RFS Locations and Contacts

Administrative Office
1110 Navaho Drive, Fourth Floor, Raleigh, 27609
919-872-7933

**TOTAL LIFE CENTERS**

Cary Total Life Center at Bond Park
110 Maury O’Dell Place, Cary, 27513
919-460-9008

Eastern Wake Total Life Center
323 Lake Drive, Wendell, 27591
919-365-4248

Garner Total Life Center
201 Methodist Drive, Garner, 27529
919-773-3790

Raleigh Total Life Center
5124 Departure Drive, Raleigh, 27616
919-873-1870

**SENIOR CENTERS**

Cary Senior Center
120 Maury O’Dell Place, Cary, 27513
RFS Service Coordinator
919-462-3983

Eastern Wake Senior Center
323 Lake Drive, Wendell, 27591
919-365-4248

Garner Senior Center
205 East Garner Road, Garner, 27529
RFS Service Coordinator
919-773-3790

Northern Wake Senior Center
235 East Holding Avenue, Wake Forest, 27587
919-554-4111

Raleigh Centers for Active Adults

Anne Gordon Center at Millbrook Exchange Park
1901 Spring Forest Road, Raleigh, 27604
RFS Service Coordinator
919-996-4738

Five Points Center
2000 Noble Road, Raleigh, 27608
RFS Service Coordinator
919-996-4738

For more than 46 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 they can maximize their choices for comfort, safety, security and well-being.

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

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

www.ResourcesForSeniors.com
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 $2,266 (Married); $1,911 (Single Veteran); $1,228 (Widow).

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

Compassionate Care in the Comfort of Home

Kindred at Home's experienced and compassionate nurses, therapists and other clinical team members provide individualized care designed to get you back to doing the things you love. All with leading clinical care. All in the comfort of the place you call home.

Serving Wake and surrounding counties.

For more information, please call
1.866.KINDRED
www.kindredathome.com

Proudly Serving Wake County for 20 years
America's Choice in Home Care®
- Errands
- Light Housekeeping
- Meal Preparation
- Friendly Companionship
- Flexible Hourly Care
- Up to 24 Hour Care
- Respite Care for Families
- Live In Care
- Personal Care

919.787.4317
Locally Owned & Nationally Known
www.VisitingAngels.com/raleigh
Resources for Seniors would like to thank the following sponsors for their generosity in supporting our 2020 Directory of Resources:

Affordable Family Care
Alzheimer's Association, Eastern North Carolina Chapter
Aware Senior Care
Bayada Home Health
Capital Towers
The Center for Volunteer Caregiving
CenterPeace Home HealthCare
Dementia Alliance of North Carolina
DHIC
Doctors Making Housecalls
Duke HomeCare & Hospice
Evergreen Construction
Falls River Court & Village
GetSmartPros
Home Care Assistance
HomeChoice Home Care Solutions

Home Health Haircuts
Kindred at Home and Kindred Hospice
LifeLinks Care Management
NextHome Turn Key Realty
PruittHealth @ Home and PruittHealth Hospice
Right at Home of Wake County
Senior CommUnity Care of North Carolina
Senior Medicare Patrol and Seniors’ Health Insurance Information Program
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, Inc. has made every effort to publish a comprehensive and accurate listing of services of particular interest to senior citizens, adults with disabilities, and their families, within the constraints of our time and resources. Resources for Seniors does not claim that this publication is an all-inclusive listing of resources, nor that it is free of errors.

Inclusion in this directory does not constitute an endorsement or recommendation by Resources for Seniors, nor does exclusion imply a negative evaluation.
Resources for Seniors reserves the right to select the organizations to be included in this directory, based on our mission as well as space limitations.

To notify Resources for Seniors of any suggested changes, additions or deletions to the content of this directory, 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 they can maximize their choices for comfort, safety, security and well-being. Services include direct care, support services, information, options counseling, and outreach. We provide excellence in service and care to individuals and their families.

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

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

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

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

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

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

Caregiver Support ..................... 919-872-7933
Free support groups and one-on-one consultation are available for caregivers needing help with emotional support and problem-solving. See the Caregiver Resources section for more information.

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

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

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

Information and Referral ................. 919-713-1556
Information and referral specialists are available Monday through Friday, 8 a.m. to 5 p.m., to provide information on all aging-related resources in Wake County (not just those offered by Resources for Seniors). Call us when you’re not sure who to call.

In-Home Aide Services .................. 919-872-7933
Assistance with personal care, meal preparation and home management.
services provided by resources for seniors

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 are available. See the Medicare, Medicaid, and 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 ..................... 919-872-7933
Free in-person counseling that includes both caregiver(s) and care recipient(s) in order to help identify needs, preferences, and available options for care. Call to request an appointment.

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

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

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

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

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

Raleigh Centers for Active Adults
RFS Service Coordinator .................. 919-996-4738

Anne Gordon Center
1901 Spring Forest Rd., Raleigh, 27604

Five Points Center
2000 Noble Rd., Raleigh, 27608

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

Weatherization Assistance Program (WAP) .......................... 919-713-1570
RFS is the lead agency in Wake and Durham counties for this free program providing home energy audits and weatherization to make homes easier to heat and cool. Eligibility is based on income, not age. See the Housing-Related Programs section for more information.

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

Community Resource Database
Online database of Wake County resources, searchable by location and keyword.
From the homepage, click the red “Find Wake County Resources” button.

Resource Lists
Downloadable handouts about Wake County resources, on specific topics including home care, adult day programs, long-term care facilities, affordable housing, and support groups.
From the homepage, click the light green “Resource Lists” button.

Speed Referral Forms
Online referral forms for use by professionals and clients and families.
From the homepage, click the “Referrals” tab in upper right corner.

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

Community Resource Database
Online database of Wake County resources, searchable by location and keyword.
From the homepage, click the red “Find Wake County Resources” button.

Resource Lists
Downloadable handouts about Wake County resources, on specific topics including home care, adult day programs, long-term care facilities, affordable housing, and support groups.
From the homepage, click the light green “Resource Lists” button.

Speed Referral Forms
Online referral forms for use by professionals and clients and families.
From the homepage, click the “Referrals” tab in upper right corner.
# TABLE OF CONTENTS

Services Provided By Resources for Seniors ........................................................................ iii
Directory Sponsors ........................................................................................................ viii
Adult Day Programs ......................................................................................................... 1
Advocacy Groups ............................................................................................................... 3
Alzheimer's Disease, Dementia, and Memory Loss ............................................................ 3
Basic Needs ........................................................................................................................ 5
Benefits Screening .............................................................................................................. 8
Care Management ............................................................................................................. 8
Caregiver Resources ......................................................................................................... 9
Computer Education and Technology .............................................................................. 10
Consumer Financial Services ............................................................................................ 11
  Free Credit Reports ........................................................................................................ 11
  Credit Counseling and Mortgage Default Counseling ................................................ 11
  Reverse Mortgages ......................................................................................................... 12
  Daily Money Management ............................................................................................ 12
Consumer Protection ........................................................................................................ 13
Counseling ........................................................................................................................ 13
Disability Resources ......................................................................................................... 14
  General .......................................................................................................................... 14
  Blindness and Visual Impairment ............................................................................... 15
  Deafness, Hearing Disability, and Speech Impairment ............................................. 15
  Intellectual and Developmental Disability ............................................................... 16
  Mental Health and Substance Abuse ....................................................................... 16
Driving Instruction and Evaluation .................................................................................... 17
Education .......................................................................................................................... 18
Elder Abuse and Protective Services for Adults ............................................................... 18
Employment ....................................................................................................................... 18
Healthcare Providers ......................................................................................................... 19
  Hospitals ....................................................................................................................... 19
  Medical Practices and Clinics .................................................................................... 20
  Dental Care .................................................................................................................. 22
Physical and Occupational Therapy .................................................................................. 22
Program of All-Inclusive Care for the Elderly (PACE) ..................................................... 23
Home Care .............................................................................................................................................. 24
  Companion Services ...................................................................................................................... 26
  Home Care Services .................................................................................................................. 26
  Skilled Services .......................................................................................................................... 30
  Hospice Care .............................................................................................................................. 31
  Community Alternatives Program for Disabled Adults (CAP/DA) ............................................. 32
  Licensing and Complaints ........................................................................................................ 33

Housing Options ................................................................................................................................. 33
  Active Adult Communities ........................................................................................................ 33
  Continuing Care Retirement Communities .............................................................................. 33
  Rental Retirement Communities .............................................................................................. 34
  Subsidized and Affordable Housing ........................................................................................ 35
  Emergency Housing and Homeless Resource Centers .............................................................. 40

Housing-Related Programs ............................................................................................................... 41
  Home Adaptation and Accessibility ........................................................................................ 41
  Home Repair and Rehabilitation .............................................................................................. 42
  Weatherization Assistance Program .......................................................................................... 43
  Moving and Organizing Resources ........................................................................................ 44
  Property Tax Relief Programs ..................................................................................................... 45

Information and Referral .................................................................................................................. 45
  Referral Services ........................................................................................................................ 46

Legal Services ..................................................................................................................................... 46

Leisure and Recreation ....................................................................................................................... 48

Long-Term Care ................................................................................................................................ 49
  Skilled Care Facilities ............................................................................................................... 50
  Assisted Living Facilities .......................................................................................................... 52
  Licensing, Monitoring, and Complaints ..................................................................................... 55
  Advocacy for Residents of Long-Term Care .............................................................................. 55

Meals and Nutrition ........................................................................................................................... 56

Medical Supplies and Equipment .................................................................................................... 56
  Personal Emergency Response Systems ....................................................................................... 58

Medicare, Medicaid, and Health Insurance .................................................................................... 59
  Medicare ..................................................................................................................................... 60
  Medicaid ..................................................................................................................................... 61
  Other Insurance Resources ......................................................................................................... 61

Prescription Drugs ........................................................................................................................... 61
  Medicare Part D ........................................................................................................................... 61
  Medication Therapy Management .............................................................................................. 62
  Prescription Drug Delivery ......................................................................................................... 62
  Other Prescription Drug Assistance ............................................................................................ 63
DIRECTORY SPONSORS

Affordable Family Care ......................................... 919-676-1070, www.afcsnc.com
Aware Senior Care .................................................. 919-436-1871, www.awareseniorcare.com
Bayada Home Health .............................................. 919-719-0960, www.bayada.com
Capital Towers ....................................................... 919-787-1231, www.capitaltowers.com
The Center for Volunteer Caregiving ................................ 919-460-0567, www.volunteercaregiving.org
Dementia Alliance of North Carolina ............................ 919-832-3732, www.dementianc.org
DHIC ........................................................................ 919-832-4345, www.dhic.org
Doctors Making Housecalls ...................................... 919-932-5700, www.doctorsmakinghousecalls.com
Duke HomeCare & Hospice ........................................ 919-620-3853, www.dhch.duhs.duke.edu
Evergreen Construction ............................................ 919-848-2041, www.evergreenconstructionco.com
Falls River Court & Village .......................................... 919-999-8057, www.seniorlifestyle.com
GetSmartPros .......................................................... 919-576-9440, www.getsmartpros.com
Home Care Assistance ............................................. 919-844-9898, www.homecareassistance.com/raleigh
HomeChoice Home Care Solutions ............................. 919-847-5622, www.homechoicehomecare.com
Home Health Haircuts .............................................. 919-675-5507, www.homehealthhaircuts.net
Kindred at Home ...................................................... 919-881-9492, www.kindredathome.com
LifeLinks Care Management ....................................... 919-781-5979, www.lifelinks.care
NextHome Turn Key Realty ........................................ 919-480-0249, www.nexthometurnkey.com
PruittHealth @ Home and PruittHealth Hospice .............. 919-838-2768, www.pruitthealth.com
Right at Home of Wake County .................................... 919-783-5633, www.wake-rah.com
Senior CommUnity Care of North Carolina .................. 919-425-3000, www.seniorcommunitycarenc.org
Senior Medicare Patrol ............................................ 855-408-1212, www.ncshiip.com
Seniors’ Health Insurance Information Program ............. 855-408-1212, www.ncshiip.com
Seniors Helping Seniors ............................................. 919-761-5346, www.inhomecarenc.com
Senior Veterans Council .......................................... 919-825-1300, www.seniorveteranscouncil.com
Silver Linings for Seniors .......................................... 919-948-7718, www.silverliningsnc.com
Transitions LifeCare .................................................. 919-828-0890, www.transitionslifecare.org
Well Care Home Health of the Triangle ....................... 919-778-8212, www.wellcarehealth.com
ADULT DAY PROGRAMS

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

**Types of Adult Day Programs**

- **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 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.

**Paying for an Adult Day Program**

Adult day program fees are typically quoted per day, and vary according to the amount of assistance a participant requires. In Wake County, a typical rate may be $45–$90 per day. This is less expensive than hiring an in-home care provider for the equivalent amount of time. Standard Medicare does not cover adult day program attendance. In some cases sliding scale fees, scholarships, or grant money may be available to help towards the cost of attendance.

