The Original Aging in Place Agency

For more than 45 years, Resources for Seniors has been serving older adults and adults with disabilities 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, options counseling, and outreach.

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

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Services include direct care, support services, care management, information, options counseling, and outreach.

We provide excellence in service and care to individuals and their families.
Are You a Senior War Time Veteran in Need of Assistance at Home or with the costs of Community Living?

The Senior Veterans Council can provide information and guidance on a wide range of government and community benefits that can help you meet your Long Term Care needs.

In addition, Veterans and Widows of Veterans who served during WWII, Korea or Vietnam may be eligible for VA Benefits that can provide up to $2,120 (Married); $1,788 (Single Veteran); $1149 (Widow).

For a free initial consultation to better understand the benefits you earned by service to your country and the taxes paid over a lifetime of work, please contact:

Senior Veterans Council
www.seniorveterancouncil.com
362 Raleigh Street
Holly Springs, NC 27540
(919) 825-1300

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We accept patients for care regardless of age, race, color, national origin,宗教, sex, disability, being a qualified disabled veteran, being a qualified disabled veteran of the Vietnam Era, or any other category protected by law, or decisions regarding advance directives.
Resources for Seniors would like to thank the following sponsors for their generosity in supporting our 2019 Directory of Resources:

Affordable Family Care
Alzheimer’s Association, Eastern North Carolina Chapter
Bayada Home Health
Capital Towers
Caring Senior Service
The Center for Volunteer Caregiving
CenterPeace Home HealthCare
Chefs for Seniors Raleigh
Coldwell Banker Advantage
Dementia Alliance of North Carolina
DHIC
Doctors Making Housecalls
Duke Home Care & Hospice
Evergreen Construction
GetSmartPros
Heartland Hospice
Home Care Assistance
HomeChoice Home Care Solutions
Home Health Haircuts
Kindred at Home and Kindred Hospice
LifeLinks Care Management
Maxim Healthcare Services
Options for Senior America
Right at Home of Wake County
Senior CommUnity Care of North Carolina
Senior Medicare Patrol (SMP)
Seniors’ Health Insurance Information Program (SHIIP)
Seniors Helping Seniors
Senior Veterans Council
Silver Linings for Seniors
Transitions LifeCare
Triangle Mobile Dentistry
Visiting Angels
Well Care Home Health of the Triangle

For information about opportunities to help sponsor next year’s directory, please contact the RFS Information Department at 919-713-1556, or via email at info@rfsnc.org.

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

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

To notify Resources for Seniors of any suggested changes, additions or deletions to the content of this directory, please contact the RFS Information Department at 919-713-1556, or via email at info@rfsnc.org.
SERVICES PROVIDED BY RESOURCES FOR SENIORS

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

**Adult Day Centers...............919-872-7933**  
RFS’s Adult Day Centers, called Total Life Centers (TLCs), provide activities and care for adults of all ages who require supervision during the day. Each location has a regular schedule of activities, crafts, entertainment, and socialization. See the Adult Day Programs section for more information.

- **Cary Bond Park TLC ...............919-460-9008**  
  110 Maury O’Dell Pl., Cary, 27513
- **Eastern Wake TLC..................919-365-4248**  
  323 Lake Dr., Wendell, 27591
- **Garner TLC..........................919-773-3790**  
  Garner United Methodist Church,  
  201 Methodist Dr., Garner, 27529
- **Raleigh TLC..........................919-873-1870**  
  5124 Departure Dr., Ste. 101, Raleigh, 27616
- **Saturday Daybreak Services ......919-713-1525**  
  Location alternates between Cary Bond Park and Raleigh TLCs.

**Caregiver Support ...............919-713-1556**  
Support groups and one-on-one consultation are available for caregivers needing help with emotional support and problem-solving. See the Caregiver Resources section for more information.

**Community Alternatives Program for Disabled Adults (CAP/DA) ...919-872-7933**  
RFS is the lead agency in Wake Co. for this Medicaid waiver program, which gives Medicaid recipients who need nursing home-level care an opportunity to remain living in the community. See the Home Care section for more information.

**Companion Registry ..............919-872-7933**  
Registry list of companions/homemakers, trained by RFS, who offer fee-based in-home services. See the Home Care section for more information.

**Friendly Visits and Telecare ......919-460-0567**  
Administered by The Center for Volunteer Caregiving on behalf of RFS. Volunteers provide visits or phone calls to isolated older adults who would benefit from regular contact to increase safety and social interaction. See the Caregiver Resources section for more information.

**Housing and Home Improvement ........919-872-7933**  
Home repairs related to health and safety. See the Housing-Related Programs section for more information.

**Weatherization Assistance Program (WAP) .......................919-872-7933**  
RFS is the lead agency in Wake and Durham counties for this free program providing home energy audits and weatherization to make homes easier to heat and cool. Eligibility is based on income, not age. See the Housing-Related Programs section for more information.

**Information and Referral ............919-713-1556**  
Information and referral specialists available Mon. through Fri. to help connect callers to aging-related resources in Wake Co. **Call us when you’re not sure who to call.**

**In-Home Aide Services .............919-872-7933**  
Assistance with personal care, meal preparation and home management.

**Medicare Counseling .............855-408-1212**  
RFS partners with the Seniors’ Health Insurance Information Program (SHIIP) to offer counseling regarding Medicare issues. Face-to-face appointments with volunteers available. See the Medicare / Medicaid / Health Insurance section for more information.
Medication Education for Drug Safety (MEDS) Program .................. 919-872-7933
Pharmacist provides free medication therapy management consultations for Medicare recipients, to prevent dangerous side effects and drug interactions. See the Prescription Drugs section for more information.

Options Counseling .................. 919-713-1556
In-person counseling that includes both caregiver(s) and care recipient(s) in order to help identify needs, preferences, and available options for care. Call to request an appointment.

Senior Centers
Programs and activities related to health, fitness, recreation, and education. See the Senior Centers section for more information.

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 Centers for Active Adults:
Anne Gordon Center ............... 919-996-4720
RFS Service Coordinator .......... 919-996-4738
Five Points Center ............... 919-996-4730
RFS Service Coordinator .......... 919-996-4738

Transportation ................... 919-872-7933
Limited transportation, for eligible persons 60+, to medical appointments and Meals on Wheels congregate meal sites. See the Transportation section for more information.

Website - www.resourcesforseniors.com
The RFS website includes a wealth of information about our agency and services, as well as other resources available in Wake Co.:

Community Resource Database
Online database of Wake Co. resources for older and disabled adults. Searchable by location and keyword.

Resource Lists
www.resourcesforseniors.com/resourcelist.php
Downloadable handouts about Wake Co. resources, available on subjects including: home care, adult day programs, long-term care facilities, and affordable housing.

Speed Referral Forms
www.resourcesforseniors.com/referrals.php
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<td>Affordable Family Care</td>
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<td>Alzheimer's Association, Eastern North Carolina Chapter</td>
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<td>The Center for Volunteer Caregiving</td>
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<td>CenterPeace Home HealthCare</td>
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<td>Chefs for Seniors Raleigh</td>
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<td>Dementia Alliance of North Carolina (formerly Alzheimer's North Carolina, Inc.)</td>
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<td>DHIC</td>
<td>919-832-4345</td>
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<td>Doctors Making Housecalls</td>
<td>919-932-5700</td>
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<td>Duke Home Care &amp; Hospice</td>
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<td>Evergreen Construction</td>
<td>919-848-2041</td>
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<td>GetSmartPros</td>
<td>919-576-9440</td>
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<td>Heartland Hospice</td>
<td>866-901-9297</td>
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<td>Home Care Assistance</td>
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<td>HomeChoice Home Care Solutions</td>
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<td>Home Health Haircuts</td>
<td>919-675-5507</td>
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<td>Kindred at Home and Kindred Hospice</td>
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<td>LifeLinks Care Management</td>
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<td>Maxim Healthcare Services</td>
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<td>Options for Senior America</td>
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<td>Right at Home of Wake County</td>
<td>919-783-5633</td>
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<td>Senior CommUnity Care of North Carolina</td>
<td>919-425-3000</td>
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<td>Senior Medicare Patrol (SMP)</td>
<td>855-408-1212</td>
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<td>Seniors’ Health Insurance Information Program (SHIIP)</td>
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<td>Seniors Helping Seniors</td>
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<td>Silver Linings for Seniors</td>
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<td>Transitions LifeCare</td>
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<td>Triangle Mobile Dentistry</td>
<td>919-799-2770</td>
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<td>Visiting Angels</td>
<td>919-787-4317</td>
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<td>Well Care Home Health of the Triangle</td>
<td>919-846-5954</td>
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ADULT DAY PROGRAMS

Adult day services is a general term that refers to an organized program, provided during the day, in a community group setting. Some older adults and adults with disabilities need assistance with daily activities and care, but do not require full-time placement in an assisted living facility or nursing home. Adult day services provide socialization and activities in a safe, supervised location, and can be a beneficial resource for caregivers who are working or who could use time off from the responsibilities of caregiving. Different models are available, depending on the level of care required. The amount of days a participant attends per week or month can vary according to their preferences and needs.

Adult day services are less expensive than hiring an in-home care provider for the equivalent amount of time. Fees are usually quoted per day, and vary according to the amount of assistance a person requires. In some cases sliding scale fees, scholarships, or grant money may be available to offset the cost of care. It is a good idea to call several locations and arrange site visits in order to find the best fit.

Types of adult day services:

- Social adult day programs (‘social model,’ or sometimes called ‘adult day care’) promote participants’ social, physical, and emotional well-being through a structured program of activities designed to meet individual needs and interests. Staff provide supervision and assistance to participants as needed. A nutritious meal and snacks, as appropriate to the program, are also provided.

- Adult day health programs (‘health model,’ or ‘combination social/health model’) provide similar activities and programming as social adult day programs, but also have a nurse present for at least 4 hours per day. This allows them to accommodate the needs of participants who may have chronic, complex, or unstable medical conditions. Nursing supervision can enable such participants to achieve and maintain their optimum level of independence, and provides an additional support to caregivers.

- Group respite programs may be staffed by volunteers, and are intended to give caregivers an occasional short break. They are often not equipped to meet the needs of those with complex needs.

Evergreen Adult Day Services ... 919-238-4738
3434 Kildaire Farm Rd., Ste. 129, Cary, 27518
www.evergreenadultdayservices.net
Combination social/health model.

Family Circle Elder Care ............... 919-773-1115
820 W. Garner Rd., Garner, 27529
www.familyceccom
Combination social/health model. Licensed for 16 participants.

The Glade Adult Day Center at Glenaire ......................... 919-447-4494
5000 Glenhope Ct., Cary, 27511
www.glenaire.org/glade.php
Social model. Licensed for 16 participants. Ages 62+.

Millbrook Enrichment Center ..... 919-277-8628
Millbrook United Methodist Church, 1712 Millbrook Rd., Raleigh, 27609
www.millbrookumc.org/enrichment-center
Volunteer-staffed group respite program open Mon., Wed., and Fri., 9 a.m. to 1 p.m. Ages 60+.
RFS’s Adult Day Centers are called Total Life Centers (TLCs). Adults of all ages are welcome at all locations.

Cary Bond Park TLC ....................... 919-460-9008
110 Maury O’Dell Pl., Cary, 27513
Combination social/health model. Licensed for 29 participants.

Eastern Wake TLC ............................ 919-365-4248
323 Lake Dr., Wendell, 27591
Combination social/health model. Licensed for 25 participants.

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

Raleig plc ............................... 919-873-1870
5124 Departure Dr., Ste. 101, Raleigh, 27616
Combination social/health model. Licensed for 88 participants.

Saturday Daybreak Program........ 919-713-1525
Location alternates between Cary Bond Park and Raleigh TLCs.
Group respite offered on Saturdays.
ADVOCACY GROUPS
(Also see Support Organizations)

AARP North Carolina ..........866-389-5650
www.aarp.org/states/nc
See full description on page 65.

Alliance of Disability Advocates (ADANC) ..........919-833-1117
TTY ...........................................919-833-1171
www.adanc.org
See full description on page 15.

Better Business Bureau (BBB) - www.bbb.org
BBB of Eastern North Carolina .......919-277-4222
File complaints relating to the services or products a business provides.

Consumer Hotline .................919-716-6000
Toll-free ...................................877-566-7226
Office of the Attorney General, NC Dept. of Justice
www.ncdoj.gov/consumer
Assists with consumer problems and unfair and deceptive trade practices by businesses; complaints can be filed online or via phone. Also educates consumers about scams.

Disability Rights NC ..........919-856-2195
Toll-free ...................................877-235-4210
TTY ...........................................888-268-5535
www.disabilityrightsnc.org
See full description on page 15.

Legal Aid of North Carolina ......866-219-5262
Senior Legal Helpline ..........877-579-7562
www.legalaidnc.org
See full description on page 48.

SAGE Raleigh,
LGBT Center of Raleigh ..........919-832-4484
www.lgbtcenterofraleigh.org
See full description on page 68.

ALZHEIMER’S DISEASE, DEMENTIA, AND MEMORY LOSS

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 and reversible.

Dementia is a severe, pervasive loss of mental abilities such as memory, language, reasoning, etc. There are several kinds of dementia, but Alzheimer’s Disease is the most commonly seen in older adults. This disease causes gradual but significant changes in the brain, resulting in loss of short-term memory (the ability to remember new things) and problems in behavior, reasoning, and thinking. The resources listed below offer support and information for those affected by Alzheimer’s Disease or other dementias.

Alzheimer’s Association - www.alz.org
24/7 National Helpline ............800-272-3900
National nonprofit organization providing information about Alzheimer’s Disease. Also promotes awareness and raises money for research.
Eastern North Carolina Chapter ...919-803-8285
5171 Glenwood Ave., Ste. 101, Raleigh, 27612
www.alz.org/nc
Local office of the national association. Offers information and referral services, support groups, and educational resources.

Alzheimer’s Disease and Related Dementias Education and Referral Center ..800-438-4380
National Institute on Aging
www.nia.nih.gov/alzheimers
Federally-funded resource center for Alzheimer’s Disease and related dementias. Offers information on care and research, including clinical trials.
alzheimer's disease, dementia, and memory loss

Dementia Alliance of NC ..........919-832-3732
Toll-free .................................800-228-8738
9131 Anson Wy., Ste. 206, Raleigh, 27615
www.dementianc.org
Formerly Alzheimer’s North Carolina, Inc. Information and referral services; family resource center; support groups; education; advocacy.

Duke Family Support Program ...919-660-7510
Toll-free ........................................800-646-2028
www.dukefamilysupport.org
Information and referral services; caregiver support groups. The Caregiver newsletter available online.

Duke Geriatric Evaluation and Treatment (GET) Clinic ..................................919-620-4070
40 Duke Medicine Cir., Clinic 1J, Durham, 27710
www.dukehealth.org/locations/duke-geriatric-evaluation-and-treatment-clinic
Medical, psychiatric, and social evaluation and treatment of adults 65+. Physician referral required.

Duke Memory Disorders Clinic (MDC)
Clinic Information ......................919-668-2879
Appointments ..........................919-668-7600
932 Morreene Rd., Durham, 27705
neurology.duke.edu/divisions/memory-disorders
Diagnostic evaluation and outpatient care of memory problems including Alzheimer’s disease. Education; intervention; counseling; support groups.

MedicAlert + Alzheimer’s Association
Safe Return ................................888-572-8566
www.medicalert.org/safereturn
Low-cost identity tag and registration in a national database to help locate memory-impaired persons if they become lost. Can enroll online or via phone.

Project Lifesaver ....................919-856-6495
www.wakegov.com/sheriff/services
Free rapid response system provides a bracelet with built-in tracking device to be worn by individuals who are prone to wandering. Sponsored by the Wake Co. Sheriff’s Office.

Silver Alert Program ..............800-522-5437
NC Center for Missing Persons
www.ncdps.gov/our-organization/law-enforcement/state-highway-patrol/silver-alert
Alert system to help quickly locate individuals with dementia or other cognitive impairment who go missing.

UNC Memory Disorders Program ................919-966-4401
www.med.unc.edu/neurology/divisions/memory-and-cognitive-disorders
Clinical care, education, and research program for the diagnosis and management of Alzheimer’s disease and related dementias. Physician referral required.

Dementia Alliance of North Carolina
engage. educate. empower.

Formerly Alzheimer’s North Carolina, Dementia Alliance of North Carolina has served local communities for over 30 years as a 501(c)3 non-profit organization. One hundred percent of our funding stays here to improve lives of all North Carolinians impacted by dementia, engaging and empowering them through support, education & research.

Our name has changed but our mission remains the same!

- Individual & family counseling at no cost
- Support groups and support group facilitator training
- Caregiver resource referral information
- Referrals and reimbursement for respite care
- Community talks, workshops and conferences
- Seminars for family caregivers
- Training for professional law enforcement groups
- Funding research in NC to advance innovative therapies.

9131 Anson Way, Suite 206
Raleigh, NC 27615
(919) 832-3732 | Info@DementiaNC.org
www.DementiaNC.org
BASIC NEEDS

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

Unfortunately the need for resources, especially financial assistance, is far greater than the supply. *If you are looking for financial assistance keep in mind that other churches and civic groups near you may also have limited assistance available,* for their own members and people in their local area.

This list does not include all resources. *Call 2-1-1 for other options that may not be included here.*

(FA) = Financial assistance  (FO) = Food  (CL) = Clothing  (HH) = Household items

**American Red Cross,**
Triangle Area Chapter ............. 919-231-1602
100 N Peartree Ln., Raleigh, 27610
www.redcross.org/local/north-carolina/eastern-north-carolina.html
Disaster relief, referrals for emergency services, and emergency preparedness education.

**Brooks Avenue Church**
 of Christ (FO) (CL) ................. 919-821-2400
700 Brooks Ave., Raleigh, 27607
www.brooksvenuechurch.com
Food Pantry and Clothing Closet available 9 a.m. to 11:30 a.m. on 2nd and 4th Saturdays.
Dorcas Ministries (FA) (FO) ..........919-469-9861
187 High House Rd., Cary, 27511
dorcas-cary.org
Serves Cary and Morrisville residents. Financial assistance (by appointment); food pantry (by appointment); job training center (including Jobs for Life class); financial education classes.

Energy Assistance Programs (FA), Wake Co. Human Services ........919-212-7000
www.wakegov.com/humanservices/social/energy
Low Income Energy Assistance Program (UEAP) .........................919-212-7370
Once-per-season (December-March) supplement for those with low income to help pay heating expenses. Application required. Older adults and adults with disabilities given priority.

Family and Community Empowerment Services (FACES) ..........919-567-8100
Family Life Center of St. Augusta Missionary Baptist Church, 605 Bridge St., Fuquay-Varina, 27526
www.faces-cares.org
Emergency financial assistance and referrals for Fuquay-Varina (27526) and Willow Spring (27592) residents. Tues. and Thurs., 9 a.m. to 11:45 a.m.

Fan Program,
Resources for Seniors (HH) ..........919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
Free fans for low-income Wake Co. residents ages 60+ or disabled, during summer months.

First Presbyterian Church (FA) ..........919-833-4070
120 W. Hargett St., Raleigh, 27601
fpcrealeigh.org/missions
Friendship Fund provides limited financial assistance. Appointment required. Call on Tuesdays beginning at 9:30 a.m. to schedule.

Food Bank of Central and Eastern NC (FO) ..........919-875-0707
www.foodbankcenc.org
Call or use their website to find food pantry locations near you.

Fuquay-Varina Emergency Food Pantry (FO) .........................919-552-7720
216 W. Academy St., Fuquay-Varina, 27526
www.tvfoodpantry.com
Serves residents of Fuquay-Varina, Holly Springs, Willow Spring, and Apex. Hours: Tues. 9 to 11:45 a.m. and Thurs. 3 to 5:45 p.m.

Garner Area Ministries (FA) (FO) (CL) .................919-772-9100
558 Village Ctr., Garner, 27529
www.gam-nc.org
Serves Garner area residents. Financial assistance, food pantry and clothing. Assistance Office hours: Mon. through Fri., 9 a.m. to 12 p.m.

Helping Hand Mission (FO) (CL) (HH) ..........919-829-8048
www.helpinghandmission.org
Appointment required; no walk-ins. Locations:
Raleigh #1: 623 Rock Quarry Rd., Raleigh, 27610
Raleigh #2: 5713 Hillsborough St., Raleigh, 27606
Wendell: 16 S. Pine St., Wendell, 27591

Home Health Haircuts ..................919-675-5507
www.homehealthhaircuts.net
In-home haircutting service for people with disabilities, including dementia. Will visit homes, hospitals, rehab centers and senior communities. Fee-based. Call for appointment times and fees.

Lifeline/Link-Up Assistance Program (FA) ...........919-212-7000
www.lifelinesupport.org
Administered by Wake Co. Human Services. Provides assistance with phone bills for those eligible for Medicaid, SSI, Food Stamps, Section 8, and/or Work First. Can be used for landline or wireless phones.

North Raleigh Ministries' Crisis Center (FA) (FO) ..........919-844-6676, ext. 158
9650 Strickland Rd., Ste. 175, Raleigh, 27615
www.northraleighministries.com
Serves North Raleigh residents (zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616). Financial assistance available by appointment only. Food assistance hours: Mon., 10 a.m. to 3 p.m.; Tues. and Wed., 10 a.m. to 12 p.m.; Thurs., 10 a.m. to 3 p.m.

Salvation Army (FO) (CL) ...............919-834-6733
www.wakearmy.org
Multiple locations; call for hours.
benefits screening

BENEFITS SCREENING

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

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.

Tri-Area Ministry (FO) ..................919-556-7144
149 E. Holding Ave., Wake Forest, 27587
www.triareaministry.com
Food pantry serving Wake Forest, Rolesville, Youngsville, and nearby areas. Hours: Mon. and Wed., 9 a.m. to 12:30 p.m.; every 3rd Sat., 9 to 11 a.m.

Urban Ministries (FO) ..................919-836-1642
1390 Capital Blvd., Raleigh, 27603
www.urbanmin.org
Food Pantry: Mon. through Fri., 9 a.m. to 12:30 p.m.

Wake Co. Human Services’ Regional Center Locations ..........919-212-7000
Local administration offices of Wake Co. Human Services. Call or walk-in for information about programs and services.

Western Wake
Crisis Ministry (FA) (FO) ...............919-362-0657
1600 Olive Chapel Rd., Ste. 408, Apex, 27502
www.wwcm.org
Serves residents of Apex, Holly Springs, New Hill, and Friendship. Food Pantry, home-delivered food (for elderly/disabled), and Financial Assistance available. Hours: Mon. through Thurs., 11 a.m. to 2 p.m.; Food Pantry also has evening hours on the 2nd and 4th Thurs. of each month: 6:30 to 8 p.m.

With Love from Jesus
Ministries (FO) (CL) (HH) ...............919-233-8010
421 Chapanko Rd., Raleigh 27603
www.withlovefromjesus.org
Donated food, clothing, household essentials, and furniture. Hours: Tues., Wed., Fri., and Sat., 10 to 11:30 a.m.

Women’s Center of Wake Co. (FO) (CL) ...............919-829-3711
112 Cox Ave., Raleigh, 27605
www.wcwc.org
Safety and stabilization day center for homeless women. Meals, clothing, toiletries, and supportive services. Intake required – check in at front desk Mon. through Fri., 8 a.m. to 7 p.m.; Sat. and Sun., 9 a.m. to 4 p.m.

BENEFITS SCREENING

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

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.
A care manager can evaluate the needs of an older adult and then recommend, implement, and monitor services to meet those needs. Typically social workers or nurses who are familiar with local resources and have experience working with older adults, they can report back to a client's family on a regular basis. They can also communicate with the older adult's physician, and/or accompany them to medical appointments, to make sure that recommendations are understood and carried out. The following resources are all fee-based. When choosing a care manager it is important to consider professional training, experience, and knowledge of local resources and government programs. There is no single standard credential or licensing for care managers, though there are several organizations offering certifications. Ask for references from previous clients.

