care
and Hospice .................................919-233-1100
Toll Free .................................800-569-1348
www.communityhch.com
(Has inpatient hospice facilities located in Lillington and Fayetteville.)

Duke HomeCare
and Hospice .................................800-599-9339
dchc.duhs.duke.edu
(Has inpatient hospice facilities located in Durham and Hillsborough.)

Heartland Hospice ......................919-981-6238
Toll Free .................................866-901-9297
www.heartlandhospice.com

Home Health and Hospice Care, Inc. (3HC) .............800-692-4442
www.3HC.org
(Has inpatient hospice facilities located in Goldsboro and Newport.)

Liberty Home Care
and Hospice .................................919-277-2244
www.libertyhomecare.com

Transitions LifeCare .....................919-828-0890
Toll Free .................................888-900-3959
www.transitionslifecare.org
(Founded as Hospice of Wake County, Wake County’s original hospice organization. Now serving Wake and several surrounding counties. Freestanding inpatient hospice facility in Raleigh.)

Frequently Asked Questions about Hospice

Q: Does choosing Hospice mean giving up on life?
A: No. Hospice means choosing to focus on the quality of your life instead of aggressive efforts to cure disease.

Q: Do we have to wait until the doctor recommends Hospice?
A: No. You can call at any time, if you believe that you or a loved one is nearing the end of life. The hospice agency can provide information and assist you in obtaining a physician referral if appropriate.

Q: What does Hospice offer that standard home care agencies don’t?
A: Hospice provides a team of professionals to meet social and spiritual as well as physical needs, and supports the caregiver as well as the patient. Plus, Hospice professionals are on-call for you 24 hours a day if you have concerns or need help with symptom management.
## HOSPITALS AND HEALTH CARE PROVIDERS

### Hospitals

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Phone Number</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duke Raleigh Hospital</td>
<td>919-954-3000</td>
<td>3400 Wake Forest Rd, Raleigh, 27609</td>
<td><a href="http://www.dukeraleighhospital.org">www.dukeraleighhospital.org</a></td>
</tr>
<tr>
<td>Duke University Hospital</td>
<td>919-684-8111</td>
<td>Erwin Rd, Durham, 27710</td>
<td><a href="http://www.dukehealth.org">www.dukehealth.org</a></td>
</tr>
<tr>
<td>Durham Veteran’s Affairs Medical Center</td>
<td>919-286-0411</td>
<td>508 Fulton St, Durham, 27705</td>
<td><a href="http://www.durham.va.gov">www.durham.va.gov</a></td>
</tr>
<tr>
<td>Holly Hill Hospital</td>
<td>919-250-7000</td>
<td>Toll Free 800-447-1800</td>
<td><a href="http://www.hollyhillhospital.com">www.hollyhillhospital.com</a></td>
</tr>
<tr>
<td>Holly Hill Hospital Toll Free</td>
<td></td>
<td>3019 Falstaff Rd, Raleigh, 27610</td>
<td></td>
</tr>
<tr>
<td>Rex Healthcare</td>
<td>919-784-3100</td>
<td>4420 Lake Boone Trail, Raleigh, 27607</td>
<td><a href="http://www.rexhealth.com">www.rexhealth.com</a></td>
</tr>
<tr>
<td>WakeMed Apex Healthplex</td>
<td>919-350-4300</td>
<td>120 Healthplex Way, Apex, 27502</td>
<td></td>
</tr>
<tr>
<td>WakeMed Brier Creek Healthplex</td>
<td>919-350-9600</td>
<td>8001 T.W. Alexander Drive, Raleigh, 27617</td>
<td></td>
</tr>
<tr>
<td>WakeMed Cary Hospital</td>
<td>919-350-2300</td>
<td>1900 Kildaire Farm Rd, Cary, 27518</td>
<td></td>
</tr>
<tr>
<td>WakeMed Garner Healthplex</td>
<td>919-350-8000</td>
<td>400 US Highway 70 East, Garner, 27529</td>
<td></td>
</tr>
<tr>
<td>WakeMed North Healthplex</td>
<td>919-350-1300</td>
<td>10000 Falls of the Neuse Rd, Raleigh, 27614</td>
<td></td>
</tr>
<tr>
<td>WakeMed Rehabilitation Hospital</td>
<td>919-350-7876</td>
<td>3000 New Bern Ave, Raleigh, 27610</td>
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</table>

### In-Home Health Care Providers

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<tr>
<th>Provider</th>
<th>Phone Number</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Healthcare</td>
<td>919-363-0190</td>
<td>1031 W Williams St, Suite 106, Apex, 27502</td>
<td><a href="http://www.acchealth.com">www.acchealth.com</a></td>
</tr>
<tr>
<td>Care First Physical Therapy</td>
<td>919-460-1921</td>
<td>100 Cornerstone Dr, Cary, 27519</td>
<td><a href="http://www.carefirstpl.com">www.carefirstpl.com</a></td>
</tr>
<tr>
<td>Doctors Making Housecalls</td>
<td>919-932-5700</td>
<td>2511 Old Cornwallis Rd, Suite 200, Durham, NC, 27713</td>
<td><a href="http://www.doctorsmakinghousecalls.com">www.doctorsmakinghousecalls.com</a></td>
</tr>
<tr>
<td>Life Resources of NC</td>
<td>919-896-8520</td>
<td>8380 Six Forks Rd, Suite 102, Raleigh, 27615</td>
<td><a href="http://www.lrofnc.com">www.lrofnc.com</a></td>
</tr>
<tr>
<td>Mobile Rehab</td>
<td>919-636-2423</td>
<td>(Physical therapy practice offering services at sites such as senior centers and independent living facilities. Home visits may also be available in parts of Wake County.)</td>
<td><a href="http://www.mobilerhabnc.com">www.mobilerhabnc.com</a></td>
</tr>
<tr>
<td>SUREsteps: In-Home Evaluation, Treatment &amp; Prevention of Falls</td>
<td>919-832-1394</td>
<td></td>
<td><a href="http://www.suresteps.net">www.suresteps.net</a></td>
</tr>
</tbody>
</table>
Medical Practices and Clinics

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.

**Doctors Making Housecalls …… 919-932-5700**
2511 Old Cornwallis Rd, Suite 200, Durham, NC, 27713
www.doctorsmakinghousecalls.com
(Physician practice offering primary medical care and urgent care in the patient’s home or office. Accepts Medicare and Medicaid. Non-reimbursable trip fee charged for each visit.)

**Duke Geriatric Evaluation and Treatment Center (GET Clinic) …………..919-620-4070**
200 Trent Dr, 2580A Stead Bldg, Durham, 27710
(Medical, psychiatric, and social evaluation and treatment of adults age 65 and older.)
Duke Memory Disorders Clinic ...........................................919-668-2846
932 Morreene Rd, Durham, 27705
adrc.mc.duke.edu/index.php/clinical-services/memory-disorders-clinic
(Diagnostic evaluation of memory impairment, behavioral changes, and intellectual decline.)

NCIAP Medical Care .......................919-277-0345
5720 Creedmoor Rd, Suite 200, Raleigh, 27612
peoplesmedicalcare.org/
(Nonprofit medical clinic providing care for uninsured patients.)

Raleigh Geriatrics ........................919-782-7576
3921 Sunset Ridge Rd, Suite 101, Raleigh, 27607
(Geriatric medicine practice serving those age 60 and up. Accepts Medicare, but not Medicaid.)

Rex Cancer Center .....................919-784-3105
4420 Lake Boone Trail, Raleigh, 27607
Wakefield location: 11200 Gov. Manly Way, Suite 102, Raleigh, 27614 .................................919-570-7550
(Treatment for cancer and related disorders on an outpatient basis. Resource center, counseling, and support groups for cancer patients.)

Rex Senior Health Center ........919-832-2400
512 East Davie St, Raleigh, 27601
(Primary healthcare services, serving clients 65 and older. Accepts Medicare and Medicaid)

Shepherd’s Care Medical Clinic.................................919-404-2474
304 Pony Rd, Zebulon, 27597
www.shepherdscareclinic.com
(Nonprofit medical clinic offering care for low-income residents of eastern Wake County, age 18-64, who do not have Medicare. Limited hours.)

UNC Center for Aging and Health
Geriatric Specialty Clinic .................919-957-6599
6011 Farrington Rd, Chapel Hill, 27517
(Assessment, long-term care consultation, care plan development for adults 65 and older)

UNC Memory Disorders Clinic
Information.................................................919-962-2685
101 Manning Dr, Chapel Hill, 27514
(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/ Public Health Division ..........919-212-7000
10 Sunnybrook Rd, Raleigh, 27610
www.wakegov.com
Eastern Regional Center ..................919-404-3900
1002 Dogwood Dr, Zebulon, 27597
Northern Regional Center .................919-562-6300
350 East Holding Ave, Wake Forest, 27587
Southern Regional Center ..............919-557-2501
130 North Judd Parkway NE, Fuquay-Varina, 27526
(Health education, TB tests, immunizations, flu vaccines, etc., for Wake County residents with fees based on income. Does not provide routine medical care for adults.)

Wake Health Services, Inc ...........919-255-6721
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 .....................919-362-5201
212 South Salem St, Apex, 27502

Horizon Healthcare for the Homeless Program ....919-743-3315
(Serving homeless and underhoused patients at all WHSI locations.)

Rock Quarry Road
Family Medicine ........................................919-833-3111
1001 Rock Quarry Rd, Raleigh, 27610

Southern Wake
Family Medicine .................................919-557-1110
130 North Judd Parkway NE, Fuquay-Varina, 27526
Dialysis Clinics

Medicare Dialysis Facility Compare
www.medicare.gov/dialysisfacilitycompare  
(Medicare provides listings of Medicare-certified dialysis clinics with quality measures to allow comparison of different facilities on similar criteria.)

BMA of Zebulon ..................919-269-8889  
465 Stratford Dr, Zebulon, 27597

Cary Kidney Center ..............919-462-0976  
5045 Old Raleigh Rd, Cary, 27511

FMC Eastern Wake ..................919-554-1752  
670 Granite Vista Dr, Rolesville, 27571

FMS Six Forks Dialysis Clinic ......919-781-8974  
3411 West Millbrook Rd, Raleigh, 27613

Fresenius Medical Care
Apex .................................919-387-2898  
1000 American Way, Apex, 27523

Fresenius Medical Care
Central Raleigh ......................919-832-2644  
802 Semail Dr, Raleigh, 27604

Fuquay-Varina
Kidney Center ......................919-552-1926  
916 South Main St, Fuquay-Varina, 27526

New Hope Dialysis ................919-231-3700  
835 South New Hope Rd, Raleigh, 27610

Southwest Wake
Dialysis Clinic ......................919-771-1022  
320 Gideon Creek Way, Raleigh, 27603

Raleigh Dialysis Clinic ............919-231-3146  
3943 New Bern Ave, Suite 100, Raleigh, 27610

Wake Dialysis Clinic ................919-876-7501  
3604 Bush St, Raleigh, 27609

Wake Forest Dialysis Center ......919-556-0968  
11001 Ingleside Pl, Raleigh, 27614

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.)

Rex Healthnet
Health Care Referral Service......919-784-4490  
www.rexhealth.com

WakeMed Doctor Choice ....... 919-350-8900  
www.wakemed.org
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.

**101 Mobility** .................................919-800-8667
2617 Rowland Rd, Suite 104, Raleigh, 27615
www.101mobility.com
(Specializes in mobility and accessibility equipment including ramps and lifts.)

**Access Ability, Inc** .......................919-851-1335
962 Trinity Rd, Raleigh, 27607
www.accessabilityinc.com
(Sells and rents stair lifts and other mobility equipment. Also sells and installs elevators.)

**Acorn Stair Lifts** ..........................919-623-9934
105 Merry Hill Drive, Cary, 27518
www.masterpiecestairlifts.com
(Sells, installs, and services Acorn brand stair lifts)

**Ameriglide** ..................................919-861-4594
2605 Atlantic Avenue, Raleigh, 27604
www.ameriglide-raleigh-nc.com
(Specializes in mobility and accessibility equipment including ramps and lifts.)

**AmRamp** .....................................919-850-4585
3208 Wellington Court, Ste. 114, Raleigh, 27615
www.amramp.com
(Specializes in metal wheelchair ramps for rental or purchase, also offers lifts and portable roll-in showers)

**Center for Universal Design** ........919-513-0825
NC State College of Design, Raleigh
www.ncsu.edu/ncsu/design/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** .................919-829-1479
1501 Chester Rd, Raleigh, 27608
www.image-management.com
(Sells and rents lifts, ramps, and other mobility equipment. Also does home accessibility modifications.)

**Independent Living Rehabilitation Program** ..........919-859-8301
4900 Waters Edge Dr, Raleigh, 27606
www.ncdhrs.gov/dvrs/pwd/lis.htm
(Government agency providing home modification and assistive equipment for low-income persons with disabilities)

**OT Accessibility Consultant** ............919-846-6767
www.OT-Access.com
(Provides consultations for accessibility modifications for the home. Will develop a plan and work with contractors.)

**PLM Equipment Services** .............800-334-5528
212 Powell Dr, Suite 122, Raleigh, 27606
www.plmequipment.com
(Sells, installs, and services stair lifts, vehicle lifts, vertical platform lifts)

**Rebuilding Together of the Triangle** ..........919-341-5980
324 S. Wilmington Street, Suite 118, Raleigh, 27601
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** ..........919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com
(Home adaptations including building wheelchair ramps, installing grab bars and stair rails, etc.
Sliding scale or private pay.)
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 919-713-1556 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.

Angie’s List........................................888-888-5478
www.angieslist.com
(Online and phone-based database of home repair and other businesses, with customer reviews and ratings. Searchable by category and location. Membership is required in order to access referrals.)

Cary Housing Rehabilitation Program........................................919-380-2782
316 N Academy St, Cary, 27513
tinyurl.com/o05ddle
(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 ...........919-996-4330
310 W Martin St, Suite 101, Raleigh, 27601
www.raleighnc.gov
Detailed information PDF: tinyurl.com/mhs944z
(Deferred payment home rehab loans for low-income homeowners)

Resources for Seniors Housing and Home Improvement ..................919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
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........................................919-341-5980
324 S. Wilmington Street, Suite 118, Raleigh, 27601
www.rebuildingtogethertriangle.org
(Nonprofit organization using volunteers to provide home repairs for low-income homeowners. No age limit.)

USDA Rural Development, Section 504 Repair and Rehabilitation ........919-934-6089
(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 from some parts of Wake County.)

Wake County Human Services Housing & Community Revitalization..................919-856-5689
336 Fayetteville St, Suite 448, Raleigh, 27601
(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 or cooled 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 ............................919-713-1570
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com/weather.php
(RFS administers the weatherization program in Wake and Durham County. Also assists with heating unit repair and replacement.)
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 $29,000 or less (single or couple) in 2015. To apply, contact the county revenue department. You must apply by June 1 to get the reduction for the tax that will be due in January. Late applications may be accepted on a case-by-case basis.

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 .......... 919-856-5400
301 South McDowell St, 3rd Floor, Raleigh, 27601
www.wakegov.com/tax/relief

Other Housing Programs and Housing Information

Habitat for Humanity of Wake County .................. 919-833-1999
2420 North Raleigh Blvd, Raleigh, 27604
www.habitatwake.org
(Leave message to receive information about affordable homeownership opportunities for low-income families. Habitat ReStores sell building materials, open to public Tues-Fri 10-6, Sat 9-5.)

NC Human Relations Commission
Housing Unit ..................................... 919-807-4420
116 West Jones St, Suite 2109, Raleigh, 27601
www.doa.state.nc.us/hrc
(Fair housing and housing discrimination concerns)

Resources for Seniors ......................... 919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourceforseniors.com
(Information on retirement communities, continuing care facilities, and subsidized senior housing)

Wake County Human Services
Supportive Housing Program ....... 919-212-9379
220 Swinburne St, Raleigh, 27610
www.wakegov.com/humanservices/housing/services/Pages/supportive.aspx
(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.)

SocialServe.com
(Website listing affordable housing in NC and other states. Can search by zip code as well as other factors such as location on bus line.)

Relocation Assistance and Organizing

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, unload, and arrange belongings at the new residence.

Move Elders with Ease ............. 919-218-4783
www.moveelderswithease.com

Order in the House ..................... 919-306-5236
www.orderinthehouse.biz

The Right Moves ....................... 919-942-5993
www.therightmoves.net

Smooth Moves ......................... 919-834-8513

Stevie Organizing Services (SOS) ................... 919-345-2846
www.organizeclutter.com

Transitions With Ease .............. 919-215-3245
www.transitionswithease.net
HOUSING OPTIONS

Whether you are moving to Wake County from another state, or downsizing from a local home that you’ve lived in for many years, making a move to a new living situation is always a challenge. Some questions to consider:

- Do you want to buy or rent?
- Do you want to live with other older adults, or in a mixed-age community?
- Do you have substantial income and/or savings to pay for your housing?
- Do you need a place that provides some level of services, or are you fully independent?

Once you know the answers to those questions, you’ll have a better idea which of the following options may meet your needs. This section of the directory focuses on options for independent living. The Long Term Care section offers options for individuals who need substantial help with activities of daily living.

**Active Adult Communities**

**Active Adult Community** is a housing development that is marketed to people 55 and up, who can live independently. 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. Sometimes additional services are available for additional cost.

Active adult communities may offer a variety of dwellings, such as freestanding homes, townhomes, patio or cluster homes, and condominiums. Homes are typically designed with an emphasis on qualities such as accessibility and low maintenance, and yardwork may be included in the community fees. These homes are often moderately-sized, to appeal to homeowners who no longer need a large house for a growing family.

These developments are typically not modestly-priced, however. Wake County does not currently have any active adult communities for low-income homeowners. 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. In most cases, residents need to be able to function independently at the time of admission, even though they may move to higher levels of care as needed later on.

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.

CCRC’s in North Carolina are regulated by the NC Department of Insurance.
The Cardinal at North Hills ..........919-781-2021
Sales Office: 141 Park at North Hills St, Suite 114,
Raleigh 27609
www.thecardinalatnorthhills.com
(New community under development in Raleigh near North Hills. Does not require a large entrance fee or equity purchase.)

The Cypress of Raleigh ..............919-870-9007
8801 Cypress Lakes Drive, Raleigh, 27615
www.thecypressofraleigh.com
(Equity ownership continuing care community with condominium and cottage homes. Located just south of I-540 in North Raleigh. Fully sold and has a wait list.)

Glenaire.......................................919-460-8095
Toll-Free Number ............................800-225-9573
4000 Glenaire Circle, Cary, 27511
www.glenaire.org

SearStone .................................919-234-0400
106 Walker Stone Dr, Cary, 27513
www.searstone.com
(Not-for-profit equity ownership retirement community.)

Springmoor Life Care
Retirement Community ..............919-848-7080
1500 Sawmill Rd, Raleigh, 27615
www.springmoor.org

The Oaks at Whitaker Glen ........919-839-5604
501 E Whitaker Mill Rd, Raleigh, 27608
www.thelakerglen.com

Windsor Point...............................919-552-4580
1221 Broad St, Fuquay-Varina, 27526
www.windsorpoint.com
(Community will admit directly to assisted living as well as to independent living areas.)