**Evergreen Adult Day Services ........ 919-238-4738**
3434 Kildaire Farm Rd., Ste. 129, Cary, 27518
www.evergreenadultdayservices.net
Health model for ages 18+; Up to 35 participants.

**Family Circle Elder Care .................. 919-773-1115**
820 W. Garner Rd., Garner, 27529
www.familycec.com
Health model for ages 18+; Up to 16 participants.

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

**Millbrook Enrichment Center .......... 919-277-8628**
Millbrook United Methodist Church, 1712 E. Millbrook Rd., Raleigh, 27609
www.millbrookumc.org/enrichment-center
Group respite for ages 60+; Volunteer-staffed; Open Mondays, Wednesdays, and Fridays, 9 a.m. to 1 p.m.
Program of All-Inclusive Care for the Elderly (PACE) ....................... 919-425-3000
www.seniorcommunitycarenc.org
See full description on page 23.

Resources for Seniors Total Life Centers
www.totallifecenters.org

Cary TLC ................................. 919-460-9008
110 Maury O’Dell Pl., Cary, 27513
Health model for ages 18+. Up to 29 participants.

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

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

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

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

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

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

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

Wake Forest Adult Day Health ........... 919-880-4278
3309 Rogers Rd., Ste. 117, Wake Forest, 27587
www.wakeforestadultdaycare.weebly.com
Health model for ages 18+. Up to 11 participants.
ADVOCACY GROUPS
(Also see Support Organizations and Consumer Protection)

AARP North Carolina ....................... 866-389-5650
www.aarp.org/nc
See full description on page 64.

Alliance of Disability Advocates .... 919-833-1117
TTY ...................................................... 919-833-1171
www.adanc.org
See full description on page 14.

Disability Rights NC ......................... 919-856-2195
Toll-free .............................................. 877-235-4210
TTY ...................................................... 888-268-5535
www.disabilityrightnc.org
See full description on page 14.

Friends of Residents in Long-Term Care ...................... 919-782-1530
www.forltc.org
See full description on page 55.

Legal Aid of North Carolina........ 866-219-5262
Senior Legal Helpline (ages 60+)..... 877-579-7562
www.legalaidnc.org
See full description on page 47.

SAGE Raleigh, LGBT Center of Raleigh .......... 919-832-4484
www.lgbtcenterofraleigh.com
See full description on page 66.

ALZHEIMER’S DISEASE, DEMENTIA, AND MEMORY LOSS

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

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

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

Alzheimer’s Association - www.alz.org
National Helpline (24/7) ............... 800-272-3900
Provides information about Alzheimer’s Disease, promotes awareness, and raises money for research.
Eastern North Carolina Chapter .... 919-803-8285
5171 Glenwood Ave., Ste. 101, Raleigh, 27612
www.alz.org/nc
Local office of the national association. Offers information and referral services, support groups, and educational resources.
The Association for Frontotemporal Degeneration........ 866-507-7222
www.theaftd.org
Information about FTD for families and professionals. Offers a small respite grant.

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

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

MedicAlert + Alzheimer’s Association Safe Return ........................................... 800-432-5378
www.medicalert.org/safereturn
Low-cost identity tag, and registration in a national database, to help locate memory-impaired persons if they become lost. 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 County Sheriff’s Office.

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

UNC Memory Disorders Clinic......... 919-966-4401
Clinical care, education, and research program for the diagnosis and management of dementias and related disorders. Physician referral required.

The Alzheimer’s Association 24/7 Helpline provides complimentary reliable information serving people with memory loss, caregivers, health care professionals and the community.

Call us toll-free anytime day or night.
800.272.3900

The Alzheimer’s Association is the leading voluntary health organization in Alzheimer’s care, support and research. Our mission is to eliminate Alzheimer’s disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health.

Eastern North Carolina Chapter | alz.org/nc
BASIC NEEDS

The following are some of the resources in Wake County for basic needs such as financial assistance and emergency food, clothing, and household items. Use the key below to help you find 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/or people in their local area).

This is not a complete list of possible 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
Disaster relief, referrals for emergency services, and emergency preparedness education.

Brooks Avenue Church (FO, CL) ..... 919-821-2400
700 Brooks Ave., Raleigh, 27607
www.brooks.org
Food Pantry and Clothing Closet available 9 a.m. to 11:30 a.m. on 2nd and 4th Saturdays of most months.

The Center for Volunteer Caregiving ................................. 919-460-0567
www.volunteercaregiving.org
Volunteer organization offering services for adults ages 60+ or who have a chronic health issue or disability, including friendly visits and help with essential household chores and errands. Dependent on volunteer availability. Free.
**Dorcas Ministries (FA, FO)..................... 919-469-9861**
187 High House Rd., Cary, 27511  
www.dorcas-cary.org
Serves Cary and Morrisville residents. Financial assistance and food by appointment only. Also offers a job training center and Jobs for Life class.

**Energy Assistance Programs (FA)... 919-212-7000**
Wake County Human Services  
www.wakegov.com/humanservices/social/energy
**Crisis Intervention Program (CIP)... 919-212-7000**
Help paying heating or cooling bills, for eligible low-income residents who have received a final notice or disconnection notice. In-person application required. Year-round, as funding lasts.

**Low Income Energy Assistance Program (LIEAP)...................... 919-212-7370**
Help paying heating bills, for eligible low-income residents. Application required. Once per season (December-March). Older adults and adults with disabilities given priority.

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

**Fan Program, Resources for Seniors (HH).................. 919-872-7933**
1110 Navaho Dr., 4th Floor, Raleigh, 27609  
Free fans for low-income Wake County residents ages 60+ or disabled, during summer months.

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

**Food Bank of Central & Eastern NC (FO)......... 919-875-0707**
www.foodbankcenc.org
Call or use the “Find Help” button on their website to search for 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, and Willow Spring. Tuesdays, 9 a.m. to 11:45 a.m.; Thursdays, 3 p.m. to 5:45 p.m.

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

**Helping Hand Mission (FA, CL, HH).................. 919-829-8048**
www.helpinghandmission.org
Call for an appointment. 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 (FA)................................. 888-641-8722**
Federal Communications Commission  
www.lifelinesupport.org
Phone bill assistance for those eligible for Medicaid, SSI, Food Stamps, Section 8, or with income below 135% of federal poverty guidelines. Can be used for landline or wireless phones. Apply directly with a participating provider (call or go online to find one).

**North Raleigh Ministries 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).  
**Food Pantry:** Mondays, Tuesdays, and Thursdays, 10:30 a.m. to 2 p.m.; Wednesdays, 4 p.m. to 7:30 p.m. **Financial Assistance/Case Management:** appointment required. Call Mondays starting at 9:30 a.m. or Wednesdays starting at 12:30 p.m. to schedule.
The Salvation Army (FO, CL) .......... 919-834-6733
www.wakearmy.org
Food Pantry and Clothing Closet (appointment required) and Soup Kitchen. Call for details.

Tri-Area Ministry Food Pantry (FO) .......... 919-556-7144
149 E. Holding Ave., Wake Forest, 27587
www.triareaministry.com
Mondays and Wednesdays, 9 a.m. to 12:30 p.m.; every 3rd Saturday, 9 a.m. to 11 a.m.

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

Wake County Board of Elections .................. 919-856-6240
www.wakegov.com/elections
Register to vote; get information on elections, early voting, and absentee voting (voting by mail).

Wake County Human Services
Regional Center Locations .......... 919-212-7000
Local social service administration offices. Call or walk-in for information about programs and services including Medicaid and Food Assistance.

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

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

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

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

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

Western Wake
Crisis Ministry (FA, FO) ............. 919-362-0657
1600 Olive Chapel Rd., Ste. 408, Apex, 27502
www.wwcm.org
Food Pantry for residents of Apex, New Hill, and Friendship: Monday-Thursday, 11 a.m. to 2 p.m.; 2nd and 4th Thursdays of each month, 6:30 p.m. to 8 p.m. Home delivery may be available for older/disabled adults, call to check eligibility. Financial Assistance for residents of Apex, New Hill, Friendship, and Holly Springs: Monday-Thursday, 11 a.m. to 2 p.m.

With Love from Jesus Ministries (FO, CL, HH) ........... 919-233-8010
421 Chapanoke Rd., Raleigh, 27603
www.withlovetomjesus.org
Donated food, clothing, household essentials, and furniture, Tuesdays, Wednesdays, Fridays, and Saturdays, 10 a.m. to 11:30 a.m.

The Women’s Center (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 the front desk Monday-Friday, 8 a.m. to 7 p.m.; Saturday and Sunday, 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](http://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. Provides eligibility information, contact information, a list of documents you will need in order to apply, and links to online applications for some benefits.

North Carolina ePASS - [https://epass.nc.gov](https://epass.nc.gov)
Secure online tool of the NC Department of Health and Human Services to screen for eligibility and apply for NC benefits programs. Create an online account to get started. Wake County Human Services highly encourages individuals to apply for Medicaid and Food Assistance online using ePASS.

CARE MANAGEMENT

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

The following resources are all fee-based. When choosing a care manager 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
[www.aginglifecarespecialist.com](http://www.aginglifecarespecialist.com)

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

Choice Connections of NC ............. 919-906-8138
[www.choiceconnectionsnc.com](http://www.choiceconnectionsnc.com)

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

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

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

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

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

Triangle Eldercare Consultants.......919-812-4354
Whether living close by or across the country, family caregivers play a critical role in helping parents, spouses, and other loved ones stay as independent and as comfortable as possible. The following listings represent services that may be especially of help to caregivers, but keep in mind that almost every entry in this book represents a resource that a caregiver might use in caring for a loved one. Browse through the directory for other ideas, or check the index for specific needs. And don’t forget to draw on your own network – many churches have support or outreach programs, and some workplaces offer caregiver support through their human resources departments.

**AARP Family Caregiving**

**Caregiving Support Line** .......... 877-333-5885
Spanish .............................................. 888-971-2013
[www.aarp.org/caregiving](http://www.aarp.org/caregiving)

Online educational articles and discussion forums for caregivers. Free **Prepare to Care** publication is available online or by mail. AARP membership not required to access these resources. **Support Lines** are staffed Monday-Friday, 7 a.m. to 11 p.m.

**The Center for Volunteer Caregiving**

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

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

**Caregiving Information, Nat’l Institute on Aging**

[www.nia.nih.gov/health/caregiving](http://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.
Eldercare Locator ......................... 800-677-1116
www.eldercare.acl.gov
Contact information for local aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. Use this to help locate services if your loved one lives outside of Wake County or in a different state.

Resources for Seniors..................... 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/caregiver.php
Information and Referral ............... 919-713-1556
Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to help connect callers to aging-related resources in Wake County. Call us when you’re not sure who to call.

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

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

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

Transitions GuidingLights............... 919-371-2062
3739 National Dr., Ste. 204, Raleigh, 27612
www.guidinglightscn.org
Caregiver support center offering information and referral services, trainings, workshops, and other services. A service of Transitions LifeCare.

VA Caregiver Support - www.caregiver.va.gov
Caregiver Support Line .................. 855-260-3274
Training, educational resources, and tools for caregivers of veterans.

COMPUTER EDUCATION AND TECHNOLOGY

Cary Senior Tech Ed ....................... 919-469-4081
Cary Senior Center, 120 Maury O’Dell Pl., Cary, 27513
www.caryseniorteched.org
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 - https://edu.gcfglobal.org
Free online lessons on computer basics, the internet, social media, and more.

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

My Smart Grandkids ...................... 919-928-4668
www.mysmartgrandkids.com
Young adults help seniors with computers and technology at their home or a location of their choosing. Can help with set-up, training, questions, problem solving, etc. Fee-based.

Raleigh SeniorTechEd ..................... 919-954-3688
www.raleighseniorteched.org
Low cost, small classes on using computers, tablets, devices, and the internet. Taught by volunteer instructors. Maximum class size of 8 people.
Raleigh: Saint James United Methodist Church, 3808 Saint James Church Rd., Raleigh, 27604
Knightdale: Town of Knightdale Recreation Center, 101 Lawson Ridge Rd., Knightdale, 27545

Wake Technical Community College
See full description on page 18.
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 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!

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

Go online to request your report. Name, date of birth, Social Security number, and address required. Call if you require help with your application, or to request a Braille, Large Print or Audio Format.

Credit Counseling and Mortgage Default Counseling

Mortgage default counseling, or Foreclosure Prevention Counseling, is for homeowners who are struggling to make their mortgage payments. A number of nonprofit counseling agencies, approved by the US Department of Housing and Urban Development (HUD), can help homeowners in this situation get back on track by exploring their options, negotiating with lenders, and taking advantage of government and lender-sponsored programs to modify mortgage terms. This counseling is free because it is funded by government grants. If you are in trouble with your mortgage, contact a HUD-approved housing counseling agency as soon as possible.

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 Inc. (CESI) ....................... 866-484-5373
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
Credit counseling, bankruptcy counseling, debt management program, and housing counseling, including mortgage default counseling. HUD-approved.