A & A Aging Life Care
Specialists..........................919-552-8996
aginglifecarespecialist.com

Aging Care Matters...............919-764-4308
www.agincarematters.com

Choice Connections of NC.......919-906-8138
www.choiceconnectionsnc.com

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

LifeLinks Care Management......919-781-5979
www.lifelinks.care

Navigate NC .........................919-628-4428
www.navigatenc.com

Preferred Living Solutions ......919-554-0675
www.preferredlivingsolutions.com

Raleigh Geriatric Care Management......919-803-8025
www.rgcmanagement.com

Senior Care Management ........919-794-1888
www.senior-care-management.com

Triangle Eldercare Consultants..919-812-4354

WE ENSURE QUALITY CARE
so you can enjoy quality time.

Practical, Affordable, Qualified Help
Tailored to Your Needs
We can provide customized solutions for your peace of mind. Our coordination will save you time and often money.

• No long-term commitments
• Variety of services to choose from
• Registered Nurses, Social Workers, Counselors & Care Managers with experience you can trust

Contact us for a free consultation.

FREE CAREGIVING RESOURCES ON LIFELINKSCARE

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Family caregivers provide the majority of care for aging Americans. Whether living close by or across the country, they play a critical role in helping to keep parents, spouses, and other loved ones as independent and comfortable as possible. The following listings represent services that may be especially of help to caregivers, but almost every entry in this book represents a resource that a caregiver might need in caring for a loved one. Browse through this directory for other ideas, or check the index for specific needs. In addition, don’t forget to draw on your own network – for instance, many churches have support or outreach programs, and some workplaces offer caregiver support through their human resources departments.

**AARP Caregiving Information**
www.aarp.org/caregiving
Online educational articles and discussion forums for caregivers. Free *Prepare to Care* publication is available online or by mail.

**Alzheimer’s Association** - www.alz.org
24/7 National Helpline ..................800-272-3900
Eastern North Carolina Chapter ... 919-803-8285
See full description on page 3.

**Caregiving Information, Nat’l Institute on Aging** - www.nia.nih.gov/health/caregiving
Online educational resources about long-term care, advance care planning, long-distance caregiving, Alzheimer’s caregiving, and caregiver health.

**The Center for Volunteer Caregiving** ..................................919-460-0567
www.volunteercaregiving.org
Volunteer organization offering a variety of services that can assist both local and long-distance caregivers, including: respite care, caregiver training, friendly visiting, yard work and household help, errands, and transportation.

**Dementia Alliance of NC** ..........919-832-3732
Toll-free ......................800-228-8738
www.dementianc.org
Formerly Alzheimer’s North Carolina, Inc. See full description on page 4.

**Duke Family Support Program** ...919-660-7510
Toll-free...........................800-646-2028
www.dukefamilysupport.org
See full description on page 4.

**Eldercare Locator** .........................800-677-1116
eldercare.acl.gov
A public service of the U.S. Administration on Aging. Provides contact information for local aging service providers nationwide, via phone or online database. *Use this to help locate services if your loved one lives outside of Wake Co., or in a different state.*
COMPUTER EDUCATION AND TECHNOLOGY

Cary Senior Tech Ed ..................... 919-469-4081
Cary Senior Center, 120 Maury O’Dell Pl., Cary, 27513
www.caryseniorteched.org
Low cost, small classes for ages 50+ on using computers and the internet. Taught by volunteer senior instructors. Managed by the Town of Cary.

GCFLearnFree.org - edu.gcfglobal.org
See full description on page 18.

GetSmartPros ......................... 919-576-9440
www.getsmartpros.com
Designs custom smart home plans, and installs/maintains smart devices, in private homes and facilities. Fee-based; initial consultation is free.

Plus 50 Lifelong Learning,
Wake Tech. Comm. College ..... 919-866-5800
www.waketech.edu/programs-courses/non-credit/take-classes-for-fun/plus50
See full description on page 18.

Raleigh SeniorTechEd ............... 919-954-3688
www.raleighseniorteched.org
Low cost, small classes on using computers, tablets, devices, and the internet. Taught by volunteer instructors. Maximum class size of 8 people.

Raleigh location:
St. James United Methodist Church,
3808 St. James Church Rd., Raleigh, 27604

Knightdale location:
Town of Knightdale Recreation Center,
101 Lawson Ridge Rd., Knightdale, 27545

TechNic ...................................... 919-391-8903
www.technic.solutions
In-home technology support and consultation service, including assistance and tutoring for devices, software, and apps. Fee-based. Specializes in Apple products.

CONSUMER FINANCIAL SERVICES

Free Credit Reports
It’s wise to check your credit report periodically to help prevent identity theft problems. Using the resource below you can get one free credit report each year from each of the three major credit bureaus, which allows you to get a report three times a year if desired.

AnnualCreditReport.com ........................................... 877-322-8228
www.annualcreditreport.com
Go online to request your report. You will need to provide your name, date of birth, Social Security number, address, and a previous address if you have moved in the last two years. Call if you require help with your application, or to request a Braille, Large Print or Audio Format. Please note: 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!
Credit and Mortgage Default Counseling

Some older homeowners struggle with mortgage problems. There are a number of Housing and Urban Development (HUD)-approved nonprofit counseling agencies that can help homeowners in this situation, by their exploring options, negotiating with lenders, taking advantage of government- and lender-sponsored programs to modify mortgage terms, and helping to get back on track. 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.** A skilled counselor can help you 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 companies who demand money up front to help you modify your mortgage or repair your credit. Such companies are only interested in their own profit, not in helping you.*

**Consumer Education Services...866-484-5373**
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org/services-2/non-profit-credit-counseling
Also known as CESI, Consumer credit counseling.

**Housing Counseling Agency Search**
U.S. Dept. of Housing and Urban Development (HUD)
www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm
Online directory of HUD-approved housing counseling agencies. Searchable by city, zip code, type of service required, and/or preferred language.

**Neighborhood Assistance Corporation of America (NACA) .................919-855-8484**
4112 Pleasant Valley Rd., Ste. 220, Raleigh, 27612
www.naca.com
Mortgage default counseling and community advocacy.

**Raleigh Area Development Authority (RADA)...............919-807-8400**
4030 Wake Forest Rd., Ste. 209, Raleigh, 27609
www.rada-nc.org
Mortgage default counseling for low- and moderate-income residents of Raleigh.

**Telamon Corporation ..........919-239-8162**
560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org/where-we-work/north-carolina/housing-financial-empowerment
Financial coaching; housing counseling; mortgage/foreclosure assistance.

**Triangle Family Services ...............919-821-0790, ext. 125**
3937 Western Blvd., Raleigh, 27606
www.tfsnc.org/financial-counseling
Consumer credit and mortgage default counseling.

Reverse Mortgages

*Reverse mortgages* enable homeowners who are 62 and older to convert a portion of the value of their home into cash, without requiring a monthly payment. The most common reverse mortgage is the federally-insured *Home Equity Conversion Mortgage (HECM)*, which is offered by many lending institutions nationwide. Homeowners must have substantial equity in their home in order to qualify for these loans (the exact amount varies depending on homeowner’s age and prevailing interest rates). At the present time, loan amounts typically range from 40-70% of the value of the home, with older homeowners being eligible for the higher loan amounts. If there is an existing mortgage or home equity loan, it must be refinanced with the reverse mortgage or paid off by other means.

Once prior liens are satisfied, and closing costs are covered, the HECM loan can provide monthly loan advances to supplement the borrower’s income, an available line of credit for future use, or a combination of both. The money can be spent for any purpose with no restrictions. 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. Reverse mortgage counselors must meet HUD standards and be listed on the HECM Counselor Roster. Counseling may be done in person or by telephone.

Consumer Education Services...877-829-7915
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org/services-2/reverse-mortgage-counseling
Also known as CESI.

Reverse mortgage in default?
Have you received a notice from your servicer, saying that you are in default because of late payments for taxes or insurance? Do not ignore it! Failure to respond could mean losing your home.

For free help, call the Senior Homeownership Preservation Project at 844-HECMHOPE and ask for a default counselor.

Resources for Seniors...............919-903-1133
www.resourcesforseniors.com/mortgage.php
Reverse mortgage counseling available by telephone only.

Telamon Corporation ...............919-239-8162
560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org/where-we-work/north-carolina/housing-financial-empowerment

Reverse Mortgage Counselor Search ........................................800-569-4287
U.S. Dept. of Housing and Urban Development (HUD) entp.hud.gov/idapp/html/hecм_agency_look.cfm
Call or use the online database to find a counselor near you. Database is searchable by city/zip code.

Reverse Mortgage Lenders Lists
NC Commissioner of Banks
www.nccob.org/online/nmls/
ReverseMortgageCertificates.aspx
List of lenders certified to offer reverse mortgage loans in North Carolina.

Daily Money Management
These for-profit businesses provide assistance with everyday money-management tasks such as bill-paying, checkbook balancing, budgeting, expense tracking, organization of financial records, etc. Fees are typically charged on an hourly basis. This industry does not have a licensing or certification process and is not subject to any government regulations. The industry association is the American Association of Daily Money Managers (www.aadmm.com). We recommend that you check references and discuss the experience and training of the person providing the service prior to hiring a money manager. Inclusion in this directory does not constitute a recommendation on the part of Resources for Seniors.

AnotherDaughter....................919-417-1444
www.anotherdaughter.com

Integrity Money Management ..919-720-2950
www.integritymoneymanagement.com

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

Reverse mortgage in default?
Have you received a notice from your servicer, saying that you are in default because of late payments for taxes or insurance? Do not ignore it! Failure to respond could mean losing your home.

For free help, call the Senior Homeownership Preservation Project at 844-HECMHOPE and ask for a default counselor.
COUNSELING

(Also see Mental Health and Substance Abuse on page 17)

Older adults and their caregivers face life changes than can cause significant emotional challenges. Many individuals may benefit from individual counseling, group therapy sessions, or other supportive services to help address depression, anxiety, grief, interpersonal difficulties, and other concerns.

Medicare, Medicaid, and other insurances may pay for these services. Some providers offer sliding scale fees for uninsured or underinsured people. People with low income who do not have insurance for mental health services can access publicly-funded services by calling Alliance Behavioral Healthcare.

Alliance Behavioral Healthcare
Access & Information Line (24/7) . 800-510-9132
5000 Falls of Neuse Rd., Raleigh, 27609
www.alliancebhc.org
Managed care organization coordinating local publicly-funded mental health, intellectual/developmental disability, and addiction/substance abuse services.

Catholic Charities Counseling Services
Individual and family counseling available via sliding scale or insurance, including Medicaid. All faiths welcome. Multiple locations:
Raleigh ........................................... 919-790-8533
3000 Highwoods Blvd., Ste. 128, Raleigh, 27604
www.catholiccharitiesraleigh.org/raleigh
Cary .................................................. 919-388-3065
1150 NW Maynard Rd., Cary, 27513
www.catholiccharitiesraleigh.org/cary

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

HopeLine Crisis Line .................... 919-231-4525
Toll-free............................................ 877-235-4525
www.hopeline-nc.org
Telephone counseling and referral services provided by volunteers. Hours: 24/5, Mon. through Fri.; Sat. and Sun., 9 a.m. to 11 p.m.

Interact, Inc. ............................. 919-828-7501
1012 Oberlin Rd., Raleigh, 27605
www.interactofwakeup.org
Domestic Violence Crisis Line...... 919-828-7740
Sexual Assault Crisis Line........... 919-828-3005
Spanish Crisis Line ...................... 844-203-8896
Multi-service organization offering counseling and shelter for victims and survivors of domestic violence and sexual assault. All crisis lines are available 24/7.

Jewish Family Services ............... 919-676-2200
8210 Creedmoor Rd., Ste. 104, Raleigh, 27613
www.raleighcaryjfs.org
Multi-service organization providing support and services within a Jewish context. Counseling available on a sliding scale basis.

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

Raleigh Vet Center ..................... 919-361-6419
Toll-free............................................ 877-927-8387
See full description on page 71.

Silver Linings for Seniors .............. 919-757-6498
1250 SE Maynard Rd., Ste. 204, Cary, 27511
www.silverliningsnc.com
Individual and group counseling for seniors and their families. Medicare and private insurances accepted. In-home appointments available.

Transitions GriefCare .................. 919-719-7199
250 Hospice Cir., Raleigh, 27607
www.transitionslifecare.org/griefcare
Individual counseling, support groups, and workshops available for those experiencing grief or loss. Services available for all ages, at no cost. Affiliated with Transitions LifeCare.
Triangle Family Services ..........919-821-0790
3937 Western Blvd., Raleigh, 27606
www.tfsnc.org/therapy
Individual, family, and marital counseling services. Medicare and Medicaid accepted.

Triangle Pastoral Counseling .....919-845-9977
312 W Millbrook Rd., Ste. 109, Raleigh, 27609
www.tripastoralcounseling.org
Faith-based bereavement, individual, and marriage counseling. Locations in North Raleigh, Raleigh and Clayton. All faiths welcome.

DENTAL CARE
(⌂) = In-home services available

Donated Dental Services ..........919-677-9001
dentalifeline.org/north-carolina
Provides referrals to volunteer dentists for those who do not have dental insurance or adequate income to pay for services. Not intended for basic preventive care or dental emergencies. Long wait list.

Medicaid Dental Providers
medicaid.ncdhhs.gov/find-a-doctor/medicaid-dental-providers
Website has links to help locate a dentist near you that accepts Medicaid, as well as explanations of different types of dentistry providers.

Triangle Mobile Dentistry (⌂) .....919-799-2770
www.trianglemobiledentistry.com
Mobile dentistry for homebound patients. Can visit private homes, care facilities, and rehabilitation centers. Services include emergency exams, routine cleaning, extractions, and dentures. Does not accept Medicare or Medicaid. Will file out-of-network claims for other dental insurances.

UNC School of Dentistry
Student Clinics ........................919-537-3737
www.dentistry.unc.edu/patientcare/studentclinics
Dental work done by students at discounted rates. Lottery system. Lengthy application process.
DISABILITY RESOURCES

General

Alliance of Disability Advocates (ADANC) ..................919-833-1117
TTY ..................................................919-833-1171
3725 National Dr., Ste. 105, Raleigh, 27612
www.adanc.org
Local Center for Independent Living (CIL). Offers information, advocacy, and peer support services to people with disabilities of all kinds.

Disability Benefits, SSA ...............800-772-1213
Social Security Administration
www.ssa.gov/benefits/disability
Information about Social Security Disability benefits. Apply online, via phone, or in-person at local office.
Local office.................................877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Call first to make an appointment; no walk-ins.

Disability Rights NC .....................919-856-2195
Toll-free ..........................877-235-4210
TTY ..................................................888-268-5535
3724 National Dr., Ste. 100, Raleigh, 27612
www.disabilityrightsonc.org
Advocacy and legal services to address abuse, neglect, discrimination, and/or violations of rights.

NC Dept. of Natural and Cultural Resources,
Accessibility Information
www.ncdcr.gov/resources/accessibility
Information about museums, parks, and attractions across the state and their accessible features.

NC Div. of Motor Vehicles ...........919-715-7000
Disability placards, temporary placards, and/or disability license plates. Website has list of locations. NCDMV also handles photo IDs for non-drivers.

NC Div. of Vocational Rehabilitation Services ............919-859-8301
4900 Waters Edge Dr., Raleigh, 27606
www.ncdhhs.gov/divisions/dvrs
Independent Living Rehabilitation Program .............919-859-8301
Programs and services to help people live independently, including: guidance, counseling, home and vehicle modifications, and skills training.

NC Assistive Technology Program (NCATP) ........919-859-8360
Device demonstrations, short-term device loans, and information on assistive technologies and suppliers.

Wake Community Resource Connections (Wake CRC) - www.wakecrc.org
Network of local agencies providing easy access to aging and disability information and services.

Blindness and Visual Impairment

Assistive Technology Information
List of assistive technology options for deaf-blind individuals (scroll down to middle of page). Gives descriptions and links to providers.

EyeCare America ......................877-887-6327
www.aao.org/eyecare-america
Referrals to volunteer ophthalmologists for ages 65+ who have not had an eye exam in 3+ years.

NC Div. of Services for the Blind .919-527-6700
Toll-free ...........................................866-222-1546
www.ncdhhs.gov/divisions/dsb
Medical Eye Care Program
Eye surgery and eye-related medications available for low-income individuals, subject to availability of funding. Does not pay for eye exams or glasses.

NC Library for the Blind and Physically Handicapped....919-733-4376
Toll-free ...........................................888-388-2460
184 Capital Blvd., Raleigh, 27635
statelibrary.ncdcr.gov/ibph
Books in audio format, large print, and Braille. Hours: Mon. through Fri., 8 a.m. to 5 p.m.

Triangle Radio Reading Service ..................919-832-5138
211 E. Six Forks Rd., Ste. 103, Raleigh, 27609
www.trianglereadingservice.org
Newspaper, book, and magazine content read by volunteers. Available via radio, cable TV, and internet. Website has schedule of programs and information on how to receive broadcast signal.
Visually Impaired Program, Raleigh Parks and Recreation ... 919-996-2147
www.raleighnc.gov/parks/content/ParksRec/Articles/Programs/SRIS/VisualImpairment.html
Specialized recreation programs for blind/visually-impaired.

Wake Co. Social Worker for the Blind ...... 919-250-4690 or 919-250-4651
220 Swinburne St., Raleigh, 27610
Assists with adjustment to vision loss and provides referrals to available services.

Deafness, Hearing Disability, and Speech Impairment

Assistive Technology Information
List of assistive technology options for deaf, hard of hearing, and speech-impaired individuals. Gives descriptions and links to providers.

Evolution Hearing ..................... 919-670-3258
7718 Six Forks Rd., Ste. 102, Raleigh 27615
www.evolutionhearing.com
Local business providing: hearing tests; hearing aid fitting, fine tuning and repair; treatment of tinnitus; sales of hearing supplies and batteries.

Hearing Loss Association of America (HLAA) .................... 301-657-2248
www.hearingloss.org
International organization for hard-of-hearing persons, providing advocacy, support, educational publications and information.

Hearing Loss Association of NC, Wake Chapter (HLA-NC) .................. 919-469-0924
www.nchearingloss.org/wake.htm
Local support organization for people with hearing loss. Meets several times per year. Call or go online for time/date/location of next meeting.

Hearing Loss Association of America (HLAA) .................... 301-657-2248
www.hearingloss.org
International organization for hard-of-hearing persons, providing advocacy, support, educational publications and information.

Relay North Carolina ....7-1-1 or 800-735-2962
www.relaync.com
Multiple free, 24-hour services to help hearing- and speech-impaired people communicate with other callers.

Alliance Behavioral Healthcare
Access & Information Line (24/7) .. 800-510-9132
5000 Falls of Neuse Rd., Raleigh, 27609
www.alliancebhc.org
Managed care organization for publicly-funded mental health, intellectual/developmental disability, and addiction/substance abuse services.

The Arc of the Triangle .................. 919-832-2660
5121 Hollyridge Dr., Ste. 100, Raleigh, 27612
www.arctriangle.org
Advocacy, information, and support services for people with I/DD and their families.

Intellectual and Developmental Disability

ABE TOPS, Wake Tech.
Comm. College ......................... 919-334-1545
Beltline Center, 3200 Bush St., Raleigh, 27609
www.waketech.edu/programs-courses/non-credit/strengthen-basic-skills/adult-basic-education/abe
Educational and pre-employment program for adults with intellectual disabilities.
Disability Resources

Brain Injury Association of NC .......... 919-833-9634
   Toll-free Helpline ...................... 800-377-1464
   6604 Six Forks Rd., Ste. 104, Raleigh, 27615
   www.bianc.net
   Advocacy, information, and support for people with brain injuries and their families.

Community Partnerships ............... 919-781-3616
   3522 Haworth Dr., Raleigh, 27609
   www.communitypartnerships.org
   Supported employment, brain injury support, individual placement, and referrals.

Mental Health and Substance Abuse
   (Also see Counseling)

Al-Anon .................................... 919-713-1516
   www.alanonalateen6nc.org
   Hotline (avail. 24/7) and support groups for families and/or friends of individuals with alcohol problems.
   Website has list and map of available meetings.

Alcohol/Drug Council of NC ........... 800-688-4232
   www.alcoholdrughelp.org
   Information and referral (avail. 24/7) for North Carolinians needing assistance with substance abuse.

Alcoholics Anonymous Tri-County Intergroup
   Hotline (24/7) ......................... 919-783-6144
   Tri-County office ..................... 919-783-8214
   3948 Browning Pl., Rm. 347, Raleigh, 27609
   www.raleighaa.com
   Information on meetings and counseling services for individuals with alcohol problems.

Alliance Behavioral Healthcare
   Access & Information Line (24/7) .. 800-510-9132
   5000 Falls of Neuse Rd., Raleigh, 27609
   www.alliancebhc.org
   Managed care organization for publicly-funded mental health, intellectual/developmental disability, and addiction/substance abuse services.

Holly Hill Hospital ...................... 919-250-7000
   Toll-free ............................... 800-447-1800
   3019 Falstaff Rd., Raleigh, 27610
   www.hollyhillhospital.com
   Inpatient and outpatient psychiatric treatment for mental health and substance abuse issues. Specialized Geriatric Program available for older adults. Admissions Department open 24/7.

First in Families of NC .................. 919-251-8368
   3109 University Dr., Ste. 100, Durham, 27707
   www.fifnc.org
   Supportive programs, future planning services, and referrals for people with I/DD and TBI.

NC Div. of Mental Health, Dev. Disabilities and Substance Abuse Services .... 919-733-7011
   www.ncdhhs.gov/divisions/mhddsas

Specialized Recreation & Inclusion Services, Raleigh Parks and Recreation ... 919-996-2147
   2401 Wade Avenue, Raleigh, 27607
   www.raleighnc.gov/home/content/ParksRec/Articles/Programs/SRIS/SRISProgram.html
   Inclusion support and specialized recreation programs for individuals with disabilities.

National Alliance on Mental Illness (NAMI) NC .......................... 919-788-0801
   309 W Millbrook Rd., Ste. 121, Raleigh, 27609
   www.naminc.org
   Advocacy, free educational programs, workshops, and support groups for families and caregivers.

   NAMI NC Hotline ...................... 800-451-9682
   Resource and referral line, no counseling available.

National Alliance on Mental Illness (NAMI) Wake Co. .......... 919-848-4490
   120 W. Hargett St, Raleigh, NC
   www.nami-wake.org
   Peer-to-peer and family support groups and classes.

NC Div. of Mental Health, Dev. Disabilities and Substance Abuse Services .... 919-733-7011
   www.ncdhhs.gov/divisions/mhddsas

Crisis Solutions NC - crisisolutionsnc.org
   Online database of mental health resources in North Carolina. Searchable by county.

   NC4Vets ................................ 844-624-8387
   Problem Gambling Hotline .......... 877-718-5543
   Suicide Prevention Lifeline (24/7) .. 800-273-8255
   Spanish ............................... 888-628-9454
   TTY ..................................... 800-799-4889

Southlight Healthcare ................. 919-787-6131
   3125 Poplarwood Ct., Ste. 203, Raleigh, 27604
   www.southlight.org
   Nonprofit behavioral health organization specializing in substance use disorders treatment programs.
Strategic Behavioral Center.......855-537-2262
3200 Waterfield Dr., Garner, 27529
sbcraleigh.com/geriatric-program
Inpatient psychiatric hospital. Specialized Geriatric Program for adults 50+. Accepts Medicare. Call 24/7 for a free assessment.

WakeBrook, UNC Health Care...984-974-4800
107 Sunnybrook Rd., Raleigh, 27610
Mental health, intellectual/developmental disability and addiction/substance abuse services, including:
Crisis Stabilization Center (open 24/7)
Drop-in emergency services center.
Alcohol and Drug Detoxification Unit
Facility-Based Crisis Unit
Inpatient Unit
Primary Care Offices

DRIVING INSTRUCTION AND EVALUATION

AARP Driver Safety Program.......800-350-7025
www.aarpdriversafety.org
Online Smart Driver™ refresher course specifically designed for drivers 50+.