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 and the level of services chosen. Monthly fees for the retirement communities listed below begin at over $2000 for an individual. Assisted living units are available in some communities as noted below.

Abbotswood at Stonehenge......919-651-4882
7900 Creedmoor Rd, Raleigh, 27613
www.kisceseniorliving.com/communities_abbotswoodatstonehenge.asp

Atria Oakridge .........................919-935-0118
10810 Sandy Oak Ln, Raleigh, 27614
www.atriaseniorliving.com/atria-oakridge-raleigh-n.-nc.aspx?CommunityNumber=10294#

Cambridge Village of Apex.......919-372-3234
1000 Cambridge Village Loop, Apex, 27502
www.cambridgevillageofapex.com

The Gardens at Wakefield Plantation .................................919-813-2590
12800 Spruce Tree Way, Raleigh, 27614
www.holidaytouch.com/our-communities/the-gardens-at-wakefield-plantation

The Heritage of Raleigh ..............877-712-9876
1200 Carlos Dr, Raleigh, 27609
www.brookdaleliving.com/the-heritage-of-raleigh.asp
(Retirement community with some “supported living” units)
housing options

Independence Village of Olde Raleigh ......................... 919-781-8226
3113 Charles B. Root Wynd, Raleigh, 27612
www.independencevillageofolderaleigh.com

Jordan Oaks
Retirement Community .................... 919-387-8250
10820 Penny Rd, Cary, 27518
www.holidaytouch.com/Our-Communities/jordan-oaks

The Lodge at Wake Forest ............... 919-554-8768
1151 S Main St, Wake Forest, 27587
www.holidaytouch.com/Our-Communities/the-lodge-at-wake-forest

Magnolia Glen ......................... 919-841-4747
5301 Creedmoor Rd, Raleigh, 27612
www.kiscoseniorliving.com/communities_magnolia.asp
(Retirement community with assisted living units)

Preston Pointe ......................... 919-460-8141
1995 NW Cary Parkway, Morrisville, 27560
www.prestonpointe.com

Waltonwood Cary Parkway .......... 919-460-7330
750 SE Cary Pkwy, Cary, 27511
www.waltonwood.com
(Retirement community with cottages, apartments, assisted living and dementia unit)

Whispering Pines
Retirement Living ......................... 919-380-0257
7501 Lead Mine Rd, Raleigh, 27615
www.seniorlivinginstyle.com/independent_living/Raleigh_NC/

Woodland Terrace ...................... 919-465-0356
300 Kildaire Woods Dr, Cary, 27511
www.kiscoseniorliving.com/communities_woodlandterrace.asp
(Retirement community with assisted living and Alzheimer’s units)

Unmatched Quality and Value for Senior Living

- Affordable one- and two-bedroom apartment homes
- Community room, computer center, laundry facilities, and more
- Professional on-site management
- Resident service coordination provided by Resources for Seniors

Chadwick (Garner) (919) 772-5430
Club Plaza (Raleigh) (919) 682-1910
The Commons at Highland Village (Cary) (919) 463-7800
Highland Manor (Cary) (919) 463-7800
Highland Terrace (Cary) (919) 463-7800
Maplewood Square (Durham) (919) 402-1684
Meadowcreek Commons (Raleigh) (919) 212-8778
Murphey School (Raleigh) (919) 831-1072
Roanoke Commons (Raleigh) (919) 546-0052
Turnberry (Wake Forest) (919) 554-9743
Wakefield Manor (Raleigh) (919) 554-3299
Water Garden Park (Raleigh) (919) 977-0275

For more information, call (919) 832-4345 or visit www.dhic.org
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 40-60% of the area median income (AMI); some properties have a higher or lower limit for some or all of their units. 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 complexes have waiting lists of a year or more, as do some affordable housing complexes, so it is a good idea to get on waiting lists as soon as possible if you expect to be moving.

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 .............................................919-832-4345
113 South Wilmington St, Raleigh, 27601
www.dhic.org
(Developer of affordable and subsidized housing projects. See website for details on all properties and downloadable application form.)

Evergreen Construction....................919-848-2041 x210
www.evergreenconstructionco.com
(Developer of affordable senior housing complexes. Applications for each property available online.)

Raleigh Housing Authority ...........919-831-8300
900 Haynes St, Raleigh, 27604
(Owns and manages a number of affordable and subsidized rental properties.)

NOTE: Applicants for the Carriage House and Glenwood Towers must go through the RHA public housing application process. You may not apply specifically for one of these properties. Pre-application is available on website at: www.rhaonline.com/Applform-2014.pdf

Carriage House, (Age 50+, 100 units)
116 St. Mary’s St, Raleigh, 27605
(Central Raleigh, near Cameron Village.)

Glenwood Towers, (Age 50+, 286 units)
509 Glenwood Ave, Raleigh, 27603
(Central Raleigh, Glenwood South)
housing options

A = Affordable, S = Subsidized

A Autumn Spring
(Age 55+, 48 units) ..........................919-878-8820
3601 Eck Dr, Raleigh, 27604
www.evergreenconstructionco.com
(Northeast Raleigh, near Capital Blvd.)

A Berkeley Spring
(Age 55+, 36 units) ..........................919-786-1106
5521 Dixon Dr, Raleigh, 27609
www.evergreenconstructionco.com
(North Raleigh; near Six Forks and Millbrook)

A Capital Towers I
(Age 62+, 208 units) ..........................919-787-1231
4812 Six Forks Rd, Raleigh, 27609
www.capitaltowers.com
(North Raleigh; near North Hills)

A Capital Towers II
(Age 55+, 90 units) ..........................919-787-1231
4808 Six Forks Rd, Raleigh, 27609
www.capitaltowers.com
(North Raleigh; near North Hills)

A Carousel Place
(Age 55+, 35 units) ..........................919-508-1238
750 Bright Creek Way, Raleigh, 27601
www.cadcommunities.com/carouselplace/
(Central Raleigh, off MLK Blvd, Chavis Heights)

S Cary Central Elderly Housing
(Age 62+ or disabled, 20 units) ..........919-934-6066
122 South Harrison Ave, Cary, 27511
www.cssjohnston.org/housing

S Cedar Crest New Life Center
(Age 62+, 40 units) ..........................919-828-1192
2821 Laodicea Dr, Raleigh, 27610 (Managed by Brown Realty, 832-1814)
(South Raleigh, near Crosslink and Garner Rd)

A Cedar Spring Apts
(Age 55+, 33 units) ..........................919-366-1331
110 S. Hollybrook Rd, Wendell, 27591
www.evergreenconstructionco.com

S Chadwick Apts
(Age 62+, 40 units) ..........................919-772-5430
305 East Garner Rd, Garner, 27529
www.dhic.org/chadwick.shtml

S Club Plaza Apts
(Age 62+, 32 units) ..........................919-662-1910
2835 Club Plaza Rd, Raleigh, 27603
www.dhic.org/club_plaza.shtml
(South Raleigh, near Lake Wheeler Rd and I-440)

A The Commons at Highland Village
(Age 55+, 72 units) ..........................919-463-7800
100 Highland Commons Ct, Cary 27511
www.dhic.org/commons_highland_village.shtml

S Cosmo and Lewis Estates
(Age 62+ or disabled, 14 units) ..........919-755-0558
1121-102 Hadley Rd, Raleigh, 27610
(South Raleigh, near Crosslink and Rock Quarry Rd)

A Courtyard Commons
(Age 55+, 17 units) ..........................919-567-7440
324 West Jones Street, Fuquay-Varina, 27526
www.livecourtyardcommons.com

S Crestfield Apts
(Age 62+ or disabled, 40 units) ..........919-366-6384
719 Marshburn Rd, Wendell, 27591

A The Crossings at Heritage
(Age 55+, 120 units) ..........................919-453-1212
3134 Branch Ferry Ct, Wake Forest, 27587
tinyurl.com/k84n2nm

S Dorothy Nixon Allen Manor
(Age 62+ or disabled, 17 units) ..........919-552-1825
155 W Holly Springs Rd, Holly Springs 27540
tinyurl.com/o8ksjdm

A Elders Peak
(Age 62+, 48 units) ..........................919-834-7325
2917 Creech Rd, Raleigh, 27610
(Southeast Raleigh, west of I-40)

S Fuquay-Varina Homes for the Elderly
(Age 62+ or disabled, 60 units) ..........919-552-3671
1012 South Main St, Fuquay-Varina, 27526

Capital Towers
friendly, affordable housing for seniors in the North Hills Area of Raleigh
919-787-1231

On-site Amenities...
- Beauty salon
- Laundry facilities
- Library
- Planned Activities
- Night & Weekend courtesy officer
- Vans available for shopping trips

Studio, Efficiency & 1 Bedroom Apartments
Utilities included in rent
Age and income restrictions apply
Spectacular Views!

Visit our website at www.CapitalTowers.com
A Garden Spring Apts  
(Age 55+, 33 units) .....................919-212-1750  
2830 Kidd Rd, Raleigh, 27610  
www.evergreenconstructionco.com  
(East Raleigh, near New Bern Ave and WakeMed, inside I-440)

S Highland Manor  
(Age 62+, 32 units) .....................919-463-7800  
200 Highland Manor Pl, Cary, 27511  
www.dhic.org/highland_manor.shtml

A Highland Terrace  
(Age 55+, 80 units) .....................919-463-7800  
900 Duncan Vale Way, Cary, 27511  
www.dhic.org/highland_terrace_apartments.shtml

S Holly Springs II  
(Age 62+, 40 units) .....................919-552-1825  
155 W Holly Springs Rd, Holly Springs 27540  
tinyurl.com/kyqan9

A The Magnolias  
(Age 55+ or disabled, 32 units) ........919-833-9365  
2151 Glascock St, Raleigh, 27610  
(Central Raleigh, near Glascock and Raleigh Blvd)

A Meadow Spring Apts  
(Age 55+, 33 units) .....................919-233-0084  
190 Fieldspring Lane, Raleigh, 27606  
www.evergreenconstructionco.com  
(West Raleigh, near Western Blvd and Buck Jones)

A Meadowcreek Commons  
(Age 55+, 48 units) .....................919-212-8778  
1601 Royal Pines Dr, Raleigh, 27610  
www.dhic.org/meadowcreek_commons_apartments.shtml  
(Central Raleigh, near MLK Blvd and Rock Quarry Rd)

A The Meadows at Brier Creek  
(Age 55+, 96 units) .....................919-572-5147  
11700 Arnold Palmer Drive, Raleigh, 27617  
(Northwest Raleigh, near US 70 and I-540)

S Murphey School Apts  
(Age 55+, 52 units) .....................919-831-1072  
443 North Person St, Raleigh, 27601  
www.dhic.org/murphey_school.shtml  
(Central Raleigh, near Peace College)

A Olde School Commons  
(Age 55+, 45 units) .....................919-773-1799  
742 West Garner Rd, Garner, 27529

A Parkview Manor  
(Age 55+, 90 units) .....................919-831-6045  
911 N. Blount St, Raleigh, 27604  
www.cadcommunities.com/parkviewmanor/index.aspx  
(Central Raleigh, near Peace College)

A Pine Hills Apts  
(Age 55+, 48 units) .....................919-212-0667  
1650 Royal Pines Dr, Raleigh, 27610  
www.pinehillsapts.com  
(Central Raleigh, near MLK Blvd and Rock Quarry Rd)

A Poyner Spring Apts  
(Age 55+, 42 units) .....................919-977-1338  
8150 Town Dr, Raleigh, 27604  
www.evergreenconstructionco.com  
(North Raleigh, near Triangle Town Center)

S Roanoke Commons  
(Age 62+, 32 units) .....................919-546-0052  
2911 Madelyn Watson Lane, Raleigh, 27610  
www.dhic.org/roanoke_commons.shtml  
(Southeast Raleigh, off Sanderford Rd)

Meadowcreek Commons. Photo by Marc Lamkin Photography
housing options

A Robinwood of Wendell
(Age 62+ or disabled, 84 units) ..........919-365-5710
84 Hanor Lane, Wendell, 27591

A Silver Spring Apts
(Age 55+, 33 units) .........................919-404-4753
601 Pony Rd, Zebulon, 27597
www.evergreenconstructionco.com

S Sir Walter Apts
(Age 62+, 140 units) .........................919-832-1300
400 Fayetteville St, Raleigh, 27601
(Downtown Raleigh)

A Terrace Spring Apts
(Age 55+, 48 units) .........................919-871-5773
4000 St. James Church Rd, Raleigh, 27604
www.evergreenconstructionco.com
(Northeast Raleigh, near New Hope and Buffaloe Rd)

A Timmer Spring Apts
(Age 55+, 48 units) .........................919-301-8412
125 Timmer Dr, Garner, 27529
www.evergreenconstructionco.com

A Trinity Ridge Apts
(Age 55+, 48 units) .........................919-816-0503
5620 Trinity Rd, Raleigh, 27607
wajmanagement.com/property/trinity-ridge-apartments/
(West Raleigh, near Edwards Mill Rd and Wade Ave)

S Turnberry Apts
(Age 62+, 40 units) .........................919-554-9743
755 South White St, Wake Forest, 27587
www.dhic.org/turnberry.shtml

A Wakefield Manor
(Age 55+, 90 units) .........................919-554-3299
10710 Nickleby Way, Raleigh, 27614
www.dhic.org/wakefield_manor.shtml
(Far north Raleigh, near Wake Forest)

A Water Garden Park
(Age 55+, 88 units) .........................919-977-0276
8441 Mount Valley Lane, Raleigh, 27613
www.watergarden-park.com
(Northwest Raleigh, inside 540, north of 70)

A Waterbrook Apts
(Age 55+, 64 units) .........................919-250-1973
311 Stoney Moss Dr, Raleigh, 27610
www.norcomanagement.com/properties/waterbrook/
(Southeast Raleigh, near Poole Rd)

A Weatherstone Spring
(Age 55+, 72 units) .........................919-469-5445
200 Weather Ridge Ln, Cary, 27513
www.evergreenconstructionco.com

A Windsor Spring Apts
(Age 55+, 39 units) .........................919-791-1000
6219 Hunter St, Raleigh, 27612
www.evergreenconstructionco.com
(Northwest Raleigh, near Creedmoor and Lynn Rd)

S Wintershaven
(Age 62+ or disabled, 60 units) ..........919-828-9464
500 East Hargett St, Raleigh, 27601
(Central Raleigh, near East St)

A The Woods at Avent Ferry
(Age 55+, 64 units) .........................919-552-4887
108 Cotten Ln, Holly Springs, 27540
tinyurl.com/k9c5c33

Water Garden Park. Photo by Marc Lamkin Photography
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) .................919-876-8345
5005 Cape Breton Dr, Raleigh, 27616
www.dhic.org/avonlea.shtml

**A** Beechridge Apts (72 units) ....919-303-0202
610 Upchurch St, Apex, 27502
www.dhic.org/beechridge.shtml

**A** Carlton Place (80 units) ..........919-834-8140
450 E Davie St, Raleigh, 27601
www.dhic.org/carlton_place.shtml

**A** Creekside Apts (38 units) ........919-556-9898
361 S Franklin St, Wake Forest, 27587

**S** Crystal Cove Apts
(50 units) ..................................919-833-0908
815 Suffolk Boulevard, Raleigh, 27603
wajmanagement.com/property/crystal-cove-apartments/

**S** Forest Hills Apts (136 units) ....919-779-5424
917 Seventh Ave, Garner, 27529

**S** Forest Ridge Apts (88 units) .......919-556-1492
320 South Franklin St, Wake Forest, 27587

**A** Glenbrook Crossing (63 units) ....919-390-0098
336 Dacian Rd, Raleigh, 27610
dhic.org/glenbrook_crossing.shtml

**A** Highland Village Apts (50 units) .919-463-7800
600 Malcolm Valley Pl, Cary, 27511
dhic.org/highland_village_apartments.shtml

**S** Housing Authority of the County of Wake ....919-269-6404
100 Shannon St, Zebulon, 27597
(Mixed-age apartment complexes in Apex, Fuquay-Varina, Garner, Wendell, Wake Forest and Zebulon, with 5-6 year wait for all subsidized housing)

**A** Jeffries Ridge (32 units) ..........919-231-3470
1713 Poole Rd, Raleigh, 27610
dhic.org/jeffries_ridge.shtml

**A** Madison Glen (120 units) ..........919-785-5051
6840 Madison Ridge Way, Raleigh, 27613
dhic.org/madison_glen.shtml

**S** Maples Apts (36 units) ..........919-269-6464
302 E Primrose Lane, Zebulon, 27597

**S** Oak Grove Apts (40 units) ........919-552-4011
500 Smithwood St, Fuquay-Varina, 27526

**S** Prairie Building (11 units) ........919-832-4345
113 South Wilmington St, Raleigh, 27601
dhic.org/prairie_building.shtml

**S** Raleigh Housing Authority ..........919-831-8300
900 Haynes St, Raleigh, 27604
www.rhaonline.com
(manages a variety of mixed age apartment complexes and homes)

**A** Ripley Station (48 units) ..........919-231-3470
3030 Ripley Station Way, Raleigh, 27610
dhic.org/ripley_station.shtml

**A** Sedgebrook Apts (32 units) ....919-461-0468
100 Sedgebrook Rd, Cary, 27511
dhic.org/sedgebrook.shtml

**A** Tryon Grove (48 units) ..........919-832-0949
2508 Tryon Grove Dr, Raleigh, 27603
dhic.org/tryon_grove.shtml

**A** Wake Acres (48 units) ..........919-362-4022
300 James St, Apex, 27502

**A** Wakefield Hills (80 units) ..........919-554-4118
10702 Oliver Rd, Raleigh, 27614
dhic.org/wakefield_hills.shtml

**A** Walnut Ridge Apts (180 units) ....919-231-7600
1611 Royal Foxhound Ln, Raleigh, 27610

**A** Water Garden Village
(60 units) ..................................919-615-2070
8441 Mount Valley Ln, Raleigh, 27613
dhic.org/water_garden_village.shtml

**A** Weston Trace (48 units) ..........919-661-4244
204 Westcroft Drive, Garner, 27529
dhic.org/weston_trace.shtml

**A** Westwood Park Apts (72 units) .......919-460-0590
600 Glendon Way, Cary, 27519
wajmanagement.com/property/westwood-park-apartments/
Emergency, Temporary and Transitional Housing

Cornerstone .......................... 919-508-0777
220 Snow Ave, Raleigh, 27603
(Services for the homeless. Wake County Human Services)

Helen Wright Center for Women .................. 919-833-1748
401 West Cabarrus St, Raleigh, 27601
(Emergency shelter for women, operated by Urban Ministries. Adult women only, no children.)

New Bern Transitional Housing .................. 919-828-9744
501 New Bern Ave, Raleigh, 27601
(Room rentals by the week or month. Any age or gender; seniors welcomed.)

Salvation Army .................. 919-834-6733
1863 Capital Boulevard, Raleigh, 27604
(Emergency shelter for women and children only)

The Women’s Center .................. 919-829-3711
112 Cox Ave, Raleigh, 27605
(Day shelter, help finding affordable housing)

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)

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

Federal Citizen Information Center .................. 800-333-4636
www.usa.gov
(Information on federal agencies and services)

NC Baptist Aging Ministry .................. 877-506-2226
www.ncbam.org
(Nonprofit agency coordinating help for seniors and disabled people through local Baptist churches.)