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

Neighborhood Assistance Corporation of America (NACA) . . . 919-855-8484
4112 Pleasant Valley Rd., Ste. 220, Raleigh, 27612
www naca com
Community advocacy and homeownership organization. HomeSave program provides HUD-approved mortgage default counseling.

Raleigh Area Development Authority (RADA) ...................... 919-807-8400
4030 Wake Forest Rd., Ste. 209, Raleigh, 27609
www rada nc org
Housing counseling, including mortgage default counseling, for residents of Raleigh. HUD-approved.

State Home Foreclosure Prevention Project ..................... 888-442-8188
Free help for homeowners who have received a pre-foreclosure notice. Housing counseling, assistance working with servicers, and access to legal services if low-income, offered in-person or via phone. Monday-Friday, 8 a.m. to 5 p.m.

Telamon Corporation .......... 919-899-9911
560 Munford Rd., Ste. 109, Raleigh, 27612
www telamon org
Credit counseling, financial coaching, and housing counseling, including mortgage default counseling. HUD-approved.

Triangle Family Services . . . 919-821-0790, ext. 122
3937 Western Blvd., Raleigh, 27606
www tfsnc org/financial-counseling
Credit counseling. HUD-approved.
Reverse Mortgages

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

Once prior liens are satisfied, and closing costs are covered, the HECM loan can provide: monthly loan advances to supplement the borrower’s income, an available line of credit for future use, or a combination of both. The money can be spent for any purpose, with no restrictions. The homeowner retains ownership of the property and is still responsible for taxes, insurance, and home maintenance.

A reverse mortgage should not be confused with a standard home equity loan or line of credit (HELOC), where the homeowner must make monthly payments. Reverse mortgages require no payments at all until the last borrower dies, sells, or otherwise leaves the home permanently. At that time, the borrower or their estate must pay back the loan in full. The title remains in the borrower’s name unless the home is sold, and the lender does not “get” the house when the borrower dies.

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

Reverse Mortgage Lenders Search
US Dept. of Housing and Urban Development (HUD)
www.hud.gov/program_offices/housing/sfh/hecmlenders
Online database of approved reverse mortgage lenders.

Reverse mortgage in default?
Have you received a notice from your servicer saying you are in default because of late payments for taxes or insurance? Don’t Ignore It!
Failure to respond could mean losing your home.
For free help call and ask for a default counselor:
Senior Homeownership Preservation Project
844-HECMHOPE (844-432-6467)

Daily Money Management

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

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

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

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

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

Complaint Intake Unit, NC Division of Health Service Regulation............. 919-855-4500
Toll-free ........................................... 800-624-3004
www.ncdhrs.gov/dhs
See full description on page 18.

Consumer Protection Division ........ 919-716-6000
Toll-free ........................................... 877-566-7226
Attorney General’s Office, NC Department of Justice
www.ncdoj.gov/protecting-consumers
Assists with consumer problems and unfair and deceptive trade practices. Complaints can be filed via phone, online, or via mail.

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

Medicare / Medicaid
Fraud Hotline ............................... 800-447-8477
Office of Inspector General, US Department of Health & Human Services
www.oig.hhs.gov/fraud/report-fraud
Submit a report online or via phone if you suspect Medicare or Medicaid fraud.

Securities Division ............ 919-814-5400
Investor Hotline ....................... 800-688-4507
NC Department of the Secretary of State
www.sosnc.gov/divisions/securities
Administers and enforces North Carolina securities laws to protect North Carolina investors. If an investment opportunity sounds “too good to be true,” call the Investor Hotline.

Social Security Fraud Hotline .... 800-269-0271
https://oig.ssa.gov
Submit a report via phone or online if you suspect Social Security fraud, waste, or abuse.

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

Older adults and their caregivers face life changes that can cause emotional challenges. Many may benefit from individual counseling, marital or family counseling, group therapy sessions, or other supportive services to help address depression, anxiety, grief, interpersonal difficulties, and other concerns. Medicare, Medicaid, and other insurances may pay for these services. Some providers offer sliding scale fees for those who are uninsured or under-insured. People with low income who do not have insurance for mental health services can access publicly-funded services by calling Alliance Health (see page 17).

Catholic Charities Counseling Services
www.catholiccharitiesraleigh.org/counseling
Multi-service organization providing individual and family counseling, via sliding scale or insurance (including Medicaid). All faiths welcome. Locations:

Raleigh ........................................... 919-790-8533
3000 Highwoods Blvd., Ste. 128, Raleigh, 27604

Cary ................................................. 919-388-3065
1150 NW Maynard Rd., Cary, 27513

InterAct........................................... 919-828-7501
Domestic Violence Crisis Line ....... 919-828-7740
Sexual Assault Crisis Line .......... 919-828-3005
Spanish Crisis Line .................... 844-203-8896
1012 Oberlin Rd., Raleigh, 27605
www.interactofwake.org
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.

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

Raleigh Vet Center ......................... 919-361-6419
8851 Ellstree Ln., Ste. 122, Raleigh, 27617
Individual and group counseling for veterans, service members, and their families.

Silver Linings for Seniors ................... 919-948-7718
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/families/grief-care
Individual counseling, support groups, and workshops available for those experiencing grief or loss. Services available for all ages, at no cost. A service of Transitions LifeCare.

Triangle Family Services ................. 919-821-0790
3937 Western Blvd., Raleigh, 27606
www.tfsnc.org/therapy
Individual, family, and marital counseling services. Medicare and Medicaid accepted.

DISABILITY RESOURCES

General

Accessible Travel Guide
NC Department of Natural and Cultural Resources
www.ncdcr.gov/resources/accessibility
Information about accessible features of museums, historic sites, parks, and attractions across the state.

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

Disability Benefits - www.ssa.gov/benefits/disability
Social Security Administration
Apply online, via phone, or in-person at local office.
National number ......................... 800-772-1213
TTY ...................................................... 800-325-0778
Raleigh office ......................... 877-803-6311
TTY ...................................................... 919-790-2773
4701 Old Wake Forest Rd., Raleigh, 27609

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

NC Division of Motor Vehicles ........... 919-715-7000
www.ncdot.gov/dmv
Disability placards, disability license plates, and photo IDs for non-drivers. Website has application forms and office location information.

NC Division of Vocational Rehabilitation Services
www.ncdhhs.gov/divisions/dvrs
Multiple services to support persons with disabilities.
Local Office .................................... 919-859-8301
Assistive Technology Program ........ 919-859-8360
4900 Waters Edge Dr., Raleigh, 27606

Assistive Technology Program offers device demonstrations, short-term device loans, and information on assistive technologies and suppliers.

Assistive Technology Exchange Post facilitates exchange of devices/DME between prospective buyers and those with used items to sell or donate.

Employment Services help persons with disabilities obtain and/or maintain employment.

Independent Living Rehabilitation Program offers training and resources to help persons with disabilities live a more independent life, including guidance and counseling, skills training, and some home and vehicle modifications. See: www.ncilrp.com.

Specialized Recreation and Inclusion Services ............... 919-996-2147
Raleigh Parks, Recreation & Cultural Resources
www.raleighnc.gov/parks-programs
Specialized recreation programs for individuals with disabilities, and inclusion services for access to typical recreation programs through accommodations.
Blindness and Visual Impairment

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

NC Division of Services for the Blind
www.ncdhhs.gov/divisions/dsb
Multiple services to support people who are visually-impaired, blind, and deaf-blind.

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

Independent Living Services assist with learning to live independently and safely, including daily living skills and safe travel training.

Medical Eye Care Program provides preventative and corrective services to people who have lost sight or who are at risk for losing sight.

Social Worker for the Blind assists with adjustment to vision loss and provides referrals to available services.

Vocational Rehabilitation Services help to find a job, keep a job, or return to work.

NC Library for the Blind and Physically Handicapped ........ 919-733-4376
Toll-free .............................................. 888-388-2460
1841 Capital Blvd., Raleigh, 27635
https://statelibrary.ncdcr.gov/lbbh
Books in audio format, large print, and Braille. Monday-Friday, 8 a.m. to 5 p.m.

NC Reading Service ................................. 919-832-5138
211 E. Six Forks Rd., Ste. 103, Raleigh, 27609
www.ncreadingservice.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. Formerly Triangle Radio Reading Service.

Deafness, Hearing Disability, and Speech Impairment

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

Hearing Loss Association of America (HLAA) .................. 301-657-2248
www.hearingloss.org
National organization for people with hearing loss. Advocacy; support; information services.

Hearing Loss Association of NC (HLA-NC), Wake Chapter ..... 919-469-0924
www.nc hearingloss.org/wake.htm
Local support organization for people with hearing loss. Meets several times per year. Call or go online for information about upcoming meetings.

National Institute on Deafness and Other Communication Disorders ........ 800-241-1044
TTY ....................................................... 800-241-1055
www.nidcd.nih.gov
Government resource center for communication disorders. Call or go online for information and to request printed materials.

NC Division of Services for the Deaf and Hard of Hearing
www.ncdhhs.gov/divisions/dsdhh
Multiple services to support people who are deaf, hard of hearing, deaf-blind, or speech-impaired. Telecommunications Access Program provides free amplified phones and other equipment for eligible hearing-impaired people. Website has a list of Assistive Technology, with descriptions and links to providers.

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

Now Hear This ..................................... 919-256-2898
4701 Creedmoor Rd., Ste. 111, Raleigh, 27612
www.nowhearthisclinic.com
Clinic offering hearing tests and sales, and repairs and fine-tuning of hearing aids.

Raleigh Hearing and Tinnitus Center ..................... 919-790-8889
10320 Durant Rd., Ste. 107, Raleigh, 27614
www.raleighhearingandtinnituscenter.com
Clinic offering hearing and tinnitus testing, hearing aids, hearing protection, assistive listening devices, ear health products, and tinnitus treatment.
Relay North Carolina .......... 7-1-1 or 800-735-2962
www.relaync.com
Multiple free, 24-hour services to help hearing-impaired and speech-impaired people communicate with other callers.

Intellectual and Developmental Disability

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

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

Brain Injury Association of NC ......... 919-833-9634
Toll-free Helpline .................................. 800-377-1464
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.

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

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

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

Mental Health and Substance Abuse
(Also see Counseling)

Al-Anon ............................................. 919-713-1516
www.alanonalateen6nc.org
Local hotline (24/7) and support groups for families and friends of people with alcohol problems.

Alcohol/Drug Council of NC .......... 800-688-4232
www.alcoholdrughelp.org
Hotline (24/7) with information and referral for North Carolinians needing help with substance abuse.
Alcoholics Anonymous Tri-County Intergroup
Hotline (24/7) ............................ 919-783-6144
Tri-County office .......................... 919-783-8214
3948 Browning Pl., Rm. 347, Raleigh, 27609
www.raleighaa.com
Meetings and counseling services for people with alcohol problems.

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

Holly Hill Hospital .......................... 919-250-7000
Toll-free ................................. 800-447-1800
3019 Falstaff Rd., Raleigh, 27610
www.hollyhillhospital.com
Psychiatric and chemical dependency hospital providing inpatient and outpatient services. Specialized Geriatric Program for older adults. Admissions Department open 24/7.

HopeLine Crisis Line ....................... 919-231-4525
Toll-free .................................... 877-235-4525
www.hopeline-nc.org
Active listening and referral services for anyone in crisis. Monday-Friday, 24/5; Saturday and Sunday, 9 a.m. to 11 p.m.

National Alliance on Mental Illness (NAMI)
NAMI North Carolina .......................... 919-788-0801
Toll-free Helpline ......................... 800-451-9682
309 W. Millbrook Rd., Ste. 121, Raleigh, 27609
www.naminc.org
Statewide Helpline for resources and referrals; advocacy; free support groups and classes.

NAMI Wake County ....................... 919-848-4490
120 W. Hargett St., Raleigh, 27601
www.nami-wake.org
Peer-to-peer and family support groups and classes.

NC Division of Mental Health,
Developmental Disabilities and Substance Abuse Services ............ 919-733-7011
www.ncdhhs.gov/divisions/mhddsas
Crisis Solutions NC - www.crisissolutionsnc.org
Online database of mental health resources in NC.
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
Behavioral health organization specializing in substance use disorders treatments programs.

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

WakeBrook, UNC Health Care ........ 984-974-4800
107 Sunnybrook Rd., Raleigh, 27610
www.uncmedicalcenter.org
Mental health, behavioral health, and addiction services. Crisis Stabilization Center (walk-in 24/7, no appointment required), Alcohol and Drug Detoxification Unit, and Inpatient Unit.

Wake Behavioral Health Urgent Care at Monarch ....................... 919-703-2845
319 Chapanoke Rd., Ste. 120, Raleigh, 27603
www.monarchnc.org
Crisis stabilization services for people experiencing a behavioral health crisis. Walk-in (no appointment required), Monday–Thursday, 8 a.m. to 7 p.m.; Friday, 8 a.m. to 2 p.m.; Saturday, 8 a.m. to 12 p.m.

DRIVING INSTRUCTION AND EVALUATION

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

AARP Driver Safety ...................... 800-350-7025
www.aarpdridersafety.org
Smart Driver™ refresher course specifically designed for drivers ages 50+. Offered in-person and online.