Duke Driving Program ...............919-684-2445
Dept. of Physical and Occupational Therapy,
3000 Erwin Rd., Durham, 27705
sites.duke.edu/ptot/driving-evaluations
Clinical evaluation of skills needed for safe driving and medical fitness to drive.

Keeping Us Safe .......................877-907-8841
www.keepingussafe.org
Self-assessment program and workbook. Beyond Driving With Dignity, to help older adults and their families make driving-related decisions.

Medical Evaluation Program,
NC Div. of Motor Vehicles ...........919-715-7000
www.ncdot.gov/dmv/license-id/license-suspension/medical-review-program
Information about how to request a driving test for someone you believe to be at risk of unsafe driving.

Senior Driving, AAA - seniordriving.aaa.com
Free online resources and assessment tools.

EDUCATION
(Also see Senior Centers and Computers and Technology)

GCFLearnFree.org - edu.gcfglobal.org
Free online lessons and videos on more than 180 topics, including reading, math, and technology.

Osher Lifelong Learning Institute (OLLI)
Non-credit courses, social groups, and special events for adults.
 OLLI at Duke ...............................919-684-6259
Bishop’s House, Duke University, Durham, 27708
learnmore.duke.edu/OLLI
For adults of all ages. Membership required.

OLLI at NC State ...........................919-515-5782
225 McKimmon Ctr., NC State Univ., Raleigh, 27606
mckimmoncenter.ncsu.edu/olli
For ages 50+. Registration encouraged.

Plus 50 Lifelong Learning,
Wake Tech. Comm. College ....919-866-5800
www.waketech.edu/programs-courses/non-credit/take-classes-for-fun/plus50
Non-credit courses specially designed for ages 50+.

Road Scholar ...........................800-454-5768
www.roadscholar.org
Educational trips for ages 60+ to 150+ countries and all 50 states. Fee-based. Scholarships available.
ELDER ABUSE / PROTECTIVE SERVICES FOR ADULTS

Adult Protective Services (APS) .919-212-7264
Wake Co. Human Services
wakegov.com/humanservices/social/senior_adult
Serves to protect elderly/disabled adults from abuse, neglect, and/or exploitation. To make a report, call Mon. through Fri., 8:30 a.m. to 5 p.m.; after hours call 9-1-1.

NC Div. of Aging and Adult Services....................919-855-3400
www.ncdhhs.gov/divisions/daas
Information on services, benefits, and protections for NC older adults, persons with disabilities, and their families.
Elder Rights Specialist....................... 919-855-3431

NC Div. of Health Service Regulation,
Complaint Hotline.........................919-855-4500
Toll-free...........................................800-624-3004
www2.ncdhhs.gov/dhsr/ciu/complaintintake.html
Receives complaints regarding care and services provided to residents of facilities including nursing homes, adult care homes, home care agencies, hospice agencies, and dialysis centers.

Regional Long-Term Care
Ombudsman Program ...............919-558-2711
Toll-free...........................................800-310-9777
www.tjcog.org/ombudsman.aspx
See full description on page 55.

State Long-Term Care
Ombudsman Program ...............919-855-3433
www.ncdhhs.gov/assistance/adult-services/long-term-care-ombudsman
See full description on page 55.

EMPLOYMENT

There is no dedicated job-placement program for older adults in Wake County. Some of the following resources 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 Div. of Vocational Rehabilitation
Services .......................................919-859-8301
4900 Waters Edge Dr., Raleigh, 27606
www.ncdhhs.gov/divisions/dvrs
Information, programs and services to help persons with disabilities obtain and/or maintain employment.
Job Seeker’s ToolKit booklet available online.

NCWorks - www.ncworks.gov
Job search database and resume-builder available online. Career Centers offer in-person help, as well as access to internet, fax, and phones. Locations:
Cary .............................................919-469-1406
742-F E. Chatham St., Cary, 27511
Fuquay-Varina..............................919-557-1121
130 N. Judd Pkwy, NE, Fuquay-Varina, 27526
Raleigh, Swinburne Street..........919-715-0111
220 Swinburne St., Raleigh, 27610
Raleigh, Tillery Place...............919-715-0111
1830-B Tillery Pl., Raleigh, 27604
Wake Forest..............................919-562-6363
350 E. Holding Ave., Wake Forest, 27587
Zebulon....................................919-404-3900
1002 Dogwood Dr., Zebulon, 27597

Senior Community Service
Employment Program ................800-662-7030
www.ncdhhs.gov/assistance/adult-services/senior-community-service-employment-program
Transitional training and employment for very low-income persons ages 55+ who may lack marketable skills but wish to be employed part-time.
HOME CARE

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

Types of Home Care Services

- **Companions**, also called homemaker services, can provide services such as supervision, companionship, meal preparation, light housekeeping, help with laundry, and errands. They may also be able to provide transportation to appointments, shopping, or other activities. These types of services can be thought of as “hands-off” care, and are appropriate for those who are able to manage their own personal care but should not stay home alone. See page 22 for listings.

- **Home health aides** or certified nursing assistants (CNAs) can provide the same services as companions/homemakers, and in addition they can assist with medication reminders and “hands-on” personal care needs, also called activities of daily living (ADLs), such as bathing, dressing, walking, eating, and toileting. See page 23 for listings.

- **Skilled services**, also called skilled care or skilled nursing, can include physical therapy, occupational therapy, speech therapy, medical social services, and nursing care including wound care and administering medications. These may be needed following a serious illness or hospitalization. See page 26 for listings.

- **Hospice care** is for people with limited life expectancy due to advanced illness. Hospice organizations can provide limited home care along with a variety of other services. See page 28 for listings.

- **Respite care** refers to services that allow family caregivers to take a break from providing care. Respite may be provided by a companion/homemaker, home health aide/CNA, or through a community-based program such as an Adult Day Program, depending on an individual’s needs.

Paying for Home Care

- **Medicare**: Medicare provides a home health benefit following certain illnesses and injuries (prior hospitalization is not always required). Typically Medicare pays for just a few hours of home health visits per week, and **only if all of the following conditions exist**: (1) The patient needs intermittent skilled nursing or therapies; (2) The patient is homebound; (3) The care is ordered by and under the direction of a physician; (4) The agency providing care is certified for Medicare visits. Medicare-approved services are usually provided only a short-term basis, although recent rule changes permit some longer term services if they are needed to maintain a patient’s level of health and functioning. **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 probably will not either). Medicare also pays for a small amount of home care services for those on hospice.

- **Medicaid**: There are two programs that may cover home care services for Medicaid recipients. Medicaid pays for up to 80 hours per month of home care under the Medicaid Personal Care Services (Medicaid PCS) program. See page 62. The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program that can provide more extensive services for Medicaid recipients who are at a nursing home level of care. See page 28.

- **VA Benefits**: Wartime veterans and their spouses may be eligible for the VA Aid and Attendance benefit, which can be used for home care or facility-based care. The application process is lengthy and the wait time can be considerable. See page 71.

- **Private pay**: Paying privately is a common option for individuals needing support to stay in their home. Companion/homemaker services are often only available via private pay, and most home care agencies offer private pay services.
• **Other insurances**: Private insurance plans and long-term care insurance may cover home health aide/CNA services. Policies vary; call your insurance company for more information.

• **Program of All-Inclusive Care for the Elderly (PACE)**: PACE is a comprehensive managed-care system for older adults who are at a nursing home level of care but wish to remain living at home. PACE participants may receive home care services as part of their overall care plan, which also covers medical care. See page 27.

• **Other public funding**: If Medicare won’t pay, and the person needing care does not qualify for Medicaid, but is unable to pay privately for services, there are limited sources of other public funding for home care. These programs have very long waitlists due to limited funding. For more information call Resources for Seniors.

### Choosing a Home Care Agency

When contacting an agency for in-home services, it is a good idea to obtain as much information as possible before contracting for services, and to contact multiple agencies, to ensure the best match for you or your loved one. For a list of specific questions to use when interviewing a home care agency, see [Choosing a Home Care Agency](#) on page 86. Here are some general things to keep in mind:

• **Licensing**: All agencies with staff providing “hands-on” care must be licensed by the North Carolina Division of Health Services Regulation. This requires a minimum level of staff qualification, patient care, record-keeping, and agency administration. You can ask to verify that an agency is licensed by the state. Some agencies voluntarily meet additional standards set by special accrediting organizations. There is one exception to the state licensing requirement that applies to agencies acting as “registries” (they do not actually employ caregivers but instead act as a referral service, matching workers with clients) – such agencies are not subject to the same level of regulation and oversight.

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### Helping seniors stay healthy and active at home.

Caregiving services for any family situation.

Right at Home allows your loved one to age in place. Home care can mean the difference between moving to a more restrictive environment or remaining independent.

- Companion & Personal Care
- Medication Management
- Bathing & Dressing
- Fall Prevention
- Meal Preparation
- Transportation
- Skilled Nursing
- 24/7 On-Call Nurse
- Transition care when returning home from a hospital or rehab.

Right at Home of Wake County

[wake-rah.com](http://wake-rah.com)

919.783.5633

2500 Blue Ridge Rd, Ste 301

Raleigh, NC 27607

Serving Wake, Johnston, Franklin, Harnett, Lee and Moore Counties

Seniors on the Move

Transportation Shuttle Service
• **Insurance:** Agencies should carry **liability insurance** to cover harm to the client or the client’s home that may occur in the course of their work, and they should have **worker’s compensation** in case the home care worker is injured. However, not all agencies carry such insurance. You can ask to see the “Certificate of Insurance” to verify coverage. You may also inquire about whether an agency’s aides are “bonded,” meaning the agency has coverage for theft or dishonesty by their workers. **On your end,** confirm that the agency is Medicare-certified if services are to be covered under Medicare. If private or long-term care insurance is to be used, check to make sure the agency meets the insurance company’s requirements.

• **Staffing:** 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 aides, or maintain a “registry” of available workers rather than having employees. You may ask about how the agency screens their job applicants, what kinds of background checks are performed, what kinds of training or certification are required, and what kinds of ongoing training and supervision are offered for aides. You may also ask how an agency handles substitutions (if a scheduled aide becomes sick or unable to show up) or other emergency situations.

• **Services:** It is important to understand the scope of the services on offer - be sure to discuss the specific duties aides are 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. Typically they will do “light housekeeping” but not heavy duty cleaning services. If transportation services are desired, be sure to ask if that is available.

**Companion / Homemaker Services**

These programs **provide only companion/homemaker services, not hands-on care.** Services are provided on a private-pay basis. **Companion/homemakers services are typically only available via private pay** (Medicare, Medicaid, and private insurances do not cover companion/homemaker services except when hands-on personal care, such as help with bathing, is also needed).

**Companion Registry,**
**Resources for Seniors...............919-713-1556**
Companions on this list are trained by RFS but are hired and paid directly by the client/family; companions set their own fees and the tasks they are willing to perform.

**Peaceful Living Home Care ......919-858-6151**
[www.plhomecare.com](http://www.plhomecare.com)

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

**Sharper’s Live-in Support Services ............919-225-9801 or 919-641-2966**

**Unconditional Care Senior Services..................919-527-4042**
[www.unconditionalcarenow.com](http://www.unconditionalcarenow.com)

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**Home Care by Seniors for Seniors**

There’s a huge difference in the kind of home care you can receive from someone who really understands what your life is like as a senior.

**Our loving, caring, compassionate seniors are there to help.**
Companion care, housekeeping services, meal prep/cooking, transportation, shopping, doctor appointments, & more

**Contact us today. 919-761-5346**

Like getting a little help from your friends.
Home Care Agencies

These agencies offer aides who can provide hands-on care in addition to companion/homemaker services. Agencies may require a minimum number of hours per visit, with a 2- to 4-hour minimum being common; briefer visits, if available, may be more expensive.

Please note: 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 without the i symbol either lack insurance or did not respond to requests for verification).

i = Insurance verified  ≈ = Medicaid PCS-eligible   $ = Private pay
@ = Companion services  # = Hands-on  » = Medicare-approved

1st Home Care Solutions. 919-539-3489
www.1sthomecaresolutions.com
Registry model.

A1-Omega Healthcare .. 919-858-6618
www.omegahealthcareservices.com

Absolute Care Staffing.... 919-784-9218
www.absolutecarestaffing.net

Absolute Home Health ... 919-827-0719
www.absolutehealthnc.com

Access Community Based Services ............ 919-977-1186
lhcgroup.com/locations/access-community-based-services-of-garner

Accessible Home Care of Mid Carolina............ 919-578-6274
www.accessiblemidcarolina.com

Affordable Family Care .. 919-676-1070
www.afcsnc.com
Specializes in 24-hr. care.

Alcare Home Health ...... 919-301-0236
www.alcarehha.com

Always Best Care of Raleigh..................... 919-724-4297
www.alwaysbestcare.com/nc/raleigh

Always Best Care of Wake Forest .................. 919-554-2223
www.alwaysbestcare.com/nc/wake-forest

Assurance Health............. 919-571-9177
www.assurancehealth.com

Atlantic Home Care ........ 919-324-6917
www.atlantichomecareservices.com

Aware Senior Care.......... 919-436-1871
www.awareseniorcare.com

Bayada Home Health ..... 919-420-0100
www.bayada.com

BrightStar Care of Cary ... 919-535-6787
www.brightstar.com/cary

Broadway Home Care ....... 919-788-1400
broadwaync.net

Caring Senior Service ..... 919-847-0010
raleigh.caringseniorservice.com

Celestial Home Care ...... 703-869-0765
www.celestialhomecare.com
BAYADA provides:

- Personal care, including bathing, dressing, and grooming
- Light housekeeping, meal preparation, fall prevention, and errands
- Medication and appointment reminders
- Transitional care when returning home from a hospital or rehab

Private pay and long-term care insurance:
919-719-0960

Medicaid and VA programs:
919-719-0955
i $@#   Home Instead Senior Care ............... 919-676-2273
   www.homeinstead.com/226

i $@#   Homewatch CareGivers 919-461-3741
   www.homewatchcaregivers.com/cary

i≈$@#   Hope Support Services .... 919-809-7976
   hopesupportservicesllc.net

i≈$@#   Inomancy Home Care .... 919-803-2541
   www.inomancyhomecare.com

i≈$@#   Interim Health Care......... 919-420-0336
   www.interimhealthcare.com/raleighnc

i≈$@#   Joyner Healthcare .......... 919-977-0957

i≈$@#   Krystal Home Health ...... 919-327-8190
   krystalhomecare.wixsite.com/
       krystalhomecare/home

i $@#   Loving Angels of RDU ...... 919-438-1813
   www.lovingangelsrdu.com

i≈$@#   Maxim Healthcare .......... 919-676-3118
   www.maximhealthcare.com

i≈$@#   Melody Home Health ...... 919-523-2205
   www.melodyhomehealth.com

i≈$@#   Myriad Homecare .......... 919 673-6910
   www.mhahomecare.com

i $@#   Nurse Care NC .............. 919-261-5880
   www.nursecarenc.com

i $@#   Options for Senior America ............... 919-380-6812
   www.optionscorp.com
   Specializes in live-in services.

i≈$   #   Pacific Staffing .............. 919-881-8210

i≈$@#   Peak HealthCare .......... 919-848-0436
   peakllc.org

i $@#   Perpetual Home Care ..... 919-861-5245
   www.perpetualhomecare.com

i≈$@#   ResCare Home Care ...... 919-754-0251
   www.rescare.com

i $@#   RFS In Home Aide .......... 919-872-7933
   www.resourcesforseniors.com/inhome.php

i $@#   Right at Home ............... 919-783-5633
   www.wake-rah.com

i $@#   Home Instead
i $@#   Homewatch CareGivers
i≈$@#   Hope Support Services
i≈$@#   Inomancy Home Care
i≈$@#   Interim Health Care
i≈$@#   Joyner Healthcare
i≈$@#   Krystal Home Health
i $@#   Loving Angels of RDU
i≈$@#   Maxim Healthcare
i≈$@#   Melody Home Health
i≈$@#   Myriad Homecare
i $@#   Nurse Care NC
i $@#   Options for Senior America
i≈$   #   Pacific Staffing
i≈$@#   Peak HealthCare
i $@#   Perpetual Home Care
i≈$@#   ResCare Home Care
i $@#   RFS In Home Aide
i $@#   Right at Home

Affordable Family Care Services
High Quality Home Care
Call 919-670-1070 to discuss the benefits of individualized in-home care for you and your loved one.

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Aging Parents? Caring Help
We can be there when you can’t

- Respite care
- Personalized care plans
- Focus on healthy mind, body and spirit through mental stimulation, exercise, balanced diet, socialization and facilitation of enjoyed activities

Call today for a free, no obligation assessment. 919-844-9898
www.homecareassistance.com/Raleigh

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Companion & Personal Care Services • Short/Long Term • 24/7365 Alzheimer’s & Dementia Care • Bathing, Dressing & Grooming • Light Housekeeping & Laundry • Errands & Transportation

919-847-5622

Directory of Resources 2019
Agencies Providing Skilled Services

Typically, patients are referred to these agencies by a physician following a hospitalization or serious illness. They provide a variety of skilled nursing services, and may also provide some home health aide/CNA services (but often only in the context of also providing skilled care). Many do not provide services on a private-pay basis (those marked with a $ below are the exceptions). Hourly rates for these services may be more than for typical home health aide/CNA services.

» = Medicare-approved  ≈ = Medicaid PCS-eligible  $ = Private pay

$ Accessible Home Care of Mid Carolina ...................... 919-578-6274
www.accessiblemidcarolina.com

$ Bayada Home Health ....................... 919-420-0100
www.bayada.com

$ Duke HomeCare & Hospice ....................... 919-620-3853
dhch.duhs.duke.edu

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

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

$ Kindred at Home ...................... 919-881-9492
www.kindredhealthcare.com

$ Liberty HomeCare & Hospice ...................... 919-850-4303
www.libertyhomecare.com

Tender Care Health ............ 919-500-1475
www.tchealthnc.com

Trinity Staffing ................. 919-271-9073
www.trinitystaffingsolutions.com

Victory Healthcare ........... 919-846-9027
www.victoryhealthcareinc.com

Victory Home Care ........... 919-900-8932
victoryhomecareinc.com

Visiting Angels ................. 917-787-4317
www.visitingangels.com/raleigh

Well Care Home Health of the Triangle ..................... 919-846-5954
www.wellcarehealth.com

Wisdom Senior Care .......... 919-719-2729
wisdomseniorcare.com
Program of All-Inclusive Care for the Elderly (PACE)

Program of All-Inclusive Care for the Elderly (PACE) is designed to provide comprehensive community-based care for older adults who have significant and/or chronic medical needs but want to remain living at home. Once enrolled in the program, a PACE participant receives care for all of her/his health and social needs through the program, coordinated by a multi-disciplinary care team. This can include: primary and specialty medical care; home care aide services; respite services for caregivers; adult day services; prescription drug coverage; mental health and social services; skilled therapies; nursing home and hospital care; other services as needed. PACE services are paid for by Medicare, Medicaid, and/or private payment. To be eligible, potential participants must be 55 or older, require a nursing home level of care, and be able to live safely in the community with the help of supportive services. Senior CommUnity Care of North Carolina is the approved PACE program provider in Wake County.

Senior CommUnity Care of North Carolina
4022 Stirrup Creek Dr., Ste. 315, Durham 27703
seniorcommunitycarenc.org/services

919-846-1018
Well Care Home Health of the Triangle

Program of All-Inclusive Care for the Elderly (PACE)
(PACE)
Serving Durham, Wake, and part of Granville counties
Helping many nursing-home eligible seniors remain in their homes.
Call today for a tour or more information:
(919) 425.3000
Suite 315 • 4022 Stirrup Creek Drive • Durham, NC 27703

Volunteers of America

Senior CommUnity Care of North Carolina
Community Alternatives Program for Disabled Adults (CAP/DA)

The Community Alternatives Program for Disabled Adults (CAP/DA) provides services at home for Medicaid recipients who would otherwise be cared for in a nursing facility. Services include: in-home care, nursing services, adult day services, medical supplies, case management, and more. The goal of the program is to help disabled adults remain living at home, avoiding institutional care. This type of program is sometimes called a Medicaid waiver program. To be eligible, individuals must meet Medicaid financial requirements, must be certified by a physician as needing a nursing home level of care, and the cost of providing care in the home must be determined to be less than the cost of institutional care. This program does not provide 24-hour care, so in most cases the individual must have family or other supports in place to supplement the care provided. Resources for Seniors administers the CAP/DA program for Wake County.

Community Alternatives Program for Disabled Adults (CAP/DA)................................919-872-7933
Resources for Seniors, 1110 Navaho Dr., Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com/cap.php

Hospice Services

Hospice services provide care for people who have life-limiting illnesses, often determined as a life expectancy of six months or less, and who have chosen to request palliative (comfort) care rather than curative treatment. 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 provide wholistic care. Hospice care can be provided in a private home, in a hospice facility, or in long-term care facilities or hospitals.

Hospice services are covered by Medicare and most private insurance, and may even be available to people without insurance who are unable to pay privately. 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.
Comprehensive care for those facing serious illness.

Transitions GuidingLights • Transitions HomeHealth • Transitions PalliativeCare • Transitions HospiceCare • Transitions Kids • Transitions GriefCare

Founded as Hospice of Wake County in 1979, we provide care and support for patients with serious 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.

director@transitionsorganizing.com 919.828.0890 • 250 Hospice Circle • Raleigh, NC 27607

Medicare Hospice Compare
www.medicare.gov/hospicecompare
Online, searchable database of hospice providers. Allows for comparison by ratings on quality of care issues like pain control and symptom relief. Also identifies nonprofit/for-profit status.

Amedisys Hospice ......................919-773-4865
www.amedisys.com/services/hospice-care

Community Home Care
& Hospice .................................919-233-1100
www.communityhch.com
Inpatient hospice facilities also available.

Duke HomeCare & Hospice.......919-620-3853
dhch.duhs.duke.edu
Inpatient hospice facilities also available.

Heartland Hospice...............866-901-9297
www.heartlandhospice.com

Home Health and Hospice Care (3HC) ...........800-692-4442
www.3HC.org
Inpatient hospice facilities also available

Liberty HomeCare & Hospice ....919-850-4303
www.libertyhomecare.com

Transitions HospiceCare.........919-828-0890
Toll-free...........................................888-900-3959
250 Hospice Cir., Raleigh, 27607
transitionslifecare.org/services/hospicecare
Multiservice nonprofit organization founded as Hospice of Wake Co. Inpatient hospice facility also available.

Home Care Licensing and Complaints

NC Div. of Health Service Regulation .............................................................. 919-855-4620
www.ncdhhs.gov/dhss
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.

Complaint Hotline (Hours: Mon. through Fri., 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.) ............... 800-624-3004
Local Complaint Investigation Intake ........................................................................... 919-855-4500
HOSPITALS AND HEALTHCARE PROVIDERS

Hospitals

**DukeHealth** ..................................... 919-373-3494  
[webpage: dukehealth.org]

**Duke Raleigh Hospital** .......................... 919-954-3000  
3400 Wake Forest Rd., Raleigh, 27609

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

**Durham VA Medical Center** .............. 919-286-0411  
508 Fulton St., Durham, 27705  
[webpage: durham.va.gov]  
Inpatient hospital and clinic for veterans.

**Holly Hill Hospital** ............................ 919-250-7000  
Toll-free ........................................... 800-447-1800  
3019 Falstaff Rd., Raleigh, 27610  
[webpage: hollyhillhospital.com]  
Inpatient and outpatient psychiatric treatment for mental health and substance abuse issues.  
Specialized Geriatric Program available.

**Strategic Behavioral Center** ............. 855-537-2262  
3200 Waterfield Dr., Garner, 27529  
[webpage: sbcraleigh.com/geriatric-program]  
Inpatient psychiatric hospital. Specialized Geriatric Program available.