NC Division of Aging and Adult Services .................. 919-855-3400
693 Palmer Dr, Raleigh, 27603
www.ncdhhs.gov/olderadults/
( Assistance in locating aging service providers.)

Resources for Seniors Information Department .............. 919-713-1556
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com
(Information and referral for older adults and caregivers, for all resources in Wake County)

Triangle J Area Agency on Aging .................. 919-558-9398
4307 Emperor Blvd, Ste 110, Durham, 27703
www.tjaaa.org
( Assistance in locating aging services in the Triangle)

Wake Community Resource Connections (Wake CRC)
www.wakecrc.org
( Network of nonprofit and community agencies, offering information and access to services.)
**Referral Services**

These for-profit businesses specialize in helping seniors and their families choose senior housing and other care options, such as retirement communities, assisted living communities, and home care agencies. Some charge the client a fee for their services, while others receive payment from the businesses to which they refer clients.

- **A Place for Mom** .......................... 919-948-2983  
  www.aplacement.com
- **Always Best Care Downtown-East Raleigh** ......................... 919-724-4297  
  abc-neraleigh.com
- **Always Best Care North Raleigh-Wake Forest** ......................... 919-554-2223  
  abc-rfw.com
- **Senior Housing & Care Consultants** ......................... 919-539-4429  
  www.srhousingconsultants.com
- **Senior Living Advisors of North Carolina** ......................... 919-469-9812  
  www.seniorlivingadvisorofnc.com
- **The wRight Place for Seniors** .......................... 800-753-8219  
  www.thwrightplaceforseniors.com
- **Your Next Move** .......................... 919-601-8203  
  www.yournextmovenc.com

**LEGAL SERVICES AND ADVANCE DIRECTIVES**

Advance directives are documents such as **living wills** and **health care powers of attorney** that specify your wishes related to health care in the event that you are unable to speak for yourself. 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 **durable general power of attorney** is one that grants broad powers to your agent and 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 are suddenly unable to. 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 overrule a person’s decisions if necessary to care for the person’s needs.

**Representative Payee** is a special designation used by the Social Security Administration to refer to a person who is receiving Social Security payments on behalf of someone who is unable to manage their own funds. It is more than a power of attorney, but less than a guardianship, but applies only to Social Security. The Social Security Administration does not accept regular power of attorney for this purpose. Applications for representative payee status are on the SSA website, [www.ssa.gov](http://www.ssa.gov).

- **Advance Health Care Directive Registry** .......................... 919-807-2167  
  [www.secretary.state.nc.us/ahcdr](http://www.secretary.state.nc.us/ahcdr)
  (Free living will and healthcare power of attorney forms available online. Individuals may also register their directives and then access them at anytime online.)
- **Carolina Dispute Settlement Services** .......................... 919-755-4646  
  [3737 Glenwood Avenue, Suite 370, Raleigh 27612](http://www.notrials.com)
  [www.notrials.com](http://www.notrials.com)
  (Offers mediation services around issues such as guardianship, long-term care disputes, divorce, community disputes, etc. Sliding scale fees.)
Guardianship, Wake County .....919-792-4600
Clerk of Court, Wake County Courthouse, 12th Floor
316 Fayetteville St, Raleigh, 27602
web.co.wake.nc.us/courts/incompetency.html
(Forms for this proceeding are available in the Special Proceedings Division, located on the 12th floor of the Wake County Courthouse, and are available online.)

LawHelpNC.org
www.lawhelpnc.org
(Website designed to help low- and moderate-income people find legal help. Site offers a database of information on legal services and legal issues, searchable by topic and by county.)

Legal Aid of North Carolina ......866-219-5262
Senior Legal Helpline ...............877-579-7562
224 S Dawson St, Raleigh, 27601
www.legalaidnc.org
(Legal assistance for a variety of non-criminal matters including employment issues, wills, government benefits, housing, domestic, and bankruptcy issues, free for people 60 and older.)

National Academy of Elderlaw Attorneys...............703-942-5711
www.naela.org

NC Lawyer Referral Service.........919-677-8574
Toll Free ........................................919-792-4600
www.nclawfinder.org
(Referral to one attorney per call, half-hour consultation at a reduced rate with referral. Does NOT provide referrals for free legal assistance.)

Raleigh Mediation, LLC .........919-526-0444
107 Windel Dr, Suite 201, Raleigh, 27609
www.raleighmediationllc.com
(Offers mediation for individuals and families seeking help with dispute resolution. Fee-based.)

Senior Law Clinic, Campbell University
Law School .........................919-865-4676
225 Hillsborough St, Suite 302, Raleigh, 27603
(Legal services such as wills, powers of attorney, advance directives, guardianship, etc., provided to low-income older adults by law students under faculty supervision. No fees.)

Northern Wake
Senior Center .........................919-554-4111
235 East Holding Ave, Wake Forest, 27587
www.resourcesforseniors.com/calendar.php
(Operated by Resources for Seniors)

Raleigh Centers for Active Adults
(Operated by Raleigh Parks and Recreation)
Anne Gordon Center
at Millbrook Exchange ..........919-996-4720
RFS Service Coordinator .................919-996-4738
1901 Spring Forest Rd, Raleigh, 27615
Five Points Center .................919-996-4730
RFS Service Coordinator .................919-996-4738
2000 Noble Rd, Raleigh, 27608

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 ......................919-469-4081
RFS Service Coordinator ...............919-462-3983
120 Maury O’Dell Place, Cary, 27513
(Operated by Cary Parks, Recreation, and Cultural Resources)

Eastern Wake
Senior Center ......................919-365-4248
323 Lake Dr, Wendell, 27591
www.resourcesforseniors.com/calendar.php
(Operated by Resources for Seniors)

Garner Senior Center ...............919-779-0122
RFS Service Coordinator ...............919-661-6894
205 East Garner Rd, Garner, 27529
(Operated by Garner Parks and Recreation)

Raleigh Mediation, LLC .........919-526-0444
107 Windel Dr, Suite 201, Raleigh, 27609
www.raleighmediationllc.com
(Offers mediation for individuals and families seeking help with dispute resolution. Fee-based.)

Senior Law Clinic, Campbell University
Law School .........................919-865-4676
225 Hillsborough St, Suite 302, Raleigh, 27603
(Legal services such as wills, powers of attorney, advance directives, guardianship, etc., provided to low-income older adults by law students under faculty supervision. No fees.)
Other Leisure and Cultural Resources

Apex Parks, Recreation, and Cultural Resources, Senior Programs ..........919-249-3402
53 Hunter St, Apex, 27502
www.apexnc.org/depts/parks/senior_prgs.cfm

Cary Parks, Recreation, and Cultural Resources .......................919-469-4061
316 N Academy St, Cary, 27511
www.townofcary.org

Fuquay-Varina Parks, Recreation, and Cultural Resources ............919-552-1430
820 South Main St, Fuquay-Varina, 27526
www.fuquay-varina.org/parks/
(Activity and programs for all age groups, with a few special programs for seniors)

Garner Parks, Recreation, and Cultural Resources ....................919-773-4442
900 Seventh Ave, Garner, 27529
www.garnerparks.org

Morrisville Parks, Recreation, and Cultural Resources ...............919-463-7100
Cedar Fork Community Center
Town Hall Dr, Morrisville, 27560
www.townofmorrisville.org
(Some senior programming.)

Raleigh Parks, Recreation, and Cultural Resources .................919-996-6640
2401 Wade Ave, Raleigh, 27607
www.raleighnc.gov
(Senior Adult Program offers special events, trips, health and fitness classes, arts/crafts classes, seminars, and workshops.)

Raleigh-Wake
Senior Games.................................919-469-4081
www.rwseniorgames.org
(Yearly athletic and artistic competitions for persons 55 or older)

Salvation Army
Senior Social Program ...............919-832-6918
902 Wake Forest Rd, Raleigh, 27604
(Program runs Thursdays at noon, call for further information.)

Wake Forest
Parks and Recreation .................919-435-9560
301 S Brooks St, Wake Forest, 27587
www.wakeforestnc.gov/parksrecreation.aspx

YMCA of the Triangle
www.ymcatriangle.org
Alexander Family YMCA (Central) ... 919-832-9622
1603 Hillsborough St, Raleigh, 27605
Cary Family YMCA .......................... 919-469-9622
101 YMCA Dr, Cary, 27513
Finley YMCA ........................................ 919-848-9622
9216 Baileywick Rd, Raleigh, 27615
Kerr Family YMCA ............................... 919-562-9622
2500 Wakefield Pines Drive, Raleigh, 27614
Kraft Family YMCA ............................... 919-657-9622
8921 Holly Springs Rd, Apex, 27539
YMCA at the Factory .......................919-453-5500
1839 South Main St, Wake Forest, 27587
YMCA of Garner ................................. 919-773-3621
951 Heather Park Dr, #101, Garner, 27529
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.

Before beginning to evaluate facilities, you will need to determine the level of care needed by the older adult. The official form that indicates this is called an FL-2. This form is filled out by the patient’s doctor and specifies the level of care needed.

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.”

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 75 of this book.
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 such costs for very long. 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 help with costs of nursing home care that exceed the resident’s income. 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 or other property to a different owner (other than the spouse) could become a big 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, after the resident’s own income has been applied. Eligible residents also may 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.

**Adult Economic Services/ Medicaid and Special Assistance Applications**

919-212-7000

Wake County Human Services
220 Swinburne St, Raleigh, 27610

www.wakegov.com

(Ask for a long-term care specialist)

Brochure on Special Assistance and how to apply is available on the web:

www.dhhs.state.nc.us/aging/adultsvcs/specialassistance.pdf
In North Carolina, the Division of Health Services Regulation has the responsibility of licensing and monitoring nursing facilities and adult care homes. A “star rating” system has been in place since 2009 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.

Medicare Nursing Home Compare
www.medicare.gov/NursingHomeCompare/search.aspx
(Listing of complaints and inspection reports on nursing facilities. Also includes quality ratings.)

NC Dept of Health and Human Services Division of Health Services Regulation Complaint/Question Hotline......800-624-3004
www.ncdhhs.gov/dhhs/
www.dhhs.state.nc.us/dhhs/acls/adultcarepenalties.html
(Listing of facilities that have received penalties since 2006)

Licensure for Adult Care Homes..................919-855-3765
(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/dhhs/acls/star/

Wake County Human Services
Adult Home Specialist..................919-250-3830
220 Swinburne St, Raleigh, 27610
(Adult care home licensure, monitoring, and complaints. Can also assist individuals and families with finding placements.)

Listing of adult care homes:
www.wakegov.com/humanservices/social/senior_adult/homes/Pages

Advocacy For Residents in Long-Term Care

Friends of Residents in Long-Term Care...............919-782-1530
www.fortlc.org
(Nonprofit organization providing information for families and residents with concerns about long-term care)

Regional Long-Term Care Ombudsman...............919-558-2711
Toll Free ..................................................800-310-9777
Area Agency on Aging, Triangle J COG
(Information on long-term care facilities, advocacy, grievance investigation and resolution)

State Long-Term Care Ombudsman..................919-855-3433
NC Division of Aging and Adult Services
www.ncdhhs.gov/aging/ombud.htm
(Advocacy and information for long-term care residents)
These facilities are licensed to provide skilled care. Most provide rehabilitation services such as physical and occupational therapy for patients recovering from surgery or illness. Some also have adult care (assisted living) beds available. All of these facilities accept Medicare and Medicaid, subject to availability of beds.

**Capital Nursing and Rehabilitation Center** ..........919-231-6045
3000 Holsten Lane, Raleigh, 27610
(125 nursing beds)

**Cary Health and Rehabilitation Center** ..........919-851-8000
6590 Tryon Rd, Cary, 27518
(120 nursing beds, 30 adult care beds)

**Crabtree Valley Rehab Center** ...............................919-781-4900
3830 Blue Ridge Road, Raleigh, 27612
(134 nursing beds)

**Hillside Nursing Center of Wake Forest** .................919-556-4082
968 Wait Ave, Wake Forest, 27587
(150 nursing, 12 dementia, 20 adult care beds)

**Laurels of Forest Glenn** ..................919-772-8888
1101 Hartwell St, Garner, 27529
(120 nursing beds, 20 adult care beds)

**Litchford Falls Healthcare and Rehabilitation Center** ..........919-878-7772
8200 Litchford Rd, Raleigh, 27615
(90 nursing beds, 24 adult care beds)

**The Oaks at Mayview** ..................919-828-2348
513 East Whitaker Mill Rd, Raleigh, 27608
(139 nursing beds)

**Pruitt Health of Raleigh** ..................919-755-0226
2420 Lake Wheeler Rd, Raleigh, 27603
(130 skilled nursing beds, 20 dementia care beds.)

**Raleigh Rehabilitation Center** ....919-828-6251
616 Wade Ave, Raleigh, 27605 (157 nursing beds)

**Rex Rehabilitation and Nursing Care Center of Raleigh** ..........919-784-6600
4210 Lake Boone Trail, Raleigh, 27607
(120 nursing beds)

**Rex Rehabilitation and Nursing Care Center of Apex** ..........919-363-6011
911 South Hughes St, Apex, 27502
(107 nursing beds)

**Sunnybrook Rehabilitation Center** ..........919-231-6150
25 Sunnybrook Rd, Raleigh, 27610
(97 nursing beds, 19 beds in sub-acute/rehab unit)

**Tower Nursing and Rehabilitation Center** ..........919-231-8113
3609 Bond St, Raleigh, 27604
(180 nursing beds, 6 adult care beds)

**Universal Health Care and Rehabilitation Center, North Raleigh** ..........919-872-7033
5201 Clarks Fork Dr, Raleigh, 27616
(132 nursing beds)

**Universal Health Care of Fuquay-Varina** .................919-577-0421
410 S Judd Parkway SE, Fuquay-Varina, 27526
(49 skilled nursing beds, 31 adult care beds)

**Wellington Rehabilitation and Healthcare** ..................919-266-7744
1000 Tandal Place, Knightdale, 27545
(80 skilled nursing beds, 20 adult care beds)

**Zebulon Rehabilitation Center** ....919-269-9621
509 West Gannon Ave, Zebulon, 27597
(60 nursing 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.

- **Brighton Gardens** *(Private pay)* — 919-571-1123
  3101 Duraleigh Rd, Raleigh, 27612
  (115 residents including 25-bed dementia unit)

- **Brookridge Assisted Living** — 919-362-6266
  (Special Assistance accepted)
  312 Lynch St, Apex, 27502 (55 residents)

- **Carillon Assisted Living of Fuquay-Varina** — 919-577-8102
  (Special Assistance accepted)
  6516 Johnson Pond Rd, Fuquay-Varina, 27526
  (96 residents including 36-bed dementia unit)

- **Carillon Assisted Living of Knightdale** — 919-266-6676
  (Special Assistance accepted)
  2408 Hodge Rd, Knightdale, 27545
  (96 residents including 26-bed dementia unit)

- **Carillon Assisted Living of North Raleigh** — 919-876-6316
  (Private pay)
  5219 Old Wake Forest Rd, Raleigh, 27609
  (96 residents including 36-bed dementia unit)

- **Carillon Assisted Living of Wake Forest** — 919-569-2101
  (Private pay)
  3218 Heritage Trade Dr., Wake Forest, 27587
  (96 residents including 36-bed dementia unit)

- **Carolina House of Cary** *(Private pay)* — 919-460-5959
  111 MacArthur Dr, Cary, 27513
  (74 residents, dementia unit)

- **Carolina House of Wake Forest** *(Private pay)* — 919-562-8400
  611 South Brooks St, Wake Forest, 27587
  (65 residents, including 22-bed dementia unit)

- **Chatham Commons** — 919-469-9309
  (Special Assistance accepted)
  809 West Chatham St, Cary, 27511
  (80 residents)

- **Clare Bridge of Cary** — 919-852-1355
  (Private pay)
  7870 Chapel Hill Rd, Cary, 27513
  (50 residents, all have dementia)

- **Coventry House of Zebulon** — 919-269-7762
  (Special Assistance accepted)
  1205 W Gannon Ave, Zebulon, 27597 (60 residents)

- **The Covington** — 919-791-1981
  (Special Assistance accepted)
  4510 Duraleigh Rd, Raleigh, 27612
  (120 residents including 60-bed dementia unit)

- **Elmcroft of Northridge** — 919-848-4906
  (Private pay)
  421 Van Thomas Dr, Raleigh, 27615
  (120 residents including 58-bed dementia unit)

- **Falls River Court Memory Care Community** *(Private pay)* — 919-844-2499
  1130 Falls River Ave, Raleigh, 27614
  (38 residents, all have dementia)

- **Falls River Village** *(Private pay)* — 919-844-9747
  1110 Falls River Ave, Raleigh, 27614
  (60 residents)

- **HeartFields Assisted Living and Alzheimer’s Care of Cary** *(Private pay)* — 919-852-5757
  1050 Crescent Green Dr, Cary, 27518
  (90 residents including 16-bed dementia unit)

- **James Rest Home** — 919-362-8856
  (Special Assistance accepted)
  8420 James Rest Home Rd, New Hill, 27562
  (40 residents)

- **Lawndale Manor** — 919-662-0099
  (Special Assistance accepted)
  601 Lakeside Dr, Garner, 27529 (62 residents)

- **Lee’s Long Term Care** — 919-772-8846
  (Special Assistance accepted)
  7133 Rock Service Station, Raleigh, 27603
  (60 residents)

- **Magnolia Glen** *(Private pay)* — 919-841-4747
  5301 Creedmoor Rd, Raleigh, 27612
  (66 residents, assisted living facility within a rental retirement community)
Family Care Homes

Homes licensed for 2–6 residents, and providing custodial care. These are generally modest facilities, often in converted houses in residential areas. Many require residents to be ambulatory since the homes may not be fully accessible for wheelchairs. These facilities generally accept Special Assistance, except as noted below.