Duke Driving Program .................... 919-684-4543
Dept. of Physical and Occupational Therapy,
Lenox Baker Hospital, 3000 Erwin Rd., Durham, 27705
Clinical evaluation of safe driving skills and medical fitness to drive. Physician referral required.

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 Review Program............... 919-715-7000
NC Division of Motor Vehicles
www.ncdot.gov/dmv
Driving skills evaluations for when there are concerns that medical conditions are impacting ability to safely operate a vehicle.
EDUCATION
(Also see Senior Centers and Computer Education and Technology)

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

Osher Lifelong Learning Institute (OLLI)
Non-credit courses, social groups, and special events for adults.
OLLI at Duke .................................. 919-684-6259
Bishop’s House, Duke University, Durham, 27708
www.learnmore.duke.edu/OLLI
For adults of all ages. Membership required.
OLLI at NC State ......................... 919-515-5782
225 McKimmon Ctr., NC State Univ., Raleigh, 27606
http://mckimmoncenter.ncsu.edu/olli
For ages 50+. Registration encouraged.

Road Scholar............................. 800-454-5768
www.roadscholar.org
Educational trips for ages 60+ to over 150 countries and all 50 states. Fee-based. Scholarships available.

Triangle Literacy Council ............... 919-787-5559
200 Commonwealth Ct., Ste. 102, Cary, 27511
www.triangleliteracy.org
Free and confidential educational services for adults who have difficulty reading or may be unable to read. Programs include Adult Basic Education (ABE), for native English speakers, and English as a Second Language (ESL), for non-native English learners.

Wake Technical Community College
Continuing Education................... 919-866-5800
3200 Bush St., Raleigh, 27609

Plus 50 Lifelong Learning
http://plus50.waketech.edu
Non-credit courses specially designed for ages 50+, at various sites throughout Wake County.

Workforce Continuing Education
www.continue.waketech.edu
Non-credit courses for professional development.

ELDER ABUSE AND PROTECTIVE SERVICES FOR ADULTS
(Also see Advocacy for Residents of Long-Term Care on page 55)

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

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

EMPLOYMENT

There is no dedicated job-placement program for older adults in Wake County. The following resources may offer some supportive services or training for older or disabled workers. Those looking for part-time work can also contact temp agencies, which may have positions available for older workers.

AARP Work & Jobs - www.aarp.org/work
National Job Board database and job search tips.

Foster Grandparent Program ........ 919-996-6295
City of Raleigh Community Engagement Division
Volunteer program for older adults. Small stipend. See full description on page 70.

NC Division of Vocational Rehabilitation Services .......... 919-859-8301
4900 Waters Edge Dr., Raleigh, 27606
www.ncdhrs.gov/divisions/dvrs
See full description on page 14.

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

Fuquay-Varina............................... 919-557-1121
130 N. Judd Pkwy, NE, Fuquay-Varina, 27526
Raleigh, Swinburne Street.............. 919-250-3770
220 Swinburne St., Raleigh, 27610
Raleigh, Tillery Place.................... 919-715-0111
1830-B Tillery Pl., Raleigh, 27604
Wake Forest............................... 919-562-6369
350 E. Holding Ave., Wake Forest, 27587
Zebulon.................................... 919-404-3900
1002 Dogwood Dr., Zebulon, 27597

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

HEALTHCARE PROVIDERS

Hospitals

DukeHealth - www.dukehealth.org
Duke Raleigh Hospital..................... 919-954-3000
3400 Wake Forest Rd., Raleigh, 27609
Duke University Hospital............... 919-684-8111
2301 Erwin Rd., Durham, 27710

Durham VA Health Care System........ 919-286-0411
508 Fulton St., Durham, 27705
www.durham.va.gov
Inpatient hospital and clinic for veterans.

Holly Hill Hospital........................ 919-250-7000
Toll-free ...................................... 800-447-1800
3019 Falls Rd., Raleigh, 27610
www.hollyhillhospital.com
Psychiatric and chemical dependency hospital providing inpatient and outpatient services. Specialized Geriatric Program for older adults. Admissions Department open 24/7.

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

UNC Rex Healthcare...................... 919-784-3100
4420 Lake Boone Trl., Raleigh, 27607
www.rexhealth.com

WakeMed - www.wakemed.org
Raleigh Campus (main)............... 919-350-8000
3000 New Bern Ave., Raleigh, 27610
Full-service hospital.

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

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

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

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

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

Rehab Hospital......................... 919-350-7876
3000 New Bern Ave., Raleigh, 27610
Inpatient rehabilitation services.
Medical Practices and Clinics

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

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

### Access Healthcare
919-363-0190
1031 W. Williams St., Ste. 106, Apex, 27502
[www.acchealth.com](http://www.acchealth.com)

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

### Advance Community Health
919-833-3111
[www.advancechc.org](http://www.advancechc.org)

Clinics offering comprehensive medical care. Accepts Medicare, Medicaid, and most private insurances. **Discounted rates available for those without insurance.**

**Apex location:** 212 S. Salem St., Apex, 27502
**Cary location:** 173 High House Rd., Cary, 27511
**Fuquay-Varina location:** 130 N. Judd Parkway NE, Fuquay-Varina, 27526
**Southeast Raleigh location:** 1011 Rock Quarry Rd., Raleigh, 27610
**Senior Health Center:** 1011 Rock Quarry Rd., Raleigh, 27610
See separate listing for details.

### Horizon Healthcare for the Homeless
Available at Southeast Raleigh location and at [Oak City Cares](https://www.oakcitycares.com) (1430 S. Wilmington St., Raleigh, 27603). Call for more information.

### Alliance Medical Ministry Clinic
919-250-3320
101 Donald Ross Dr., Raleigh, 27610
[www.alliancemedicalministry.org](http://www.alliancemedicalministry.org)

Low-cost medical care for working, uninsured adults in Wake County. **Ages 18+.** Does not accept Medicare, Medicaid, or private insurance.

### Division of Public Health
919-212-7000
Wake County Human Services
[www.wakegov.com/humanservices/publichealth](http://www.wakegov.com/humanservices/publichealth)

Health education, TB tests, immunizations, and other public health services available at multiple locations. **Clinics** tab on website has detailed information about what is offered and where, in both English and Spanish. **Does not provide routine medical care.**

---

### Doctors Making Housecalls (△)
919-932-5700
Toll-free: 844-932-5700
[www.doctorsmakinghousecalls.com](http://www.doctorsmakinghousecalls.com)


### Duke Geriatric Evaluation and Treatment Clinic
919-620-4070
40 Duke Medicine Cir., Clinic 1J, Durham, 27710
[www.dukehealth.org](http://www.dukehealth.org)

Medical, psychiatric, and social evaluation and treatment for **ages 65+.** Physician referral required.

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

### NeighborHealth Center
984-222-8000
4201 Lake Boone Trl., Ste. 005, Raleigh, 27607
[www.neighborhealthcenter.org](http://www.neighborhealthcenter.org)

Primary care practice. Accepts Medicare and Medicaid and has a sliding scale for those without insurance. **All ages.**

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

### Senior Health Center
919-833-3111
1011 Rock Quarry Rd., Raleigh, 27610
Primary healthcare services for **ages 65+.** Accepts Medicare and Medicaid. Partnership between Advance Community Health and UNC Rex.
Shepherd’s Care Medical Clinic .... 919-404-2474
304 Pony Rd., Zebulon, 27597
www.shepherdscareclinic.com
Medical clinic for low-income residents of eastern Wake County, ages 18-64, who are uninsured or under-insured.

Transitions PalliativeCare (△) .......... 919-828-0890
250 Hospice Ctr., Raleigh, 27607
www.transitionslifecare.org/patients/palliative
Assistance with pain and symptom management for patients with advanced illnesses. Services available in private homes, assisted living facilities, nursing homes, and hospitals. A service of Transitions LifeCare.

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
Primary, specialist, and consultative medical care for ages 65+. Accepts Medicare.

UNC Memory Disorders Clinic.......... 919-966-4401
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
Database of Medicare-certified dialysis clinics. Allows for comparison by patient experience survey results.

Fresenius Kidney Care............... 888-373-1470
www.freseniuskidneycare.com
Multiple dialysis center locations in Wake County, including in Apex, Cary, Fuquay-Varina, Garner, Raleigh, Rolesville, Wake Forest, and Zebulon. Call or go online for details about locations.

Wake Forest Dialysis Center .......... 919-556-0968
11001 Ingleside Pl., Raleigh, 27614
www.davita.com
**Physician Search Resources**

- Duke Health Find a Doctor .................. 888-275-3853
  www.dukehealth.org/find-doctors-physicians
- Medicaid Find a Doctor ..................... 888-245-0179
  www.medicaid.ncdhhs.gov/find-a-doctor
- Medicare Physicians Search
  www.medicare.gov/physiciancompare
- UNC Rex Find a Doctor ..................... 984-974-6302
  https://findadoc.unchcare.org
- WakeMed Find a Doctor
  www.wakemed.org/find-doctor

**Dental Care**

△ = In-home services available

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

- Medicaid Dental Provider Search
  www.medicaid.ncdhhs.gov/find-a-doctor
  Links to an online database of dentists that accept NC Medicaid. Search by city or zip code.

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

- UNC Adams School of Dentistry Student Clinics .................. 919-537-3737
  www.dentistry.unc.edu/patientcare/studentclinics
  Dental work done by students with faculty supervision. Application and attendance at initial and consultation appointments required.

**Physical and Occupational Therapy**

△ = In-home services available

- At Home Therapy (△) ...................... 704-609-9532
  www.athometherapyinc.com
  Physical therapy services. Accepts Medicare.

- Mobile Rehab (△) ......................... 919-636-2423
  www.mobilerhabncc.com
  Physical therapy services. Accepts Medicare.

- SureSteps (△) ............................... 919-832-1394
  www.suresteps.net
Program of All-Inclusive Care for the Elderly (PACE)

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

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

919-425-3000
HOME CARE

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

Types of Home Care Services

- **Companions**, also called homemakers, provide assistance with meal preparation, laundry, errands, light housekeeping, and other “hands-off” tasks. They may also provide transportation. These services are appropriate for those who are able to manage their own personal care but need some help or supervision. See Companion Services on page 26.

- **Home care aides**, or certified nursing assistants (CNAs), assist with “hands-on” personal care needs, also called activities of daily living (ADLs), such as bathing, dressing, walking, eating, and toileting. They often also perform companion tasks, as long as personal care is needed. They can remind clients to take medications but cannot give injections or dispense medicine. See Home Care Services on page 26.

- **Skilled services** can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing (including wound care and administering medications). These services may be needed following a serious illness or hospitalization. See Skilled Services on page 30.

- **Hospice care** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. See Hospice Care on page 31.

- **Respite** refers to services that allow family caregivers to take a break from providing care. Respite may be provided by a companion, home care aide, or through a community-based program such as an Adult Day Program (see page 1), depending on an individual’s needs.

Paying for Home Care

Paying privately is the most common option for individuals needing support to stay in their home. In Wake County, a typical rate for companion services may be $15-$25 per hour, and a typical rate for a home care services may be $18-$30 per hour.

**Medicare**

- **It is a common misconception that Medicare covers the cost of home care services.** In general home care services are not considered a medical service, so are not covered by Medicare. Medicare does provide a home health benefit for limited skilled services following certain illnesses and injuries, which pays for a few hours of visits per week and only if all of the following conditions exist: (1) The patient needs intermittent skilled nursing or therapies; (2) The patient is homebound; (3) The care is ordered by and under the direction of a physician; (4) The agency providing care is certified for Medicare visits. Prior hospitalization is not always required. Services are 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. Medicare also pays for a small amount of home care services for those on hospice (see page 31).

- **Supplemental (Medigap) insurance** policies and Medicare Advantage plans may include coverage of some home care services, but follow Medicare’s lead when authorizing home care (if Medicare will not cover the service, then the supplemental insurance probably will not either).

**Medicaid**

- Medicaid pays for up to 80 hours per month of home care under the Medicaid Personal Care Services (Medicaid PCS) program. To receive this benefit the Medicaid beneficiary’s physician must submit a referral form to request an assessment, and the assessment must show that: (1) the client requires hands-on assistance with multiple activities of daily living; (2) the client is medically stable; and (3) a household
member is not able to assist. The recommended number of service hours is determined via the assessment. For more information contact Liberty Healthcare Corporation (see page 61). If services are approved, the beneficiary can choose an agency to provide services. Certified Medicaid PCS providers are marked with a ‘P’ in the list of agencies beginning on page 26.

- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement because of their care needs. See page 32.

**Other**

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

- **Other insurances:** **Private insurance plans** and **long-term care insurance** sometimes cover home care services. Policies vary; call your insurance company for more information.

- **Program of All-Inclusive Care for the Elderly (PACE):** PACE is a community-based managed health care program for adults ages 55 and older. Services can include in-home care. See page 23.