**UNC Rex Hospital** ............................. 919-784-3100  
4420 Lake Boone Trl., Raleigh, 27607  
[webpage: rexhealth.com]

**WakeMed -** [webpage: wakemed.org]  
**Raleigh Campus (main)** .................. 919-350-8000  
3000 New Bern Ave., Raleigh, 27610  
Full-service hospital.

**Apex Healthplex** ............................... 919-350-8000  
120 Healthplex Wy., Apex, 27502  
Outpatient facility with emergency services.

**Brier Creek Healthplex** ...................... 919-350-8000  
8001 T.W. Alexander Dr., Raleigh, 27617  
Outpatient facility with emergency services.

**Cary Hospital** ................................. 919-350-8000  
1900 Kildaire Farm Rd., Cary, 27518  
Full-service hospital.

**Garner Healthplex** ............................ 919-350-8000  
400 US Highway 70 E., Garner, 27529  
Outpatient facility with emergency services.

**North Hospital** ............................... 919-350-8000  
10000 Falls of Neuse Rd., Raleigh, 27614  
Full-service hospital.

**Rehab Hospital** ............................... 919-350-7876  
3000 New Bern Ave., Raleigh, 27610  
Inpatient rehabilitation services.

Medical Practices and Clinics

(△) = In-home services available

Some clinics may provide services for reduced fees or via a sliding scale, for those who are either uninsured or underinsured. Be sure to call to inquire about eligibility requirements. **Please note:** This is not a complete list of medical providers. If you are looking for a doctor, also see Physician Referral Services/Listings on page 33.

A **geriatric clinic**, or **senior clinic**, specializes in geriatric medicine and can assess an older adult’s condition and offer recommendations and/or provide primary care, specialty care, or short-term treatment. This may be helpful if an older adult begins to question whether changes she or he is experiencing are due to the normal aging process, or to illness; or if family members notice changes such as memory impairment, confusion, or impaired thinking, and wonder what that means or if they should be worried. A referral may be required.

**Access Healthcare** ......................... 919-363-0190  
1031 W. Williams St., Ste. 106, Apex, 27502  
[webpage: acchealth.com]  
Physician practice offering **non-insurance-based primary medical care**. Services available via a fixed monthly fee. Does not accept Medicare, Medicaid, or other insurance.
Advance Community Health.....919-833-3111  
www.advancechc.org  
Nonprofit clinics offering comprehensive medical care. Accepts Medicare, Medicaid, and most private insurances. Discounted rates available for those without insurance.  
Apex  
212 S. Salem St., Apex, 27502  
Cary at Dorcas Plaza  
173 High House R., Cary, 27511  
Fuquay-Varina  
130 N. Judd Parkway NE, Fuquay-Varina, 27526  
Horizon Healthcare for the Homeless  
Available at all locations.  
Southeast Raleigh  
1011 Rock Quarry Rd., Raleigh, 27610  
Also see Senior Health Center listing.  
Div. of Public Health,  
Wake Co. Human Services ......919-212-7000  
www.wakegov.com/humanservices/publichealth  
Health education, TB tests, immunizations, and other public health services available at multiple locations. Clinics tab on website has detailed information about what is offered and where, in both English and Spanish. Does not provide routine medical care.  
Doctors Making Housecalls (⌂)............................919-932-5700  
www.doctorsmakinghousecalls.com  
Duke Geriatric Evaluation and Treatment (GET) Clinic ........919-620-4070  
40 Duke Medicine Cir., Clinic 1J, Durham, 27710  
www.dukehealth.org/locations/duke-geriatric-evaluation-and-treatment-clinic  
Medical, psychiatric, and social evaluation and treatment of adults 65+. Physician referral required.  
Duke Memory Disorders Clinic (MDC)  
Clinic Information .........................919-668-2879  
Appointments ..............................919-668-7600  
neurology.duke.edu/divisions/memory-disorders  
See full description on page 4.  
NCIAP People’s Medical Care...919-277-0345  
5720 Creedmoor Rd., Ste. 200, Raleigh, 27612  
peoplesmedicalcare.org  
Nonprofit medical clinic providing primary and specialist care for uninsured patients.

Rethink your Doctor’s appointment. We have.  

Doctors Making Housecalls brings the best comprehensive geriatric care to the comfort of home. Your home.  
Our board-certified primary care clinicians come to you - making it easier to connect with your physician, get the care you need when and where you need it, and stay healthy and out of the hospital.  

- Proactive, Preventive Care  
- Complete Care Coordination  
- Medication Management  
- Full Geriatric Assessments  
- Same or Next Day Appointments, 7 days a week  
- Annual Wellness Exams  
- Urgent Care, 24/7  
- Diabetic and Vision Screening  
- Lab Work, X-rays and Imaging, EKGs  
- All Insurance Plans Accepted and Filed  

To schedule a visit, call us TODAY at 844.932.5700 or visit www.doctorsmakinghousecalls.com.
hospitals and healthcare providers

**Raleigh Geriatrics** ..........................919-782-7576
3921 Sunset Ridge Rd., Ste. 101, Raleigh, 27607
Geriatric medicine practice serving ages 60+. Accepts Medicare, but not Medicaid.

**Senior Health Center** ......................919-832-2400
1011 Rock Quarry Rd., Raleigh, 27610
Primary healthcare services specifically for adults 65+. Accepts Medicare and Medicaid. Partnership between Advance Community Health and UNC Rex Healthcare.

**Shepherds Care Medical Clinic** ............919-404-2474
304 Pony Rd., Zebulon, 27597
www.shepherdsicareclinic.com
Nonprofit medical clinic for low-income residents of eastern Wake Co., ages 18–64, who are uninsured or underinsured.

**Transitions PalliativeCare (△)** ...........919-828-0890
250 Hospice Cir., Raleigh, 27607
transitionslife.com/palliativecare
Assistance with pain and symptom management for patients with advanced illnesses who do not qualify for hospice. Services available in private homes, assisted living facilities, nursing homes, and hospitals.

**UNC Geriatrics Specialty Clinic** ..........984-974-6599
UNC Center for Aging and Health,
6011 Farrington Rd., Ste. 101, Chapel Hill, 27517
www.med.unc.edu/aging/patients
Primary, specialist, and/or consultative medical care for ages 60+. Accepts Medicare.

**UNC Memory Disorders Program** ...........919-966-4401
www.med.unc.edu/neurology/divisions/memory-and-cognitive-disorders
See full description on page 4.

**UNC Rex Cancer Care** ......................919-784-3105
Multidisciplinary community-based treatment and support services for cancer. Multiple locations.

**Dialysis Clinics**

**Medicare Dialysis Facility Compare**
www.medicare.gov/dialysisfacilitycompare/#
Online, searchable database of Medicare-certified dialysis clinics. Allows for comparison by patient experience survey results. Use this to compare sites, and/or to find sites outside of Wake Co.

**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

**FMC New Hope Dialysis** .................919-231-3700
835 S. New Hope Rd., Raleigh, 27610

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

**FMCNA Southwest Wake** ...............919-771-1022
320 Gideon Creek Wy., Raleigh, 27603

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

**Fresenius Medical Care, Apex** ..........919-387-2898
1000 American Wy., Apex, 27502

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

**Fresenius Medical Care, Northern Wake** 919-832-2644
2700 Leighton Ridge Dr., Wake Forest, 27587

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

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

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

Whether you are moving to Wake County, or downsizing from a local home that you’ve lived in for many years, finding the best living situation can be a challenge. Some questions to consider are:

• 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 these questions, you’ll have a better idea which of the following options may meet your needs. For further information about housing options call the RFS Information Department.

Please note: This section of the directory focuses on options for independent living. The Long-Term Care Facilities section offers options for individuals who need substantial help with activities of daily living.

Active Adult Communities

An Active Adult Community is a housing development with homes for purchase that is often marketed to adults 55 and older who can live independently. These communities frequently have extra amenities designed to appeal to active retirees, such as planned activities and recreational facilities which may include community pools, walking trails, golf courses, health clubs, etc. Additional services may be available for additional cost. Active adult communities may offer a variety of dwellings, such as freestanding homes, 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. Consult a realtor for details. Some of these communities have new homes; others have resale homes only.

Carolina Preserve (Cary; 55+)
The Courtyards at Heritage Grove (Wake Forest)
The Courtyards at O’Kelly Chapel (Cary; 55+)
Evergreen at Flowers Plantation (Clayton; 55+)
Heritage Pines (Cary; 55+)
The Orchard Villas (Apex)

Regency at Brier Creek (Raleigh)
Regency at White Oak Creek (Apex)
The Village at Aversboro (Garner; 55+)
Villas of Wake Forest (Wake Forest; 55+)
The Walk at East Village (Clayton; 55+)

Continuing Care Retirement Communities

Continuing Care Retirement Communities (CCRCs), sometimes called Life Care Communities or Life Plan Communities, offer a full range of living arrangements, from independent living to skilled nursing care, housed within the same community. This allows residents to remain living within the same community as their needs change. In most cases residents need to be able to function independently at the time of admission. CCRCs provide 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. Fees vary for differing levels of accommodations and services. CCRCs usually require substantial entrance fees in addition to monthly fees. In some communities the entrance fees are partially refundable depending on length of stay; in others the 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.

In North Carolina CCRCs are regulated by the NC Department of Insurance, which publishes an annual CCRC Reference Guide (www.ncdoi.com/SE/Continuing_Care_Retirement_Communities.aspx).

The Cardinal at North Hills ..........984-234-5606
4030 Cardinal at North Hills St., Raleigh, 27609
lifeatthecardinal.com
Month-to-month fee only; no separate entrance fee.

The Cypress of Raleigh .............919-870-9007
8801 Cypress Lakes Dr., Raleigh, 27615
www.thecypressofraleigh.com
Equity-ownership model.

Glenaire....................................919-460-8095
Toll-free number .........................800-225-9573
4000 Glenaire Cir., Cary, 27511
www.glenaire.org
Nonprofit; Presbyterian-sponsored.

The Oaks at Whitaker Glen.........919-839-5604
501 E. Whitaker Mill Rd., Raleigh, 27608
www.pruittthealth.com/the-oaks-at-whitaker-glen

SearStone ..................................919-230-8441
17001 SearStone Dr., Cary, 27513
www.searstone.com
Nonprofit; monthly fee and refundable entrance fee.

Springmoor ...............................919-848-7057
1500 Sawmill Rd., Raleigh, 27615
www.springmoor.org
Nonprofit.

Windsor Point ............................919-552-4580
1221 Broad St., Fuquay-Varina, 27526
www.windsorpoint.com
Allows new residents to move directly into assisted living units.
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. Fees often begin at over $2,500 per month 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.lifeatabbotswood.com
Assisted living available.

Atria Oakridge .......................919-935-0118
10810 Sandy Oak Ln., Raleigh, 27614
www.atria-oakridge.com

Brookdale North Raleigh ............919-338-5394
120 Carlos Dr., Raleigh, 27609
No assisted living units, but "personalized living" services available for extra assistance.

Cambridge Village of Apex.........919-363-2080
10000 Cambridge Village Loop, Apex, 27502
www.cambridgevillageofapex.com
Assisted living available.

Capital Oaks .........................919-784-0099
6498 Ray Rd., Raleigh, 27613
www.capitaloaksofcary.com

The Gardens at Wakefield Plantation Suppose to the next line
12800 Spruce Tree Wy., Raleigh, 27614
www.gardensatwakefield.com

Independence Village of Olde Raleigh ...............................................877-931-8238
3113 Charles B. Root Wynd, Raleigh, 27612
www.independencevillageofolderaleigh.com
Assisted living available.

Jordan Oaks...............................919-617-9463
10820 Penny Rd., Cary, 27518
www.jordan-oaks.com

The Lodge at Wake Forest ..........919-939-2483
1151 S. Main St., Wake Forest, 27587
www.lodgeatwakeforest.com

Magnolia Glen ...........................919-651-3803
5301 Creedmoor Rd., Raleigh, 27612
www.lifeatmagnoliaglen.com
Assisted living available.

Preston Pointe ...........................919-249-7001
1995 NW Cary Pkwy., Morrisville, 27560
www.prestonpointe.com

Waltonwood Cary Parkway ..........919-651-3964
750 SE Cary Pkwy., Cary, 27511
www.waltonwood.com/senior-living/nc/cary/waltonwood-cary-pkwy
Assisted living and memory care available.

Waltonwood Lake Boone ............919-569-5444
3550 Horton St., Raleigh, 27607
www.waltonwood.com/senior-living/nc/raleigh/waltonwood-lake-boone
Assisted living and memory care available.

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

Woodland Terrace ......................919-234-5223
300 Kildaire Woods Dr., Cary, 27511
www.lifeatwoodlandterrace.com
Assisted living and memory care available.

Subsidized and Affordable Senior Housing

There are many apartment complexes in Wake County for citizens with low-to-moderate income. Some complexes are for seniors only, so have a minimum age requirement (such as 55+ or 60+; in many cases it is sufficient if one member of the household meets the age requirement). Other properties are open to people of all ages.

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, sometimes called tax credit properties, rents for a given size of unit may be the same for all residents, or there may be two or more levels, or tiers, of rental pricing depending on income. These rents are typically lower than market-rate because the developer receives a tax credit.
Eligibility for subsidized and affordable housing is based on income. An 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. Some properties have higher or lower limits for some or all of their units. For affordable housing there is often a minimum income level requirement as well as a maximum.

Many complexes, but not all, provide service coordination where a social worker is available part-time to assist residents with accessing services and programs. Some buildings may offer group meals, activities, or transportation. Check with a site's housing manager to see if any services are provided for residents.

Please note: The demand for low-income senior housing in Wake County exceeds the supply. Most subsidized complexes have waiting lists of a year or more, as do affordable housing complexes. It is a good idea to get on as many waiting lists as possible, as soon as possible, if you expect to be moving.

For additional information, go to: www.resourcesforseniors.com/resourcelist.php.

HUD Median Income Guidelines Search
www.huduser.gov/portal/datasets/il/il2018/select_Geography_mtsp.odn
Search by state and county to find area median income information. Because limits may vary for specific buildings, use this as a general guideline only and always consult specific eligibility rules.

SocialServe.com.........................877-428-8844
socialserve.com
Free information on affordable rental housing options. Online database is searchable by location and other criteria such as proximity to a bus line and accessibility features. Same information also available via phone.

Seniors-Only Subsidized and Affordable Housing

A = Affordable

S = Subsidized

DHIC.............................................919-832-4345
www.dhic.org
Developer of senior and mixed-age affordable and subsidized housing. See website for details on all properties and to downloadable application form. Apply for each DHIC building separately.

Evergreen Construction ..........919-848-2041
www.evergreenconstructionco.com
Developer of senior and mixed-age affordable and subsidized housing. Applications for each property available online.

Raleigh Housing Authority........919-831-8300
900 Haynes St., Raleigh, 27604
www.rhaonline.com/public-housing
Owns and manages senior and mixed-age public housing. Applications available online. 2-4 year wait for housing. Also manages Raleigh Section 8 Housing Choice Voucher applications; estimated wait for a voucher is 4-8 years.

A Autumn Spring.....................919-878-8820
3601 Eck Dr., Raleigh, 27604
www.evergreenconstructionco.com
55+; 48 units.

A Berkeley Spring....................919-786-1106
5521 Dixon Dr., Raleigh, 27609
www.evergreenconstructionco.com
55+; 36 units.

A Booker Park North
at Washington Terrace.........919-833-1102
dhic.org

A Capital Towers I....................919-787-1231
4812 Six Forks Rd., Raleigh, 27609
www.capитaltowers.com
Under renovation but still accepting applications for waitlist. 62+; 208 units.

A Capital Towers II....................919-787-1231
4808 Six Forks Rd., Raleigh, 27609
www.capitaltowers.com
Under renovation but still accepting applications for waitlist. 55+; 90 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

For more information regarding availability, call the property directly.

A Carousel Place .......................919-508-1238
750 Bright Creek Wy., Raleigh, 27601
cadccommunities.com/carouselplace
55+; 55 units.

S Carriage House ......................919-831-8300
116 St. Mary’s St., Raleigh, 27605
RHA office: 900 Haynes St., Raleigh, 27604
www.rhaonline.com/public-housing
50+; 101 units. Please note: Apply for both Carriage House and Glenwood Towers through RHA main application. Applications not accepted for these buildings individually.

S Cary Central
Elderly Housing .......................919-934-6066
122 S. Harrison Ave., Cary, 27511
www.cssjohnston.org/wwwcssjohnstonorghousing
62+ or disabled; 20 units.

S Cedar Crest New Life Center .919-828-1192
2821 Laodicea Dr., Raleigh, 27610
62+; 40 units.

A Cedar Spring Apts .....................919-366-1331
110 S. Hollybrook Rd., Wendell, 27591
www.evergreenconstructionco.com
55+, 20 units.

S Chadwick Apts .........................919-772-5430
305 E. Garner Rd., Garner, 27529
dhic.org/property/chadwick
62+; 40 units.

S Club Plaza Apts .......................919-662-1910
2835 Club Plaza Rd., Raleigh, 27603
dhic.org/property/club-plaza
62+ or disabled; 32 units.

A Commons at Highland Village ...........919-463-7800
100 Highland Commons Ct., Cary, 27511
dhic.org/property/commons-at-highland-village
55+; 68 units.

S Cosmo and Lewis Estates ......919-755-0558
1121 Hadley Rd., Raleigh, 27610
62+ or disabled; 14 units.

A Courtyard Commons .................919-567-7440
324 W. Jones St., Fuquay-Varina, 27526
55+; 17 units.

S Crestfield Apts .......................919-366-6384
719 Marshburn Rd., Wendell, 27591
62+; 40 units.
A The Crossings at Heritage ......919-453-1212
3134 Branch Ferry Ct., Wake Forest, 27587
 crossingsatheritage.com
55+: 120 units.

S Dorothy Nixon Allen Manor ...919-552-1825
155 W. Holly Springs Rd., Holly Springs 27540
62+ or disabled; 17 units.

A Elders Peak .......................919-834-7325
2917 Creech Rd, Raleigh, 27610
62+: 48 units.

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

A Garden Spring Apts.............919-212-1750
2830 Kidd Rd., Raleigh, 27610
www.evergreenconstructionco.com
55+: 33 units.

S Glenwood Towers ..919-831-8300
509 Glenwood Ave, Raleigh, 27603
RHA office: 900 Haynes St., Raleigh, 27604
www.rhaonline.com/public-housing
50+: 288 units. Please note: Apply for both Carriage House and Glenwood Towers through RHA main application. Applications not accepted for these buildings individually.

A The Grande at Granite Falls...919-758-3340
400 Grand Rock Wy., Rolesville, 27571
62+: 74 units.

S Highland Manor .................919-463-7774
200 Highland Manor Pl., Cary, 27511
dhic.org/property/highland-manor
62+: 32 units.

A Highland Terrace...............919-463-7800
900 Duncan Vale Wy., Cary, 27511
dhic.org/property/highland-terrace-apartments
55+: 80 units.

A Holly Springs II.................919-552-1825
215 W. Earp St., Holly Springs, 27540
62+: 40 units.

A Huntington Spring Apts ........919-556-2566
1887 S. Franklin St., Wake Forest, 27587
www.evergreenconstructionco.com
55+: 84 units.

A The Magnolias ..................919-833-9365
2151 Glascock St., Raleigh, 27610
55+ or disabled; 40 units.

A Meadowcreek Commons......919-212-8778
1601 Royal Pines Dr., Raleigh, 27610
dhic.org
55+: 48 units.

WAKE COUNTY PROPERTIES

Autumn Spring
Raleigh • 919-878-8820
Berkeley Spring
Raleigh • 919-786-1106
Cedar Spring
Wendell • 919-366-1331
Garden Spring
Raleigh • 919-212-1750
Meadow Spring
Raleigh • 919-233-0084
Poyner Spring
Raleigh • 919-977-1338
Silver Spring
Zebulon • 919-404-4753
Terrace Spring
Raleigh • 919-871-5773
Timber Spring
Garner • 919-301-8412
Weatherstone Spring
Cary • 919-469-5445

WINDSOR SPRING
Wake Forest • 919-791-1000
HUNTINGTON SPRING
Wake Forest • 919-556-2566
WAKEFIELD SPRING
Raleigh • 919-554-6111
WOOD SPRING
Fuquay-Varina • 919-557-4807

ADDITIONAL PROPERTIES

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

www.EvergreenConstructionCo.com
A The Meadows at Brier Creek  919-572-5147
11700 Arnold Palmer Drive, Raleigh, 27617
55+; 96 units.

A Meadow Spring Apts  919-233-0084
190 Fieldspring Ln., Raleigh, 27606
www.evergreenconstructionco.com
55+; 33 units.

S Murphey School Apts  919-831-1072
443 N. Person St., Raleigh, 27601
dhic.org/property/murphey-school
55+; 48 units.

A Olde School Commons  919-773-1799
742 W. Garner Rd., Garner, 27529
55+; 45 units.

A Parkview Manor  919-831-6045
911 N. Blount St., Raleigh, 27604
cadcommunities.com/parkviewmanor
55+; 90 units.

A Pennington Grove  919-615-0499
1000 Pennington Grove Wy., Garner, 27529
dhic.org/property/pennington-grove
55+; 83 units.

A Pine Hills Apts  919-212-0667
1650 Royal Pines Dr., Raleigh, 27610
55+; 48 units.

A Poyner Spring Apts  919-977-1338
8150 Town Dr., Raleigh, 27616
www.evergreenconstructionco.com
55+; 42 units.

S Roanoke Commons  919-546-0052
2911 Madelyn Watson Ln., Raleigh, 27610
dhic.org/property/roanoke-commons
62+ or disabled; 32 units.

A Robinwood of Wendell  919-365-5710
84 Hanner Ln., Wendell, 27591
62+ or disabled; 84 units.

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

S Sir Walter Apts  919-832-1300
400 Fayetteville St., Raleigh, 27601
62+; 140 units.

A Terrace Spring Apts  919-871-5773
4000 St. James Church Rd., Raleigh, 27604
www.evergreenconstructionco.com
55+; 48 units.

A Timber Spring Apts  919-301-8412
125 E. Timber Dr., Garner, 27529
www.evergreenconstructionco.com
55+; 48 units.

A Trinity Ridge Apts  919-816-0503
5620 Trinity Rd., Raleigh, 27607
www.wajmanagement.com/property/trinity-ridge-apartments
55+; 48 units.

S Turnberry Apts  919-554-9743
755 S. White St., Wake Forest, 27587
dhic.org/property/turnberry
62+; 40 units.

A Wakefield Manor  919-554-3299
10710 Nickleby Wy., Raleigh, 27614
dhic.org/property/wakefield-manor
55+; 96 units.
A Wakefield Spring .................919-554-6111
2701 Wakefield Pines Dr., Raleigh, 27614
www.evergreenconstructionco.com
62+; 80 units.

A Waterbrook Apts...............919-250-1973
311 Stoney Moss Dr., Raleigh, 27610
www.norcomanagement.com/properties/waterbrook
55+ or disabled; 64 units

A Water Garden Park .............919-977-0276
8109 Marvino Ln., Raleigh, 27613
dhic.org/property/water-garden-park
55+; 88 units.

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

A Willow Creek Apts ..........919-377-8041
2000 Golden Willow Ct., Cary, 27519
dhic.org/property/willow-creek-cary
55+; 53 units.

A Windsor Spring Apts .........919-791-1000
6219 Hunter St., Raleigh, 27612
www.evergreenconstructionco.com
55+; 39 units.

A The Woods at Avent Ferry......919-552-4887
108 Cotten Ln., Holly Springs, 27540
55+, 64 units.

A Wood Spring Apts ..........919-848-2041
1806 James Slaughter Rd., Fuquay-Varina, 27526
www.evergreenconstructionco.com
55+; 48 units.

Mixed-Age Subsidized and Affordable Housing

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

A = Affordable
S = Subsidized

DHIC ........................................919-832-4345
www.dhic.org
See full description on page 36.