A Good Life Family Care Home .................919-834-3966
4013 Tryon Rd, Cary, 27606

Agape Family Care Home .................919-377-0644
1238 Fairlane Road, Cary, 27511

Ann’s Country Manor .........................919-790-7663
105 Avery St, Garner, 27529

Ann’s Family Care Home .......................919-790-7663
1116 Beverly Dr, Raleigh, 27610

Ann’s Family Care Home #4 ...........919-790-7663
208 Blanchard St, Raleigh, 27603

Ann’s Place of Hope #1 ....................919-790-7663
1925 Atkins St, Raleigh, 27610

Ann’s Place of Hope #2 ......................919-790-7663
2305 Glascock St, Raleigh, 27610

Ann’s Sunrise #1 ...................919-790-7663
400 Parnell St, Raleigh, 27610

Ann’s Sunrise #2 ...................919-790-7663
404 Parnell St, Raleigh, 27610

Bainbridge Family Care Home ........919-661-0289
202 Bainbridge Circle, Garner, 27529

Baker’s Family Care Home #1 ...............919-269-5852
215 Riverside Dr, Zebulon, 27597

Baker’s Family Care Home #2 ...............919-812-4393
7112 Outrigger Dr, Wendell 27591

Bright Horizon Senior Care ..............919-852-3918
1405 Falls Church Rd, Raleigh, 27609
www.brighthorizoncare.com

Brown’s Family Care Home ..............919-362-6686
8416 James Rest Home Rd, State Rd 1182, New Hill, 27562
Common Ground at Riverknoll ........................................ 919-696-1772
1616 Riverknoll Dr, Raleigh, 27610

Compassionate Place Home .... 919-325-0722
3401 Sheryl Dr, Raleigh, 27604

Elsie’s Place Family Care Home .................................. 919-847-9495
10916 Raven Rock Dr, Raleigh, 27614
(Private pay only)

Gracie Sturdivant Care Home of Knightdale .......... 919-217-8984
1004 Edenburghs Keep Dr, Knightdale, 27545
www.graciesturdivant.com
(Private pay only)

Gracie Sturdivant Care Home of North Raleigh ...... 919-217-8984
2445 Deanwood Drive, Raleigh, 27615
www.graciesturdivant.com
(Private pay only)

The Haven at Rolesville .......... 919-278-8120
129 Nortwick Road, Rolesville, 27571
thehavenfchs.com
(Private pay only)

The Haven at Waterford Landing ............ 919-278-8120
1008 Flower Round Ct, Raleigh, 27610
thehavenfchs.com
(Private pay only)

The Haven at Weaver Crossing .......... 919-278-8120
2768 Weaver Hill Drive, Apex, 27502
thehavenfchs.com
(Private pay only)

The Haven at Wyckford ............ 919-278-8120
4520 Dilford Drive, Raleigh, 27604
thehavenfchs.com
(Private pay only)

The Haven on Saratoga ............ 919-278-8120
3905 Saratoga Dr, Raleigh, 27604
thehavenfchs.com
(Private pay only)

Jackson Family Care Home ........ 919-266-5291
221 East Barbee St, Zebulon, 27597

Linda’s Family Care Home .......... 919-231-9838
816 Peyton St, Raleigh, 27610

Lynn’s Home at Riverside .......... 919-621-9670
5614 Apalachicula Dr, Raleigh, 27616
www.lynnscarevillage.com
(Private pay only)

Lynn’s Home at Saybrooke ...... 919-621-9670
6320 Saybrooke Dr, Raleigh, 27604
www.lynnscarevillage.com
(Private pay only)

Maggie’s Care Home ............. 919-621-9670
2268 Lazy River Dr, Raleigh, 27610
www.lynnscarevillage.com
(Private pay only)

The Manor at Coventry Creek .... 919-264-0775
5124 Werribee Drive, Raleigh, 27516

The Manor at Edgewater .......... 919-264-0775
1038 Stormy Lane, Raleigh, 27610

The Manor at Perry Creek .......... 919-264-0775
7305 Perry Creek Rd, Raleigh, 27616

Mims Family Care Home .......... 919-552-6455
6337 Mims Rd, Holly Springs 27540

Nana’s Touch Family Care Home ........ 919-754-0529
2604 Adcox Pl, Raleigh, 27610
(Private pay only)

North Hills Senior Living ............ 919-571-2556
110 Dartmouth Rd, Raleigh, 27609
www.northhillsseniorliving.com/
(Private pay only)

R & S Family Care Home .......... 919-821-4546
1445 Sawyer Rd, Raleigh, 27610

Seagraves Family Care Home ........ 919-362-8556
1052 Irongate Dr, Apex, 27502

Springhaven Family Care Home ........ 252-813-8416
1308 East Lane St, Raleigh, 27610

Tender Touch Family Care Home ........ 919-798-8098
2005 Ann Ave, Raleigh, 27610

Tiffany’s Family Care Home ........ 919-772-3755
1139A Benson Rd, Garner, 27529

Val’s Family Care Home ............ 919-606-9804
3708 Rock Creek Drive, Raleigh, 27609

Worthdale Family Care Home ........ 919-231-9706
933 Friar Tuck Rd, Raleigh, 27610

Wrenette’s Place ................. 919-412-6024
7029 San Juan Hill Ct, Raleigh, 27610
MEALS / NUTRITION

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 Assistance (SNAP),
Wake County Human Services
Wake County Human Services.............919-212-7000
220 Swinburne St, Raleigh, 27610
Eastern Regional Center..................919-404-3900
1002 Dogwood Dr, Zebulon, 27597
Northern Regional Center.................919-562-6300
350 East Holding Ave, Wake Forest, 27587
Southern Regional Center................919-557-2501
130 North Judd Parkway NE, Fuquay-Varina, 27526

Meals on Wheels
(Home-Delivered Meals)..............919-833-1749
1001 Blair Dr, Raleigh, 27603
www.wakemow.org
(Home-delivered meals to homebound frail elderly or handicapped individuals)

Meals on Wheels Nutrition Sites
(Group Meals)...................919-833-1749
(Congregate or group lunches are served in the following locations. Participants must call before coming. Donation requested. Transportation may be available at some sites if within 5 miles of site.)

Eastern Wake Senior Center,
323 Lake Dr, Wendell, 27591 .............919-365-4684

Five Points Active Adult Center
2000 Noble Rd, Raleigh, 27608 ..........919-996-4739
Garner Senior Center,
205 East Garner Rd, Garner, 27529 ....919-772-5057
The Gathering Place
3500 Woodmeadow Pkwy,
Raleigh, 27610............................919-250-3306
Luther Green Community Center,
922 N. Church St,
Morrisville, 27560 ......................919-467-7186
Pine Acres Community Center,
402 McLean St,
Fuquay-Varina, 27526 .................919-552-5825
Northern Wake Senior Center,
235 E. Holding Ave,
Wake Forest, 27587 .....................919-554-0725
Tucker Street Nutrition Site,
St. Saviour’s Center, 616 Tucker St,
Raleigh, 27603 .........................919-832-2592

Shepherd’s Table
Soup Kitchen............................919-831-2010
Church of the Good Shepherd,
121 Hillsborough St, Raleigh, 27603
(Noon meal available Monday-Friday 11 am-noon)

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, K-Mart, Target, Walmart, Walgreens, etc.

As of July 2013, suppliers in the Raleigh-Cary metro area, which includes all of Wake County, were required to submit bids in order to receive Medicare reimbursement for certain categories of equipment and supplies. This Medicare DMEPOS competitive bidding program includes common items such as manual and power wheelchairs, hospital beds, walkers, oxygen equipment, etc. If you need an item that is included in the competitive bidding program, you must get it from an approved supplier if you want Medicare to pay for it. The supplier agrees to provide the item for Medicare’s approved price and cannot charge you more for it.

Other suppliers are still permitted to sell and bill Medicare for a variety of other items not included in competitive bidding. For these other items, you should ask if the supplier “accepts assignment” with Medicare. Suppliers which accept assignment have agreed to accept Medicare’s reimbursement rates. 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 supplier that accepts assignment, you will not have to pay more than your 20% co-pay up front. The supplier is responsible for billing Medicare for the remainder.

Some local medical equipment suppliers do not accept assignment. 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. Suppliers that do not accept assignment 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 supplier in the Medicare DMEPOS competitive bidding program.

### 101 Mobility
607 Rowland Rd, Suite 104, Raleigh, 27615
(Specializes in mobility and accessibility equipment)

### AT Exchange Post
4900 Waters Edge Dr, Raleigh 27606
[www.atexchangepost.org](http://www.atexchangepost.org)
(Online listing allowing individuals to buy and sell previously owned equipment, including durable medical equipment, wheelchair-equipped vans, etc.)

### Active Healthcare
9104 Falls of Neuse Rd, Suite 100, Raleigh, 27615
[www.activehealthcare.com](http://www.activehealthcare.com)
(Sleep apnea [CPAP] and respiratory specialists)

### Advanced Home Care
1231 NE Maynard Rd, Cary, 27513
[www.advhomecare.org](http://www.advhomecare.org)
(Nonprofit company, specializing in respiratory care, enteral nutrition, and mobility equipment)

### American Health Services
101 Southcenter Ct, Suite 900, Morrisville, 27560

### American Home Health Care
3450 Tarheel Dr, Ste 101, Raleigh, 27609
[www.americanhhc.com](http://www.americanhhc.com)

### American Medical Equipment and Supplies
4909 Alpinis Dr, Raleigh, 27616

### American Mobility
2851 Van Huron Dr, Suite 103, Raleigh, 27615
[www.american-mobility.com](http://www.american-mobility.com)
(Specializing in power wheelchairs, lifts)

### Apria Healthcare
2600 Perimeter Park Dr, Ste 100, Morrisville, 27560
[www.apria.com](http://www.apria.com)

### Compassion Medical Supplies
4023 Wake Forest Rd, Raleigh, 27609

### Dressen Medical Supply
156 Thomas Mill Rd, Holly Springs 27540
[www.dressenmedical.com](http://www.dressenmedical.com)

### Family Medical Supply
311-A Ashville Ave, Cary, 27513
[www.familymedsupply.com](http://www.familymedsupply.com)
medical supplies, equipment, and assistive devices

∑ Family Medical Supply ..........919-552-5222
720 N Main St, Fuquay-Varina, 27526
www.familymedsupply.com

∑ Family Medical Supply ..........919-981-5881
3209 Gresham Lake Rd, Raleigh, 27615
www.familymedsupply.com

Homecare Medical Groups .866-415-4210
10429 Ligon Mill Rd, Wake Forest, 27587
www.homecaremg.com

∑ IMAGE Management ..........919-829-1479
1501 Chester Rd, Raleigh
www.image-management.com
(Provides speech recognition products and services as well as home accessibility equipment.)

Independent Living
Rehabilitation Program ..........919-859-8301
4900 Waters Edge Dr, Raleigh, NC 27606
(State agency promoting independence for people with disabilities. Services may include home and vehicle modification, and assistive equipment.)

∑ Lincare ................................919-319-3722
860 Aviation Parkway, Ste 1400, Morrisville, 27560
245 James Jackson Ave, Cary, 27513

LynnRay Medical Supply ......919-266-3727
3009-A Village Park Dr, Knightdale, 27545
www.lrmsupply.com

∑ Medi Home Care ...............919-873-1001
5840 McHines Pl, Suite A, Raleigh, 27616
www.msa-corp.com

Medical Equipment Distributors ..........919-873-9168
2200-109 E. Millbrook Rd., Raleigh, 27604

∑ NuMotion ..........................919-303-0902
1001 American Way, Apex, 27502
www.numotion.com
(Specializing in power mobility devices.)

Orthopedic Service Company
of Raleigh ..........................919-878-7183
2521 Noblin Rd, Raleigh, 27604
www.orthopedicservice.com

Stalls Medical ......................919-233-0732
7980-101 Chapel Hill Rd, Cary, 27513
www.stallsmedical.com
(Adaptive Vans division sells and services lowered-floor vans.)

Van Products .....................919-878-7110
2521 Noblin Road, Raleigh, 27604
www.vanproducts.com
(Sells and rents vehicles with handicap modifications, and modifies existing vehicles)

Wake Forest Drug ...............919-554-2699
3113 Rogers Rd, Suite 100, Wake Forest, 27587
www.wakeforestdrug.com

Wakefield Medical ..............919-570-5277
123 Capcom Ave, Suite 3, Wake Forest, 27587
www.wakefieldmedicalinc.com

Wendell Drug .......................919-365-8800
3430 Wendell Blvd, Wendell, 27591
www.cornerdrugstores.com

With Love from Jesus Ministries ..........................919-233-8010
421 Chapanoke Rd, Raleigh, 27603
www.withlovefromjesus.org
(Distributes donated medical equipment, when available, at no cost to recipient. Call for distribution hours.)

Zebulon Drug .....................919-269-7481
303 North Arendell Ave, Zebulon, 27597
www.cornerdrugstores.com
Personal Emergency Response (Medical Alert) Systems

Personal emergency response systems, also known as medical alert 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. Communication with the subscriber is typically through a speakerphone-like device plugged into the subscriber's phone jack. Some systems offer a two-way pendant option, allowing the user to communicate with the monitor without being close to the speakerphone.

Subscribers pay an installation/equipment fee and a monthly fee for the monitoring. These services are not covered by Medicare or other insurance. Costs are typically $20–40 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.

Most systems are designed to function with traditional land line telephone systems. If your phone service is internet, or cable-based (VOIP), be sure to inquire whether the system you are looking at can work with your phone. There are also some systems that work with cell phones. In addition, there are now companies offering mobile PERS systems that use cell technology to provide emergency response even when the user is outside of the house or away from home.

There are also specialized devices which are purchased outright and 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.

Guardian Alert 911..........................800-519-2419
Freedom Alert
  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. May be available for purchase online at Walgreens, Walmart or Target.)
HELP Personal Medical Connection
  Medi Home Care .........................919-873-1001
  www.helpforyou.com
  (Monitoring by MSA)
Life Alert .................................800-920-3410
  www.lifealert.com
  (Monitoring by Life Alert. Cell-based home system options available)
Life Pendant .............................855-511-7233
  www.lifependant.com
  (Monitoring by Safety Care and Avant Guard. Mobile PERS option available. Lowest cost)
LifeStation ..................................877-288-4962
  www.lifestation.com
  (Monitoring by Life Station)
Lifeline ......................................800-380-3111
  www.lifelinesys.com
  (Monitoring by Philips Lifeline)
Royal Alert Lifeline .......................919-943-7548
  www.royalalertlifeline.com
  (Local affiliate of Philips Lifeline. Monitoring by Philips Lifeline.)
SafetyChoice
  Comfort Keepers .......................919-449-0004
  www.comfortkeepers.com/technology-solutions/safetychoice-products
  (Monitoring by Guardian. Cell-based home system and mobile PERS options available.)
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 for most people: Part A, Part B, and Part D. Medicare Part A (Hospital Insurance) is free to most recipients, and covers inpatient hospital and skilled nursing services, 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 C” is a term used to refer to a variety of private plans called Medicare Advantage plans. These plans were designed as a private alternative to original Medicare. They are required to offer the same coverage as standard Medicare, but may do so with a different approach to copayments and co-insurance. In some plans, participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an additional premium. Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan. Most Medicare Advantage plans have a limited network of providers, though some plans also offer out-of-network coverage at a higher copayment. Individuals considering a Medicare Advantage plan should be sure that their preferred doctors are in-network and will accept the reimbursements offered by the plan before signing up.

Most Medicare Advantage plans include drug coverage, but a few do not. Medicare Advantage plans may NOT be used in combination with a Medicare supplemental policy or a separate Medicare Part D plan. People with Medicaid do not need a Medicare Advantage plan!

If in doubt, contact the SHIIP program for more information and assistance.

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. For premium and copayment assistance see Extra Help/Low Income Subsidy in the Prescription Drug section of this book. Medicaid and Medicare Savings recipients automatically receive Extra Help.
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).

**Medicare Savings** programs (sometimes called MQB or Medicare-Aid) can help pay for Medicare premiums and sometimes copayments. Applications are taken in the Medicaid office at Wake County Human Services.

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**

- **Wake County Human Services**
  - Adult Medicaid .......................... 919-212-7000
  - 220 Swinburne St, Raleigh, 27610
  - [www.wakegov.com](http://www.wakegov.com)
  - (County office where Medicaid applications are taken. START HERE when applying for Medicaid and Medicare Savings programs.)

- **Liberty Healthcare**
  - Medicaid PCS Assessment .......... 855-740-1400
  - [www.nc-pcs.com](http://www.nc-pcs.com)
  - (Independent review organization that provides assessments for Medicaid clients seeking approval for in-home care services. Physician must fax or fill out online referral form to request an assessment before services can begin.)

**Medicare**

- **Medicare Information** .................. 800-MEDICARE
  - [www.medicare.gov](http://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.)

- **Medicare Rights Center** ............. 800-333-4114
  - [www.medicarerights.org](http://www.medicarerights.org)
  - (Non-governmental advocacy and educational organization providing free assistance to Medicare beneficiaries. Website provides helpful summaries of Medicare Part D and other Medicare programs, and tools to assist consumers in choosing plans.)

- **Carolinans Center for Medical Excellence**
  - **Medicare Beneficiary Appeals Hotline** .................. 866-885-4902
  - [www.ccmemedicare.org](http://www.ccmemedicare.org)
  - (Medicare beneficiaries who feel they are being discharged too soon may call to start an appeal.)

- **PACE**
  - (Programs of All-Inclusive Care for the Elderly)
  - **Senior CommUnity Care of North Carolina** .............. 919-425-3000
  - 4022 Shrub Creek Dr, Suite 315, Durham 27703
  - [www.seniorcommunitync.org](http://www.seniorcommunitync.org)
  - (Provides comprehensive medical care for Medicare/Medicaid recipients at a nursing home level of care)
Seniors’ Health Insurance Information Program (SHIIP) ......................... 919-807-6900
Toll-Free Hotline ..................................... 855-408-1212
11 South Boylan Ave, Raleigh, 27603
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 ................................... 919-469-4081
Garner Senior Center .................................. 919-661-6894
Northern Wake Senior Center
(Wake Forest) ............................................ 919-554-4111
Five Points Center, Raleigh ...................... 919-996-4738
SHIIP Main Office, Raleigh .................... 919-807-6900
Other Wake County locations ................. 919-462-3983

Senior Medicare Patrol ..................... 855-408-1212
www.ncshiip.com
(Educates Medicare beneficiaries and caregivers about Medicare benefits in order to understand Medicare Statements and prevent fraud)

Social Security
Administration Raleigh office ........................................ 877-803-6311
Nationwide Toll-Free .................................. 800-772-1213
4701 Old Wake Forest Rd, Raleigh, 27609
Mon, Tues, Thurs, Fri 9AM - 3:00PM; Wed 9:00-12:00PM
www.ssa.gov
(Eligible seniors can apply for Medicare online from the website. If visiting the office, be prepared to wait.)

Affordable Care Act ....................... 800-318-2596
www.healthcare.gov
www.localhelp.healthcare.gov (search for local organizations that can help)
(Affordable Care Act /Obamacare) Health Insurance Marketplace and information. People who need to purchase individual insurance and apply for potential premium subsidies can go to this site to see available plans and costs. Insurance not purchased through the Marketplace is not eligible for subsidies. Medicare beneficiaries do NOT use this site.)

Other Insurance Issues

Health Insurance Smart NC ........ 919-807-6860
Toll-Free .................................................. 877-885-0231
430 N Salisbury St, Raleigh, 27603
www.ncdoi.com/smart
(Program housed in the NC Dept of Insurance, providing education and assistance to consumers who have questions or problems relating to health insurance claims. Can help explain benefits and appeal denials. Primarily serves non-Medicare clients and refers people with Medicare to SHIIP.)

NC Department of Insurance
Consumer Hotline ......................... 800-546-5664
www.ncdoi.com
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 $320 in 2015), and all plans feature a coverage gap or “donut hole.” In 2015, once the annual drug cost reaches $2,960, further benefits are stopped or limited until the recipient has incurred over $4,700 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. The Affordable Care Act (Obamacare) introduced a discount for brand-name medications in the gap. In 2015, brand-name medications will be discounted by 55% in the gap.

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 2015, gross income for an individual must be below $1,459 and assets must be below $13,440; gross income for a couple must be below $1,966 and assets must be below $26,860 to qualify for LIS. The value of your home, car, and a small burial account are excluded. People with SSI, Medicaid or Medicare Savings 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.