- **Other public funding:** 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**

Contact multiple agencies in order to compare services and options. For a list of questions to ask, see “Choosing a Home Care Agency” on page 83.
Companion Services

These resources primarily provide companion services such as meal preparation, errands, and light housekeeping. A minimum number of hours per visit, or per week, may be required. Private pay only.

Galberth Health .................................... 919-917-2971
www.galberthhealth.com
Companion care and rehab services for ages 65+ and diagnosed with dementia. Also provides dementia and first aid training for caregivers.

Golden Harmony Concierge ............ 919-426-7522
www.goldenharmonync.com

Seniors Helping Seniors of North & East Raleigh ............... 919-761-5346
www.inhomecarenc.com

Sharper’s Live-in Support Services ..984-202-4625

Unconditional Care
Senior Services ..................................... 919-527-4042
www.unconditionalcarenow.com

Companion Registry,
Resources for Seniors ....................... 919-872-7933
www.resourcesforseniors.com/resourcelist.php
List of individual companions who are trained by RFS and employed directly by the client or family. Each companion sets their own rates and the tasks they perform. Call or go online for a copy of the Registry.

Home Care Services

These agencies primarily provide assistance with hands-on personal care needs such as bathing, dressing, walking, eating, or toileting. Most offer companion services, as well, and some offer private duty nursing. A minimum number of hours per visit, or per week, may be required. Primarily via private pay (Medicare typically does not cover home care services). All agencies listed have submitted proof of liability insurance to Resources for Seniors.

$ = Private pay  & = Companion services  n = Private duty nursing  P = Medicaid PCS-eligible

For More Information

See the “Home Care Agencies” Resource List at www.resourcesforseniors.com/resourcelist.php or call Resources for Seniors to request a copy.
Allcare Home Health ($, &), n, P) .... 919-301-0236
www.allcarehha.com

All Ways Caring ($, &), P) ............... 919-873-0318
www.rescare.com

Always Best Care (North and West Wake) ($, &).............. 919-554-2233
www.abc-rdwf.com

Always Best Care (South Wake) ($, &)........................ 919-724-4297
www.abc-neraleigh.com

Assurance Health ($, &), P).................. 919-571-9177
www.assurancehealth.com

Atlantic Home Care ($, &), n, P) ...... 919-324-6917
www.atlantichomecareservices.com

Aware Senior Care ($, &), n)............. 919-436-1871
www.awareseniorcare.com
Specializes in dementia care and chronic illness care.

Bayada Home Health ($, &), n, P) .... 919-719-0960
www.bayada.com

BrightStar Care of Cary ($, &), n) ...... 919-535-6787
www.brightstar.com/cary

Broadway Home Care ($, &), n)........ 919-788-1400
www.broadwaync.net

Caring Senior Service ($, &)............. 919-847-0010
www.caringseniorservice.com/raleigh

CEMAC Healthcare ($, &), P)......... 919-272-0887

CenterPeace Home Healthcare & Companion Services ($, &), n) . 919-567-8200
www.cpcompanioncare.com

ComForCare ($, &), n)...................... 919-647-9150
www.RaleighNC.comforcare.com
Specializes in dementia care.

919-872-7933
Comfort Keepers ($, &) .................... 919-650-2784
www.cary-857.comfortkeepers.com

Compassion Health Services ($, & , P) .................... 919-803-8891
www.compassionhealthservicesinc.com

Continued Care ($, & , P) .................... 919-481-1446
www.continuedcarenc.com

Cottage Home Health ($, & , P) ........ 919-872-1441
www.cottagehcs.com

Divine Healthcare ($, & , P) ........ 919-881-8041

Dynamedics Healthcare ($, & , n, P) .................... 919-665-6567
www.dynamedicshcs.com

Eagle Healthcare ($, & , n, P) ........ 919-872-7686

Emerald Home Care ($, & , P) ........ 919-758-8446

Excel Home Healthcare ($, & , P) .... 919-800-0221

Extension of You ($, &) .................... 919-629-2044
www.theextensionofyou.com

Grace Healthcare ($, & , P) ........ 919-848-1630
www.grace-healthcare.net
Specializes in couples care.

Griswold Home Care ($, & ) ........ 919-229-8944
www.griswoldhomecare.com/raleigh

Guardian Home Healthcare ($, & , n) ........ 919-615-0225
www.guardian-homehealthcare.com

Helping Hands of America ($, & ) .... 919-829-2505
www.hhamerica.com

Hillcrest Home Health ($, & , P) ....... 919-468-1204
www.hillcrestinnc/home-care-nc

Home Care Assistance ($, & ) ........ 919-844-9898
www.homecareassistance.com/raleigh
Specializes in 24-hr. and live-in services.

HomeChoice Healthcare ($, & , P) .. 919-557-4663
www.homechoicehealthcare.net

HomeChoice Home Care Solutions ($, & ) ........ 919-847-5622
www.homechoicehomecare.com

Home Instead Senior Care ($, & ) .... 919-676-2273
www.homeinstead.com/226

Homewatch CareGivers ($, & ) ........ 919-214-5112
www.homewatchcaregivers.com/cary

HomeWerks Home Care ($, & ) ........ 919-810-1414
www.homewerks-homecare.com

Hope Support Services ($, & , P) ........ 919-809-7976
www.hopesupportservicesllc.net

Inomancy Home Care ($, & , P) ........ 919-803-2541
www.inomancyhomecare.com

Interim Health Care ($, & , n, P) ........ 919-420-0336
www.interimhealthcare.com/raleighnc

Joyner Healthcare ($, & , n, P) ........ 919-977-0957
www.lovingsud.com
Maxim Healthcare ($, &, n, P) .......... 919-676-3118
www.maximhealthcare.com

Melody Home Health ($, &, n, P) .... 919-324-7697
www.melodyhomehealth.com

Myriad Homecare ($, &, P) .......... 919 673-6910
www.mhahomecare.com

NuAngels Home Care ($, &, P) ........ 984-235-7253
www.nuangelshomecare.com

Nurse Care NC ($, &, n) ............ 919-261-5880
www.nursearenc.com

One Choice Healthcare ($, &, n, P) ............ 919-901-7137
www.onechoicehealthcareinc.com

Options for Senior America ($, &) ... 919-380-6812
www.optionscorp.com
Specializes in live-in services.

Pacific Staffing ($, &, P) .......... 919-881-8210

Peaceful Living Home Care ($, &) .. 919-858-6151
www.plhomecare.com

Peak Healthcare ($, &, P) .......... 919-848-0436
www.peakllc.org

Perpetual Home Care ($, &) .......... 919-861-5245
www.perpetualhomecare.com

RFS In Home Aide ($, &) ............. 919-872-7933

Right at Home ($, &, n) ............. 919-783-5633
www.wake-rah.com

Southeastern Healthcare ($, &, P) ... 919-212-8580
www.sewake.com/home-care

Stay at Home Senior Care ($, &) ..... 919-556-3706
www.SAHseniors.com

Tender Care Health ($, &, P) .......... 919-500-1475
www.tchealthsnc.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

Facebook: baya.com
Twitter: baya.com

Private pay and long-term care insurance:
919-719-0960
Medicaid and VA programs:
919-719-0955

WE LOVE WHAT WE DO

Clint Henry S. with his BAYADA HHA Ginne Humphries
Skilled Services

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

M = Medicare-certified  m = Medicaid-certified  $ = Private pay
North Carolina
Home Health (M, m) ..................... 919-662-1635
www.lhgroup.com

PruittHealth @ Home (M, m, $) ..... 919-838-2768
www.pruitthealth.com

Transitions HomeHealth (M, m, $) ... 919-828-0890
www.transitionslifecare.org/patients/home-health
A service of Transitions LifeCare.

UNC Rex Home Services (M, m) ..... 919-784-4474
www.rexhealth.com

WakeMed Home Health & Skilled Nursing (M, m) .................. 919-350-7990
www.wakemed.org/home-health

Well Care Home Health (M, m, $) ... 919-778-8212
www.wellcarehealth.com

Hospice Care

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

Palliative care is similar to hospice in that it focuses on the comfort of the patient, but it does not require a limited life expectancy. Palliative services are covered by Medicare Part B, Medicaid, and most private insurances. Not all hospice providers offer palliative care, but it is a growing field.

★★★★★ Ratings Resource ★★★★★
Medicare Hospice Compare
www.medicare.gov/hospicecompare
Database of Medicare-certified hospice providers. Allows for comparison by quality of patient care and family experience of care.

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

Community Home Care & Hospice ............................ 919-233-1100
www.communityhch.com
Inpatient hospice facilities available.
Comprehensive care for those facing serious illness.

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

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.

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

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

Heartland Hospice ....................... 919-877-9959
www.heartlandhospice.com

Liberty HomeCare & Hospice .......... 919-277-2244
www.libertyhomecare.com

PruittHealth Hospice ...................... 252-442-9126
www.pruitthealth.com

Transitions HospiceCare ............... 919-828-0890
www.transitionslifecare.org/patients/hospice
Inpatient hospice facility available. A service of Transitions LifeCare.

Transitions PalliativeCare .............. 919-828-0890
250 Hospice Cir., Raleigh, 27607
www.transitionslifecare.org/patients/palliative
A service of Transitions LifeCare.

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

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

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

Active Adult Communities

An Active Adult Community is a housing development with homes for purchase that is often marketed to adults 55 and older who can live independently. These communities frequently have extra amenities designed to appeal to active retirees, such as planned activities and recreational facilities which may include community pools, walking trails, golf courses, health clubs, etc. Additional services may be available for additional cost. Active adult communities may offer a variety of dwellings, such as freestanding homes, 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 communities may have new homes available; others have resale homes only. Private pay only (no public assistance or subsidy available).

Carolina Preserve at Amberly (Cary; 55+)
www.cpamberly.net

The Courtyards at Heritage Grove (Wake Forest)
www.epconcommunities.com

The Courtyards at O’Kelly Chapel (Cary; 55+)
www.epconcommunities.com

Heritage Pines (Cary; 55+)
www.heritagepinesnc.com

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+)
www.epconcommunities.com

Continuing Care Retirement Communities

Continuing Care Retirement Communities (CCRCs) (also called Life Care Communities or Life Plan Communities) offer a full range of living arrangements, from independent living to skilled nursing care, 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 activities, meals, housekeeping, transportation, and health-related services for their residents. Depending on the nature of the contract, these services may be included in a monthly fee or purchased as needed. Fees vary for 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 a residence is purchased at the time of entrance into the community, and the resident has equity in the home as an owner rather than a tenant. Primarily via private pay (no public assistance or subsidy available).
North Carolina CCRCs are regulated by the **NC Department of Insurance**. Their Reference Guide, with detailed information about contract options and admissions eligibility for each CCRC, is available here: [www.ncdoi.gov/insurance-industry/continuing-care-retirement-communities-ccrc](http://www.ncdoi.gov/insurance-industry/continuing-care-retirement-communities-ccrc).

### The Cardinal at North Hills
4030 Cardinal at North Hills St., Raleigh, 27609  
[www.lifeatthecardinal.com](http://www.lifeatthecardinal.com)

Multiple contract options. Must be independent at time of admission.

### The Cypress of Raleigh
8801 Cypress Lakes Dr., Raleigh, 27615  
[www.thecy pressofraleigh.com](http://www.thecypressofraleigh.com)

Ages 65+. Equity ownership model with monthly fee. Must be independent at time of admission.

### Glenaire
4000 Glenaire Cir., Cary, 27511  
[www.glenaire.org](http://www.glenaire.org)

Ages 62+. Monthly fee and partially refundable entrance fee. Offers direct admission to Assisted Living and Nursing levels of care.

### The Oaks at Whitaker Glen
501 E. Whitaker Mill Rd., Raleigh, 27608  
[www.pruitthealth.com](http://www.pruitthealth.com)

Monthly fee and partially refundable entrance fee. Offers direct admission to Nursing level of care.

### SearStone
17001 SearStone Dr., Cary, 27513  
[www.searstone.com](http://www.searstone.com)

Monthly fee and fully refundable entrance fee. Must be independent at time of admission.

### The Gardens at Wakefield Plantation
12800 Spruce Tree Wy., Raleigh, 27614  
[www.gardensatwakefield.com](http://www.gardensatwakefield.com)

Ages 55+. Some optional care services available.

### Independence Village of Olde Raleigh
3113 Charles B. Root Wynd, Raleigh, 27612  
[www.independencevillageofolderaleigh.com](http://www.independencevillageofolderaleigh.com)

Ages 55+. Some optional care services available.

### Rental Retirement Communities

**Rental retirement communities** offer independent apartment or cottage living with meals available in a common dining room. Other services, including housekeeping, linen service, activities, and transportation, may also be available. Some have optional care services available upon request, or licensed Assisted Living units, as noted below. Most communities are for adults ages 55 and older.

Monthly fees vary with the type of accommodations and the level of services chosen. Fees can vary from $2,400 to over $6,500 per month for an individual. Primarily via private pay (no public assistance or subsidy available).

- **Cambridge Village of Apex**
  10000 Cambridge Village Loop, Apex, 27502  
  [www.cambridgevillageofapex.com](http://www.cambridgevillageofapex.com)
  Ages 55+. Some optional care services available.