Evergreen Construction ........919-848-2041
www.evergreenconstructionco.com
See full description on page 36.

Housing Authority
of the County of Wake ..........919-269-6404
www.hacwnc.org
Owns and manages mixed-age public housing in Apex, Fuquay-Varina, Garner, Wake Forest, Wendell, and Zebulon. 5-6 year wait for housing.

Raleigh Housing Authority ........919-831-8300
www.rhaonline.com/public-housing
See full description on page 36.

A Avonlea (44 units) .............919-876-8345
5005 Cape Breton Dr., Raleigh, 27616
dhic.org/property/avonlea

A Beechridge Apts (72 units) ....919-303-0202
600 Upchurch St., Apex, 27502
dhic.org/property/beechridge

A Carlton Place (80 units) .......919-834-8140
450 E. Davie St., Raleigh, 27601
dhic.org/property/carlton-place

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

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

A Emerson Glen Apts (48 units) ....919-803-3303
3010 Emerson Glen Ln., Raleigh, 27603
dhic.org/property/emerson-glen

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

A Glenbrook Crossing (63 units) ..919-390-0098
336 Dacian Rd., Raleigh, 27610
dhic.org/property/glenbrook-crossing

A The Grove at Cary Park (120 units) ........919-481-2225
4545 Cary Glen Blvd., Cary, 27519

A Highland Village (50 units) .....919-463-5670
600 Malcolm Valley Pl., Cary, 27511
dhic.org/property/highland-village-apartments

A Jeffries Ridge (32 units) ..........919-231-3470
213 Lightner Ln., Raleigh, 27610
dhic.org/property/jeffries-ridge

A Madison Glen (120 units) ..........919-785-5051
6840 Madison Ridge Wy., Raleigh, 27613
dhic.org/property/madison-glen

A The Maples Apts (36 units) ........919-269-6464
302 E. Primrose Ln., Zebulon, 27597
S Oak Grove Apts (40 units) .... 919-552-4011
500 Smithwood St., Fuquay-Varina, 27526

A The Oaks at Brier Creek (144 units) .......919-572-5154
9941 Brier Oak Pl., Raleigh, 27617

A Prairie Building (11 units) ........ 919-832-4345
113 S. Wilmington St., Raleigh, 27601
dhic.org/property/prairie-building

A Ripley Station (48 units) ..........919-231-3470
3030 Ripley Station Wy., Raleigh, 27610
dhic.org/property/ripley-station

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

A Tryon Grove (48 units) ..........919-832-0949
2508 Tryon Grove Dr., Raleigh, 27603
dhic.org/property/tryon-grove

A The Village at Washington Terrace (162 units) 919-833-1102
1951 Booker Dr., Raleigh, 27610
dhic.org

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

A Wakefield Commons (80 units) ......919-986-9051
10821 Alto Ln., Raleigh, 27614

A Wakefield Hills (80 units) ..........919-554-4118
10702 Oliver Rd., Raleigh, 27614
dhic.org/property/wakefield-hills

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

A Walnut Terrace Apts (292 units) ...919-508-1237
1256 McCauley St., Raleigh, 27601
cadcommunities.com/walnutterrace
44 units reserved for 62+/disabled.

A Water Garden Village (60 units) ....919-615-2070
8441 Mount Valley Ln., Raleigh, 27613
dhic.org/property/water-garden-village

A Weston Trace (48 units) ..........919-661-4244
204 Westcroft Dr., Garner, 27529
dhic.org/property/weston-trace

A Westwood Park Apts (72 units) .919-460-0590
600 Glendon Wy., Cary, 27519

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Emergency, Temporary, and Transitional Housing

Cornerstone, Wake Co. DHHS ....919-508-0777
220 Snow Ave., Raleigh, 27603
www.wakegov.com/humanservices/locations/cornerstone
Information and referrals; services including laundry and shower facilities.

Helen Wright Center for Women,
Urban Ministries ......................919-833-1748
401 West Cabarrus St., Raleigh, 27601
urbanmin.org/helen-wright-center
Emergency shelter and supportive services for adult women. Call after 1 p.m.

New Bern Transitional Housing ...919-828-9744
501 New Bern Ave., Raleigh, 27601
www.helpinghandmission.org
Room rentals by the week or month. Any age or gender; seniors welcome.

Salvation Army Family Shelter ...919-834-6733
1863 Capital Blvd., Raleigh, 27604
www.wakearmy.org
Emergency shelter for women with children. When calling ask to speak with someone in the Social Ministries Department.

Women’s Center of Wake Co. ...919-829-3711
112 Cox Ave., Raleigh, 27605
www.wcwc.org
Safety and stabilization day center for homeless women, no overnight housing available. Intake required – check in at front desk Mon. through Fri., 8 a.m. to 7 p.m., or Sat. and Sun., 9 a.m. to 4 p.m.
Housing-related programs

Housing-related programs

Home Adaptation and Accessibility

Adaptations that can help elderly and disabled adults remain living safely in their own homes may include accessibility aides, such as grab bars and ramps; home adaptations, such as widening doorways; and specialized equipment, such as lifts. You may ask your doctor or an occupational therapist for ideas and options, or look online (AARP’s HomeFit Guide is one helpful resource: www.aarp.org/livable-communities/info-2014/aarp-home-fit-guide-aging-in-place). When hiring a contractor for an accessibility project be sure to ask about experience with the particular type of job, as well as licensing, liability, and workers compensation insurance. Resources for Seniors does not track or recommend general contractors. Please note: Some medical equipment suppliers also sell accessibility aides and equipment; see page 57.

101 Mobility .........................919-371-2921
3209-106 Gresham Lake Rd., Raleigh, 27615
raleigh.101mobility.com
Sells and rents wheelchair ramps, lifts, and other accessibility equipment.

Access Ability .......................919-851-1335
962 Trinity Rd., Raleigh, 27607
www.accessabilityinc.com
Sells and rents equipment including stairlifts, vertical wheelchair lifts, and residential elevators.

Acorn Stairlifts .......................919-623-9934
105 Merry Hill Dr., Cary, 27518
www.masterpiecestairlifts.com
Sells, installs, and services Acorn brand stair lifts.

American Mobility ...................919-876-3600
www.americannmobility.com
See full description on page 57.

AmeriGlide Raleigh ..................919-861-4594
5110 Atlantic Ave., Raleigh, 27616
www.ameriglide-raleigh-nc.com
Sells and installs accessibility equipment. Specializes in stair lifts.

Amramp of Eastern NC .............919-850-4585
1545 Michelle Dr., Raleigh, 27614
www.amramp.com/easternnc
Specializes in metal wheelchair ramps for rental or purchase. Also offers lifts and portable showers.

Image Management ..................919-829-1479
www.image-management.com
See full description on page 58.

Independent Living Rehabilitation Program ..........919-859-8301
www.ncdhhs.gov/divisions/dvrs
See full description on page 15.

OT-Accessibility Consulting .......919-846-6767
www.ot-access.com
Occupational therapist provides consultations and construction plans for minor and major home accessibility modifications.

Rebuilding Together of the Triangle .........................919-341-5980
www.rebuildingtogethertriangle.org
Nonprofit organization providing accessibility modifications for low-income families using volunteers. No age requirement. Long waitlist.

Resources for Seniors’ Housing and Home Improvement .......................919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/hhi.php
Minor home adaptations available via sliding scale or private pay, including wheelchair ramps and grab bar installation.
Home Repair and Rehabilitation

There are a number of different programs available to assist seniors with home repairs. If you are unsure about which program applies best to your situation, call the RFS Information Department. For help assessing whether you or your loved one’s home is safe, see the Home Safety Checklist on page 82.

Angie’s List - www.angieslist.com
Online database of contractors and other businesses, with customer reviews and ratings. Searchable by category and location.

Community Development Div.,
City of Raleigh .........................919-996-4330
affordablehousing.raleighnc.gov/content/homeownership
Deferred-payment loan programs for low-income City of Raleigh homeowners. No age requirement.

Housing & Community Revitalization Division,
Wake Co. Human Services ..........919-856-5689
www.wakegov.com/humanservices/housing/homeowners
Home rehabilitation grants for low-income homeowners in parts of Wake Co. Must live outside city limits of Raleigh, Cary, and Holly Springs.

Housing Rehabilitation Program,
Town of Cary ............................919-380-2782
www.townofcary.org/services-publications/housing/affordable-housing-initiative/housing-rehabilitation-program
Deferred-payment loan program for Cary residents. Income-based eligibility requirements. No age requirement, but priority is given to elderly/disabled.

Rebuilding Together
of the Triangle .........................919-341-5980
www.rebuildingtogethertriangle.org
Nonprofit organization providing home repairs for low-income families using volunteers. No age requirement. Long waitlist.

Resources for Seniors’ Housing and
Home Improvement ...................919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/hhl.php
Minor home repairs related to health and safety (for 55+ fees are based on income; younger clients may pay privately).

Section 504 Home Repair Program,
USDA Rural Development ............919-873-2051
www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants
Home rehabilitation program for low-income homeowners in rural Wake Co. Grants available for ages 62+; low-interest loans available for all ages.

Home Weatherization

Weatherizing your home, or making sure it is as energy efficient as possible, can make your heating and cooling costs more affordable. Home weatherization services, including an energy audit, are available from private companies, or, for low-income households, through the Weatherization Assistance Program.
Weatherization Assistance Program

The **Weatherization Assistance Program (WAP)** is a federally-funded program aimed at improving energy efficiency for low-income homeowners so their homes can be heated and cooled more easily and less expensively. Eligibility is based on gross annual household income (not on age). Eligible homeowners receive services **free of charge**. In some circumstances work can be done on a rented home (with the landlord’s permission and agreement to pay partial costs if applicable). WAP starts with an “energy audit” of the home, testing to see where air is leaking out (through ducts, walls, floors, the attic, etc.). Auditors then determine the best way to seal up any leaks, in order to keep conditioned air inside the home where it belongs. Methods include adding insulation, and sealing and insulating ducts. The home's heating and cooling (HVAC) system is also evaluated, cleaned, and tuned to see if it is working efficiently. In some cases the HVAC system may be repaired or replaced, depending on available funding sources.

**While there is no financial cost for WAP, there is a time commitment.** Homeowners need to be available for between six and eight scheduled visits from staff, contractors and building code officials. It is absolutely necessary for an adult to be present at all times while any workers are present at the home. **And, WAP is not a home repair program;** homes in need of major repairs will be deferred from WAP. If your home needs repairs there may be another program to better suit your needs - see page 43.

**Weatherization Assistance Program (WAP), Resources for Seniors ..................** 919-713-1570

1110 Navaho Dr., Fourth Floor, Raleigh, 27609

www.resourcesforseniors.com/weather.php

Resources for Seniors is the lead agency for WAP in Wake and Durham counties.
Property Tax Relief Programs

North Carolina offers three property tax relief programs (sometimes called homestead exemptions) for the permanent residence of qualified homeowners. Call the Revenue Department for further information:

- The **Elderly or Disabled Exclusion** is a yearly exemption that excludes from taxation the first $25,000 or 50% (whichever is greater) of assessed value for the permanent residence. Eligible households must include a member who is 65+ or disabled, and have a combined income of $29,600 or less (as of 2018).

- The **Circuit Breaker Tax Deferral Program** is an exemption that homeowners must reapply for each year, where taxes are limited to a percentage of the owner’s income (taxes above the limitation amount are deferred). Eligible households must include a member who is 65+ or disabled, and have a combined income of $44,400 or less (as of 2018).

- The **Disabled Veteran Exclusion** is a yearly exemption that excludes from taxation the first $45,000 of assessed value for the permanent residence. Eligible households must include an honorably discharged veteran with a disability, or the unmarried surviving spouse of one. Not based on age or income.

**Wake Co. Revenue Department** ................................................................. 919-856-5400  
301 S. McDowell St., 3rd Floor, Raleigh, 27601  
www.wakegov.com/tax/relief

**Relocation Assistance**

**Moving and Organizing**

These for-profit companies assist seniors with moving and/or household organizing. Services may include: downsizing (helping to sort through belongings and decide what to keep); disposing of unwanted items; coordinating the packing, moving, and arranging of belongings in a new place.

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

- **Order in the House** .................... 919-306-5236  
  orderinthehouse.com

- **The Right Moves** ...................... 941-232-2732  
  therightmoves.net

- **Rightsizing Raleigh** .................... 919-215-3245  
  rightsizingraleigh.com

- **Smooth Transitions** of Central North Carolina .................. 919-335-4663  
  www.yoursmoothtransition.com

- **Stevie Organizing Services** ........... 919-345-2846  
  organizelctatter.com

- **Triangle Senior Moving Service** .... 919-552-4144  
  triangleseniormoving.com

**Real Estate Services**

- **Coldwell Banker Advantage, Shenee Jackson, SRES** ............ 919-441-2562  
  6020 Creedmoor Rd., Raleigh, 27612  
  sjackson.cbadvantage.com  
  Real estate services including home sales, packing, moving, and downsizing. Certified SRES realtor.

- **Mark Spain Real Estate, Danielle Weeks, SRES** ............... 919-480-0249  
  markspain.com  
  Real estate services include home sales, relocation, and refinancing. Certified SRES realtor.
### Other Housing-Related Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair Housing Unit, NC Human Relations Commission</td>
<td>919-807-4420</td>
<td>State agency for enforcing the North Carolina State Fair Housing Act. Call with any housing discrimination concerns.</td>
</tr>
<tr>
<td>ncadmin.nc.gov/citizens/fair-housing</td>
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</tr>
<tr>
<td>Habitat for Humanity of Wake Co.</td>
<td>919-833-1999</td>
<td>Affordable homeownership opportunities for low-income families. ReStores sell new and gently used furniture, appliances, building materials, etc.</td>
</tr>
<tr>
<td><a href="http://www.habitatwake.org">www.habitatwake.org</a></td>
<td></td>
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</tr>
<tr>
<td>Supportive Housing Program, Wake Co. Human Services</td>
<td>919-212-9379</td>
<td>Tenant education and service coordination to assist those with poor rental history to maintain housing. Does not assist with finding housing.</td>
</tr>
<tr>
<td><a href="http://www.wakegov.com/humanservices/housing">www.wakegov.com/humanservices/housing</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Preservation Program</td>
<td>919-744-2411</td>
<td>Completes minor external home repairs with the help of volunteers.</td>
</tr>
<tr>
<td><a href="http://www.wakegov.com/humanservices/housing">www.wakegov.com/humanservices/housing</a></td>
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### INFORMATION AND REFERRAL

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>211 Information and Referral Line</td>
<td>2-1-1</td>
<td>General information and referral for community agencies and programs, available 24/7.</td>
</tr>
<tr>
<td>From cell phone</td>
<td>888-892-1162</td>
<td></td>
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<tr>
<td><a href="http://www.nc211.org">www.nc211.org</a></td>
<td></td>
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<tr>
<td>Eldercare Locator</td>
<td>800-677-1116</td>
<td>A public service of the U.S. Administration on Aging. Contact information for local aging service providers nationwide, via phone or online database.</td>
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<tr>
<td>eldercare.acl.gov</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information and Referral Dept., Resources for Seniors</td>
<td>919-713-1556</td>
<td>Information and referral specialists available Mon. through Fri. to help provide information on all aging-related resources in Wake Co., not just those offered by Resources for Seniors. Call us when you’re not sure who to call.</td>
</tr>
<tr>
<td>1110 Navaho Dr., Fourth Floor, Raleigh, 27609</td>
<td><a href="http://www.resourcesforseniors.com/inref.php">www.resourcesforseniors.com/inref.php</a></td>
<td></td>
</tr>
<tr>
<td>NC Baptist Aging Ministry</td>
<td>877-506-2226</td>
<td>Nonprofit agency coordinating help for NC seniors 65+ through local Baptist churches. Call Center provides information and referrals.</td>
</tr>
<tr>
<td><a href="http://www.ncbam.org">www.ncbam.org</a></td>
<td></td>
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</tr>
<tr>
<td>NC Div. of Aging and Adult Services</td>
<td>919-855-3400</td>
<td>Information on services, benefits, and protections for NC older adults, persons with disabilities, and their families.</td>
</tr>
<tr>
<td><a href="http://www.ncdhhs.gov/divisions/daas">www.ncdhhs.gov/divisions/daas</a></td>
<td></td>
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</tr>
<tr>
<td>Triangle J</td>
<td>919-558-9398</td>
<td>Assistance in locating aging services in the Triangle.</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>4307 Emperor Blvd, Ste. 110, Durham, 27703</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.tjaaa.org">www.tjaaa.org</a></td>
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</tr>
</tbody>
</table>
LEGAL SERVICES, ADVANCE DIRECTIVES, AND ESTATE PLANNING

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 Medical Care Decisions & Advance Directives on page 94 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. A person who is already incompetent cannot grant a power of attorney. 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 and 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 can be found on the SSA website, www.ssa.gov.
legal services, advance directives, and estate planning

Advance Health Care Directive  
Registry ........................................919-814-5400  
NC Dept. of the Secretary of State  
www.sosnc.gov/ahcdr  
Free living will and healthcare power of attorney forms. Online Registry allows individuals to file directives, for a fee, and access them at any time.

Allen & Spence  
Attorneys at Law ..............................919-863-4183  
3737 Glenwood Ave., #100, Raleigh, 27612  
www.allenspence.com  
Specializes in elder law and estate planning.

Carolina Dispute  
Settlement Services ........................919-755-4646  
4600 Marriott Dr., Ste. 200, Raleigh, 27612  
www.notrials.com  
Nonprofit offering mediation services. Sliding scale fees available.

Carolina Family  
Estate Planning ..............................919-586-8222  
201 Commonwealth Ct., #100, Cary, 27511  
www.carolinafep.com  
Specializes in estate and long term care planning.

Guardianship,  
Wake Co. Superior Court ..........919-792-4600  
Special Proceedings Division, Clerk of Superior Court,  
Wake Co. Courthouse, 12th Floor  
316 Fayetteville St., Raleigh, 27602  
www.nccourts.gov/help-topics/guardianship/  
Guardianship  
Information about guardianship, and guardianship petition forms, available online; forms also available at address above (file petitions there also).

Howard Stallings ..................919-821-7700  
5410 Trinity Rd., Ste. 210, Raleigh, 27607  
www.howardstallings.com  
Practice areas include estate planning/litigation.

LawHelpNC.org - www.lawhelpnc.org  
Information and resources to help those with low and moderate income understand legal issues and find legal help.

Legal Aid of North Carolina ....866-219-5262  
Senior Legal Helpline ...............877-579-7562  
www.legalaidnc.org  
Free legal assistance to low-income North Carolinians for a variety of non-criminal matters.  
Senior Legal Helpline (for 60+) helps with wills, powers of attorney, public benefits, abuse and neglect, housing, and other issues specific to seniors.

National Academy of Elder Law Attorneys  
www.naela.org  
Searchable database of elder law attorneys, and other helpful consumer resources.

Lawyer Referral Service,  
North Carolina Bar Association 919-677-8574  
Toll-free ........................................800-662-7660  
www.ncbar.org/public-resources/lawyer-referral-service  
Referrals available via phone or online. 30-minute, reduced-rate consultation available with referrals.

Monroe, Wallace, & Morden 919-876-1400  
3225 Blue Ridge Rd., Ste. 117, Raleigh, 27612  
https://monroewallace.com  
Specializes in elder law, estate planning, incompetency issues, and long-term care issues.

Secure Estate Group ...............919-606-3980  
7474 Creedmoor Rd., Raleigh, 27615  
www.secureestategroup.com  
Estate planning services include: financial plans; insurance consults; tax advice; investment counseling. Does not provide legal services.

Senior Law Clinic, Campbell University  
School of Law ..............................919-865-4693  
225 Hillsborough St., Suite 302, Raleigh, 27603  
Free legal services for low-income adults 60+, provided by law students under faculty supervision.

Sharp Law Offices ...............919-846-6585  
316 W. Millbrook Rd., Ste. 113, Raleigh, 27609  
www.sharplawoffices.com  
Specializes in elder law, wills, powers of attorney, estate administration, incompetency proceedings, and insurance claims.

Wallis Law Firm ........................919-783-8118  
5500 McNeely Dr., Ste. 102, Raleigh, 27612  
www.deewallislaw.com  
Specializes in elder law, government benefits, estate planning/administration, guardianship, and more.
LEISURE AND RECREATION
(Also see Senior Centers and Senior Citizen Clubs and Organizations)

Apex Parks, Recreation, and Cultural Resources, Senior Programs ......919-249-3402
53 Hunter St., Apex, 27502
www.apexnc.org/senior
Social programming, trips, and events for adults 55+.

Cary Parks, Recreation, & Cultural Resources.................919-469-4061
www.townofcary.org
Activities and programs for all ages.

Fuquay-Varina Parks, Recreation, & Cultural Resources ............919-552-1430
820 S. Main St., Fuquay-Varina, 27526
www.fvparks.org
Activities and programs for all ages; special programming for seniors available.

Garner Parks, Recreation, and Cultural Resources............919-773-4442
205 E. Garner Rd., Garner, 27529
www.garnerparks.org
Activities and programs for all ages; special programming for seniors available.

Morrisville Parks, Recreation, & Cultural Resources ..............919-463-7100
www.townofmorrisville.org
Activities and programs for all ages. Senior Programs for 55+ offered at Cedar Fork Community Center (1050-B Town Hall Dr., Morrisville, 27560).

Raleigh Parks, Recreation, and Cultural Resources...............919-996-6640
www.raleighnc.gov/parks
Activities and programs for all ages. Adult Program offers special events, trips, classes, seminars, workshops, and clubs. Clubs are for 50+; most classes are open to all ages.

Rolesville Parks & Recreation.....919-554-6582
www.rolesvillenc.gov
Activities and programs for all ages. Adult & Senior Adult classes offered for 18+.

Salvation Army
Senior Citizen Program ...............919-832-6918
902 Wake Forest Rd., Raleigh, 27604
www.wakearmy.org
Faith-based ministry program meets Thursdays at noon. Call for further information.

Wake Co. Senior Games ..............919-661-6890
www.wcseniorgames.org
Yearly athletic and artistic competition for adults 55+.

Wake Forest Parks, Recreation, & Cultural Resources ............919-435-9560
301 S Brooks St., Wake Forest, 27587
www.wakeforestnc.gov
Activities and programs for all ages; special programs for seniors available.

Renaissance Centre for the Arts
405 S. Brooks St., Wake Forest, 27587
www.wakeforestrencen.org
Information......................................919-435-9567
Box Office......................................919-435-9458
Cultural performances, events and programs for all ages.

YMCA of the Triangle .................919-719-9622
www.ymcatriangle.org
Programs for all ages, with an emphasis on fitness and wellness. Reduced membership rate for seniors.

A.E. Finley YMCA .....................919-848-9622
9216 Baileywick Rd., Raleigh, 27615
Alexander Family YMCA .............919-832-9622
1603 Hillsborough St., Raleigh, 27603
Kerr Family YMCA ....................919-562-9622
2500 Wakefield Pines Dr., Raleigh, 27614
Kraft Family YMCA .................919-657-9622
8921 Holly Springs Rd., Apex, 27539
Northwest Cary YMCA ..............984-255-2409
6903 Carpenter Fire Station Rd., Cary, 27519
Poole Family YMCA .................919-582-9622
2110 Aversboro Rd., Garner, 27529
Poyner YMCA .........................919-591-2227
227 Fayetteville St., Raleigh, 27601
Taylor Family YMCA (formerly Cary Family YMCA) ..........919-469-9622
101 YMCA Dr., Cary, 27513
YMCA at Knightdale Station .......919-266-9622
494 Knightdale Station Run, Knightdale, 27545

919-872-7933 49 Directory of Resources 2019
LONG-TERM CARE FACILITIES

Families provide the majority of care to older relatives, either in the older adult's own home or in the home of a family caregiver. However, sometimes the physical, emotional, and social demands on the caregiver can become more than a family can handle. After all other options have been considered, families may reach the decision that 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 a doctor; consult the older adult's physician to get their recommendation on the level of care required.