**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 $320 in 2015), and all plans feature a coverage gap or “donut hole.” In 2015, once the annual drug cost reaches $2,960, further benefits are stopped or limited until the recipient has incurred over $4,700 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. The Affordable Care Act (Obamacare) introduced a discount for brand-name medications in the gap. In 2015, brand-name medications will be discounted by 55% in the gap.

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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](http://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](http://www.ssa.gov/prescriptionhelp)

**Medicare Rights Center** ............800-333-4114

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

(Independent, non-governmental organization providing free counseling, advocacy, and information for Medicare beneficiaries.)

**Seniors’ Health Insurance Information Program (SHIIP)** ............919-807-6900

Toll-Free Number ..............................855-408-1212

11 South Boylan Ave, Raleigh, 27603

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

(Call the site nearest you if you would prefer a face-to-face consultation with a SHIIP volunteer)

Cary Senior Center..........................919-469-4081

Garner Senior Center .....................919-661-6894

Northern Wake Senior Center

(Wake Forest) ..............................919-554-4111

Five Points Center, Raleigh .........919-996-4738

SHIIP Main Office, Raleigh ............919-807-6900

Other Wake County locations ........ 919-462-3983

**Social Security** .....................800-772-1213

[www.ssa.gov/prescriptionhelp](http://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.

The service is offered by Resources for Seniors as well as by some pharmacies and some specialty providers.

MTM Pharmacy Associates........919-349-1762
www.mtmpharmacyassociates.com
(Private, fee-based medication therapy management practice. Offers services at client’s home or other location.)

RFS MEDS Program.................919-713-1562
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
(Can provide home visits for clients unable to come to the office. No fee.)

Other Prescription Drug Assistance

FiGS (Filling in the Gaps)
Urban Ministries......................919-836-1642
1390 Capital Blvd, Raleigh, 27603
(Provides one-time financial assistance with prescriptions for those without insurance. Cannot provide ongoing help.)

NC MedAssist.........................866-331-1348
www.medassist.org
(Provides free medications from their formulary to uninsured people whose income falls at or below 200% of Federal Poverty Level. All ages.)

RxFs Meds program..................919-713-1562
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
(Can provide home visits for clients unable to come to the office. No fee.)

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

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.

Hamlin Drug Company ..............919-828-2391
126 E Hargett St, Raleigh, 27601
www.hamlindrug.com

Hayes Barton Pharmacy ..........919-832-4641
2000 Fairview Rd, Raleigh, 27608
www.hayesbartonpharmacy.com

Health park Pharmacy ............919-847-7645
8300 Health Park, Suite 227, Raleigh, 27615
www.healthparkpharmacy.com

HealthFirst Pharmacy ............919-569-0500
2001 S Main St, Wake Forest, 27587
www.hfpwf.com

Holly Park Pharmacy ...............919-865-9993
3004 Wake Forest Rd, Raleigh, 27609

Josefs Pharmacy.....................919-212-2555
2100 New Bern Ave, Raleigh, 27610
www.josefsrx.com

Physicians Pharmacy Alliance ..919-463-5555
118 MacKenan Dr, Suite 200, Cary, 27511
www.rxhealthcare.org
(Specialty pharmacy serving people with chronic diseases and complex drug regimens. Will deliver prescriptions, synchronize refills, etc.)
Senior centers offer independent older adults (typically age 55+) 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 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. Some local communities lack a dedicated senior center, but have senior programs offered by their departments of parks, recreation, and cultural resources. See the Leisure/Recreation section of this book for information.

**Cary Senior Center**
(Town of Cary) ..................................919-469-4081
- Resources for Seniors
- Service Coordinator .......................919-462-3983
  120 Maury O'Dell Place, Cary, 27513
  (no noon meal)

**Eastern Wake Senior Center**
(Resources for Seniors) .....................919-365-4248
  323 Lake Dr, Wendell, 27591
  Calendar of events at:
  www.resourcesforseniors.com/calendar.php

**Garner Senior Center**
(Town of Garner) ..............................919-779-0122
- Resources for Seniors
- Service Coordinator .......................919-661-6894
  205 East Garner Rd, Garner, 27529

**Northern Wake Senior Center**
(Resources for Seniors) .....................919-554-4111
  235 E Holding Ave, Wake Forest, 27587
  Calendar of events at:
  www.resourcesforseniors.com/calendar.php

**Raleigh Centers for Active Adults**
(Raleigh Parks & Recreation)

**Anne Gordon Center**
at Millbrook Exchange .......................919-996-4720
- Resources for Seniors
- Service Coordinator ........................919-996-4738
  1901 Spring Forest Rd, Raleigh, 27604

**Five Points Center** ........................919-996-4730
- Resources for Seniors
- Service Coordinator ........................919-996-4738
  2000 Noble Rd, Raleigh, 27608

**Senior Citizen Clubs and Organizations**

**AARP, State Office** .......................866-389-5650
  1511 Sunday Dr, Suite 312, Raleigh, 27607
  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 ...919-996-4730
  www.raleighnc.gov
  (Sponsors many clubs throughout the city for residents 55 or older)
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 (up to age 70) can result in a higher monthly benefit amount for each year of delay. 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 ($733/month for an individual or $1100 for a couple in 2015). 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
4701 Old Wake Forest Rd, Raleigh, 27609
www.ssa.gov
(Information and applications for Social Security, Social Security Disability, SSI, and Medicare Part D. Applications may be completed online.)

For replacement cards or benefit verification statements:
Toll-free national number..........800-772-1213
www.ssa.gov
(Local office no longer provides replacement cards or benefit verification statements.)

SUPPORT ORGANIZATIONS / HELP LINES

Alliance Behavioral Healthcare
Access and Information Line .....800-510-9132
5000 Falls of Neuse Rd, Raleigh, 27609
www.alliancebhc.org
(Managed care organization coordinating public-funded mental health, intellectual/developmental disabilities, and substance use/addiction services for Wake and Durham counties. Replacement for Wake County LME. Access Line is staffed 24/7/365.)

ALS Association Local Chapter..919-755-9001
Toll-Free National Number ..............800-782-4747
www.als.org (national)
www.catfishchapter.org (local)
(Info about Amyotrophic Lateral Sclerosis or Lou Gehrig’s Disease)

Alzheimer’s Association in Eastern North Carolina.................................919-803-8285
3739 National Dr, Suite 110, Raleigh, 27612
www.alz.org/nc
(Information and referral, sponsors support groups, and promotes awareness of Alzheimer’s Disease.)

Alzheimers
North Carolina, Inc .................919-832-3732
Toll-Free Number .....................800-228-8738
1305 Navaho Dr, Suite 101, Raleigh, 27609
www.alznnc.org
(Information and referral, family resource center, support groups, and advocacy. Not affiliated with national Alzheimer’s Association.)
support organizations / help lines

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 Cancer Society ..........919-334-5218
Toll-Free ..................................................866-227-2345
8300 Health Park, Suite 10, Raleigh, 27615
www.cancer.org
/Publications, smoking cessation programs, and cancer support group information

American Diabetes Association .......919-743-5400
Toll-Free National Number ............800-342-2383
2418 Blue Ridge Rd, Suite 206, Raleigh, 27607
www.diabetes.org
(Diabetes and support group information)

American Heart Association ..........919-463-8300
Toll-Free National Number ............800-242-8721
3131 RDU Center Dr, Suite 100, Morrisville, 27560
www.heart.org
(Education and information on cardiovascular disease)

American Lung Association of NC ..................................................919-424-6069
Toll-Free National Number ............800-586-4872
514 Daniels St, Suite 109, Raleigh, 27605
www.lungnc.org (state)
www.lung.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)

Association for Frontotemporal Degeneration .............866-507-7222
www.theaftd.org
(Information about FTD for families and professionals. Also has a small respite grant.)

Brain Injury Association of NC........800-377-1464
6604 Six Forks Road, Suite 104, Raleigh, 27615
www.bianc.net
(Advocacy, information, and support for people with brain injuries and their families)

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

Duke Family Support Program ........919-660-7510
3600 DUMC, Durham, 27710
www.dukefamilysupport.org
(Information, referral and counseling services related to Alzheimer’s Disease, other dementias, and caregiving.)

HD Reach ........................................800-803-8128
104 Dresser Ct, Suite 107, Raleigh, 27609
www.hdreach.org
(Information and support for people with Huntington’s disease and their families)

Hopeline ........................................919-231-4525
www.hopeline-nc.org
(Phone support and resource information for callers in crisis)

LGBT Center of Raleigh
SAGE Raleigh ......................919-832-4484
324 S Harrington St, Raleigh, 27601
www.lgbtcenterofraleigh.org
(Provides support and advocacy for the lesbian, gay, bisexual, transgender community. SAGE is specifically for people age 50 and older.)

Leukemia & Lymphoma Society .................800-936-9337
401 Harrison Oaks Blvd, Suite 200, Cary, 27513
www.lls.org

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

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 ............919-834-0678
3101 Industrial Dr, Ste 210, Raleigh, 27609
www.nationalmssociety.org/nct
(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 ...................... 919-856-6540
568 E Lenoir St, Raleigh, 27601
(Community-based program for those with diabetes)

Raleigh Vet Center ............... 919-856-4616
1649 Old Louisburg Rd, Raleigh, 27604
(Provides counseling and referral services to combat veterans and their families.)

Resources for Seniors ........... 919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com
(Caregiver support groups monthly and online, information and referral Monday-Friday 8am-5pm)

Triangle Aphasia Project,
Unlimited ...................... 919-650-3854
191 High House Rd, Cary, 27511
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 .......... 919-713-1556
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.)

The Benefits Bank ............... 855-698-2262
www.tbb-nc.org
(File simple tax returns online for free.)

Free File
(File taxes online at no cost.)

Internal Revenue Service
Local Taxpayer Assistance ...... 919-850-1100
National Tax Helpline .............. 800-829-1040
4405 Bland Rd, Raleigh, 27609
www.irs.gov
(Walk in for appointment 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.)

State Employees Credit Union
Local branches
(For SECU members only. Can prepare simple tax returns at no cost for low-moderate income taxpayers, or at a low cost for anyone.)

Volunteer Income Tax Assistance (VITA) ........ 800-906-9887
www.irs.gov/Individuals/Fee-Tax-Return-Preparation-for-You-by-Volunteers
(IRS-trained volunteers prepare taxes for low-income people of all ages. Website has a locator during tax season, January-April.)

TELEPHONE REASSURANCE

Citizens Well Check ............... 919-856-6495
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 Reassurance Call .......... 919-832-3326
(Volunteers provide daily telephone check-in calls)

Telecare .................. 919-460-0567
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.

Public and Volunteer Transportation Resources

**Accessible Raleigh Transportation (ART)** ............................................ 919-996-3459
www.raleighnc.gov/transit
(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)

**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** ............................................. 919-481-2020
www.townofcary.org
(Door-to-door transportation service open to seniors and disabled. Fixed route service open to all.)

**Capital Area Transit Regional Transit Info Line** .................... 919-485-7433
222 W Hargett St, Room 439, Raleigh, 27601
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** ......................................... 919-460-0567
(Volunteer transportation for medical appointments and basic needs; escorted door-to-door.)

**Medicaid Transportation** .................................................. 919-212-7005
(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.)

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

**Resources for Seniors** ...................................................... 919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
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.)

**TRACS** ................................................................. 919-212-7005
(Public van service for Wake County residents for trips originating OR ending outside the Raleigh and Cary city limits. 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.)

**Triangle Transit Authority (TTA)** ........................................... 919-485-7433
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.)

**Wake County Transportation Service Center** ....................... 919-212-7005
(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** ....................................................... 919-996-3452
(Dispatch for Medicaid and RFS transportation programs, among others. DO NOT call this number to request transportation!)
Private Transportation Services

These for-profit companies offer transportation for a fee, either per-mile or per-trip. All of these have wheelchair-accessible vehicles, and some have ambulance (stretcher-accessible) transportation as well, as noted.

- **AA&D Transportation** ..................919-877-9599  
  **www.aadtransportation.net**

- **Caliber Patient Transport**  
  of Raleigh/Durham .....................919-827-8025  
  **www.caliberpatientcare.com**

- **Community Cab and Wheelchair Service** ...............919-231-6282

- **Drew Transportation** ................919-467-4508  
  **www.drewtransportation.com**

- **IMPPS Taxi Service** ..................919-380-1414

- **Millennium Transportation Services** .................919-602-5899

- **North State Medical Transport**  
  ..........................919-261-8911  
  **www.nsmt.biz**  
  (Non-emergency medical transportation service offering ambulance and wheelchair van services with paramedic staff.)

- **Response Transportation** ............919-661-2504  
  **www.responsets.com**

- **Seniors on the Move** .................919-783-5633  
  (A division of Right at Home)

- **SMART Transportation** ...............919-809-6104

- **Wild Horse Taxi Service** ...............919-623-3380  
  **www.wildhorsetaxinc.com**

Specialized Transportation Services

- **Adaptive Vans** .......................919-233-0732  
  7980-101 Chapel Hill Rd, Cary, 27513  
  (Division of Stalls Medical. Sells, rents, and services wheelchair-accessible vans.)

- **Wheelchair Getaways** .................919-878-7110  
  (Wheelchair-equipped vehicles for short-term rental)

**VETERANS’ SERVICES**

- **Durham VA Medical Center** ......919-286-0411  
  508 Fulton St, Durham, 27705  
  (Hospital and outpatient clinics for eligible veterans.)

- **NC Division of Veterans’ Affairs**  
  **District 5 Office** ....................919-662-3018  
  315 Bellaris St, Garner, 27529

- **Raleigh Vet Center** ..................919-856-4616  
  1649 Old Louisburg Rd, Raleigh, 27604  
  (Provides counseling and referral services to combat veterans and their families.)

- **Veteran’s Administration Benefits**  
  and Information Hotline .............800-827-1000  
  **www.va.gov**

- **Wake County**  
  **Veterans’ Service Office** ..........919-212-8367  
  3000 Falstaff Rd, Raleigh, 27610  
  **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, 27607
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 ..................919-460-0567
1150 SE Maynard Rd, Suite 210, Cary, 27511
www.volunteercaregiving.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.)

Executive Service Corps of the Greater Triangle ..........919-294-9803
www.esctriangle.org
(Retired executives volunteer as consultants to nonprofit agencies)

Foster Grandparent Program ..........919-996-6295
310 West Martin St, Ste 201, Raleigh, 27601
www.raleighnc.gov
(Low-income adults 55 and older volunteer with special needs children and youth)

Meals on Wheels .........................919-833-1749
1001 Blair Dr, Raleigh, 27603
www.wakemow.org
(Volunteers deliver meals to homebound elderly or handicapped individuals)

NC Baptist Aging Ministry ..............877-506-2226
www.ncbam.org
(Nonprofit agency coordinating help for seniors and disabled people through local Baptist congregations.)

RDU Volunteer Ambassador Program ..........919-840-7425
RDU International Airport, RTP
(Volunteers provide information to passengers in the airport)

Raleigh SeniorTechEd ..............919-996-4730
Five Points Center for Active Adults
2000 Noble Rd, Raleigh, 27608
www.raleighseniorteched.org
(Formerly Raleigh SeniorNet. Senior volunteers teach computer classes for other seniors.)

Resources for Seniors .............919-872-7933
1110 Navaho Dr, Fourth Floor, Raleigh, 27609
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) .................919-996-6295
310 West Martin St, Ste 201, Raleigh, 27601
www.raleighnc.gov
(Matches volunteers 55 and older with opportunities in nonprofit and governmental agencies)

SCORE, Raleigh Chapter ..............919-856-4739
300 Fayetteville St, Suite 306, Raleigh, 27602
www.raleigh.score.org
(Volunteers with business experience offer free consulting to new or existing businesses. Formerly known as Service Corps of Retired Executives.)
REFERENCE GUIDE

Vital Information
Assessing the Needs of an Older or Disabled Adult
Moving a Parent to North Carolina: Tips for Adult Children of Aging Parents

Home Safety Checklist
Choosing a Home Care Agency
Long-Term Care Facility Checklist

Medical Care Decisions & Advance Directives
End of Life Planning
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: ______________________________
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Address: ____________________________________________   Phone: ______________________________
Name: ______________________________________________   Specialty: ____________________________
Address: ____________________________________________   Phone: ______________________________

Other Healthcare Providers
Pharmacy:  __________________________________________   Phone:  ______________________________
In Home Care Provider: ________________________________   Phone:  ______________________________
Other: ______________________________________________   Phone:  ______________________________
Other: ______________________________________________   Phone:  ______________________________
### Legal and Financial

#### Item Location

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ASSESSING THE NEEDS OF AN OLDER OR DISABLED ADULT

Assessing the needs of an older or disabled 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?

Housekeeping:

Look for changes from past behavior -- what was normal for this person in their prime?

- 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?
- Are there stains or odors that might indicate difficulty with getting to the bathroom?
- If they are taking 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?
- 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?
- Do they complain about items being lost or stolen?
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 transferrable 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 does not have an SPAP.
- 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. Hospital physician referral services may also be helpful.

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”, also called SNAP?
- Does your parent receive SSI (Supplemental Security Income)? Although this is a federal benefit, some states may provide more generous supplements. This is not the case in North Carolina.
- 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?
moving a parent to north carolina

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, grocery store, senior center, etc.?

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?
HOME SAFETY CHECKLIST

ALL AREAS OF THE HOME

CORDS

YES ___ NO___ Are lamp, extension, and telephone cords placed out of the flow of traffic?

YES ___ NO___ Are cords out from beneath furniture and rugs or carpeting?
(For safety, correct answer is no.)

YES ___ NO___ Are electrical cords in good condition, not frayed or cracked?

YES ___ NO___ Do extension cords carry no more than their proper load, as indicated by the ratings labeled on the cord and the appliance?

RUGS, RUNNERS AND MATS

YES ___ NO___ Are all small rugs and runners slip-resistant?

TELEPHONES

YES ___ NO___ Are emergency numbers posted on or near the telephones?

YES ___ NO___ 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___ Are smoke detectors properly located?

YES ___ NO___ Do you have properly working smoke detectors? Are batteries changed regularly?

ELECTRICAL OUTLETs AND SWITcHEs

YES ___ NO___ Are any outlets and switches unusually warm or hot to the touch?
(For safety, correct answer is no.)

YES ___ NO___ Do all outlets and switches have cover plates, so that no wiring is exposed?

YES ___ NO___ Are light bulbs the appropriate size and type for the lamp or fixture?

SPACE HEATERS

YES ___ NO___ Are heaters which come with a 3-prong plug being used in a 3-hole outlet or with a properly attached adapter?

YES ___ NO___ Are small stoves and heaters placed where they cannot be knocked over, and away from furnishings and flammable materials, such as curtains or rugs?

YES ___ NO___ If 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___ Is wood-burning equipment installed properly?
KITCHEN

THE RANGE AREA
YES __ NO___ Are towels, curtains, and other things that might catch fire located away from the range?
YES __ NO___ Do you wear clothing with short or close-fitting sleeves while you are cooking?
YES __ NO___ Are kitchen ventilation systems or range exhausts functioning properly and are they in use while you are cooking?
YES __ NO___ Are all extension cords and appliance cords located away from the sink or range areas?
YES __ NO___ Does good, even lighting exist over the stove, sink, and countertop work areas, especially where food is sliced or cut?
YES __ NO___ Do you have a step stool which is stable and in good repair?