- **Capital Oaks**
  6498 Ray Rd., Raleigh, 27613  
  [www.capitaloaksfireretirement.com](http://www.capitaloaksfireretirement.com)
  Ages 55+.

- **The Gardens at Wakefield Plantation**
  12800 Spruce Tree Wy., Raleigh, 27614  
  [www.gardensatwakefield.com](http://www.gardensatwakefield.com)
  Ages 55+. Some optional care services available.

- **Independence Village of Olde Raleigh**
  3113 Charles B. Root Wynd, Raleigh, 27612  
  [www.independencevillageofolderaleigh.com](http://www.independencevillageofolderaleigh.com)
  Ages 55+. Some optional care services available.
Subsidized and Affordable Housing

There are two basic types of low-income housing in Wake County:

1. **Subsidized housing**, also called **public housing**: rent is based on a percentage of income, usually 30 percent after allowing for certain deductions. A government subsidy pays the rest of the rental cost.

2. **Affordable housing**, also called **tax credit properties**: rents are typically lower than market rate because the developer received a tax credit. These rents may be the same for all residents or there may be two or more levels, or tiers, of rental pricing depending on income.

Please note: The demand for low-income housing in Wake County exceeds the supply. Most complexes have waiting lists of a year or more.

Some complexes are for seniors only, so they have a minimum age requirement. Other properties are open to people of all ages. Eligibility for both 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. For affordable housing there is often a minimum income level requirement as well as a maximum.

**Developers**

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

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

Housing Authority of the County of Wake ................. 919-269-6404
100 Shannon Dr., Zebulon, 27597
www.hacwnc.org
Owns and manages mixed-age public housing in Apex, Fuquay-Varina, Garner, Wake Forest, Wendell, and Zebulon. Also manages Section 8 Housing Choice Voucher program for Wake County. Not accepting new applications at this time.

Raleigh Housing Authority ................. 919-831-8300
900 Haynes St., Raleigh, 27604
www.rhaonline.com
Owns and manages senior and mixed-age public housing. Also manages Section 8 Housing Choice Voucher program for Raleigh. Applications available online. Long waitlists.

Subsidized and Affordable Apartments

For More Information
See the "Subsidized and Affordable Housing Options" Resource List at www.resourcesforseniors.com/resourcelist.php or call Resources for Seniors to request a copy.

Seniors-Only Subsidized and Affordable Apartments

Some senior apartment complexes offer group meals, activities, or transportation. Some provide service coordination, where a social worker is available part-time to assist residents with accessing services and programs. Check with site managers to find out what services are available at a particular complex.

A = Affordable  S = Subsidized

Amber Spring (A) (ages 55+: 42 units) ...................... 919-867-0012
5000 Spring Forest Rd., Raleigh, 27616
www.evergreenconstructionco.com

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

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

Booker Park North (A) (ages 62+: 72 units) .................... 919-803-7501
501 Sunglow Ln., Raleigh, 27610
www.dhic.org
Not accepting new applications at this time.

Brighton Pointe (A) (ages 55+) .................. 919-373-0114
3140 Leland Dr., Raleigh, 27616
www.brightonpointeapts.com

Capital Towers I (A) (ages 62+: 208 units) ................. 919-787-1231
4812 Six Forks Rd., Raleigh, 27609
www.capitaltowers.com
Under renovation but still accepting applications.

Capital Towers II (A) (ages 55+: 90 units) .................... 919-787-1231
4808 Six Forks Rd., Raleigh, 27609
www.capitaltowers.com
Under renovation but still accepting applications.

Carousel Place (A) (ages 55+: 55 units) ................. 919-508-1238
750 Bright Creek Wy., Raleigh, 27601
www.cadcommunities.com

Carriage House (S) (ages 50+: 101 units) .................... 919-831-8300
116 St. Mary’s St., Raleigh, 27605
RHA office: 900 Haynes St., Raleigh, 27604
www.rhaonline.com/public-housing
Apply through Raleigh Housing Authority. One application is used for both Carriage House and Glenwood Towers.

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

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

Cedar Spring (A) (ages 55+: 20 units) .................. 919-366-1331
110 S. Hollybrook Rd., Wendell, 27591
www.evergreenconstructionco.com
Chadwick (S) (ages 62+; 40 units) ...... 919-772-5430
305 E. Garner Rd., Garner, 27529
www.dhic.org

Club Plaza (S)
(ages 62+ or disabled; 32 units) ............... 919-662-1910
2835 Club Plaza Rd., Raleigh, 27603
www.dhic.org

Commons at Highland Village (A)
(ages 55+; 68 units) .......................... 919-463-7800
100 Highland Commons Ct., Cary, 27511
www.dhic.org

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

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

Crestfield (S) (ages 62+; 40 units) ...... 919-366-6384
719 Marshburn Rd., Wendell, 27591

The Crossings at Heritage (A)
(ages 55+; 120 units) ....................... 919-453-1212
3134 Branch Ferry Ct., Wake Forest, 27587
www.crossingsatheritage.com

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

Elders Peak (A) (ages 62+; 48 units) .... 919-834-7325
2917 Creech Rd., Raleigh, 27610

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

Garden Spring (A) (ages 55+; 33 units) 919-212-1750
2830 Kidd Rd., Raleigh, 27610
www.evergreenconstructionco.com

Glenwood Towers (S)
(ages 50+; 288 units) ...................... 919-831-8300
509 Glenwood Ave., Raleigh, 27603
RHA office: 900 Haynes St., Raleigh, 27604
www.rhaonline.com/public-housing
Apply through Raleigh Housing Authority. One application is used for both Carriage House and Glenwood Towers.

The Grande at Granite Falls (A)
(ages 62+; 74 units) ...................... 919-758-3340
400 Grand Rock Wy., Rolesville, 27571
<table>
<thead>
<tr>
<th>Housing Option</th>
<th>Age Requirements</th>
<th>Contact Information</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highland Manor (S)</td>
<td>Ages 62+; 32 units</td>
<td>919-463-7774</td>
<td>200 Highland Manor Pl., Cary, 27511</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Highland Terrace (A)</td>
<td>Ages 55+; 80 units</td>
<td>919-463-7800</td>
<td>900 Duncan Vale Wy., Cary, 27511</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Holly Springs II (S)</td>
<td>Ages 62+; 40 units</td>
<td>919-552-1825</td>
<td>215 W. Earp St., Holly Springs, 27540</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Huntington Spring (A)</td>
<td>Ages 55+; 84 units</td>
<td>919-556-2566</td>
<td>1887 S. Franklin St., Wake Forest, 27587</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.evergreenconstructionco.com">www.evergreenconstructionco.com</a></td>
<td></td>
</tr>
<tr>
<td>The Magnolias (A)</td>
<td>Ages 55+ or disabled; 40 units</td>
<td>919-833-9365</td>
<td>2151 Glascock St., Raleigh, 27610</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Meadowcreek Commons (A)</td>
<td>Ages 55+; 48 units</td>
<td>919-212-8778</td>
<td>1601 Royal Pines Dr., Raleigh, 27610</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>The Meadows at Brier Creek (A)</td>
<td>Ages 55+; 96 units</td>
<td>919-572-5147</td>
<td>11700 Arnold Palmer Dr., Raleigh, 27617</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.evergreenconstructionco.com">www.evergreenconstructionco.com</a></td>
<td></td>
</tr>
<tr>
<td>Meadow Spring (A)</td>
<td>Ages 55+; 33 units</td>
<td>919-233-0084</td>
<td>190 Fieldspring Ln., Raleigh, 27606</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.evergreenconstructionco.com">www.evergreenconstructionco.com</a></td>
<td></td>
</tr>
<tr>
<td>Murphey School (S)</td>
<td>Ages 55+; 48 units</td>
<td>919-831-1072</td>
<td>443 N. Person St., Raleigh, 27601</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Olde School Commons (A)</td>
<td>Ages 55+; 45 units</td>
<td>919-773-1799</td>
<td>742 W. Garner Rd., Garner, 27529</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.nobleprops.com">www.nobleprops.com</a></td>
<td></td>
</tr>
<tr>
<td>Parkview Manor (A)</td>
<td>Ages 55+; 90 units</td>
<td>919-831-6045</td>
<td>911 N. Blount St., Raleigh, 27604</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.cadcommunities.com">www.cadcommunities.com</a></td>
<td></td>
</tr>
<tr>
<td>Pennington Grove (A)</td>
<td>Ages 55+; 83 units</td>
<td>919-615-0499</td>
<td>1000 Pennington Grove Wy., Garner, 27529</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
<td></td>
</tr>
<tr>
<td>Pine Hills (A)</td>
<td>Ages 55+; 48 units</td>
<td>919-212-0667</td>
<td>1650 Royal Pines Dr., Raleigh, 27610</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.evergreenconstructionco.com">www.evergreenconstructionco.com</a></td>
<td></td>
</tr>
<tr>
<td>Poyner Spring (A)</td>
<td>Ages 55+; 42 units</td>
<td>919-977-1338</td>
<td>8150 Town Dr., Raleigh, 27616</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.evergreenconstructionco.com">www.evergreenconstructionco.com</a></td>
<td></td>
</tr>
</tbody>
</table>
### Mixed-Age Subsidized and Affordable Apartments

This is only a partial list of mixed-age affordable apartment complexes in Wake County. For more options contact housing authorities (see page 36) or Wake County Human Services.

<table>
<thead>
<tr>
<th>Mixed-Age Subsidized and Affordable Apartments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> = Affordable</td>
</tr>
<tr>
<td><strong>S</strong> = Subsidized</td>
</tr>
</tbody>
</table>

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

#### Beechridge (A) (72 units).......................... 919-303-0202
600 Upchurch St., Apex, 27502
www.dhic.org

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

#### Creekside (A) (38 units).......................... 919-833-5556
361 S. Franklin St., Wake Forest, 27587
www.cadcommunities.com

#### Crystal Cove (S) (50 units)....................... 919-833-5556
815 Suffolk Blvd., Raleigh, 27603
www.wajmanagement.com

#### Emerson Glen (A) (48 units)...................... 919-803-3303
3010 Emerson Glen Ln., Raleigh, 27603
www.dhic.org

#### Forest Ridge I & II (S) (88 units)................ 919-956-1492
320 S. Franklin St., Wake Forest, 27587
www.evergreenconstructionco.com

#### Glenbrook Crossing (A) (63 units)................ 919-390-0098
336 Dacian Rd., Raleigh, 27610
www.dhic.org
<table>
<thead>
<tr>
<th>Housing Option</th>
<th>Units</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Grove at Cary Park (A)</td>
<td>120</td>
<td>919-481-2225</td>
<td>4543 Cary Glen Blvd., Cary, 27519</td>
<td></td>
</tr>
<tr>
<td>Highland Village (A)</td>
<td>50</td>
<td>919-463-5670</td>
<td>600 Malcolm Valley Pl., Cary, 27511</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>Jeffries Ridge (A)</td>
<td>32</td>
<td>919-231-3470</td>
<td>213 Lightner Ln., Raleigh, 27610</td>
<td></td>
</tr>
<tr>
<td>Madison Glen (A)</td>
<td>120</td>
<td>919-785-5051</td>
<td>6840 Madison Ridge Wy., Raleigh, 27613</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>The Maples (S)</td>
<td>36</td>
<td>919-269-6464</td>
<td>302 E. Primrose Ln., Zebulon, 27597</td>
<td></td>
</tr>
<tr>
<td>Oak Grove (A)</td>
<td>40</td>
<td>919-552-4011</td>
<td>500 Smithwood St., Fuquay-Varina, 27526</td>
<td></td>
</tr>
<tr>
<td>The Oaks at Brier Creek (A)</td>
<td>144</td>
<td>919-572-5154</td>
<td>9941 Brier Oak Pl., Raleigh, 27617</td>
<td></td>
</tr>
<tr>
<td>Prairie Building (A)</td>
<td>11</td>
<td>919-832-2440</td>
<td>113 S. Wilmington St., Raleigh, 27601</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>Ripley Station (A)</td>
<td>48</td>
<td>919-231-3470</td>
<td>3030 Ripley Station Wy., Raleigh, 27610</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>Sedgebrook (A)</td>
<td>32</td>
<td>919-461-0468</td>
<td>100 Sedgebrook Rd., Cary, 27511</td>
<td></td>
</tr>
<tr>
<td>Tryon Grove (A)</td>
<td>48</td>
<td>919-832-0949</td>
<td>2508 Tryon Grove Dr., Raleigh, 27603</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>The Village at Washington Terrace (A)</td>
<td>162</td>
<td>919-833-1102</td>
<td>1951 Booker Dr., Raleigh, 27610</td>
<td><a href="http://www.dhic.org">www.dhic.org</a></td>
</tr>
<tr>
<td>Wake Acres (A)</td>
<td>48</td>
<td>919-362-4022</td>
<td>300 James St., Apex, 27502</td>
<td></td>
</tr>
<tr>
<td>Wakefield Commons (A)</td>
<td>80</td>
<td>919-761-5236</td>
<td>10821 Alto Ln., Raleigh, 27614</td>
<td></td>
</tr>
<tr>
<td>Wakefield Hills (A)</td>
<td>80</td>
<td>919-554-4118</td>
<td>10702 Oliver Rd., Raleigh, 27614</td>
<td></td>
</tr>
<tr>
<td>Walnut Ridge (A)</td>
<td>180</td>
<td>919-231-7600</td>
<td>1611 Royal Foxhound Ln., Raleigh, 27610</td>
<td><a href="http://www.livewalnutridge.com">www.livewalnutridge.com</a></td>
</tr>
<tr>
<td>Water Garden Village (A)</td>
<td>60</td>
<td>919-615-2070</td>
<td>8441 Mount Valley Ln., Raleigh, 27613</td>
<td><a href="http://www.watergarden-village.com">www.watergarden-village.com</a></td>
</tr>
<tr>
<td>Weston Trace (A)</td>
<td>48</td>
<td>919-661-4244</td>
<td>204 Westcroft Dr., Garner, 27529</td>
<td></td>
</tr>
<tr>
<td>Westwood Park (A)</td>
<td>72</td>
<td>919-460-0590</td>
<td>600 Glendon Wy., Cary, 27519</td>
<td></td>
</tr>
</tbody>
</table>

**Other Affordable Housing Resources**

- **Habitat for Humanity**  919-833-1999  
  www.habitatwake.org
  Affordable homeownership opportunities for low-income families. ReStores sell new and gently used furniture, appliances, building materials, etc.