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

- **Skilled care:**
  Nursing homes, also called skilled nursing facilities or in some cases rehabilitation (rehab) facilities, are appropriate when an individual needs ongoing nursing intervention following an illness, for chronic conditions, or for short-term intensive physical, occupational, or speech rehabilitation therapy. Patients in nursing homes need skilled care services, but are not sick enough to require hospital care; care is provided under the direction of a physician.

- **Assisted living:**
  Sometimes called “custodial care” or “domiciliary care,” an assisted living level of care is appropriate for individuals 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. In North Carolina this level of care is licensed as “adult care,” and can be provided in adult care homes (also called assisted living facilities, rest homes, or homes for the aged), which are licensed to care for seven or more residents, or family care homes, which are licensed to care for 2-6 residents. (DDA group homes are also available for developmentally disabled adults). Some nursing homes and retirement communities also have assisted living sections.

When visiting potential facilities, be sure to ask plenty of questions to be sure the facility provides the level of care and staff training that your loved one requires. 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 on page 88.

**Paying for Long-Term Care**

Long-term care can be extremely costly. An assisted living facility in Wake County can be $2,500-$6,000 per month, or even more, depending on the type of facility and level of care required. Nursing facilities may cost $7,000 or more per month. Most people cannot afford such costs for very long. When evaluating long-term care facilities, be sure to discuss payment options. For nursing facilities, ask if the facility is Medicare- and Medicaid-certified. For assisted living facilities, ask if the facility accepts Special Assistance. If you anticipate applying for public funding, ask if the facility requires payment in advance if there is an application pending.

- If you have long-term care insurance, your plan will likely cover part of the cost of a nursing facility stay or assisted living care. Policies vary; call your policy representative for more information.

- **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 an individual meets strict criteria including prior hospitalization. And **Medicare does not pay for assisted living care under any circumstances.**

- **Medicaid:** Long Term Care Medicaid, sometimes called "nursing home Medicaid," can help nursing home residents if the cost of care exceeds their income. To be eligible, an individual must meet age and disability criteria, as well as income and resource (asset) limits. To apply, contact Wake County Human Resources, (919) 552-2900.

Sites for Families and Staff of Older Adults
Services' Adult Medicaid section (see below). **Please note:** the eligibility requirements for receiving Medicaid in a nursing home are quite different from the Medicaid requirements for community-dwelling adults; many people not eligible for Medicaid when living at home become eligible when they enter a nursing home. 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 make an individual ineligible for coverage.

- **Special Assistance** is a state/county program that covers assisted living costs of care for those who qualify based on strict income and resource criteria. Special Assistance pays for the room and board portion of assisted living costs, after the resident's own income has been applied (individuals are only allowed to keep a very small amount of their income). Recipients of Special Assistance are automatically eligible for Medicaid to cover the cost of medical services and prescription medications. To apply, contact Wake County Human Services' Adult Medicaid section:

  Wake Co. Human Services, Adult Medicaid ...........................................919-212-7000  
  220 Swinburne St., Raleigh, 27610  
  www.wakegov.com/humanservices/social/medicaid/adult

  For Medicaid and Special Assistance information and applications. Ask to speak with a long-term care specialist.

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**Skilled Care Facilities**

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 assisted living beds available. **All of the following facilities accept Medicare and Medicaid**, subject to availability of beds.

**Medicare Nursing Home Compare**

[www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)

Online database of nursing facilities searchable by location and name. Lists information about complaints and inspection reports, and gives quality ratings.

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

**Cary Health and Rehabilitation Center** ..................919-851-8000  
6590 Tryon Rd., Cary, 27518  
[www.consulatehealthcare.com](http://www.consulatehealthcare.com)  
120 nursing beds; 30 adult care beds.

**Hillcrest Raleigh at Crabtree Valley** ..................919-781-4900  
3830 Blue Ridge Rd., Raleigh, 27612  
[www.hillcrestnc.com/Raleigh](http://www.hillcrestnc.com/Raleigh)  
134 nursing beds.

**Hillside Nursing Center of Wake Forest** ...............919-556-4082  
968 E. Wait Ave., Wake Forest, 27587  
[http://hillsidenursingcenter.com](http://hillsidenursingcenter.com)  
130 nursing beds, incl. dementia unit; 20 adult care beds.

**The Laurels of Forest Glenn** ...............919-772-8888  
1101 Hartwell St., Garner, 27529  
[www.laurelsofforestglenn.com](http://www.laurelsofforestglenn.com)  
120 nursing beds; 20 adult care beds.

**Litchford Falls Healthcare** ...............919-878-7772  
8200 Litchford Rd., Raleigh, 27615  
90 nursing beds; 24 adult care beds.

**The Oaks at Whitaker Glen-Mayview** ...............919-828-2348  
513 E. Whitaker Mill Rd., Raleigh, 27608  
[www.pruitthealth.com](http://www.pruitthealth.com)  
91 nursing beds.

**PruittHealth - Raleigh** ...............919-755-0226  
2420 Lake Wheeler Rd., Raleigh, 27603  
[www.pruitthealth.com](http://www.pruitthealth.com)  
130 nursing beds; 20 dementia care beds.
Raleigh Rehabilitation Center ...919-828-6251
616 Wade Ave., Raleigh, 27605
www.raleighrehabhc.com
157 nursing beds.

Sunnybrook Rehabilitation Center .................919-231-6150
25 Sunnybrook Rd., Raleigh, 27610
www.sunnybrookrehab.com
95 nursing beds; 19 sub-acute/rehab unit beds.

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

UNC Rex Rehabilitation and Nursing Care Center of Raleigh .............919-784-6600
4210 Lake Boone Trl., Raleigh, 27607
www.rexhealth.com
120 nursing beds.

Universal Health Care, North Raleigh.................................919-872-7033
5201 Clarks Fork Dr. NW, Raleigh, 27616
132 beds.

Universal Health Care, Fuquay-Varina.................................919-577-0421
410 S. Judd Pkwy, SE, Fuquay-Varina, 27526
100 nursing beds.

Wellington Rehabilitation and Healthcare.................................919-266-7744
1000 Tandall Pl., Knightdale, 27545
consulatehealthcare.com
80 nursing beds; 20 adult care beds.

Assisted Living Facilities
(Adult Care Homes and Family Care Homes)

North Carolina Facility Search - www2.ncdhhs.gov/dhsr/acis/star/search.asp#usestar
NC Div. of Health Services Regulation
Information on all licensed assisted living facilities in NC.
"Star rating" system gives each facility a rating of 1-4 stars, based on inspection results. A basic score is 3 stars; places receive deductions for violations and increases for positive features. A facility can only earn 4 stars after two consecutive high ratings.

Wake Co. Facilities List - services.wakegov.com/pmcweb/AdultCareListing.aspx?HomeType=AdultCare
Senior and Adult Services, Wake Co. Human Services
Information on all assisted living facilities in Wake Co.
Lists recent complaints.

Adult Care Homes

Adult care homes (sometimes simply called "assisted living facilities") are licensed to care for seven or more residents.

Brighton Gardens.................................919-571-1123
3101 Duraleigh Rd., Raleigh, 27612
www.sunriseseniorliving.com
Private pay. 115 residents, incl. 25-bed dementia unit.

Brookdale - www.brookdale.com
Cary ................................................919-852-1355
7870 Chapel Hill Rd., Cary, 27513
Private pay. 50 residents, all with dementia.

MacArthur Park.................................919-460-5959
111 MacArthur Dr., Cary, 27513
Private pay. 66 residents, incl. dementia unit.

Wake Forest........................................919-562-8400
611 S. Brooks St., Wake Forest, 27587
Private pay. 70 residents, incl. dementia unit.

Brookridge Assisted Living ........919-362-6266
312 Lynch St., Apex, 27502
Special Assistance accepted. 55 residents.

Carillon Assisted Living
www.carillonassistedliving.com
Fuquay-Varina.................................919-577-8102
6516 Johnson Pond Rd., Fuquay-Varina, 27526
Special Assistance accepted. 96 residents, incl. 36-bed dementia unit.

Garner ..............................................919-773-1550
200 Minglewood Dr., Garner, 27529
Special Assistance accepted. 84 residents.

Knightdale.................................919-266-6676
2408 Hodge Rd., Knightdale, 27545
Special Assistance accepted. 96 residents, incl. 26-bed dementia unit.
# Long-Term Care Facilities

North Raleigh ................................................. 919-876-6316  
5219 Old Wake Forest Rd., Raleigh, 27609  
Private pay. 96 residents, incl. 36-bed dementia unit.

Wake Forest .................................................. 919-569-2101  
3218 Heritage Trade Dr., Wake Forest, 27587  
Special Assistance accepted. 96 residents, incl. 36-bed dementia unit.

Coventry House of Zebulon ...... 919-269-7762  
1205 W. Gannon Ave., Zebulon, 27597  
www.coventryassistedliving.com  
Private pay. 60 residents.

The Covington ............................................. 919-791-1981  
4510 Durealeigh Rd., Raleigh, 27612  
affinitylivinggroup.com/community/thecovington  
Special Assistance accepted. 120 residents, incl. 60-bed dementia unit.

Elmcroft of Northridge .......... 919-999-3611  
600 Newton Rd., Raleigh, 27615  
www.elmcroft.com  
Private pay. 133 residents, including 58-bed dementia unit.

Falls River Court ...................... 984-265-1004  
1130 Falls River Ave., Raleigh, 27614  
www.seniorlifestyle.com/property/falls-river-court  
Private pay. 36 residents, all with dementia.

Heartfields at Cary .............. 919-852-5757  
1050 Crescent Green Dr., Cary, 27518  
www.fivestarseniorliving.com  
Private pay. 97 residents, incl. dementia unit.

Lawndale Manor ...................... 919-662-0099  
601 Lakeside Dr., Garner, 27529  
www.lawndalemanorassistedliving.com  
Special Assistance accepted. 62 residents.

Morningside of Raleigh .......... 919-828-5557  
801 Dixie Trl., Raleigh, 27607  
www.fivestarseniorliving.com  
Private pay. 110 residents, incl. dementia unit.

Phoenix Assisted Care .......... 919-460-8644  
201 W. High St., Cary, 27513  
http://phoenixassistedcare.com  
Special Assistance accepted. 120 residents, incl. dementia unit.

Spring Arbor - springarborliving.com  
Apex ...................................................... 919-303-9990  
901 Spring Arbor Ct., Apex, 27502  
Private pay. 76 residents.

Raleigh ....................................................... 919-250-0255  
1810 New Hope Rd., Raleigh, 27604  
Private pay. 80 residents.

Sunrise - www.sunriseseniorliving.com  
Cary ....................................................... 919-462-9147  
1206 W. Chatham St., Cary, 27513  
Private pay. 83 residents, incl. 33-bed dementia unit.

North Hills .............................. 919-981-6100  
615 Spring Forest Rd., Raleigh, 27609  
Private pay. 130 apartments, incl. some 2-bdrm, and 24 in dementia unit.

Raleigh ....................................................... 919-787-0777  
4801 Edwards Mill Rd., Raleigh, 27612  
Private pay. 96 residents, including 46 in dementia unit.

Wake Assisted Living ............... 919-231-7575  
2800 Kidd Rd., Raleigh, 27610  
www.wakeassistedliving.com  
Special Assistance accepted. 60 residents.

Woodland Terrace ................. 919-234-5223  
300 Kildaire Woods Dr., Cary, 27511  
www.lifeatwoodlandterrace.com  
Private pay. 84 residents, incl. dementia unit.

Zebulon House ...................... 919-269-6061  
551 Pony Rd., Zebulon, 27597  
http://affinitylivinggroup.com/community/zebulonhouse  
Special Assistance accepted. 60 residents, incl. 31 in dementia unit.

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### Family Care Homes

Family care homes are licensed to provide care for **2-6 residents**. They 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 homes generally accept Special Assistance; exceptions are noted below.

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

Allcare Assisted Living ........ 919-661-0289  
202 Bainbridge Cir., Garner, 27529  
http://allcarehha.com

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### Contact Information

- **Phone:** 919-872-7933  
- **Directory of Resources 2019**
<table>
<thead>
<tr>
<th>Long-term Care Facilities</th>
<th>Phone Number</th>
<th>Address Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avendelle Assisted Living</td>
<td>866-971-8095</td>
<td><a href="http://www.avendelle.com/avendelle-region/raleigh-durham">www.avendelle.com/avendelle-region/raleigh-durham</a></td>
</tr>
<tr>
<td>Carlton Pointe</td>
<td>919-435-1250</td>
<td>451 Bendemeer Ln., Rolesville, 27571</td>
</tr>
<tr>
<td>Fuquay</td>
<td>857-413-7599</td>
<td>709 Minerva Dale Dr., Fuquay-Varina, 27526</td>
</tr>
<tr>
<td>Heritage</td>
<td>919-435-6145</td>
<td>5112 Granitic Dr., Rolesville, 27571</td>
</tr>
<tr>
<td>Lazy River</td>
<td>919-888-0008</td>
<td>2268 Lazy River Dr., Raleigh, 27610</td>
</tr>
<tr>
<td>Maynard</td>
<td>919-650-1676</td>
<td>1104 SE Maynard Ave., Cary, 27511</td>
</tr>
<tr>
<td>Rolesville</td>
<td>919-263-8119</td>
<td>129 Nortwick Rd., Rolesville, 27571</td>
</tr>
<tr>
<td>Saratoga</td>
<td>919-850-2955</td>
<td>3903 Saratoga Dr., Raleigh, 27604</td>
</tr>
<tr>
<td>Shepherds Vineyard</td>
<td>919-345-7715</td>
<td>1100 Wellstone Ctr., Apex, 27502</td>
</tr>
<tr>
<td>Southern Oaks</td>
<td>919-345-7715</td>
<td>605 Lawson Cypress Ln., Fuquay-Varina, 27526</td>
</tr>
<tr>
<td>Waterford Landing</td>
<td>919-255-6890</td>
<td>1008 Flower Round Ct., Raleigh, 27610</td>
</tr>
<tr>
<td>Weaver Crossing</td>
<td>919-363-6912</td>
<td>2768 Weaver Hill Dr., Apex, 27502</td>
</tr>
<tr>
<td>Wyckford</td>
<td>919-231-7008</td>
<td>4520 Dilford Dr., Raleigh, 27604</td>
</tr>
<tr>
<td>Bright Horizon</td>
<td>919-720-4884</td>
<td>1405 Falls Church Rd., Raleigh, 27609</td>
</tr>
<tr>
<td>Brightside Homes 2</td>
<td>919-986-8800</td>
<td>105 Avery St., Garner, 27529</td>
</tr>
<tr>
<td>Brown’s Family Care Home</td>
<td>919-362-6686</td>
<td>8416 James Rest Home Rd., New Hill, 27562</td>
</tr>
<tr>
<td>Common Ground at River Knoll</td>
<td>919-212-3807</td>
<td>1616 River Knoll Dr., Raleigh, 27610</td>
</tr>
<tr>
<td>Compassionate Place Home</td>
<td>919-325-0722</td>
<td>3401 Sheryl Dr., Raleigh, 27604</td>
</tr>
<tr>
<td>Elsie’s Place</td>
<td>919-847-9495</td>
<td>10916 Raven Rock Dr., Raleigh, 27614</td>
</tr>
<tr>
<td>Falls of Neuse Senior Living</td>
<td>919-977-3364</td>
<td>5204 Cherrywood Ct., Raleigh, 27609</td>
</tr>
<tr>
<td>Gracie Sturdivant Care Homes</td>
<td>919-771-6471</td>
<td><a href="http://www.graciesturdivant.com">www.graciesturdivant.com</a></td>
</tr>
<tr>
<td>Knightdale</td>
<td>1004 Edenburghs Keep Dr., 27545</td>
<td></td>
</tr>
<tr>
<td>North Raleigh</td>
<td>2445 Deanwood Dr., 27615</td>
<td></td>
</tr>
<tr>
<td>Lynn’s Care Home at Riverside</td>
<td>919-621-9670</td>
<td>5614 Apalachicula Dr., Raleigh, 27616</td>
</tr>
<tr>
<td>Private pay.</td>
<td>919-264-0775</td>
<td>5124 Werribee Dr., Raleigh, 27616</td>
</tr>
<tr>
<td>The Manor at Coventry Creek</td>
<td>919-264-0775</td>
<td>1038 Stormy Ln., Raleigh, 27610</td>
</tr>
<tr>
<td>The Manor at Edgewater</td>
<td>919-264-0775</td>
<td>7305 Perry Creek Rd., Raleigh, 27616</td>
</tr>
<tr>
<td>Mercy Manor at Saybrooke</td>
<td>919-271-0917</td>
<td>6320 Saybrooke Dr., Raleigh, 27604</td>
</tr>
<tr>
<td>Midtown Senior Living</td>
<td>919-803-0127</td>
<td>6220 Dresden Ln., Raleigh, 27612</td>
</tr>
<tr>
<td>Mims Family Care Home</td>
<td>919-552-6455</td>
<td>6337 Mims Rd., Holly Springs, 27540</td>
</tr>
<tr>
<td>North Hills Senior Living</td>
<td>919-571-2556</td>
<td>110 Dartmouth Rd., Raleigh, 27609</td>
</tr>
<tr>
<td>Private pay.</td>
<td>919-345-9087</td>
<td>5818 Poole Rd., Raleigh, 27610</td>
</tr>
<tr>
<td>R &amp; S Family Care Home</td>
<td>919-821-4546</td>
<td>1445 Sawyer Rd., Raleigh, 27610</td>
</tr>
<tr>
<td>Rose Hill #2</td>
<td>919-896-8233</td>
<td>2305 Glascock St., Raleigh, 27610</td>
</tr>
<tr>
<td>Rose Hill Family Care</td>
<td>919-522-8581</td>
<td>1116 Beverly Dr., Raleigh, 27610</td>
</tr>
<tr>
<td>Seagraves Family Care Home</td>
<td>919-362-8556</td>
<td>1052 Irongate Dr., Apex, 27502</td>
</tr>
<tr>
<td>Tender Touch Family Home</td>
<td>919-798-8098</td>
<td>2005 Ann Ave., Raleigh, 27610</td>
</tr>
<tr>
<td>Tiffany's Family Care Home</td>
<td>919-772-3755</td>
<td>1139-A Benson Rd., Garner, 27529</td>
</tr>
</tbody>
</table>
Val’s Family Care Home .......... 919-606-9804
3708 Rock Creek Dr., Raleigh, 27609
www.valsfamilycare.com
Private pay.

Val’s Place at Brookhaven ......... 919-977-7185
6112 Winthrop Dr., Raleigh, 27612
Private pay.

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

Wrenette’s Place ......................... 919-779-4456
7029 San Juan Hill Ct., Raleigh, 27610

### Licensing and Monitoring of Long-Term Care Facilities

**NC Div. of Health Services Regulation**

- **Complaint Hotline** ............ 919-855-4500 or 800-624-3004
- **Licensure for Nursing Homes** ...... 919-855-4520
- **Licensure for Adult Care Homes** ... 919-855-3765
  - [www.ncdhhs.gov/dhsr](http://www.ncdhhs.gov/dhsr)

Licensure and monitors all nursing facilities and assisted living facilities in North Carolina. Surveys nursing facilities for Medicare and Medicaid certification. Investigates complaints. Website lists facilities with recent penalties, by county.

**Senior and Adult Services** .......... 919-250-3830
Wake Co. Human Services,
220 Swinburne St., Raleigh, 27610
[www.wakegov.com/humanservices/social/senior_adult](http://www.wakegov.com/humanservices/social/senior_adult)

Monitors all assisted living facilities in Wake Co. Can also assist individuals and families with finding long-term care placements.

### Advocacy for Residents in Long-Term Care

**Friends of Residents in Long-Term Care** ...................... 919-782-1530
[www.fortltc.org](http://www.fortltc.org)
Nonprofit organization providing info for families and residents with concerns about long-term care.

**Regional Long-Term Care Ombudsman Program** ...................... 919-558-2711
Toll-free ......................... 800-310-9777
Area Agency on Aging, Triangle J COG
[www.tjcog.org/ombudsman.aspx](http://www.tjcog.org/ombudsman.aspx)
Advocates on behalf of long-term care facility residents to uphold residents’ rights and address quality of care and quality of life issues; investigates grievances.

**State Long-Term Care Ombudsman Program** ...................... 919-855-3433
NC Div. of Aging and Adult Services
Advocacy and information for long-term care residents.
MEALS / NUTRITION

The following resources provide food assistance and/or meals on an ongoing basis. See the Basic Needs section for agencies and churches that can provide food assistance on an occasional basis.

Chefs for Seniors..........................984-960-9563
http://chefsforseniors.com/Raleigh
Fee-based in-home personal chef/meal preparation service.

Food Assistance Program ..........919-212-7000
Wake Co. Human Services
www.wakegov.com/humanservices/social/food
Formerly called Food Stamps, or SNAP. Assists low-income households with food expenses via funds deposited monthly (EBT). Call or go online for more information and application instructions.

Meals on Wheels (Home-Delivered Meals) ..........919-833-1749
www.wakemow.org
Home-delivered meals for homebound elderly or disabled individuals.

Meals on Wheels Congregate Nutrition Sites (Group Meals)..............................919-833-1749
www.wakemow.org
Group lunches served Mon.-Fri. at the following locations. Participants must call before coming. Donation requested. Transportation may be available for some sites if within 5 miles of site.

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

Five Points Center for Active Adults.................................919-996-4739
2000 Noble Rd., Raleigh, 27608

Garner Senior Center ..................919-772-5057
205 E. Garner Rd., Garner, 27529

Luther Green Community Center.........................919-467-7186
922 N. Church St., Morrisville, 27560

Northern Wake Senior Center ......919-554-0725
235 E. Holding Ave., Wake Forest, 27587

Pine Acres Community Center .........919-552-5825
402 McLean St., Fuquay-Varina, 27526

Redeeming Love Missionary Baptist Church (formerly The Gathering Place) .........919-665-8885
3425 Rock Quarry Rd., Raleigh, 27610

St. Savior’s Outreach Center (Tucker St.) ................................919-832-2592
616 Tucker St., Raleigh, 27603

Shepherd’s Table Soup Kitchen.919-831-2010
Church of the Good Shepherd,
121 Hillsborough St., Raleigh, 27603
Meals available Mon.-Fri., 11 a.m. to noon.
MEDICAL SUPPLIES, EQUIPMENT, AND ASSISTIVE DEVICES

There are many types of assistive products, equipment, and supplies that help make it easier for people with physical or cognitive impairments to manage in their homes. Medicare Part B helps pay for some durable medical equipment, such as manual and power wheelchairs, oxygen equipment, hospital beds, and walkers, if the equipment is purchased from a Medicare-approved supplier. The equipment must be medically necessary and ordered by a physician. Medicare will usually pay 80% of the monthly rental cost for approved equipment.

Please note: Whereas previously only certain suppliers who were part of the Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Competitive Bidding Program could provide items at the 80% coverage rate, starting January 1, 2019, the Centers for Medicare & Medicaid Services (CMS) will institute a two year “temporary gap” in the DMEPOS program. This means that for all of 2019 and 2020, Medicare beneficiaries in fee-for-service Medicare may purchase Medicare-covered Durable Medical Equipment (DME) from any Medicare-enrolled supplier. For additional information go to www.medicare.gov or call Medicare at 800-633-4227.

It is still important to ask if a supplier "accepts assignment" from Medicare, in order to ensure you are not charged more than Medicare-approved rates. Suppliers that "accept assignment" agree to Medicare’s reimbursement rates. For example, if Medicare has approved a cost of $100 for an item, the supplier cannot charge more than this amount. Medicare would pay $80 and you 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 you may have to pay the difference. For instance, if Medicare approves an item at $100, but the supplier charges $150, then you would pay $20 (20% of Medicare’s approved amount) plus $50; the item would cost you $70 instead of $20. Suppliers that do not accept assignment can also ask you to pay in full and then wait for reimbursement from Medicare.