LIVING ROOM/FAMILY ROOM
YES __ NO___ Are chimneys clear from accumulations of leaves, and other debris that can clog them?
YES __ NO___ Has the chimney been cleaned within the past year?

HALLWAYS
YES __ NO___ Are hallways, passageways between rooms, and other heavy traffic areas well lit?
YES __ NO___ Are exits and passageways kept clear?

STAIRS
YES __ NO___ Are stairs well lit?
YES __ NO___ Are light switches located at both the top and bottom of the stairs.
YES __ NO___ Are there handrails on all stairs?
YES __ NO___ Are handrails sturdy and securely attached?
YES __ NO___ Do the steps allow secure footing?
YES __ NO___ Are steps even and of the same size and height?
YES __ NO___ Are any rugs or other coverings on the steps in good condition?
YES __ NO___ Can you clearly see the edges of the steps? If not, consider marking with tape or paint.
YES __ NO___ Is anything stored on the stairway, even temporarily?  
(For safety, correct answer is no.)
BATHROOMS

BATH TUB AND SHOWER AREAS
YES ___ NO___ Are bathtubs and showers equipped with non-skid mats, abrasive strips, or surfaces that are not slippery?
YES ___ NO___ Do bathtubs and showers have at least one (preferably two) grab bars?
YES ___ NO___ Is the water temperature 120 degrees or lower?

LIGHTING
YES ___ NO___ Is a light switch located near the entrance to the bathroom?

SMALL ELECTRICAL APPLIANCES
YES ___ NO___ Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

MEDICATIONS
YES ___ NO___ Are all medicines stored in the containers that they came in, and are they clearly marked?

BEDROOMS

AREAS AROUND BEDS
YES ___ NO___ Are lamps or light switches within reach of each bed?
YES ___ NO___ Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc.) located away from beds or bedding?
YES ___ NO___ Is anything covering your electric blanket when in use?
   (For safety, correct answer is no.)
YES ___ NO___ Do you avoid “tucking in” the sides or ends of your electric blanket?
YES ___ NO___ Do you ever go to sleep with a heating pad which is turned on?
   (For safety, correct answer is no.)
YES ___ NO___ Is there a telephone close to your bed?
BASEMENT/GARAGE/WORKSHOP/STORAGE AREAS

LIGHTING
YES ___ NO___ Are work areas, especially areas where power tools are used, well lit?
YES ___ NO___ 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___ Are power tools equipped with a 3-prong plug or marked to show that they are double insulated?
YES ___ NO___ Do power tools have guards in place?
YES ___ NO___ 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___ Are containers of volatile liquids tightly capped?
YES ___ NO___ Are gasoline, paints, solvents, or other products that give off vapors or fumes stored away from ignition sources?

EMERGENCY EXIT PLAN
YES ___ NO___ Do you have an emergency exit plan in case of a fire?

REMEMBER TO PERIODICALLY RE-CHECK YOUR HOME.
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.

**Funding**

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?)

**Level and type of care**

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?)

**Working hours**

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?)

**Special needs or requests**

Are there any special needs or requests? ____________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

(Male aide, strong aide for large patient, aide who has worked with dementia patients, non-smoker, OK with pets, willing to drive patient to appointments, etc.)
choosing a home care agency

NAME OF COMPANY __________________________________________________________


If you are 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? __________________________

What is the minimum number of hours per visit? __________________________________________

Do they charge for the initial assessment? ____________________________________________

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? ______________________________________

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 ________________

Are workers employees or independent contractors of the agency? _______________________

What kind of training do they provide to their workers? _________________________________

Are their workers bonded (covers employee theft or dishonesty)? _______________________

Do they have liability insurance (covers damage to the home or injury to the patient)? _____________

Do they have workers compensation insurance (covers injury to the worker on the job)? _____________

Can they provide references? ________________________________________________________
LONG-TERM CARE FACILITY CHECKLIST

If you will be visiting multiple facilities, 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 and free of odors?
- ___ Is the facility appropriately heated/ cooled?
- ___ What is the noise level in the facility?
- ___ 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?

**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?
- ___ 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 (help with bathing, dressing, etc)? Who provides these services and what are their qualifications?

_____ Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge?

_____ Does the facility offer any special services or areas for dementia patients? How do these services differ 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) etc.

_____ 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?
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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SOURCE: adapted from www.carepathways.com
What You Should Know

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.secretary.state.nc.us/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.secretary.state.nc.us/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.secretary.state.nc.us/ahcdr 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.

END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings 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
### INDEX

#### Symbols

- 2-1-1 ........................................ 48
- 3HC ......................................... 29, 31
- 101 Mobility ............................... 36, 60

#### A

- AAA (Area Agency on Aging) .......... 48
- AA&D Transportation .................... 73
- AARP ........................................ 68, 74
- Driver Safety Program ................... 16
- Tax-Aide .................................... 71
- Abbotswood at Stonehenge ............. 41
- Absolute Care Staffing Health Agency 23
- Absolute Healthcare ..................... 23
- Absolute Home Health ................... 23
- Accepts assignment .................... 59
- Access Ability, Inc ........................ 36
- Access Healthcare ........................ 32
- Accessible Home Health Care of Mid Carolina ....................... 23, 29
- Accessible Raleigh Transportation .... 72
- Access North Carolina ................... 13
- Acorn Stair Lifts ........................... 36
- Active Adult Communities .............. 40
- Active Healthcare ......................... 60
- Acute Inpatient Psychiatric Unit ...... 16
- Addiction .................................... 73
- Addiction .................................... 16
- ADT Companion Services ............... 62
- Adult Care Connexion .................... 1
- Adult Care Homes ........................ 56
- Adult day services ........................ 1
- Adult Economic Services ............... 53
- Adult Home Specialist .................... 54
- Adult Medicaid ............................ 64
- Adult Protective Services ............... 17
- Advanced Home Care .................... 60
- Advance directives ....................... 49, 95
- Advance Health Care Directive Registry ........................................ 49
- Advocacy .................................... 2
- Long-term care ................................ 54
- Affordable Care Act ...................... 65
- Affordable Family Care Services ...... 23
- Affordable Housing ........................
  - Mixed Age ................................. 47
  - Senior Citizens ......................... 43
- Aging Family Services/Senior Choices . 7
- A Good Life Family Care Home ........ 57
- Aid and Attendance ...................... 20
- Al-Anon ..................................... 16
- Alcohol/Drug Council .................... 16
- Alcoholics Anonymous ................. 16
- Alliance Behavioral Healthcare ....... 69
- Developmental disability services ...... 15
- Mental health access .................... 12
- Substance abuse services .............. 16
- Alliance of Disability Advocates ...... 2, 13
- Allied Home Health Care ............... 23
- All Staff Solutions ....................... 23, 29
- All Time Healthcare ..................... 24
- ALS Association ......................... 69
- Always Best Care Senior Services  ....
  - Home Care ............................... 24
  - Housing Placement Services .......... 49
- Alzheimer’s Association  ..............
  - In Eastern North Carolina .......... 3, 8
  - National Office ......................... 3, 69
- Alzheimer’s Disease ..................... 3
- Alzheimer’s Disease Education  .......
  - and Referral Center .................... 3, 70
- Alzheimers North Carolina, Inc ....... 3, 8, 69
- Amedisys Hospice ....................... 31
- American Cancer Society .............. 70
- American Diabetes Association ....... 70
- American Health Services .............. 60
- American Heart Association ......... 70
- American Home Health Care ........... 60
- American Lung Association ........... 70
- American Medical Equipment  .........
  - and Supplies ............................ 60
- American Mobility ..................... 60
- American Red Cross ..................... 5
- AmeriCare Home Care ................... 24
- Ameriglide ................................. 36
- Amplified phones ......................... 15
- AmRamp ..................................... 36
- Angie’s List ................................ 37
index

Anne Gordon Center at Millbrook Exchange ........................................ 50, 68
Ann’s Country Manor ................................................................. 57
Ann’s Family Care Home .......................................................... 57
Ann’s Place of Hope ................................................................. 57
Ann’s Sunrise .......................................................................... 57
AOS Care Management ............................................................ 7
Apartments
  Senior .................................................................................. 43
Apex Family Medicine .............................................................. 34
Apex Healthplex ....................................................................... 32
Apex Parks, Recreation, and Cultural Resources
  Senior Programs .................................................................. 51
Aphasia Project ......................................................................... 71
A Place for Mom ................................................................. 49
Apria Healthcare ................................................................. 60
Arbor Oakridge: See Atria Oakridge
Arcadia Home Care and Staffing ........................................ 24
Arc of the Triangle, The .......................................................... 15
Area Agency on Aging ............................................................ 48
ART ......................................................................................... 72
Arthritis Foundation .............................................................. 70
Assessing the Needs of an Older or Disabled Adult .............. 79
Assignment ........................................................................... 59
Assisted Living ....................................................................... 56
Assistive Devices .................................................................. 59
Assistive Technology Exchange Post ..................................... 60
Association for Frontotemporal Degeneration .................... 70
Assurance Health Services .................................................... 24
Assured Home Healthcare ..................................................... 24
AT Exchange Post ............................................................... 60
Atria Oakridge ...................................................................... 41
Attorney General ................................................................... 2
Autumn Spring ....................................................................... 44
Avonlea .................................................................................. 47
Aware Senior Care ............................................................... 24
Bayada Home Health Care .................................................. 24
  Medicare ............................................................................ 29
  Beechridge Apts ................................................................. 47
  Benefits Bank ................................................................. 6, 71
  Benefits CheckUp .............................................................. 6
  Benefits Screening ............................................................. 6
  Berkeley Spring ................................................................. 44
  Bisexual ............................................................................. 70
  Blessed Healthcare ............................................................ 24
  Blind and Visually-Impaired .............................................. 14
  Blind, Social Worker for .................................................. 14
  BMA of Zebulon ................................................................. 35
  Bond Park Total Life Center ............................................. 2
  Braille books ..................................................................... 14
  Brain Injury Association of NC .......................................... 15, 70
  Brier Creek Healthplex ...................................................... 32
  Bright Horizon Senior Care ............................................. 57
  Brighton Gardens .............................................................. 56
  Brookridge Assisted Living ............................................. 56
  Brooks Avenue Church of Christ
    Food Pantry ........................................................................ 5
  Brown’s Family Care Home ............................................... 57
  Budget counseling ........................................................... 9
Buergler, Claudia: See Triangle Eldercare Consultants

C
  Caliber Patient Transport ..................................................... 73
  Cambridge Village of Apex .................................................. 41
  Campbell University
    Senior Law Clinic ............................................................. 50
  Cancer Information Service ............................................... 70
  Cancer Society .................................................................. 70
  CAP/DA ............................................................................... 28
  Capital Area Transit .......................................................... 72
  Capital Nursing and Rehabilitation Center ....................... 55
  Capital Towers ................................................................... 44
  Cardinal at North Hills ....................................................... 41
  Care First Physical Therapy ............................................. 32
  Caregiver Guide for Alzheimer’s ....................................... 8
  Caregiver Resources ........................................................ 8
  Care Management ............................................................ 7
  Care One Healthcare ........................................................ 24
  Carillon Assisted Living ................................................... 56
  Caring Hands: See All Staff Solutions
  Caring Senior Service ........................................................ 24
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carolina Dispute Settlement Services</td>
<td>49</td>
</tr>
<tr>
<td>Carolina Eldercare</td>
<td>7</td>
</tr>
<tr>
<td>Carolina House</td>
<td>56</td>
</tr>
<tr>
<td>Carolinas Center for Medical Excellence</td>
<td>64</td>
</tr>
<tr>
<td>Carousel Place</td>
<td>44</td>
</tr>
<tr>
<td>Carriage House</td>
<td>43</td>
</tr>
<tr>
<td>Cary Central Elderly Housing</td>
<td>44</td>
</tr>
<tr>
<td>Cary Health and Rehabilitation Center</td>
<td>55</td>
</tr>
<tr>
<td>Cary Housing Rehabilitation Program</td>
<td>37</td>
</tr>
<tr>
<td>Cary Kidney Center</td>
<td>35</td>
</tr>
<tr>
<td>Cary Parks, Recreation, and</td>
<td>51</td>
</tr>
<tr>
<td>Cultural Resources</td>
<td></td>
</tr>
<tr>
<td>Cary Senior Center</td>
<td>50, 68</td>
</tr>
<tr>
<td>Cary Transit</td>
<td>72</td>
</tr>
<tr>
<td>CAT bus information</td>
<td>72</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td></td>
</tr>
<tr>
<td>Counseling Services</td>
<td>12</td>
</tr>
<tr>
<td>CCCS of Raleigh</td>
<td>10</td>
</tr>
<tr>
<td>Cedar Crest New Life Center</td>
<td>44</td>
</tr>
<tr>
<td>Cedar Spring Apts</td>
<td>44</td>
</tr>
<tr>
<td>Center for Independent Living</td>
<td>2, 13</td>
</tr>
<tr>
<td>Center for Universal Design</td>
<td>36</td>
</tr>
<tr>
<td>Center for Volunteer Caregiving</td>
<td>8, 72, 74</td>
</tr>
<tr>
<td>CenterPeace Home Health Care and Companion Services</td>
<td>24</td>
</tr>
<tr>
<td>CESI Beneficiary Services</td>
<td>13</td>
</tr>
<tr>
<td>Chadwick Apts</td>
<td>44</td>
</tr>
<tr>
<td>Chatham Commons</td>
<td>56</td>
</tr>
<tr>
<td>Choosing a Home Care Agency</td>
<td>89</td>
</tr>
<tr>
<td>Christian Community in Action</td>
<td>5</td>
</tr>
<tr>
<td>CIL</td>
<td>2, 13</td>
</tr>
<tr>
<td>Circuit Breaker</td>
<td>39</td>
</tr>
<tr>
<td>Citizens Well Check</td>
<td>71</td>
</tr>
<tr>
<td>City of Raleigh</td>
<td></td>
</tr>
<tr>
<td>Community Development</td>
<td>37</td>
</tr>
<tr>
<td>Clare Bridge of Cary</td>
<td>56</td>
</tr>
<tr>
<td>ClearPoint Credit Counseling Solutions</td>
<td>10</td>
</tr>
<tr>
<td>Credit counseling</td>
<td></td>
</tr>
<tr>
<td>Reverse Mortgage Counseling</td>
<td>11</td>
</tr>
<tr>
<td>Club Plaza Apts</td>
<td>44</td>
</tr>
<tr>
<td>Clutter reduction</td>
<td>39</td>
</tr>
<tr>
<td>CNA</td>
<td>19</td>
</tr>
<tr>
<td>ComForcare Home Care</td>
<td>24</td>
</tr>
<tr>
<td>Comfort Home Health Care</td>
<td>24</td>
</tr>
<tr>
<td>Comfort Keepers</td>
<td></td>
</tr>
<tr>
<td>Cary</td>
<td>24</td>
</tr>
<tr>
<td>Raleigh</td>
<td>25</td>
</tr>
<tr>
<td>Common Ground at Riverknoll</td>
<td>58</td>
</tr>
<tr>
<td>Commons at Highland Village</td>
<td>44</td>
</tr>
<tr>
<td>Communication Disorders</td>
<td>15</td>
</tr>
<tr>
<td>Community Alternatives Program for Disabled Adults</td>
<td>28</td>
</tr>
<tr>
<td>Community Cab and Wheelchair Service</td>
<td>73</td>
</tr>
<tr>
<td>Community Home Care and Hospice</td>
<td>31</td>
</tr>
<tr>
<td>Community Partnerships</td>
<td>15</td>
</tr>
<tr>
<td>Community Resource Connections</td>
<td>14, 48</td>
</tr>
<tr>
<td>Companion</td>
<td>22</td>
</tr>
<tr>
<td>Companion Plus Registry</td>
<td>22</td>
</tr>
<tr>
<td>Compassionate Place Home</td>
<td>58</td>
</tr>
<tr>
<td>Compassion Health Services</td>
<td>25</td>
</tr>
<tr>
<td>Compass Medical Supplies</td>
<td>60</td>
</tr>
<tr>
<td>Complaints</td>
<td></td>
</tr>
<tr>
<td>Home Care</td>
<td>21</td>
</tr>
<tr>
<td>Long-term care</td>
<td>17, 54</td>
</tr>
<tr>
<td>Medicare</td>
<td>64</td>
</tr>
<tr>
<td>Computer training</td>
<td>9, 17</td>
</tr>
<tr>
<td>Condelli, Ellen</td>
<td>12</td>
</tr>
<tr>
<td>Congregate meals</td>
<td>59</td>
</tr>
<tr>
<td>Consumer Credit Counseling</td>
<td>9</td>
</tr>
<tr>
<td>Consumer Education Services</td>
<td></td>
</tr>
<tr>
<td>Credit counseling</td>
<td>10</td>
</tr>
<tr>
<td>Reverse mortgage counseling</td>
<td>11</td>
</tr>
<tr>
<td>Consumer Protection</td>
<td>2</td>
</tr>
<tr>
<td>Continuing Care Retirement</td>
<td></td>
</tr>
<tr>
<td>Communities</td>
<td>40</td>
</tr>
<tr>
<td>Cornerstone</td>
<td>48</td>
</tr>
<tr>
<td>Cosmo and Lewis Estates</td>
<td>44</td>
</tr>
<tr>
<td>Cottage Home Care</td>
<td>25</td>
</tr>
<tr>
<td>Counseling</td>
<td></td>
</tr>
<tr>
<td>Geriatric</td>
<td>7, 12</td>
</tr>
<tr>
<td>Mental health</td>
<td>12</td>
</tr>
<tr>
<td>Courtyard Commons</td>
<td>44</td>
</tr>
<tr>
<td>Coventry House of Zebulon</td>
<td>56</td>
</tr>
<tr>
<td>Covington</td>
<td>56</td>
</tr>
<tr>
<td>Crabtree Valley Rehab Center</td>
<td>55</td>
</tr>
<tr>
<td>CRC</td>
<td>14, 48</td>
</tr>
<tr>
<td>Credit Counseling</td>
<td>9, 10</td>
</tr>
<tr>
<td>Credit Reports, Free</td>
<td></td>
</tr>
<tr>
<td>Credit Counseling</td>
<td></td>
</tr>
<tr>
<td>Crisis hotline</td>
<td>70</td>
</tr>
<tr>
<td>Crossings at Heritage</td>
<td>44</td>
</tr>
<tr>
<td>Crystal Cove Apts</td>
<td>47</td>
</tr>
<tr>
<td>C-TRAN</td>
<td>72</td>
</tr>
</tbody>
</table>
Cypress of Raleigh ...................... 41