- **NC Housing Finance Agency**  919-877-5700  
  www.nchfa.com
  Programs for home buyers, homeowners, and renters to help create and maintain affordable housing opportunities.

- **NC Housing Search**  877-428-8844  
  www.nchousingsearch.org
  Information on affordable housing options statewide, including apartments, houses, and room rentals. Can narrow search by Senior, Veteran, Handicap-Accessible, Section 8, etc.

- **Emergency Housing and Homeless Resource Centers**
  **Cornerstone Center**  919-508-0777  
  220 Snow Ave., Raleigh, 27603  
  www.wakegov.com/housing
  Multiservice day center for people who are homeless. Information and referrals; laundry and shower facilities.

  **Helen Wright Center for Women**  919-833-1748  
  401 W. Cabarrus St., Raleigh, 27601  
  www.urbanmin.org/helen-wright-center
  Emergency overnight shelter and supportive services for adult women only. 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 overnight shelter for women with children only. Call to be placed on waitlist.

The Women’s Center ...................... 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 the front desk Monday-Friday, 8 a.m. to 7 p.m.; Saturday and Sunday, 9 a.m. to 4 p.m.

Wake County Coordinated Entry
Raleigh/Wake Partnership to End and Prevent Homelessness
www.endhomelessnesswake.org
Coordinated Entry is a starting point for individuals and families experiencing a housing crisis. Call or go in-person to an Access Site near you to get help accessing community resources:

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

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

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

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

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

Passage Home.......................... 919-834-0666
No walk-ins. Monday-Thursday only.

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

HOUSING-RELATED PROGRAMS

Home Adaptation and Accessibility

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

When hiring a contractor for an accessibility project be sure to ask about their experience with the particular type of job you’re requesting, as well as about licensing, liability, and workers compensation insurance. Resources for Seniors does not vet or recommend general contractors.

Some professionals pursue a Certified Aging-in-Place Specialist (CAPS) designation, developed by the National Association of Home Builders and AARP, which consists of training and testing specific to the needs of home modifications for aging adults. You can find a local CAPS-designated professional by calling the NAHB at 800-368-5242, or by searching their database at www.nahb.org/en/find/directory-designee.

101 Mobility ......................... 919-800-8667
3209-106 Gresham Lake Rd., Raleigh, 27615
www.raleigh.101mobility.com
Sells and rents wheelchair ramps, lifts, and other accessibility equipment.

Access Ability Solutions .............. 919-851-1335
Sells, installs, and services Acorn brand stair lifts.

American Mobility ..................... 919-876-3600
2851 Van Huron Dr., Ste. 103, Raleigh, 27615
www.american-mobility.com
Stair lifts, ramps, and other adaptive equipment.
AmeriGlide ....................................... 919-861-4594
5110 Atlantic Ave., Raleigh, 27616
www.ameriglide-raleigh-nc.com
Specializes in stair lifts, vertical platform lifts, and stair lifts.

Amramp ........................................... 919-850-4585
www.amramp.com/easternnc
Specializes in metal wheelchair ramps for rent or purchase. Also offers lifts and portable showers.

Image Management ....................... 919-829-1479
www.image-management.com
Adaptive devices and equipment. Also provides contractor services for home modifications.

Mr. Handyman of Western Wake County ............... 919-424-3780
www.mrhandyman.com
CAPS-certified home improvements and modifications. Senior Rate available for eligible customers.

NC Independent Living Rehabilitation Program ............. 919-859-8301
www.ncilrp.com
Training, resources, and services to help persons with disabilities achieve a more independent life in the community they choose. Can include some assistance with home and vehicle modifications.

Rebuilding Together ......................... 919-341-5980
www.rtriangle.org
Accessibility modifications for low-income families, by volunteers. No age requirement.

Resources for Seniors Housing & Home Improvement ...... 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/hhi.php
Minor home adaptations via sliding scale or private pay, including wheelchair ramps and grab bars.

Home Repair and Rehabilitation

Some programs that are available to assist seniors and adults with disabilities with home repairs have eligibility criteria based on location and/or income. If you are unsure about which service or program applies best to your situation, call Resources for Seniors for more information. For help assessing whether you or your loved one’s home is safe, see the Home Safety Checklist on page 80.

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

Cary Housing Rehabilitation Program ..... 919-653-7153
Town of Cary Planning & Develop. Services Dept.
www.townofcary.org/services-publications/housing
Deferred-payment loan program for home repairs for Cary residents. Income-based eligibility requirements. No age requirement, but priority is given to elderly/disabled.

Mr. Handyman of Western Wake County ............... 919-424-3780
www.mrhandyman.com
Home improvement and handyman service serving Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

Rebuilding Together ......................... 919-341-5980
www.rtriangle.org
Home repairs for low-income families, by volunteers. No age requirement.

Resources for Seniors Housing & Home Improvement ...... 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/hhi.php
Minor home repairs related to health and safety (for ages 55+ fees are based on income; younger clients may pay privately).

Raleigh Community Development Division  919-996-4330
City of Raleigh Housing and Neighborhoods Dept.
www.raleighnc.gov/community-development
Deferred-payment loan programs for home repairs for low-income Raleigh homeowners. No age requirement.

Section 504 Home Repair Program......................... 919-934-7156
USDA Rural Development
www.rd.usda.gov/programs-services
Home rehabilitation program for home repairs for low-income homeowners in rural Wake County. Grants available for ages 62+; low-interest loans available for all ages.

Wake County Rehabilitation Programs .................. 919-856-5689
Wake County Housing Affordability and Community Revitalization
www.wakegov.com/housing
Home rehabilitation grants for low-income homeowners in parts of Wake County outside the city limits of Raleigh and Cary.
Weatherization Assistance Program

The **Weatherization Assistance Program (WAP)** is a federally-funded program aimed at improving energy efficiency for low-income homeowners, so their homes can be heated and cooled more easily and less expensively. Resources for Seniors is the lead agency for WAP in Wake and Durham counties.

Eligibility is based on gross annual household income (not on age). Eligible homeowners receive services **free of charge**. In some circumstances work can be done on a rented home (with the landlord’s permission and agreement to pay partial costs if applicable). WAP starts with an “energy audit” of the home to see where air is leaking out (through ducts, walls, floors, attic, etc.). Auditors then determine the best way to seal up any leaks, 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 system (HVAC) is evaluated, cleaned, and tuned to see if it is working efficiently. In some cases the HVAC system may be repaired or replaced.

**While there is no financial cost for WAP, there is a time commitment.** Homeowners need to be available for six to eight scheduled visits from staff, contractors and building code officials.

**WAP is not a home repair program.** Homes in need of major repairs will be deferred from WAP. If your home needs repairs, see page 42 or call Resources for Seniors for information on home repair programs.

**Weatherization Assistance Program**  
1110 Navaho Dr., Fourth Floor, Raleigh, 27609  
www.resourcesforseniors.com/weather.php  
919-713-1570
Moving and Organizing Resources

The following companies provide fee-based services to assist with moving and/or household organizing. Services may include downsizing (helping to sort through belongings and decide what to keep), disposing of unwanted items, and coordinating packing and moving.

![Smooth Transitions Logo](image)

- **Caring Transitions of Cary** .......... 919-342-0448
  - [www.caringtransitionsofcary.com](http://www.caringtransitionsofcary.com)
- **Caring Transitions of Raleigh** .......... 919-518-9593
  - [www.caringtransitionsrtp.com](http://www.caringtransitionsrtp.com)
- **Move Elders with Ease** ................. 919-218-4783
  - [www.moveelderswithease.com](http://www.moveelderswithease.com)
- **Order in the House** ..................... 919-306-5236
  - [www.orderinthehouse.com](http://www.orderinthehouse.com)
- **Rightsizing Raleigh** ................... 919-215-3245
  - [www.rightsizingraleigh.com](http://www.rightsizingraleigh.com)
- **Smooth Transitions** ..................... 919-335-4663
  - [www.yoursmoothtransition.com](http://www.yoursmoothtransition.com)
- **Stevie Organizing Services** ............ 919-345-2846
  - [www.organizeclutter.com](http://www.organizeclutter.com)
- **Triangle Senior Moving Services** ..... 919-522-4144
  - [www.triangleseniormoving.com](http://www.triangleseniormoving.com)

Real Estate Services

**Seniors Real Estate Specialist (SRES)** is a designation that some realtors pursue to better meet the particular needs of seniors, such as when selling, buying, relocating, or refinancing residential or investment properties.

- **Donna Bennett, SRES** ................. 610-223-9974
  - Keller Williams Preferred Realty, Cary
  - [www.kwcary.com](http://www.kwcary.com)
- **Jennifer Buckley, SRES** ............... 919-414-0148
  - Keller Williams Preferred Realty, Cary
  - [www.kwcary.com](http://www.kwcary.com)
- **Lila Martin, SRES** ...................... 252-671-6232
  - Allen Tate Realtors
  - [www.triangleseniorspecialist.com](http://www.triangleseniorspecialist.com)
  - Senior-focused real estate services including selling, buying, refinancing, and help relocating to a new community.
- **Melissa Elliot, SRES** ................... 919-307-7303
  - Elliot Realty NC, Keller Williams Preferred Realty
  - [www.elliottreallync.com](http://www.elliottreallync.com)
  - Senior-focused real estate services for finding a home for aging in place, including in 55+ communities or CCRCs.
- **Shenée Jackson, SRES** ............... 919-441-2562
  - Keller Williams Preferred Realty
  - [www.sgjackson.kw.com](http://www.sgjackson.kw.com)
  - Senior-focused real estate services including home sales, packing, moving, and downsizing.
Property Tax Relief Programs

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

- **Elderly or Disabled Exclusion:** a yearly exemption that excludes from taxation the first $25,000 or 50% (whichever is greater) of assessed value for the permanent residence. Eligible households must include a member who is age 65 or older or disabled, and have a combined income of $30,200 or less (as of 2019).

- **Circuit Breaker Tax Deferment Program:** an exemption that homeowners must reapply for each year, where taxes are limited to 4% or 5% of the owner’s income (taxes above the limitation amount are deferred). Eligible households must include a member who is age 65 or older or disabled, and have a combined income of $45,300 or less (as of 2019).

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

**Wake County Department of Tax Administration**

301 S. McDowell St., 3rd Floor, Raleigh, 27601

www.wakegov.com/tax/relief

**INFORMATION AND REFERRAL**

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

[www.eldercare.acl.gov](http://www.eldercare.acl.gov)

Contact information for local aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living.

**NC 2-1-1** ........................................ 2-1-1

TTY .................................................. 800-735-0533

From outside North Carolina .......... 888-892-1162

[www.nc211.org](http://www.nc211.org)

Information and referral to nonprofit community agencies and programs in NC. Available 24/7.

**NC Baptist Aging Ministry** ............... 877-506-2226

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

Nonprofit agency coordinating help for NC seniors ages 65+ through local Baptist churches. **Call Center** provides information and referrals.

**NC Division of Aging and Adult Services** ......................... 919-855-3400

**Elder Rights Section** ....................... 919-855-3429

[www.ncdhhs.gov/divisions/daas](http://www.ncdhhs.gov/divisions/daas)

Office for statewide services, benefits, and protections for NC older adults and adults with disabilities.
Resources for Seniors
Information and Referral ..................... 919-713-1556
1110 Navaho Dr., Fourth Floor, Raleigh, 27609
www.resourcesforseniors.com/infref.php
Information and referral specialists available Monday-Friday, 8 a.m. to 5 p.m., to provide information on all aging-related resources in Wake County (not just those offered by Resources for Seniors). Call us when you’re not sure who to call.