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, and Walgreens.

For suppliers of stair lifts, elevators, and other home-accessibility equipment, see the Home Adaptation and Accessibility section on page 42.

101 Mobility .................................919-371-2921
http://raleigh.101mobility.com
See full description on page 42.

Active Healthcare ......................919-870-8600
9104 Falls of Neuse Rd., Ste. 100, Raleigh, 27615
www.activehealthcare.com
Equipment and information to help manage asthma and diabetes.

Advanced Home Care...............919-852-0052
1231 NE Maynard Rd., Cary, 27513
www.advhomincare.org
Nonprofit company specializing in respiratory care, enteral nutrition, and mobility equipment.

American Health Services ........919-380-7999
101 Southcenter Ct., Ste. 900, Morrisville, 27560

American Medical
Equipment and Supplies ..........919-741-4464
4909 Alpinis Dr., Raleigh, 27616

American Mobility ....................919-876-3600
2851 Van Huraon Dr., Ste. 103, Raleigh, 27615
www.american-mobility.com
Specializes in power wheelchairs, stair lifts, ramps, vehicle lifts, and driving aids.

Apria Healthcare ......................888-492-7742
2600 Perimeter Park Dr., Ste. 100, Morrisville, 27560
www.apria.com

Compassion Medical Supplies ..919-872-5494
4023 Wake Forest Rd., Raleigh, 27609
http://compassionhealthservicesinc.com

Dressen Medical Supply ..........919-577-6458
156 Thomas Mill Rd., Holly Springs, 27540
www.dressenmedical.com
Personal Emergency Response Systems

*Personal emergency response systems (PERS), 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. **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.

Connect America.......................800-893-7000
www.connectamerica.com
Traditional medical alert system, cell-based, and mobile/GPS systems options are available.

Lifeline.................................855-681-5351
www.lifelinesys.com
Monitoring by Philips Lifeline. Multiple systems available.

LifeStation .............................800-554-4600
www.lifestation.com
Monitoring by Life Station. Multiple systems available.

LogicMark ..............................800-519-2419
www.logicmark.com
Multiple systems available, some with two-way voice communication and no monthly fee. Guardian Alert and FreedomAlert may be available for purchase online at Walgreens, Walmart or Target.

SafetyChoice by Comfort Keepers
www.comfortkeepers.com/technology-solutions/safetychoice-products
Monitored bracelet, necklace, and console options available. Call for more information and an in-home consultation.

Comfort Keepers Cary .................919-432-4596
Comfort Keepers Raleigh .............919-650-2784

MEDICARE / MEDICAID / HEALTH INSURANCE

Medicare is the federal medical insurance program for US citizens ages 65 and older who are eligible for Social Security benefits, and for some people with disabilities. Medicare is administered by the Centers for Medicare & Medicaid Services (CMS). The Social Security Administration (SSA) handles Medicare enrollment and provides information. The Seniors’ Health Insurance Information Program (SHIIP) is part of the NC Department of Insurance and provides answers to questions about Medicare and other health insurance.

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 coinsurance for the hospital/skilled nursing benefits.

Medicare Part B (Medical Insurance) covers physicians’ services, outpatient hospital services, medical tests, durable medical equipment, and some other services not covered under Part A. Part B is optional and requires a monthly premium (usually deducted from a recipient’s Social Security check), a yearly deductible, and copayments. Medicare does not cover eyeglasses, hearing aids, or dental care, among other things.

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 page 62.
Any provider accepting Medicare patients must be Medicare-approved to provide the service. They must also file the Medicare claims for the patient. This includes physicians, hospitals, durable medical equipment suppliers, home health agencies, and other Medicare-approved providers.

Insurance to supplement Medicare coverage is also available. Called Medicare Supplemental Insurance or Medigap, this 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, or call SHIIP, for more information.

“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 coinsurance. In some plans, participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an additional premium. Most Medicare Advantage plans have a limited network of providers, though some plans also offer out-of-network coverage at a higher copayment. Please note:

- Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan;
- Be sure to check that your preferred doctors are in-network and will accept the reimbursements offered by a plan you’re considering before signing up;
- Medicare Advantage plans may not be used in combination with a supplemental policy or a separate Medicare Part D plan. Most Medicare Advantage plans include drug coverage, but a few do not.

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

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

Medicaid is a state/federal program for people with low income 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, coinsurance, and deductibles that would otherwise be the patient’s responsibility. Recipients must meet stringent income and asset guidelines. Please note: 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

Medicare ......................... 800-633-4227
TTY ................................. 877-486-2048
www.medicare.gov
Information on what Medicare does and does not cover, comparisons of prescription drug plans, Medicare Advantage Plans, nursing homes, home health care companies, and more. Go online to create your MyMedicare.gov account; call or go online with questions about billing and claims.

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

Medicare Beneficiary Helpline
(KEPRO) .......................... 844-455-8708
www.keproqio.com/bene/helpline.aspx
KEPRO is the Medicare Quality Improvement Organization (QIO) for our region. Call here to appeal a health care provider’s decision to discharge a Medicare beneficiary from a hospital or discontinue other services.
Seniors’ Health Insurance Information Program (SHIIP) ..................... 855-408-1212

www.ncshiip.com

Answers to questions about Medicare, Medicare supplements, Medicare Part D, long-term care insurance, and more. Counselors available via phone, or you may call a specific location to request an in-person appointment:

**Anne Gordon Center** ..................... 919-996-4720
1901 Spring Forest Rd., Raleigh, 27615

**Cary Senior Center** ..................... 919-469-4081
120 Maury O’Dell Pl., Cary, NC 27513

**East Wake Senior Center** ............. 919-365-4248
323 Lake Dr., Wendell, 27591

**Five Points Center** ..................... 919-996-4738
2000 Noble Rd., Raleigh, 27608

**Garner Senior Center** ................. 919-661-6894
205 E. Garner Rd., Garner, 27529

**Northern Wake Senior Center** ....... 919-554-4111
235 E. Holding Ave., Wake Forest, 27587

**SHIIP Main Office, Raleigh** ............ 855-408-1212
325 N. Salisbury St., Raleigh, 27603

**Senior Medicare Patrol (SMP)** ........ 855-408-1212

www.ncshiip.com

Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

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

www.ssa.gov

Get information about and manage retirement benefits. Eligible seniors can apply for benefits online.

**Raleigh office** ......................... 877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609

*Be prepared to wait.* Hours: Mon., Tues., Thurs., and Fri., 9 a.m. to 4 p.m.; Wed., 9 a.m. to 12 p.m.
Medicaid

Adult Medicaid,
Wake Co. Human Services ..........919-212-7000
  220 Swinburne St., Raleigh, 27610
  www.wakegov.com/humanservices/social/
  medicaid/adult
County office for Medicaid information and applications. Start here to apply for Medicaid and Medicare Savings programs. Can apply online.

Liberty Healthcare .................855-740-1400
  www.nc-pcs.com
Independent review organization providing assessments for Medicaid clients seeking in-home care services through Medicaid PCS. Client’s physician must submit a referral form to request an assessment. Recommended number of service hours are determined via the assessment.

Other Insurance

Affordable Care Act Health Insurance
Marketplace .........................800-318-2596
  www.healthcare.gov
Affordable Care Act (ACA; “Obamacare”) health insurance plans and information. For people who need to purchase individual insurance and apply for potential premium subsidies (insurance not purchased through the Marketplace is not eligible for subsidies), Medicaid and Medicare beneficiaries should not use this site.

Medicare / Medicaid
Fraud Hotline ......................800-447-8477
  Office of Inspector General,
  US Department of Health & Human Services
  oig.hhs.gov/fraud/report-fraud
Submit a report online or via phone. Can also report Medicare fraud by calling 800-633-4227.

NC Department of Insurance - www.ncdoi.com
  325 N. Salisbury St., Raleigh, 27603
  Consumer Hotline ..................855-408-1212
  Health Insurance Smart NC.........855-408-1212
  www.ncdoi.com/smart
Education and assistance for questions/problems related to health insurance claims. Can help explain benefits and appeal denials. Primarily serves non-Medicare clients (refers people with Medicare to SHIIP).

PRESCRIPTION DRUGS

Medicare Part D

Medicare Part D is a prescription drug benefit that is a voluntary add-on to Medicare. Participants select from among a large number of different plans offered by private insurers. Plans vary widely in their premiums, co-pays and coinsurance; they also have different formularies (lists of approved drugs). Some plans have deductibles (up to $415 in 2019), and all plans feature a coverage gap or “donut hole.” In 2019, once the annual drug cost reaches $3,820, further benefits are stopped or limited until the beneficiary has incurred over $5,100 in out-of-pocket drug costs. Once this point is reached, catastrophic coverage is available under all plans, reducing the beneficiary’s portion to 5% of drug costs. Once a beneficiary reaches the coverage gap in 2019, she/he will pay no more than 25% of their plan’s cost for covered brand-name prescription drugs, and 37% of the cost for generic drugs. Some plans may offer higher savings in the coverage gap.

People who have relatively low income and assets may be eligible for Extra Help, also called the Low Income Subsidy (LIS), which pays for some or all of the deductible, premiums, and copays, and eliminates the donut hole. To qualify for Extra Help, gross yearly income must be below $18,210 for individuals and $24,690 for married couples; assets must be below $14,390 for an individual and $28,720 for couples (the value of your home, one car, personal property, and a small burial account are excluded). People with SSI, Medicaid or Medicare Savings are automatically enrolled and need not apply. For others, the application is very easy and can be done online. Go to: www.ssa.gov/benefits/medicare/prescriptionhelp.
The best available information for comparing Medicare Part D plans is available on the Medicare website, at www.medicare.gov. Resources for Seniors and the SHIIP program also provide free, objective, one-on-one assistance for those who do not have internet access or who would prefer a more personalized approach. They do not recommend or promote any specific plan or company, but use the tools provided by Medicare to assist consumers in finding the best plan to meet their individual needs.

**Medication Therapy Management**

Medication therapy management involves consultation with a pharmacist to review an individual’s medications. This can be a chance to learn about possible harmful interactions, side effects, and duplications; to identify other medications that may be less costly or more effective; and to ensure that the individual understands the purposes of medications and how to use them correctly. The pharmacist then confers with the individual’s doctor regarding any proposed changes. This service is offered by Resources for Seniors as well as by some pharmacies and specialty providers.

**Medication Education for Drug Safety (MEDS) Program, Resources for Seniors ……… 919-872-7933**

1110 Navaho Dr., Fourth Floor, Raleigh, 27609
Free. Can provide home visits for clients unable to come to the office.

**Prescription Drug Delivery**

The following pharmacies have indicated that they will deliver prescription medications and possibly other items at no additional cost to the consumer. Call to check on delivery area. Other local pharmacies may also offer delivery (some for a fee); this is not a complete list.

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

- **Health Park Pharmacy ……… 919-847-7645**
  8300 Health Park, Ste. 227, Raleigh, 27615
  www.healthparkpharmacy.com

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

- **Holly Park Pharmacy ……… 919-865-9993**
  3058 Wake Forest Rd., Ste. 112, Raleigh, 27609
  www.hollyparkpharmacy.com

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

- **Physicians Pharmacy Alliance … 919-463-5555**
  118 Mackenan Dr., Ste. 200, Cary, 27511
  www.physicianspharmacy.com
  Specially pharmacy serving people with chronic diseases and complex drug regimens. Will deliver prescriptions, synchronize refills, etc.

- **Village Pharmacy of Wake Forest ……… 919-556-2757**
  900 S. Franklin St., Ste. 102, Wake Forest, 27587
  www.villagepharmacyWF.com

- **Wake Forest Drug ……… 919-554-2699**
  3113 Rogers Rd., Ste. 100, Wake Forest, 27587
  www.wakeforestdrug.com
Senior Centers (also called Senior Activity Centers or Centers for Active Adults) offer independent older adults (typically ages 55+) the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education. Calendars of activities and events are available from the centers.

Noon meals sponsored by Meals on Wheels are available at most senior centers (see page 56 for locations); cost is by donation and participants must sign up ahead of time.

Senior centers are not care facilities; those who need care and supervision during the day should investigate Adult Day Programs (see page 1).

Please note: Some local communities lack a dedicated senior center, but have senior programs offered by their departments of parks, recreation, and cultural resources; see page 49 for those listings.

Cary Senior Center ...................... 919-469-4081
120 Maury O’Dell Pl., Cary, 27513
www.townofcary.org
55+. Operated by Cary Parks, Recreation, and Cultural Resources.
RFS Service Coordinator ................ 919-462-3983

Garner Senior Center ...................... 919-779-0122
205 E. Garner Rd., Garner, 27529
www.gamenc.gov
55+. Operated by Garner Parks and Recreation.
RFS Service Coordinator .................. 919-661-6894

Eastern Wake Senior Center ...... 919-365-4248
323 Lake Dr., Wendell, 27591
www.resourc经营管理.com/calendar.php
55+. Operated by Resources for Seniors.

Other Prescription Drug Assistance

Filling in the Gaps (FIGS) Prescription Assistance, Urban Ministries.......919-836-1642
1390 Capital Blvd., Raleigh 27603
http://urbanmin.org/prescription-assistance
Provides financial assistance with prescriptions (once every 4 months) for those without insurance.

Medication Assistance Program (MAPS), Resources for Seniors...............919-872-7933
1110 Navaho Dr., Fourth Floor, Raleigh, 27609
Provides help with paperwork to access free or low-cost medications through patient assistance programs. Can also provide advice about how to use Medicare Part D most effectively.

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.

Partnership for Prescription Assistance
www.pparx.org
Database of prescription assistance programs.

Rx Assist - www.rxassist.org
Database of prescription assistance programs.

Rx Outreach .......................800-769-3880
rxoutreach.org
Mail-order source for reduced-cost generic drugs. Eligibility is based on income, not on age. Includes some medicines not included in the Medicare Part D program, such as anti-anxiety drugs.
Northern Wake Senior Center .... 919-554-4111
235 E. Holding Ave., Wake Forest, 27587
www.resourcesforseniors.com/calendar.php
55+. Operated by Resources for Seniors.

Raleigh Centers for Active Adults
www.raleighnc.gov/parks/content/
PR RecRecreation/Articles/AdultProgram.html
Most classes are open to all ages. Operated by Raleigh Parks and Recreation.

Anne Gordon Center ....................... 919-996-4720
1901 Spring Forest Rd., Raleigh, 27615
RFS Service Coordinator .......... 919-996-4738

Five Points Center ......................... 919-996-4730
2000 Noble Rd., Raleigh, 27608
RFS Service Coordinator .......... 919-996-4738

SENIOR CITIZEN CLUBS AND ORGANIZATIONS

AARP North Carolina ..................... 866-389-5650
5511 Capital Center Dr., Ste. 400, Raleigh, 27606
www.aarp.org/states/nc
Membership and advocacy organization for adults 50+. Local chapters in Raleigh and Cary.

Golden Years Clubs ....................... 919-996-4734
Adult Program, Raleigh Parks and Recreation
www.raleighnc.gov/parks/content/
PR RecRecreation/Articles/AdultProgram.html
Nearly 40 clubs available for adults 50+. Clubs meet at different locations and offer a variety of activities including card games, speakers, trips, community service projects, and more.

Soon to Re-open!

Northern Wake Senior Center
The Town of Wake Forest and Resources for Seniors are excited about the grand reopening of the Northern Wake Senior Center in 2019. The building is undergoing extensive expansion and upgrades. Be sure to watch for announcements about the official date. For more information, call 919-554-4111 or download the Senior Center newsletter from our website, www.resourcesforseniors.com
SOCIAL SECURITY

Individuals become eligible for Social Security (specifically retirement benefits) based on their employment history. Benefits are available to all workers who have met minimum employment criteria, or who qualify based on someone else’s record (such as a spouse). 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 month of delay. Social Security retirement benefits are calculated based on the highest 35 years of earnings in an individual’s employment record. The Social Security Administration 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 (SSDI or SSD) program. Disability applications may also be initiated online.

Supplemental Security Income (SSI) is a needs-based program, in contrast to regular Social Security. It is meant to provide at least a minimal amount of monthly income (as of 2019, $771 per month for an individual and $1,157 for a couple). 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 or disabled or blind, in addition to having extremely low income and resources.

Social Security Administration - www.ssa.gov
Information and applications for Social Security, Social Security Disability (SSD), Supplemental Security Income (SSI), and Medicare.
Toll-free national number........................................................................................................ 800-772-1213
For replacement cards and benefit verification statements.
Raleigh office - 4701 Old Wake Forest Rd., Raleigh, 27609 ......................................................... 877-803-6311
Hours: Mon., Tues., Thurs., and Fri., 9 a.m. to 4 p.m.; Wed., 9 a.m. to 12 p.m. Be prepared to wait.
Submit a report via phone or online if you suspect Social Security fraud, waste, or abuse.

SUPPORT ORGANIZATIONS AND HELP LINES

Alliance Behavioral Healthcare
Access and Information Line ........800-510-9132
www.alliancebhc.org
See full description on page 17.

ALS Association...............800-782-4747
www.alsa.org
Information about Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig’s Disease.

North Carolina Chapter.........919-755-9001
4 N. Blount St., Ste. 200, Raleigh, 27601
www.catfishchapter.org

Alzheimer’s Association, www.alz.org
24/7 National Helpline .................800-272-3900
Eastern North Carolina Office .........919-803-8285
See full description on page 3.
American Cancer Society ..........800-227-2345
www.cancer.org
Information and support for cancer patients and caregivers; cancer prevention information, including smoking cessation programs; cancer support groups.
Raleigh Office ............................919-334-5218
8300 Health Park, Ste. 10, Raleigh, 27615

American Diabetes Assoc. ..........800-342-2383
www.diabetes.org
Educational and support group information, for all types of diabetes.
Raleigh/Eastern NC Office ..........919-743-5400

American Heart Association.....800-242-8721
www.heart.org
Education and information on cardiovascular disease.
Eastern North Carolina Office ......919-463-8300
3131 RDU Center Dr., Ste. 100, Morrisville, 27560

American Lung Association.......800-586-4872
www.lung.org
Educational programs and literature on lung disease and smoking cessation; Better Breathers’ Club.
North Carolina chapter .............919-792-1641

Arthritis Foundation - www.arthritis.org
Resource and referral information on arthritis.
National Helpline ......................844-571-4357
Triangle Office ............................919-495-6078

The 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 ....919-833-9634
Toll-free Helpline ...........................800-377-1464
www.bianc.net
See full description on page 17.

Dementia Alliance of NC ..........919-832-3732
Toll-free ...................................800-228-8738
www.dementianc.org
Formerly Alzheimer’s North Carolina, Inc. See full description on page 4.

Duke Family Support Program ...919-660-7510
Toll-free ...................................800-646-2028
www.dukefamilysupport.org
See full description on page 4.

HD Reach.................................919-803-8128
1004 Dresser Ct., Ste. 107, Raleigh, 27609
www.hdreach.org
Information and support for people with Huntington’s disease and their families.

HopeLine Crisis Line ..............919-231-4525
Toll-free .....................................877-235-4525
Business office/for volunteering ...919-832-3326
www.hopeline-nc.org
See full description on page 13.

Leukemia & Lymphoma Society ........800-955-4572
www.lls.org
North Carolina Chapter .............919-367-4100
www.lls.org/north-carolina
401 Harrison Oaks Blvd., Ste. 200, Cary, 27513

National Cancer Institute ..........800-422-6237
www.cancer.gov
Information about cancers, prevention, diagnosis, and treatments, including clinical trials.

Smoking Quitline .....................877-448-7848

National Institute on Aging .........800-222-2225
www.nia.nih.gov
Information on aging, caregiving, diseases, nutrition, health care, and aging research. Print publications available (can request online or via phone).

Alzheimer’s Disease and Related Dementias Education and Referral Center .....800-438-4380
See full description on page 3.

National Kidney Foundation ......855-653-2273
www.kidney.org
Information and referral, advocacy, and patient assistance for those with kidney disease and their families.

National Multiple Sclerosis Society .800-344-4867
www.nationalmssociety.org
Greater Carolinas Chapter ...........919-834-0678
3101 Industrial Dr., Ste. 210, Raleigh, 27609
www.nationalmssociety.org/Chapters/NCT
Information, support groups, DME referrals, and educational seminars, and more.

National Osteoporosis Foundation ...800-231-4222
www.nof.org
Information, advocacy, and research about osteoporosis. Can request written information online or via phone.

Paralysis Resource Center,
Reeve Foundation ....................800-539-7309
www.paralysis.org
Information specialists; peer mentoring; information on local resources.
TAX ASSISTANCE

AARP Tax-Aide Program ..........866-389-5650
www.aarp.org/taxaide
Volunteers provide free assistance with simple tax preparation for low-income taxpayers, especially ages 50+. Website allows search by zip code for program locations and schedules (January-April).

Internal Revenue Service (IRS) - www.irs.gov
Can file taxes online for free. Tax forms available online. Other services available include:
- National Tax Helpline .......................800-829-1040
Call for tax help via phone.
- Local Taxpayer Assistance Ctr. ....919-850-1100
7751 Brier Creek Pkwy., Raleigh, 27617
Appointment required. Schedule a one-on-one, in-person appt. with an IRS representative for tax help.

Volunteer Income Tax Assistance (VITA) .......................800-906-9887
IRS-trained volunteers help prepare taxes for low-income people of all ages. Website has a locator during tax season (January-April).

TELEPHONE REASSURANCE

Citizens Well-Check Program ....919-856-6495
Wake Co. Sheriff’s Department
www.wakegov.com/sheriff/services/Pages/wellcheck.aspx
Seniors 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. Must live in Wake Co. and be age 65+. Free.

HopeLine Reassurance Program. 919-832-3326
www.hopeline-nc.org/programs
Volunteers make daily calls to senior citizens and people with disabilities who are home-bound and living independently. Call or apply online. Free.

TeleCare ................................919-460-0567
http://volunteercaregiving.org
Operated by The Center for Volunteer Caregiving for Resources for Seniors. Volunteers provide regular telephone contact and reassurance for isolated seniors and adults with disabilities. Free. In-home friendly visits also available.
TRANSPORTATION Public and Volunteer Transportation Resources

The following are either low-cost public transportation services or nonprofit transportation programs:

**The Center for Volunteer Caregiving** .......................... 919-460-0567
http://volunteercaregiving.org/programs/#Transportation
Door-to-door, volunteer-based service for transportation to medical appointments and essential errands. Not able to accommodate wheelchairs. No fee.

**GoCary** - gocary.org
Formerly CTRAN. Public transit for in/around Cary.
**GoCary Door to Door**
For information .......................... 919-485-7433
To schedule/cancel ...... 919-481-2020, ext. 3
Door-to-door paratransit service for Cary residents ages 60+ and with disabilities. Wheelchair-accessible vehicles. Application required; available online.

**GoCary Fixed Route** ............................. 919-485-7433
Fixed-route bus service open to all ages.

**GoRaleigh**
Public transit for trips in/around Raleigh.
**GoRaleigh Access** ............................... 919-996-3459
www.raleighnc.gov/home/content/PWksTransit/Articles/AccessibleRaleighTransportation.html
Formerly ART. Curb-to-curb paratransit service for Raleigh residents with disabilities that prevent driving a vehicle or using regular bus service. Wheelchair-accessible vehicles. Application required.

**GoRaleigh Transit** ............................. 919-485-7433
http://goraleigh.org
Fixed-route bus service open to all ages. With GoRaleigh ID, 65+ ride for free and people with disabilities ride for 50% of normal fare. To obtain ID, fill out application online or call 919-996-3459. Wake Forest-Raleigh Express connects Raleigh and WF.

**GoTriangle**
Formerly TTA. Public transit for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.)
**GoTriangle ACCESS** ............................... 919-485-7468
http://gotriangle.org/access
Formerly T-Linx. Curb-to-curb paratransit service for residents of Wake, Durham and Orange counties who have disabilities that prevent them from using regular bus service. Wheelchair-accessible vehicles.