D

Day care, adult ......................... 1
Deaf and Hard of Hearing,
    NC Div. of Services for .......... 15
Deafness and Other Communication
    Disorders ........................ 15
Debt management ........................ 9
Deferred payment loans .............. 37
Dementia ................................ 3
Dental Clinic, UNC ..................... 13
Dental services, donated ............. 13
Departure Drive Total Life Center ... 2
Depression .............................. 12
DHIC .................................. 43
Diabetes Association .................. 70
Dialysis Clinics ...................... 35
Disability
    Developmental ..................... 15
    Hearing ........................... 15
    Intellectual ....................... 15
    Social Security ................... 14
    Visual ................................ 14
Disability Resources .................. 13
Disability Rights NC .................. 2, 13
Divine Healthcare Services .......... 25
Division of Health Services Regulation ... 21
Division of Motor Vehicles .......... 14
Division of Services for the Blind ... 14
DMEPOS ................................ 60
DMV .................................. 14
Doctors Making Housecalls .......... 32, 33
Domestic violence ..................... 12
Donated Dental Services ............. 13
Dorcas Ministries .................... 5
Dorothy Nixon Allen Manor .......... 44
Downsizing ........................... 39
Dressen Medical Supply .............. 60
Drew Transportation .................. 73
Driver Safety Program, AARP ....... 16
Driving ................................ 16
Driving evaluation .................... 16
Duke University Health System
    Driving Program ................. 16
    Family Support Program ....... 4, 8, 70
    Geriatric Evaluation and
        Treatment Clinic ................ 4
    Home Care .......................... 29
    Hospice ............................ 31
    Hospitals .......................... 32
    Memory Disorders Clinic ......... 4
    Durham Veteran’s Affairs
        Medical Center ................. 32
    Dynamedics Healthcare .......... 25

E

Eagle Healthcare Services .......... 25
Eastern Regional Center .......... 6
Eastern Wake Senior Center ....... 50, 68
Eastern Wake Total Life Center .... 2
Easter Seals UCP ...................... 60
Education ............................. 17
Elder Abuse ........................... 17
Eldercare Locator ..................... 8, 48
Eldercare Management
    and Consulting ..................... 7
Elderhostel ............................ 17
Elderlaw Attorneys .................. 50
Elder Rights .......................... 17
Elders Peak ........................... 44
Elevators ................................ 36
Elmcroft of Northridge ............. 56
Elsie’s Place Family Care Home .... 58
Emergency Assistance
    Wake County Human Services ..... 6
Employment ............................ 18
Employment Security Commission .. 18:
    See NC Works Career Centers
Encore: See Osher Lifelong Learning
End of Life Planning ................. 98
Energy Assistance
    Wake County Human Services ..... 6
Energy audit ........................... 38
Estate sale ............................ 39
Evergreen Construction ............. 43
Excel Home Healthcare Agency .... 25
Exchange Post ........................ 60
Executive Service Corps of the Greater
    Triangle ............................ 74
Extension of You Home Care ...... 25
Extra Help ............................. 66
EyeCare America ..................... 14
# Index

**F**

| Fall prevention                          | 32   |
| Fall River Court                        |      |
| Memory Care Community                   | 56   |
| Falls River Village                     | 56   |
| Family Care Homes                       | 57   |
| Family Circle Elder Care                | 1    |
| Family Medical Supply                   | 60   |
| Fan Program                             | 5    |
| Federal Information Center              | 48   |
| FIGS                                    | 67   |
| Filling in the Gaps                     | 67   |
| Financial assistance                    | 6    |
| First in Families of NC                 | 15   |
| First Presbyterian Church               | 5    |
| Five Points Center for Active Adults    | 50, 68 |
| FL-2                                    | 52   |
| FMC Eastern Wake                        | 35   |
| FMC Medical Care                         |      |
| Central Raleigh                         | 35   |
| FMC Medical Care, Apex                  | 35   |
| FMS Six Forks Dialysis Clinic           | 35   |
| Food Assistance                          | 59   |
| Food Bank of Central and Eastern NC     | 5    |
| Food Pantry                             |      |
| Brooks Avenue Church of Christ           | 5    |
| Fuquay-Varina                           | 5    |
| Triangle East Fellowship of Churches    | 6    |
| Tri-Area Ministry, (Wake Forest)        | 6    |
| Urban Ministries                         | 6    |
| Foreclosure counseling                  | 10   |
| Foreclosure Prevention Fund             | 10   |
| Forest Hills Apts                       | 47   |
| Forest Ridge Apts                       | 47   |
| Foster Grandparent Program              | 74   |
| Franvimag Home Care                     | 25   |
| Freedom Alert                           | 62   |
| Free File                               | 71   |
| Fresenius Medical Care Apex             | 35   |
| Fresenius Medical Care Central Raleigh  | 35   |
| Friends of Residents in Long-Term Care  | 54   |
| Frontotemporal Degeneration             | 70   |
| Fuquay-Varina Emergency Food Pantry     | 5    |
| Fuquay-Varina Homes for the Elderly     | 44   |
| Fuquay-Varina Kidney Center             | 35   |
| Fuquay-Varina Parks, Recreation, and    | 51   |
| Cultural Resources                      |      |

**G**

| Gardens at Wakefield Plantation         | 41   |
| Garden Spring Apts                      | 45   |
| Garner Area Ministries                  | 5    |
| Garner Parks, Recreation, and Cultural  |      |
| Resources                               | 51   |
| Garner Senior Center                    | 50, 68 |
| Garner Total Life Center                | 2    |
| Gathering Place                         | 59   |
| Gay                                     | 70   |
| GCFLearnFree.org                        | 9, 17 |
| Gentiva Home Health                     | 29   |
| Geriatric care management               | 7    |
| Geriatric Evaluation and Treatment (GET)Clinic | 4, 33 |
| GET Clinic                              | 4, 33 |
| Glenaire                                | 41   |
| Glade Adult Day Center                  | 1    |
| Glenbrook Crossing                      | 47   |
| Glenwood Towers                         | 43   |
| Golden Years Association                | 68   |
| Good Health Services:                  |      |
| See SeniorBridge                        |      |
| Good News Home Care                     | 25   |
| Grab bars                               | 36   |
| Grace Healthcare Services               | 25   |
| Gracie Sturdivant Family Care Home      | 58   |
| Grief                                   | 12   |
| Griswold Home Care                     | 25   |
| Group respite                           | 1    |
| Guardian Alert 911                      | 62   |
| Guardianship                            | 49   |
| Guiding Lights Caregiver Support Center | 8    |

**H**

<p>| Habitat for Humanity of Wake County     | 39   |
| Hamlin Drug Company                     | 67   |
| Handicapped placards                    | 14   |
| Harlen, Sylvia                          | 7    |
| HARRP                                   | 38   |
| Haven Family Care Home                  |      |
| at Rolesville                           | 58   |
| at Waterford Landing                    | 58   |
| at Weaver Crossing                      | 58   |
| at Wyckford                             | 58   |
| on Saratoga                             | 58   |
| Hayes Barton Pharmacy                   | 67   |
| HD Reach                                | 70   |</p>
<table>
<thead>
<tr>
<th>Index</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare.gov</td>
<td>65</td>
</tr>
<tr>
<td>Healthcare power of attorney</td>
<td>49</td>
</tr>
<tr>
<td>HealthFirst Home Care</td>
<td>25</td>
</tr>
<tr>
<td>Health Insurance Smart NC</td>
<td>65</td>
</tr>
<tr>
<td>HealthLinckx Care Agency</td>
<td>25</td>
</tr>
<tr>
<td>Health Park Pharmacy</td>
<td>67</td>
</tr>
<tr>
<td>Health Services Regulation, NC Division of</td>
<td>21</td>
</tr>
<tr>
<td>Hearing aids</td>
<td>15</td>
</tr>
<tr>
<td>Hearing Loss Association of America</td>
<td>15</td>
</tr>
<tr>
<td>Hearing Loss Association of Wake County</td>
<td>15</td>
</tr>
<tr>
<td>Heart Association</td>
<td>70</td>
</tr>
<tr>
<td>HeartFields Assisted Living and Alzheimer’s Care of Cary</td>
<td>56</td>
</tr>
<tr>
<td>Heartland Hospice</td>
<td>31</td>
</tr>
<tr>
<td>Heating unit repair and replacement</td>
<td>38</td>
</tr>
<tr>
<td>HECM</td>
<td>11</td>
</tr>
<tr>
<td>Helen Wright Center for Women</td>
<td>48</td>
</tr>
<tr>
<td>Help Emergency Response System</td>
<td>62</td>
</tr>
<tr>
<td>Helping Hand Mission</td>
<td>5</td>
</tr>
<tr>
<td>Helping Hands of America</td>
<td>25</td>
</tr>
<tr>
<td>Heritage of Raleigh</td>
<td>41</td>
</tr>
<tr>
<td>Highland Manor</td>
<td>45</td>
</tr>
<tr>
<td>Highland Terrace</td>
<td>45</td>
</tr>
<tr>
<td>Highland Village Commons at</td>
<td>44</td>
</tr>
<tr>
<td>Family Apartments</td>
<td>47</td>
</tr>
<tr>
<td>Hillside Nursing Center of Wake Forest</td>
<td>55</td>
</tr>
<tr>
<td>Hipskind, Martha Grove</td>
<td>7</td>
</tr>
<tr>
<td>Holly Hill Hospital</td>
<td>32</td>
</tr>
<tr>
<td>Holly Park Pharmacy</td>
<td>67</td>
</tr>
<tr>
<td>Holly Springs II</td>
<td>45</td>
</tr>
<tr>
<td>Home Adaptation and Accessibility</td>
<td>36</td>
</tr>
<tr>
<td>Home Care</td>
<td>19</td>
</tr>
<tr>
<td>Licensing and complaints</td>
<td>21</td>
</tr>
<tr>
<td>Skilled care</td>
<td>28, 64</td>
</tr>
<tr>
<td>Home Care Agency Checklist</td>
<td>89</td>
</tr>
<tr>
<td>Home Care Agency, Choosing</td>
<td>21</td>
</tr>
<tr>
<td>Home Care and Companion Agencies</td>
<td>23</td>
</tr>
<tr>
<td>Home Care Assistance</td>
<td>25</td>
</tr>
<tr>
<td>Homecare Medical Groups</td>
<td>61</td>
</tr>
<tr>
<td>HomeChoice Healthcare</td>
<td>26</td>
</tr>
<tr>
<td>HomeChoice Home Care Solutions</td>
<td>26</td>
</tr>
<tr>
<td>Home-delivered Meals</td>
<td>59</td>
</tr>
<tr>
<td>Home Equity Conversion Mortgage</td>
<td>11</td>
</tr>
<tr>
<td>Home Health</td>
<td>29</td>
</tr>
<tr>
<td>Home Health and Hospice Care (3HC)</td>
<td>29, 31</td>
</tr>
<tr>
<td>Home health benefit</td>
<td></td>
</tr>
<tr>
<td>Medicaid PCS</td>
<td>20</td>
</tr>
<tr>
<td>Medicare</td>
<td>20</td>
</tr>
<tr>
<td>Home Helpers</td>
<td>26</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>26</td>
</tr>
<tr>
<td>Homemaker</td>
<td>22</td>
</tr>
<tr>
<td>Home Medical Alert: See Personal Emergency Response System</td>
<td></td>
</tr>
<tr>
<td>Home Repair and Rehabilitation</td>
<td>37</td>
</tr>
<tr>
<td>Cary</td>
<td>37</td>
</tr>
<tr>
<td>Raleigh</td>
<td>37: See City of Raleigh Community Development</td>
</tr>
<tr>
<td>Resources for Seniors</td>
<td>37</td>
</tr>
<tr>
<td>Wake County: See Wake County Housing &amp; Community Revitalization</td>
<td></td>
</tr>
<tr>
<td>Home Safety Checklist</td>
<td>85</td>
</tr>
<tr>
<td>Home safety evaluations</td>
<td>33</td>
</tr>
<tr>
<td>Homestead Exemption</td>
<td>39</td>
</tr>
<tr>
<td>Homewatch CareGivers of the Triangle</td>
<td>26</td>
</tr>
<tr>
<td>Home Weatherization</td>
<td>38</td>
</tr>
<tr>
<td>HopeLine</td>
<td>12, 70, 71</td>
</tr>
<tr>
<td>Hope Support Services</td>
<td>26</td>
</tr>
<tr>
<td>Horizon Health Center</td>
<td>34</td>
</tr>
<tr>
<td>Horizons Grief Care: See Transitions GriefCare</td>
<td></td>
</tr>
<tr>
<td>Horizons Palliative Care: See Transitions PalliativeCare</td>
<td></td>
</tr>
<tr>
<td>Hospice</td>
<td>31</td>
</tr>
<tr>
<td>Hospice of Wake County: See Transitions LifeCare</td>
<td></td>
</tr>
<tr>
<td>Hospitals and Health Care Providers</td>
<td>32</td>
</tr>
<tr>
<td>Housecalls</td>
<td></td>
</tr>
<tr>
<td>Doctors Making</td>
<td>32, 33</td>
</tr>
<tr>
<td>Housing</td>
<td></td>
</tr>
<tr>
<td>Mixed Age</td>
<td>47</td>
</tr>
<tr>
<td>Senior</td>
<td>43</td>
</tr>
<tr>
<td>Housing Authority</td>
<td></td>
</tr>
<tr>
<td>Raleigh</td>
<td>47</td>
</tr>
<tr>
<td>Wake County</td>
<td>47</td>
</tr>
<tr>
<td>Housing Options</td>
<td>40</td>
</tr>
<tr>
<td>Housing Rehabilitation Program</td>
<td></td>
</tr>
<tr>
<td>Cary</td>
<td>37</td>
</tr>
<tr>
<td>Housing-Related Programs</td>
<td>36</td>
</tr>
<tr>
<td>HUD</td>
<td>10</td>
</tr>
<tr>
<td>Human Relations Commission</td>
<td>39</td>
</tr>
<tr>
<td>Huntington’s Disease</td>
<td>70</td>
</tr>
</tbody>
</table>
I
Ideal Healthcare Services .................... 26
IDs for non-drivers .......................... 14
IHCA: See Medicaid PCS
IMAGE Management ....................... 36, 61
IMPPS Taxi Service ........................... 73
Independence Village of Olde Raleigh .... 42
Independent Living
    Center for .................................. 2, 14
    Rehabilitation Program .................... 36, 61
Independent Seniors Home Care .......... 22
In-Home Health Care ....................... 32
Inomancy Home Care ....................... 26
Interact, Inc................................... 12
Interim Health Care ......................... 26
Internal Revenue Service ................... 71
Intrepid USA ................................... 29

J
Jackson Family Care Home .................. 58
James Rest Home ............................. 56
Jeffries Ridge .................................. 47
Jewish Family Services, Inc.
    Counseling .................................. 12
JobLink Career Center:
    See NC Works Career Centers
Jobs ............................................. 18
Jordan Oaks Retirement Community .... 42
Josefs Pharmacy ............................. 67
Joyner Healthcare Services ............... 26

K
Kane, Lisa ....................................... 12
Keeping Us Safe .............................. 16
Kendall, Linda .................................. 12
Kennedy Care ................................. 26, 29
Kidney Foundation ......................... 70
Kildaire Total Life Center ................. 2
Kingdom Healthcare Management ....... 26
Koretsky, Pam .................................. 12
Krystal Home Care Agency ................. 26

L
Laurels of Forest Glenn ..................... 55
LawHelp.org ................................... 50
Lawndale Manor .............................. 56
Lawyer Referral Service ................... 50
Lee’s Long Term Care ....................... 56
Legal Aid of North Carolina
    Senior Legal Helpline .................... 2, 50
Legal Services and Advance Directives 49
Leisure / Recreation ........................ 50
Lesbian ......................................... 70
Leukemia & Lymphoma Society ........... 70
LGBT Center of Raleigh .................... 70
Liberty Home Care and Hospice .......... 29, 31
Library for the Blind and Physically
    Handicapped ................................ 14
Licensing
    Long-term care ................................ 54
LIEAP .......................................... 5
Life Alert ...................................... 62
Life Care ...................................... 40
Lifeline/Link-Up ............................. 5
Lifeline, Philips .............................. 62
Life Pendant ................................. 62
Life Resources of NC ...................... 32
Life Station ................................... 62
Lifts ............................................ 36
Lincare ........................................ 61
Linda’s Family Care Home ............... 58
LIS .............................................. 66
Litchford Falls Healthcare
    and Rehabilitation Center ............ 55
Living Will .................................... 95
Living wills .................................. 49
Lodge at Wake Forest ...................... 42
Long-term care
    Licensing and Monitoring .............. 54
    Ombudsman .................................. 17, 54
    Star rating system ........................ 54
Long-Term Care Facilities ............... 52
Long-Term Care Facility Checklist ....... 91
Low Income Energy Assistance Program . 5
Low Income Subsidy (Medicare D) ........ 66
Lung Association ............................ 70
Luther Green Community Center ........ 59
LynnRay Medical Supply ................. 61
Lynn’s Home at Riverside ................. 58
Lynn’s Home at Saybrooke ............... 58

M
Madison Glen ................................... 47
Maggie’s Care Home ......................... 58
Magnolia Glen ............................... 42, 56
| Magnolias Apartments | 45 |
| Manor Family Care Home | 
| at Coventry Creek | 58 |
| at Edgewater | 58 |
| at Perry Creek | 58 |
| Manor Village at Preston: | See Preston Pointe |
| Maples Apartments | 47 |
| MAPS Program | 67 |
| Maxim Healthcare Services | 26 |
| Mayview: See The Oaks at Mayview |
| Meadowcreek Commons | 45 |
| Meadows at Brier Creek | 45 |
| Meadow Spring Apts | 45 |
| Meals on Wheels | 59, 74 |
| Medicaid | 64 |
| Home care | 20 |
| Nursing home benefits | 53 |
| PCS | 20 |
| PCS Assessment | 64 |
| Transportation | 72 |
| Medicaid waiver | 28 |
| Medical Alert | 62: See Personal Emergency Response System |
| Medical Care Decisions & Advance Directives | 95 |
| Medical Equipment Distributors | 61 |
| MedicaAlert | 4 |
| Medical Eyecare Program | 14 |
| Medical Practices and Clinics | 33 |
| Medical Supplies, Equipment, and Assistive Devices | 59 |
| Medicare | 64, 66 |
| Basic explanation | 63 |
| Dialysis Facility Compare | 35 |
| Home health benefit Elseigibility | 20 |
| Information Line | 64 |
| Medicare Savings | 64 |
| MQB | 64 |
| Nursing home benefits | 53 |
| Nursing Home Compare | 54 |
| PACE | 20, 28, 64 |
| Part D | 63, 66 |
| Extra Help (LIS) | 66 |
| Low Income Subsidy (LIS) | 66 |
| Physician Listing | 35 |
| Quality of Care Complaint Hotline | 64 |
| Supplemental Insurance | 64 |
| Medicare / Health Insurance | 63 |
| Medicare Rights Center | 64, 66 |
| Medication Therapy Management | 67 |
| Medigap | 64 |
| Medi Home Care | 
| Medical Equipment | 61 |
| Personal Emergency Response | 62 |
| Medi Home Health | 
| Home Care | 29 |
| MEDS Program | 67 |
| Memory Disorders Clinic |  
| Duke | 4 |
| UNC | 4, 34 |
| Memory Impairment | 3 |
| Mental Health | 12 |
| Mental Illness | 16 |
| MH Nursing Service | 26 |
| Millbrook Enrichment Center | 1 |
| Millennium Transportation Services | 73 |
| Mims Family Care Home | 58 |
| Miracle Healthcare Agency | 26 |
| Mixed Age Affordable Housing | 47 |
| Mobile Rehab | 32 |
| Money management | 9 |
| Morningside Assisted Living and Memory Care | 57 |
| Morrisville Parks, Recreation, and Cultural Resources | 51 |
| Mortgage Counseling | 9 |
| Move Elders with Ease | 39 |
| Moving a Parent to North Carolina | 81 |
| MTM Pharmacy Associates | 67 |
| Multiple Sclerosis Society | 70 |
| Murphey School Apts | 45 |
| MV Transit | 72 |
| Myriad Home Care Agency | 26 |