**GoTriangle Bus** ............................. 919-485-7433
http://gotriangle.org/bus-overview
Fixed-route bus service open to all ages. 65+ and people with disabilities eligible for discounted fares. Wake Forest Loop operates within WF.

**GoWake ACCESS**
For information/to schedule .......... 919-212-7005
To cancel a trip ............................... 919-996-3444
www.wakegov.com/humanservices/social/transportation
Formerly TRACS. Low-cost door-to-door, shared-ride service for trips originating or ending outside Raleigh and Cary city limits, for those 60+ or with a disability. Wheelchair-accessible vehicles. No application required. Trips must be scheduled no more than 24 hours in advance. Service is on a first-come, seat-available basis; seats are very limited.

**Medicaid Transportation** ............ 919-212-7005
www.wakegov.com/humanservices/social/transportation/Pages/medicaid.aspx
Transportation to medical appointments for Medicaid recipients. No fee. Note: this office handles many county-affiliated transportation programs; be sure to specify "Medicaid Transportation."

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

**Road to Recovery Program,**
American Cancer Society ............. 800-227-2345
www.cancer.org/treatment/support-programs-and-services/road-to-recovery
Volunteer-based service for transport to and from cancer therapy appointments. No fee.

**Wake Co. Transportation Service Center** ............. 919-212-7005
Handles many county-affiliated transportation programs, such as Medicaid and GoWake ACCESS.
Private Transportation Services

These are private companies that offer transportation for a fee, either per-mile or per-trip. All have wheelchair-accessible vehicles. Call for their most current rates. Please note: there are many other private transportation companies serving various parts of Wake County; no attempt has been made to include all private taxi and transportation resources.

AA&D Transportation ..........919-803-4361
www.aadtransportation.com
Non-emergency medical transport (including dialysis); can also transport for errands, etc. Services available 24/7.

Community Cab & Wheelchair Service .................919-231-6282

HealthFirst Transport ..........919-961-1550
www.healthfirsttrans.com
Non-emergency medical transport. Can provide stretcher transport.

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

North State Medical Transport ...877-261-8911
www.nsmt.biz
Non-emergency medical transportation service offering ambulance and wheelchair van services with paramedic staff. Can provide stretcher transport.

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
www.tctransportation.net

T & C Transportation ..........919-467-5317
T & L Medical Transportation ......919-799-6008
http://tandltrans.webs.com
Non-emergency medical transport (including dialysis). Services available 24/7.

WH Transportation ..........919-623-3380
www.whtransportation.com

Specialized Transportation Services

Adaptive Vans ..................919-233-0732
7980 Chapel Hill Rd., Ste. 101, Cary, 27513
www.stallsmedical.com
A division of Stalls Medical. Sells, rents, and services wheelchair-accessible vans.

Van Products Mobility .................919-238-4597
2521 Noblin Rd., Raleigh, 27604
www.vanproducts.com/wheelchair-van-rentals
Wheelchair-equipped vehicles for short-term rentals.
VETERANS’ SERVICES

Veterans seeking disability or other benefits from the VA may apply online at www.ebenefits.va.gov, seek assistance from a Veterans Service Organization (VSO), or retain an accredited attorney or claims agent. Attorneys and claims agents may charge fees for their services, but may not charge any fees until the VA has rendered a decision on the application. They may not charge a fee for simply assembling an application or presenting it to the VA for consideration.

Durham VA Medical Center ......919-286-0411
508 Fulton St., Durham, 27705
www.durham.va.gov
Inpatient hospital and clinic for veterans.

NC Department of Military & Veterans Affairs ..................844-624-8387
www.milvets.nc.gov

Raleigh I VA Outpatient Clinic ...919-212-0129
3305 Sungate Blvd., Raleigh, 27610
www.durham.va.gov/locations/Raleigh.asp
Primary care for veterans.

Raleigh Vet Center ..................919-361-6419
Toll-free.................................877-927-8387
8851 Ellstree Ln., Ste. 122, Raleigh, 27617
Counseling and referral services for combat veterans and their families.

Senior Veterans Council..........919-825-1300
362 Raleigh St., Holly Springs, 27540
www.seniorveteranscouncil.com
Business offering information on veterans benefits and assistance with claims/applications.

US Department of Veterans Affairs
www.va.gov
Access information about benefits and healthcare, and find local VA locations.

MyVA311......................................844-698-2311
National toll-free number through which veterans can get information about and access veterans benefits and services. Start here if you're not sure who to call.

eBenefits.....................................800-827-1000
www.ebenefits.va.gov
A Service of the Department of Veterans Affairs and the Department of Defense. Apply for and manage benefits online here. Information also available via phone.

Veterans Crisis Line.........800-273-8255, Press 1
www.veteranscrisisline.net

Wake Co. Veterans Services Office (VSO) ......................919-212-8387
3000 Falstaff Rd., Raleigh, 27610
www.wakegov.com/veterans
Assists veterans and their dependents and/or surviving spouses in applying for benefits and services.

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 nonprofit 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 North Carolina .................866-389-5650
5511 Capital Center Dr., Ste. 400, Raleigh, 27606
www.aarp.org/states/nc
Membership and advocacy organization for 50+. Needs volunteers for various programs, including Tax-Aide.

American Cancer Society’s
Road to Recovery Program.........800-227-2345
www.cancer.org/involved/volunteer/road-to-recovery
Volunteers provide transportation to and from cancer therapy appointments.

The Center for
Volunteer Caregiving...............919-460-0567
1150 SE Maynard Rd., Ste. 210, Cary, 27511
http://volunteer caregiving.org
Volunteers help elderly and adults with disabilities with a wide variety of activities, including transportation, grocery shopping, friendly visiting, telephone reassurance, light housekeeping, yard work, and respite care.
Executive Service Corps of the Triangle (ESC) ......................919-294-9803
www.esctriangle.org
Retired executives (or those working part-time/with a flexible schedule) volunteer as consultants to non-profit agencies.

Foster Grandparent Program ..........919-996-6295
www.raleighnc.gov/safety/content/CommServices/Articles/FosterGrandparentsProgram
Low-income adults ages 55+ volunteer in schools providing tutoring and mentorship. Minimum of 20 hrs/wk. Small stipend provided. National Senior Corps program; administered locally by the City of Raleigh Community Engagement Division.

Meals on Wheels ..................................919-833-1749
www.wakemow.org
Volunteers deliver noontime meals to homebound older adults and persons with disabilities.

NC Baptist Aging Ministry ..............877-506-2226
www.ncbam.org
Nonprofit agency coordinating help for seniors 65+ and their caregivers, through local Baptist congregations.

North Raleigh Ministries .................919-844-6676, ext. 152
9650 Strickland Rd., Ste. 161, Raleigh, 27615
www.northraleighministries.com
Multiple volunteer opportunities available; call for more information.

Raleigh SeniorTechEd ..................919-954-3688
www.raleighseniorteched.org
Senior volunteers teach computer classes for other seniors, in Raleigh and Knightdale.

RDU Volunteer Ambassador Program ..............................................919-840-7425
www.rdu.com/careers/volunteer-at-rdu
Volunteers provide passenger assistance and answer questions for those traveling through Raleigh-Durham (RDU) International Airport.

Resources for Seniors .................919-872-7933
www.resourcesforseniors.com/volunteering.php
Volunteer opportunities include assisting with home maintenance, telephoning or visiting older adults, and assisting with programs in senior activity centers or adult day centers.

SCORE Raleigh ...........................919-869-4151
300 Fayetteville St., Ste. 440, Raleigh, 27602
www.raleigh.score.org
Volunteers with business experience offer free mentoring to new or existing businesses, specific skills or expertise, and/or workshop presentations.

Transitions LifeCare ....................919-828-0890
Toll-free ...........................................888-900-3959
transitionslifecare.org/get-involved/volunteer
Multiservice nonprofit organization founded as Hospice of Wake Co. Volunteers provide support to patients and families dealing with terminal illness.

Urban Ministries of Wake Co. .......919-836-1642
1390 Capital Blvd., Raleigh, 27603
www.urbanmin.org/volunteer
Multiple volunteer opportunities available; call for more information.

VolunteerMatch.org - www.volunteermatch.org
Website allows searching for volunteer opportunities by location and interest area. Both on-site and virtual/computer-based opportunities are available.

Volunteer Raleigh ......................919-996-6295
www.raleighnc.gov/home/content/CommServices/Articles/VolunteerRaleigh
Connects adults 18+ with volunteer opportunities within City of Raleigh departments and city-funded agencies and organizations.
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.

Basic Information

Date: ______________________________________________
Name: ______________________________________________
Social Security Number: ________________________________
Emergency Contact Person: _____________________________  Phone: ______________________________

Healthcare Information

Medicare Number: ____________________________________
Supplemental Insurance:_______________________________   Policy Number: ________________________
Medicaid Number: ____________________________________

Doctors:
Name: ______________________________________________   Specialty: ____________________________
Address: ____________________________________________   Phone: ______________________________
Name: ______________________________________________   Specialty: ____________________________
Address: ____________________________________________   Phone: ______________________________
Name: ______________________________________________   Specialty: ____________________________
Address: ____________________________________________   Phone: ______________________________
Name: ______________________________________________   Specialty: ____________________________
Address: ____________________________________________   Phone: ______________________________

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

### Item location:

- Will
- Durable Power of Attorney
- Property Deeds
- Living Will
- Healthcare Power of Attorney
- Safe Deposit Box
- Key to Safe Deposit Box
- Other

### Financial contacts:

- **Attorney:** ___________________________ **Phone:** ___________________________
- **Accountant:** ___________________________ **Phone:** ___________________________
- **Broker:** ___________________________ **Phone:** ___________________________

### Accounts:

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<tr>
<th>Institution or broker</th>
<th>Location of statements</th>
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<tr>
<td>Checking</td>
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<td>Savings</td>
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### Insurances:

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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 — is the person 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. Are there 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? What about 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, and 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. 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 she or he 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 there are prescription medications, does the person seem to be taking them regularly? Does he or she have a system for remembering when to take them?

Changes in Social Behavior

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

- 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, please call Resources for Seniors’ Information Department, at 919-713-1556.

Financial Concerns
Before planning a move, it is important to know what your parent’s financial resources are and, especially, whether they are currently receiving any public benefits that are based on their income. These benefits can vary from state to state - what is available in New Jersey or Connecticut may not be available in North Carolina. It is a good idea to have a detailed discussion with your parent about the following:

• What income does she/he have (Social Security, pensions, etc.)?

• What assets does she/he have (savings, investments, retirement accounts, etc.)?

• What public assistance, if any, does she/he receive (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 will 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 she/he have a “Medigap” or Medicare supplemental insurance policy?
  • If so, can she/he keep the same policy when they move to another state? If they have to change, don’t drop the old policy until a new one is in place!

Prescription Drug Coverage
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 North Carolina?
• Is your parent enrolled in a State Pharmaceutical Assistance Program (SPAP) that supplements Medicare Part D, helping to fill gaps in coverage? North Carolina only has a minimal SPAP, which helps to pay premiums for some seniors, but does not assist with co-pays and the “donut hole” in coverage.
  • If your parent loses SPAP coverage, what financial impact will this have?

**Medicare Doctors**

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

**Medicaid**

Medicaid is health insurance for people with low income, 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 North Carolina.*

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 North Carolina.

**Food Aid and Other Economic Assistance**

• Has your parent been receiving food stamps, also called SNAP?
• Does your parent receive discounts on utility bills, or winter heating costs?
• Does your parent receive Supplemental Security Income (SSI)? Although this is a federal benefit, some states may provide more generous supplements. This is not the case in North Carolina.
• Does your parent receive 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 North Carolina than in other regions. How will you fill this gap if public services are not available?

**Transportation**

• Does your parent drive?
  • If so, will she/he 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 she/he can’t drive, how will they get around? Public transportation is limited or unavailable in much of Wake County.
  • Will you be able to leave work to take her/him to medical appointments, the grocery store, etc.?

**Social Support**

• What kind of social support network does your parent have in her current home? Church, neighbors, friends, and other relatives can relieve isolation and provide back-up in times of crisis.
• If she/he moves here, will you be his only source of social support?
• How good is she/he 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 she/he is already somewhat frail, it may be difficult or impossible for them 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/he be able to continue at that level of independence if they move here, or will they need additional support?
- If she/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 she or he 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 (e.g. 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/him close by prevent them 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?

Updated August 2018
HOME SAFETY CHECKLIST

Use this checklist to check the homes of you and/or your loved ones for safety. Remember to periodically re-check the home.

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 ___ Is there access to a telephone in case of a fall (or some other emergency which prevents from standing and reaching a wall phone)?

Smoke detectors:
YES ___ NO ___ Are smoke detectors properly located?
YES ___ NO ___ Are the smoke detectors working properly? Are batteries changed regularly?

Electrical outlets and switches:
YES ___ NO ___ Are any outlets and switches unusually warm or hot to the touch?
(For safety, correct answer is no.)
YES ___ NO ___ Do all outlets and switches have cover plates, so that no wiring is exposed?
YES ___ NO ___ Are light bulbs the appropriate size and type for the lamp or fixture?

Space heaters:
YES ___ NO ___ Are heaters which come with a 3-prong plug being used in a 3-hole outlet or with a properly attached adapter?
YES ___ NO ___ Are small stoves and heaters placed where they cannot be knocked over, and away from furnishings and flammable materials, such as curtains or rugs?
YES ___ NO ___ If there is space heating equipment, such as a kerosene heater, gas heater or LP gas heater, does she/he understand the installation and operating instructions thoroughly?

Woodburning heating equipment:
YES ___ NO ___ Is wood-burning equipment installed properly?
**Kitchen**

YES ___ NO ___ Are towels, curtains, and other things that might catch fire located away from the range?

YES ___ NO ___ Does she/he wear clothing with short or close-fitting sleeves while you are cooking?

YES ___ NO ___ Are kitchen ventilation systems or range exhausts functioning properly and are they in use while she/he is cooking?

YES ___ NO ___ Are all extension cords and appliance cords located away from the sink or range areas?

YES ___ NO ___ Does good, even lighting exist over the stove, sink, and countertop work areas, especially where food is sliced or cut?

YES ___ NO ___ Does she/he have a step stool which is stable and in good repair?

**Living Room / Family Room**

YES ___ NO ___ Are chimneys clear from accumulations of leaves, and other debris that can clog them?

YES ___ NO ___ Has the chimney been cleaned within the past year?

**Hallways**

YES ___ NO ___ Are hallways, passageways between rooms, and other heavy traffic areas well lit?

YES ___ NO ___ Are exits and passageways kept clear?

**Stairs**

YES ___ NO ___ Are stairs well lit?

YES ___ NO ___ Are light switches located at both the top and bottom of the stairs?

YES ___ NO ___ Are there handrails on all stairs?

YES ___ NO ___ Are handrails sturdy and securely attached?

YES ___ NO ___ Do the steps allow secure footing?

YES ___ NO ___ Are steps even and of the same size and height?

YES ___ NO ___ Are any rugs or other coverings on the steps in good condition?

YES ___ NO ___ Can she/he clearly see the edges of the steps? If not, consider marking with tape or paint.

YES ___ NO ___ Is anything stored on the stairway, even temporarily?  
(For safety, correct answer is no.)

**Bathrooms**

YES ___ NO ___ Are bathtubs and showers equipped with non-skid mats, abrasive strips, or surfaces that are not slippery?

YES ___ NO ___ Do bathtubs and showers have at least one (preferably two) grab bars?

YES ___ NO ___ Is the water temperature 120 degrees or lower?

YES ___ NO ___ Is a light switch located near the entrance to the bathroom?

YES ___ NO ___ Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

YES ___ NO ___ Are all medicines stored in the containers that they came in, and are they clearly marked?
Bedrooms

YES ___ NO ___ Are lamps or light switches within reach of each bed?

YES ___ NO ___ Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc.) located away from beds or bedding?

YES ___ NO ___ Is anything covering her/his electric blanket when in use?  
(For safety, correct answer is no.)

YES ___ NO ___ Does she/he avoid “tucking in” the sides or ends of your electric blanket?

YES ___ NO ___ Does she/he ever go to sleep with a heating pad that is turned on?  
(For safety, correct answer is no.)

YES ___ NO ___ Is there a telephone close to her/his bed?

Basement / Garage / Workshop / Storage Areas

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?

YES ___ NO ___ If fuses are used, are they the correct size for the circuit?

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.)

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?
CHOOSING A HOME CARE AGENCY

Use this page to write out what you and your loved one need and want from a potential home care service. Being clear about these basics during your first contact with an agency may save time and prevent disappointment in future. Then, use the “Gathering Information” page to take notes while talking with each potential agency, to help you better remember what is said and be able to compare services.

Funding

How does she/he 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 does she/he want or need help with? (Bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, supervision, etc.? Does the person require “hands-on” care? Does she/he require skilled services such as physical therapy or nursing?) It is important to understand the limitations of the services you are requesting. 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; some agencies allow aides to provide transportation, while others do not; typically aides can help with “light housekeeping” but now full housecleaning services.

Working Hours

When does she/he want an aide to come? (How often, what days, for how many hours per visit, etc.; Is this a short-term or a long-term need? How flexible can I be about scheduling? How soon does service need to start?)

Special Needs or Requests

Does she/he have any special needs or requests? (Male aide, strong aide for large client, aide who has worked with dementia patients, non-smoker, OK with pets, able to drive client to appointments, etc.)
Gathering Information

(If you will be inquiring of more than one agency, which is strongly recommended, make copies of this page so that you may take notes about each agency.)

Name of company: ______________________________________________________________

• Do they accept Medicare? Medicaid? Private insurance? Will they file insurance claims, or require the
client/family to? ______________________________________________________________________

• If she/he will be 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? If yes, how much? ____________________________

• Do they offer the kinds of services I need? ______________________________________________________________________

• What hours of the day are they available? ______________________________________________________________________

• When would they be able to start? ______________________________________________________________________

• Can they provide services on holidays if needed? ______________________________________________________________________

• Can they meet my special needs or requests? ______________________________________________________________________

• Will the same person provide service at each visit? ______________________________________________________________________

• What happens if the aide is sick or goes on vacation? ______________________________________________________________________

• How many years have they been in business? ______________________________________________________________________

• Are they licensed by the Division of Health Services Regulation? ________________

• If Medicare is to be used for services, are they Medicare-certified? ________________

• Are they accredited? ______________________________________________________________________

• How do they screen their job applicants (what kind of training or certification is required)? __________

• Do they perform staff background checks? ______________________________________________________________________

• Do they provide ongoing training and supervision of staff? ______________________________________________________________________

• Are workers employees or independent contractors of the agency? ________________

• What kind of training do they provide to their workers? ______________________________________________________________________

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

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

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

• Can they provide references? ______________________________________________________________________
LONG-TERM CARE FACILITY CHECKLIST

(If you will be visiting more than one facility, which is strongly recommended, make copies of this form so that you may take notes about 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 units are there, and how many are occupied? ____________________________
- Is the floor plan of the common areas well-designed and easy to follow? ________________

Living Area and Accommodations

- Are there different sizes and types of units available with optional floor plans? ____________
- Are single units available? Are double occupancy units available for sharing with another person? ____
- What furniture is provided and what can residents bring from home? ______________________
- May residents decorate their own rooms? ___________________________________________
- Is there adequate storage space in the individual units? ______________________________
- Are the common areas attractive, comfortable and clean? _____________________________
- Is there an outside courtyard or patio for residents and visitors? _______________________
- What laundry services or facilities are available for residents’ personal clothing? ____________

Safety and Accessibility

- Are doorways, hallways and rooms accessible 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? ________________________________
long-term care facility checklist

- Are floors of a non-skid material and carpets conducive to safe walking? ___________________
- Does the residence have good lighting, sprinklers and clearly-marked exits? _______________
- Does the residence provide ample security and is there an emergency evacuation plan? __________
- Is a 24-hour emergency response system installed in each unit? What happens when it is activated? ___________

**Services**

- What services are available to all residents at the base rate? ____________________________
- Are there additional charges for personal care services (help with bathing, dressing, etc)? Who provides these services and what are their qualifications? _____________________________
- Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge? ____________________________
- Does the facility offer any special services or areas for dementia patients? How do these services differ 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 facility provide transportation to doctors’ offices, the hairdresser, shopping and other activities desired by residents? If so, how is that arranged? ____________________________
- Are pharmacy, barber/beautician and/or physical therapy services offered on-site or nearby? ______

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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 social and activity areas appropriate and desirable to the prospective resident? ____________________________
- Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening supplies)? ____________________________
- Are religious services held on the premises or are arrangements made for residents to attend nearby services? ____________________________
- Are there fitness facilities? What about regularly-scheduled exercise classes? ____________________________
- Are residents' pets allowed? Does the facility have pets, and if so who cares for them? ____________________________

Food

- Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu? __________________________________
- Can special diets be accommodated? Does a qualified dietitian plan or approve menus? ____________________________
- Are residents involved in menu planning and may they request specific foods? ____________________________
- Does the dining room environment encourage residents to relax, socialize, and enjoy their food? _________________
- May residents eat meals in their units? May they keep snacks or other food in their units? ____________________________
- Are meals provided only at set times or is there some flexibility? Are snacks available? ____________________________
- Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired? ____________________________
- Can you tour the facility during a meal and eat with the residents? ____________________________
- What do residents say about the food? ______________________________________________
Moving In, Contracts, and Finances

- Is there a waiting list? If so, how long do they estimate it will be 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? Can you take home a copy? ___

- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions? _______________________________________

- How much is the monthly fee? What does this include? ____________________________________________

- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases? _______________________________________

- Are residents required to purchase renters’ insurance for personal property in their units? ______

- Do billing, payment and credit policies seem fair and reasonable? _________________________________

- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable? _________________

- May the resident handle 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? What about Special Assistance? ______________________________

- 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? ________________________________

Source: Adapted from www.carepathways.com
MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES

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 and mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to 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, the second is called a health care power of attorney, and the third is called an advance instruction for mental health treatment.

Do I have to have an advance directive and what happens if I don’t?
Making a living will, 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 health care agent (see next section) is allowed to override your instructions or not.

What is a health care power of attorney?
In North Carolina, you can name a person to make 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.

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, free of charge, from a North Carolina state government website (www.sosnc.gov/ahcdr), or you can call Resources for Seniors to request 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.

Source: NC Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advance Directives 1991. Revised 1999. Modified for this publication.
END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings. Planning ahead, and discussing your plans with family members, is a great kindness to them and will likely spare them anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times. The more you can plan ahead, the less difficult it will be for those you leave behind.

Planning Ahead

Consider your feelings about...
- when to stop aggressive medical treatment;
- who you can trust to make decisions for you if you are unable to speak for yourself;
- whether you wish to donate your body or organs after death;
- what kind of funeral arrangements you prefer.

Prepare...
- Advance Directives including a Living Will and Healthcare Power of Attorney;
- written wishes about funeral arrangements and body disposition;
- a will, and select an executor to handle your estate;
- written material to help your family locate your important papers and financial information.

Communicate...
- your wishes with all the important players in your life (family members, doctors, clergy, etc.) and make sure they are all aware of your wishes, especially if you anticipate conflict among them;
- with your healthcare agent and the executor of your will so they know who they are and what they will be expected to do.

When Death Approaches
- Make sure your Advance Directives are in the hands of your family, your doctor, and in hospital records;
- Provide your written plans to family and 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 a hospital;
- arrange for completion of death certificate and get multiple copies;
- put plans into motion for body/organ donation, if desired;
- set date and location for funeral or memorial service;
- notify relatives, friends, employers;
- assist out-of-town relatives with travel and lodging plans if needed;
- publish obituary;
- maintain security for home and property if left vacant;
- notify Social Security, pension plans, or other sources of benefits;
- notify life insurance company;
- arrange for administration of estate.

Prepared with assistance from the nonprofit Funeral Consumers Alliance of the Triangle
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