### N

| NACA | 10 |
| NAMI | 12, 16 |
| Nana’s Touch Family Care Home | 58 |
| National Academy of Elderlaw Attorneys | 50 |
| National Cancer Institute | 70 |
| National Institute on Aging | 70 |
| National Institute on Deafness and Other Communication Disorders | 15 |
| National Kidney Foundation | 70 |
| National Multiple Sclerosis Society | 70 |
| National Osteoporosis Foundation | 70 |
| National Parkinson Foundation | 70 |
| National Patient Travel Center | 73 |
| Navicore Solutions | 11 |
| Navigate NC | 2 |
| National Patient Travel Center | 73 |
| Navicore Solutions | 11 |
| National Parkinson Foundation | 70 |
| National Osteoporosis Foundation | 70 |
| National Multiple Sclerosis Society | 70 |
| National Kidney Foundation | 70 |

**NC Department of Health and Human Services**
- Division of Aging and Adult Services | 48
- Elder Rights Section | 17
- Division of Health Services Regulation | 21, 54
- Division of Services for the Blind | 14
- Division of Services for the Deaf and Hard of Hearing | 15
- Division of Vocational Rehabilitation | 14, 18

**Department of Insurance**
- Consumer Hotline | 65
- Health Insurance Smart NC | 65

**Department of Transportation**
- Division of Motor Vehicles | 14
- Division of Aging and Adult Services | 48
- Division of Veterans' Affairs | 73
- Lawyer Referral Service | 50

**NC Assistive Technology Program** | 14
**NC Assistive Technology Program** | 14
**NC Baptist Aging Ministry** | 48, 74
**NC Division of Motor Vehicles**
- Handicapped placards | 14
- ID for non-drivers | 14
- Medical Evaluation | 16

**NC Employment Security Commission** | 18
- See NC Works Career Centers
- NC Foreclosure Prevention Fund | 10
- NC Human Relations Commission Housing Unit | 39
- NCIAP Medical Care | 34
- NC Library for the Blind and Physically Handicapped | 14
- NC MedAssist | 67
- NC Works Career Centers | 18
- Neighborhood Assistance Corporation of America | 10
- New Bern Transitional Housing | 48
- New Hope Dialysis | 35
- North Carolina Home Health | 29
- Northern Regional Center | 6
- Northern Wake Senior Center | 50, 68
- North Hills Senior Living | 58
- North Pointe Assisted of Garner | 57
- North Raleigh Ministries Crisis Center | 6
- North State Medical Transport | 73
- Novadebt: See Navicore
- NuMotion | 61
- Nurse Care of NC | 27
- Nursing Facilities | 55
- Nursing Home Compare | 54
- Nursing Homes | 55
- Nutrition Sites | 59

**O**
- Oak Grove Apts | 47
- Oaks at Mayview | 55
- Oaks at Whitaker Glen | 41
- Obamacare | 65
- Olde School Commons | 45
- Oliver House | 57
- OLLI
  - at Duke | 17
  - at NC State | 17
- Ombudsman Long-term care
  - Regional | 17, 54
  - State | 54
- Omega Healthcare Services | 27
- Options Counseling | 8
- Options for Senior America | 27
- Order in the House | 39
- Organizing services | 39
- Orthopedic Service Company
  - of Raleigh | 61
- Osher Lifelong Learning Institute | 17
- Osteoporosis Foundation | 70
- OT Accessibility Consultant | 36

**P**
- PACE | 20, 28, 64
- Pacific Staffing | 27
- Palliative Care: See Horizons
- Paralysis Resource Center | 70
- Parkinson Association of the Carolinas | 71
- Parkinson Foundation | 70
- Parks and Recreation, Raleigh Visually Impaired Program | 14
| Parks, Recreation, and Cultural Resources | 51 |
| Parkview Manor | 45 |
| Part D | 20 |
| Extra Help | 66 |
| Partnership for Prescription Assistance | 67 |
| Patient Travel Center | 72 |
| Paying for Long-Term Care | 53 |
| PCS | 20 |
| Assessment | 64 |
| Peak Healthcare Services | 27 |
| Perpetual Home Care | 27 |
| Personal Care Services (PCS) | 20 |
| Assessment for | 64 |
| Personal Emergency Response Systems | 62 |
| Phibam Devoted Home Care | 27 |
| Phoenix Assisted Care | 57 |
| Photo ID for non-drivers | 14 |
| Physician Referral Services | 35 |
| Physicians Pharmacy Alliance | 67 |
| Pine Acres Community Center | 59 |
| Pine Hills Apts | 45 |
| PLM Equipment Services | 36 |
| Power of attorney | 49 |
| Power of Attorney | 95 |
| Health Care | 63, 66 |
| Prescription Drug Insurance | 66 |
| Medicare | 67 |
| Prescription Drugs | 67 |
| Delivery | 67 |
| Financial assistance | 67 |
| Preston Pointe | 42 |
| Program of All-Inclusive Care for the Elderly | 20, 28, 64 |
| Project DIRECT | 71 |
| Project Lifesaver | 4 |
| Property Tax Relief | 39 |
| Protective Services, Adult | 17 |
| Pruitt Health of Raleigh | 55 |

**R**

| Raleigh Area Development Authority | 10 |
| Raleigh Centers for Active Adults | 50, 68 |
| Raleigh Dialysis Clinic | 35 |
| Raleigh Geriatric Care Management | 7 |
index

Rex Healthcare ........................................ 32
Cancer Center ......................................... 34
Healthnet Physician Referral Service ........... 35
Home Services ......................................... 29
Hospital .................................................. 32
Rehabilitation and Nursing ......................... 55
Senior Health Center ................................ 34
Right at Home of Wake County
   Care Management .................................... 8
   Home Care ............................................. 27
   Seniors on the Move ................................ 73
Right Choice Home Care and Staffing ............ 27
Ripley Station .......................................... 47
Road Scholar ........................................... 17
Road to Recovery ....................................... 72
Roanoke Commons ..................................... 45
Robinwood of Wendell .................................. 46
Rock Quarry Road Family Medicine ............... 34
Royal Alert Lifeline ..................................... 62
R & S Family Care Home ............................... 58
RSVP ........................................................ 74
Ruth Sheets Adult Care Center ..................... 2
Rx Assist ................................................... 67
Rx Outreach ............................................... 67

S
Safe Return ............................................... 4
SafetyChoice ............................................ 62
SAGE Raleigh ............................................ 70
Salvation Army .......................................... 48
   Financial Assistance .................................. 6
   Senior Social Program ............................... 51
SarahCare at Lake Boone Trail ..................... 2
Saturday Daybreak Program, Total Life
   Center .................................................... 2
SCORE, Raleigh Chapter ............................. 74
Seagreaves Family Care Home ..................... 58
SearStone ............................................... 41
Sedgebrook Apts ........................................ 47
SeniorBridge ............................................ 27
Senior Centers ......................................... 50, 68
Senior Citizen Clubs and Organizations .......... 68
Senior CommUnity Care
   of North Carolina .................................... 28, 64
Senior Community Service Employment
   Program .................................................. 18
Senior Driving, AAA ................................... 16
Senior Helpers ......................................... 22
Senior Housing ......................................... 43
Senior Housing & Care Consultants ............. 49
Senior Law Clinic ....................................... 50
Senior Legal Helpline ................................. 50
Senior Living Advisors of NC ..................... 49
Senior Medicare Patrol ............................... 65
Senior Net
   Cary ...................................................... 9, 17
   Raleigh, see SeniorTechEd ....................... 9
Seniors’ Health Insurance
   Information Program ................................. 65, 66
   Seniors on the Move ................................ 73
   SeniorTechEd ......................................... 17, 74
Service Corps of Retired Executives ............ 74
Services for the Blind ................................ 14
Shepherd’s Care Medical Clinic .................. 34
Shepherd’s Table Soup Kitchen .................... 59
SHIIP ....................................................... 65, 66
Silver Spring Apts ....................................... 46
Sir Walter Apts .......................................... 46
Sisters Aide Services ................................... 22
Skilled nursing
   Facilities ............................................... 55
SMART Transportation .............................. 73
Smooth Moves ......................................... 39
Social Security .......................................... 69
   Disability ............................................... 14
   Extra Help application ............................. 66
   Raleigh Office ........................................ 65, 69
SSI .......................................................... 69
SocialServe.com ........................................ 39
Social Worker for the Blind ......................... 14
Southeastern Healthcare
   Adult Day Health ..................................... 2
   Home Care ............................................. 27
   Southern Regional Center ....................... 6
Southern Wake Faith Community
   in Action ............................................... 6
Southern Wake Family Medicine .................. 34
Southlight Healthcare ................................. 12, 16
Southwest Wake Dialysis Clinic ................... 35
Special Assistance for Adults ....................... 53
Spring Arbor ............................................ 57
Springhaven Family Care Home .................... 58
Springmoor Life Care Retirement
   Community ............................................ 41
SSDI ........................................................ 14
SSI .......................................................... 69
index

Stalls Medical .......................... 61
Star Rating System .......................... 54
Stay at Home Senior Care .......................... 27
Stevie Organizing Services (SOS) .......................... 39
St. Saviour’s Center .......................... 59
Subsidized and Affordable Senior Housing .......................... 43
Substance Abuse .......................... 16
Sunnybrook Rehabilitation Center .......................... 55
Sunrise Assisted Living .......................... 57
Supplemental Security Income .......................... 69
Support Organizations / Help Lines .......................... 69
SUREsteps: In-Home Evaluation, Treatment & Prevention of Falls .......................... 32
SWFCA .......................... 6
Synergy HomeCare of the Triangle .......................... 27

T

Tarheels Home Healthcare Services .......................... 27
Tax-Aide Program .......................... 71
Tax Assistance .......................... 71
Tax-credit properties .......................... 43
Telamon Corporation .......................... 10
Telecare .......................... 71
Telecommunications Equipment .......................... 15
Telephone Reassurance .......................... 71
Telephones, amplified .......................... 15
Tender Touch Family Care Home .......................... 58
Terrace Spring Apts .......................... 46
The Arc of Wake County .......................... 15
The Benefits Bank .......................... 6
The Cardinal at North Hills .......................... 41
The Commons at Highland Village .......................... 44
The Covington .......................... 56
The Crossings at Heritage .......................... 44
The Cypress of Raleigh .......................... 41
The Gardens at Wakefield Plantation .......................... 41
The Gathering Place .......................... 59
The Glade Adult Day Center .......................... 1
The Haven Family Care Home .......................... 58
at Rolesville .......................... 58
at Waterford Landing .......................... 58
at Weaver Crossing .......................... 58
on Saratoga .......................... 58
The Heritage of Raleigh .......................... 41
The Lodge at Wake Forest .......................... 42
The Magnolias .......................... 45
The Manor Family Care Home .......................... 48

at Coventry Creek .......................... 58
at Edgewater .......................... 58
at Perry Creek .......................... 58
The Manor Village at Preston: See Preston Pointe
The Meadows at Brier Creek .......................... 45
The Oaks at Mayview .......................... 55
The Oaks at Whitaker Glen .......................... 41
TherAccess .......................... 33
The Right Moves .......................... 39
Thermo Direct .......................... 38
The Women’s Center .......................... 48
The Woods at Avent Ferry .......................... 46
The wRight Place for Seniors .......................... 49
Tiffany’s Family Care Home .......................... 58
Timber Spring Apts .......................... 46
Title 5 .......................... 18
Total Care Agency .......................... 27
Total Life Centers .......................... 2
Map of locations .......................... 1
Tower Nursing and Rehabilitation Center .......................... 55
TowneBank Mortgage .......................... 11
TRACS .......................... 72
Transgender .......................... 70
Transitions GriefCare .......................... 12
Transitions HomeHealth .......................... 29
Transitions LifeCare .......................... 31
Transitions PalliativeCare .......................... 32, 33
Transitions with Ease .......................... 39
Transportation .......................... 72
Medicaid .......................... 72
Transportation Service Center, Wake County .......................... 72
Travel, Medical .......................... 72
Triangle Aphasia Project .......................... 71
Triangle East Fellowship of Churches .......................... 6
Triangle Eldercare Consultants .......................... 8
Triangle Family Services Credit counseling .......................... 10
Mental health counseling .......................... 12, 16
Reverse mortgage counseling .......................... 11
Triangle J Area Agency on Aging .......................... 48
Triangle Pastoral Counseling .......................... 12
Triangle Radio Reading Service .......................... 14
Triangle Transit Authority .......................... 73
Tri-Area Ministry .......................... 6
Trinity Ridge Apts .......................... 46

See

The Men's Center .......................... 48
The Meadows at Brier Creek .......................... 45
The Oaks at Mayview .......................... 55
The Oaks at Whitaker Glen .......................... 41
TherAccess .......................... 33
The Right Moves .......................... 39
Thermo Direct .......................... 38
The Women’s Center .......................... 48
The Woods at Avent Ferry .......................... 46
The wRight Place for Seniors .......................... 49
Tiffany’s Family Care Home .......................... 58
Timber Spring Apts .......................... 46
Title 5 .......................... 18
Total Care Agency .......................... 27
Total Life Centers .......................... 2
Map of locations .......................... 1
Tower Nursing and Rehabilitation Center .......................... 55
TowneBank Mortgage .......................... 11
TRACS .......................... 72
Transgender .......................... 70
Transitions GriefCare .......................... 12
Transitions HomeHealth .......................... 29
Transitions LifeCare .......................... 31
Transitions PalliativeCare .......................... 32, 33
Transitions with Ease .......................... 39
Transportation .......................... 72
Medicaid .......................... 72
Transportation Service Center, Wake County .......................... 72
Travel, Medical .......................... 72
Triangle Aphasia Project .......................... 71
Triangle East Fellowship of Churches .......................... 6
Triangle Eldercare Consultants .......................... 8
Triangle Family Services Credit counseling .......................... 10
Mental health counseling .......................... 12, 16
Reverse mortgage counseling .......................... 11
Triangle J Area Agency on Aging .......................... 48
Triangle Pastoral Counseling .......................... 12
Triangle Radio Reading Service .......................... 14
Triangle Transit Authority .......................... 73
Tri-Area Ministry .......................... 6
Trinity Ridge Apts .......................... 46
Trinity Staffing ........................................ 27
Tri-Star Medical Transport ......................... 73
Tryon Grove ........................................... 47
TTA .................................................... 72
Tucker Street Nutrition Site ......................... 59
Turnberry Apts ........................................ 46

V
VA Aid and Attendance ................................. 20
Val’s Family Care Home ............................... 58
VA Medical Center ................................ 32, 73
Van Products ........................................... 61
Vantage Healthcare Services ......................... 27
Vet Center ............................................... 12, 71, 73
Veterans ................................................... 71
Veteran’s Administration Benefits and Information Hotline ...................................................... 73
Veterans’ Affairs, NC Div. of ........................ 73
Veterans Hospital ...................................... 32
Veterans’ Service Office, Wake County .......... 73
Veterans’ Services ...................................... 73
Victory Healthcare ...................................... 27

Victory Home Care ...................................... 27
Village Pharmacy ......................................... 68
Visiting Angles Living Assistance Services .................. 27
Visually Impaired ......................................... 14
VITA ....................................................... 71
Vital Information ......................................... 77
Vocational Rehabilitation .............................. 14, 18
Volunteer Caregiving, Center for ................... 8, 74
Volunteer Income Tax Assistance .................... 71
Volunteer Opportunities ............................... 74

W
Wake Acres ............................................. 47
Wake Assisted Living .................................... 57
WakeBrook .............................................. 16
Wake Community Resource
  Connections ............................................. 14, 48
Wake County
  Transportation Service Center ...................... 72
Wake County Human Services
  Adult Home Specialist ................................ 54
  Adult Medicaid ......................................... 64
  Emergency Assistance ................................ 6
  Energy Program ....................................... 6
  Food Assistance ........................................ 59
  Health Department ................................... 34
  Housing and Community Revitalization ........... 37
  Social Worker for the Blind ......................... 14
  Supportive Housing Program ....................... 39
  Veterans’ Service Office .............................. 73
Wake County Revenue Department
  Senior Property Tax Exemption ..................... 39
Wake CRC ............................................... 14
Wake Dialysis Clinic .................................... 35
Wakefield Hills .......................................... 47
Wakefield Manor ........................................ 46
Wakefield Medical ....................................... 61
Wake Forest Dialysis Center ......................... 35
Wake Forest Drug ........................................ 61, 68
Wake Forest Parks and Recreation .................... 51
Wake Health Services, Inc ........................... 34
WakeMed
    Apex Healthplex .................................. 32
    Brier Creek Healthplex .......................... 32
    Cary Hospital ..................................... 32
    Doctor Choice Physician Referral .............. 35
    Garner Healthplex ................................ 32
    Home Health ...................................... 29
    Hospitals ......................................... 32
    North Healthplex .................................. 32
    Rehabilitation Hospital .......................... 32
Wake Technical Community College
    ABE TOPS .......................................... 15
    Compensatory Education: See ABE TOPS
    Continuing Education ............................. 9, 17
Walnut Ridge Apartments ......................... 47
Waltonwood Cary Parkway ......................... 42
Waterbrook Apts ................................... 46
Water Garden Park .................................. 46
Water Garden Village ............................... 47
Watral, Lauren:
    See Raleigh Geriatric Care Management
WCTS ..................................................... 72
Weatherization ..................................... 38
Weatherstone Spring ............................... 46
We Care for You
    Geriatric Care Management ..................... 8
Well Care Home Health of the Triangle ........... 27, 29
Wellington Rehabilitation and Healthcare ........ 55
Wendell Drug ........................................ 61, 68
Western Wake Crisis Ministry ..................... 6
Western Wake Hospital:
    See WakeMed Cary Hospital
Weston Trace ........................................ 47
Westwood Park Apartments ......................... 47
Wheelchair Getaways ............................... 73
Wheelchair ramps ................................... 36
Wheelchair van rental .............................. 73
Whispering Pines Retirement Living .............. 42
Wild Horse Taxi Service ........................... 73
Windsor Point ....................................... 41
Windsor Spring Apts ................................ 46
Wintershaven ....................................... 46
With Love from Jesus Ministries .................. 6, 61
Women’s Center of Wake County .................. 6, 13, 48
Woodland Terrace .................................. 42, 57
Woods at Avent Ferry ................................ 46
Worthdale Family Care Home ...................... 58
Wrenette’s Place .................................... 58
wRight Place for Seniors ......................... 49
Y
    YMCA of the Triangle .............................. 51
    Your Next Move ................................... 49
Z
    Zebulon Drug ....................................... 61, 68
    Zebulon House ..................................... 57
    Zebulon Kidney Center: See BMA of Zebulon
    Zebulon Rehabilitation Center .................... 55