Triangle J
Area Agency on Aging ................. 800-310-9777
Aging Specialist ......................... 919-558-2711
4307 Emperor Blvd, Ste. 110, Durham, 27703
www.tjaaa.org
Regional office for advocacy and information and referral for older adults and adults with disabilities in Wake, Chatham, Durham, Johnston, Orange, Lee, and Moore counties.

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

Always Best Care
(North and West Wake) ...................... 919-554-2223
www.abc-rdwf.com
Always Best Care (South Wake) ........ 919-724-4297
www.abc-neraleigh.com
Assisted Living Locators ............... 919-300-4117
www.assistedlivinglocators.com/wake
CarePatrol of Wake County ............ 919-459-7797
www.carepatrol.com/advisors/brad-roland

USA.Gov .............................. 844-872-4681
www.usa.gov
Information on federal agencies, programs, benefits, and services.

Wake Community Resource Connections
www.wakecrc.org
Network of nonprofit community agencies working together to provide easy access to aging and disability information and services.

LEGAL SERVICES

Advance directives are documents such as living wills and health care powers of attorney that specify your wishes related to health care in the event that you are unable to speak for yourself. You may enlist the expertise of an attorney to complete advance directive documents. You can also complete many advance directive documents on your own, using templates found online, as long as the signing of the completed forms is witnessed by a notary. See Medical Care Decisions & Advance Directives on page 90 for more information.

A power of attorney is a legal document giving someone else, who is called your “agent,” or “attorney-in-fact,” the power to act on your behalf in certain circumstances. A durable general power of attorney is one that grants broad powers to your agent and stays in effect even if you become incompetent. A person who is already incompetent cannot grant a power of attorney, so it is important to have everything in place before you need it. Remember, a power of attorney gives your agent the “power to” do things that you would choose to do yourself, not “power over” you. As long as you 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 appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can overrule a person’s decisions if necessary to care for the person’s needs. Guardianship petition forms are available to the public (see Guardianship listing, below), but many people benefit from consulting an attorney for this process.

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

An elder law attorney specializes in assisting older adults and their families with legal issues common to aging, such as estate planning, public benefits for long-term care (Long Term Care Medicaid; VA benefits), and incompetency proceedings. Estate planning services include the preparation of wills, trusts, and powers of attorney.

Advance Health Care Directive Registry ............................................... 919-814-5400
NC Department 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.

Amanda Spence ..................... 919-863-4183
Allen & Spence Attorneys at Law
3737 Glenwood Ave., #100, Raleigh, 27612
www.allenspence.com
Estate planning; estate administration; Medicaid qualification; long-term care planning; guardianship; veteran’s benefits.

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

Carolina Family Estate Planning ..... 919-443-3035
201 Commonwealth Ct., #100, Cary, 27511
www.carolinafep.com
Estate planning; long-term care planning.

Guardianship, Wake County ........ 919-792-4600
Special Proceedings Division, Clerk of Superior Court
Wake County Courthouse, 12th Floor
316 Fayetteville St., Raleigh, 27602
www.nccourts.gov/help-topics/guardianship
Petition forms available online or at the clerk’s office. File petitions at above address. Website has information about guardianship and incompetency proceedings.

Howard Stallings ...................... 919-821-7700
5410 Trinity Rd., Ste. 210, Raleigh, 27607
www.howardstallings.com
Estate planning; elder litigation issues.

John P. Paschal ...................... 919-225-0055
1110 Navaho Dr., Ste. 103, Raleigh, 27609
www.johnpaschallaw.com
Estate planning; Medicaid qualification; guardianship; estate administration.

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

Law Office of Alisa Huffman ........ 919-655-0414
311 S. Academy St., Cary, 27511
www.alisahuffman.com
Estate planning; long-term care planning; estate administration (probate); veteran’s benefits; Medicaid qualification.

The Law Offices of Mary Markovich .............. 919-676-1500
7413 Six Forks Rd., Ste. 203, Raleigh, 27615
www.mmmarkovich.com
Estate planning; long-term care planning; veteran’s benefits; special needs issues.

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

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

(Also see Senior Centers and Senior Citizen Clubs and Organizations)

Apex Parks, Recreation & Cultural Resources, Senior Adult Programs .......... 919-249-3402
53 Hunter St., Apex, 27502
www.apexnc.org/senior
Activities, programs, and trips for ages 55+.

Cary Parks, Recreation & Cultural Resources ................. 919-469-4061
www.townofcary.org
Activities and programs for all ages; Special programs for ages 55+ are offered through the Cary Senior Center (see page 63).

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; some special programs for seniors available.

Garner Parks, Recreation & Cultural Resources ................. 919-773-4442
www.garnerparks.org
Activities and programs for all ages; Special programs for ages 55+ are offered through the Garner Senior Center (see page 63).

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

Raleigh Parks, Recreation & Cultural Resources .......... 919-996-6640
Adult Program .......... 919-996-4730
www.raleighnc.gov/parks-programs
Activities and programs for all ages. Adult Program offers special events, trips, classes, seminars, workshops, and clubs. See page 64 for information about Raleigh Centers for Active Adults locations.

Rolesville Parks & Recreation .......... 919-554-6582
www.rolesvillenc.gov/parks-recreation
Activities and programs for all ages. Adult and Senior classes available.

Wake County Senior Games .......... 919-582-9395
www.wcseniorgames.org
Yearly athletic and artistic competition for ages 50+.
LONG-TERM CARE

If you feel that a loved one’s safety or health is at risk if they remain living at home, consult with their doctor about whether a long-term care facility may be appropriate. Before beginning to evaluate facilities you will need to know the level of care that is needed. The official form that is filled out by a physician to indicate this is called an FL-2.

Types of Long-Term Care

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

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

- **Assisted living:** Licensed as “adult care” in North Carolina, an assisted living level of care is appropriate for individuals who do not need skilled medical care but cannot live alone. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision are included. Care can be provided in adult care homes, which are licensed to care for seven or more residents, or family care homes, which are licensed to care for 2-6 residents. Some skilled care facilities and retirement communities also have adult care (assisted living) sections.

Paying for Long-Term Care

Long-term care can be extremely costly. A typical charge for an assisted living facility in Wake County may be $3,000 to $8,000 per month, and a typical cost for a skilled care facility may be $7,000 or more per month.

Medicare

- **It is a common misconception that Medicare will cover most of the cost of long-term care.** In fact, Medicare pays for less than 2% of skilled care, limited to short-term stays after an individual meets strict criteria including prior hospitalization, and Medicare does not pay for assisted living care under any circumstances.
Medicaid rules are complex. It is a good idea to get information from a Medicaid specialist before money and assets are depleted, and before considering any transfers of assets.

- **Long Term Care Medicaid:** The cost of skilled care can be covered by Long Term Care Medicaid, also called “Nursing Home Medicaid,” for many people who have exhausted their personal resources. To be eligible, an individual must meet age and disability criteria as well as income and resource (asset) limits. The eligibility requirements for receiving Medicaid in a nursing home are different from the Medicaid requirements for community-dwelling adults; many people not eligible for Medicaid when living at home become eligible when they enter a nursing home.

  For more information call Wake County Human Services (Medicaid): 919-212-7000. Also see www.wakegov.com/humanservices/social/medicaid/adult/Pages/ltc.aspx.

- **Special Assistance:** The cost of assisted living can be covered not by Medicaid directly, because it is not considered a medical service, but rather under a state/county program called Special Assistance. To be eligible, an individual must meet strict age and disability criteria as well as income and resource (asset) limits. An applicant whose income is too high is ineligible even if they cannot afford to pay privately for care. If eligible, Special Assistance pays for the room and board portion of costs, after the resident’s own income has been applied (individuals are only allowed to keep a very small amount of their income), and the resident also receives Medicaid to cover the cost of medical care and prescription medications.

  For more information call Wake County Human Services (Special Assistance): 919-212-7138. Also see www.wakegov.com/humanservices/social/medicaid/adult/Pages/special_assistance.aspx.

**Long-Term Care Insurance**

- If you have long-term care insurance, call a representative for more information about your policy’s benefits, specific to long-term care in a facility, as policies vary.

---

**Skilled Care Facilities**

(Skilled Nursing Facilities and Rehabilitation Centers)

This is a listing of all facilities currently licensed in Wake County to provide skilled nursing care. **Most of the following facilities accept Medicare and Medicaid, subject to availability of beds.** To evaluate facilities, consult the ratings resource listed below and the “Long-Term Care Facility Checklist” on page 85.

\[ \text{Ratings Resource} \]

**Medicare Nursing Home Compare**

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

Database of Medicare-certified nursing facilities. Allows for comparison by quality ratings, complaints, and inspection reports.

---

**For More Information**

See the “Long Term Care Facilities” Resource List at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php) or call Resources for Seniors to request a copy.

---

**Capital Nursing and Rehabilitation Center**

3000 Holston Ln., Raleigh, 27610
[www.libertyhealthcareandrehab.com](http://www.libertyhealthcareandrehab.com)
Licensed for 125 nursing patients.

**Cary Health and Rehabilitation Center**

6590 Tryon Rd., Cary, 27518
[www.consulatehealthcare.com](http://www.consulatehealthcare.com)
Licensed for 120 nursing patients.

**Glenaire**

4000 Glenaire Cir., Cary, 27511
See full description on page 34.

**Hillcrest Raleigh at Crabtree Valley**

3830 Blue Ridge Rd., Raleigh, 27612
[www.hillcrestnc.com/Raleigh](http://www.hillcrestnc.com/Raleigh)
Licensed for 134 nursing patients.

---

**BellaRose Nursing and Rehab**

919-985-8400
200 BellaRose Lake Wy., Garner, 27529
[www.bellarosehealth.com](http://www.bellarosehealth.com)
Licensed for 100 nursing patients.
Hillside Nursing Center of Wake Forest......................... 919-556-4082
968 E. Wait Ave., Wake Forest, 27587
www.hillsidenursingcenter.com
Licensed for 130 nursing patients (including 12 dementia care), and 20 adult care.

The Laurels of Forest Glenn............. 919-772-8888
1101 Hartwell St., Garner, 27529
www.laurelsofforestglenn.com
Licensed for 120 nursing patients, and 20 adult care.

Litchford Falls Healthcare & Rehabilitation Center .................. 919-878-7772
8200 Litchford Rd., Raleigh, 27615
Licensed for 90 nursing patients, and 24 adult care.

The Oaks at Whitaker Glen - Mayview.................. 919-828-2348
513 E. Whitaker Mill Rd., Raleigh, 27608
www.pruitthealth.com
Licensed for 139 nursing patients.

PruittHealth - Raleigh .................. 919-755-0226
2420 Lake Wheeler Rd., Raleigh, 27603
www.pruitthealth.com
Licensed for 150 nursing patients (including 20 dementia care).

Raleigh Rehabilitation Center ........... 919-828-6251
616 Wade Ave., Raleigh, 27605
www.raleighrehabhc.com
Licensed for 157 nursing patients.

Sunnybrook Rehabilitation Center ............. 919-231-6150
25 Sunnybrook Rd., Raleigh, 27610
www.sunnybrookrehab.com
Licensed for 95 nursing patients.

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

UNC Rex Rehabilitation and Nursing Care Center of Apex...................... 919-363-6011
911 S. Hughes St., Apex, 27502
www.rexhealth.com
Licensed for 107 nursing patients.

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

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

Universal Health Care, North Raleigh......................... 919-872-7033
5201 Clarks Fork Dr. NW, Raleigh, 27616
Licensed for 132 nursing patients.

Wellington Rehabilitation and Healthcare.......................... 919-266-7744
1000 Tandall Pl., Knightdale, 27545
www.consulatehealthcare.com
Licensed for 80 nursing patients.

Zebulon Rehabilitation Center........... 919-269-9621
509 W. Gannon Ave., Zebulon, 27597
www.zebulonrehab.com
Licensed for 60 nursing patients.
Assisted Living Facilities
(Assisted Living Facilities and Family Care Homes)

Facilities that accept Special Assistance are indicated below. To evaluate facilities, consult the ratings resources listed below and the “Long-Term Care Facility Checklist” on page 85.

*****

Ratings Resources

North Carolina Facility Search
NC Division of Health Services Regulation
https://info.ncdhhs.gov/dhsr/acls/star/search.asp
Information on all adult care homes and family care homes licensed in NC. “Star rating” system gives each facility a rating of 1-4 stars, based on inspection results. A basic score is 3 stars. Facilities receive deductions for violations and increases for positive reports. 4 stars can only be earned after two consecutive high ratings.

Wake County Facilities Search
Wake County Human Services
https://services.wakegov.com/pmcweb/AdultCareListing.aspx?HomeType=AdultCare
Information on adult care homes and family care homes in Wake County. Lists recent complaints.

For More Information
See the “Long Term Care Facilities” Resource List at www.resourcesforseniors.com/resourcelist.php or call Resources for Seniors to request a copy.

Assisted Living: Adult Care Homes

This is a listing of all facilities currently licensed in Wake County to provide adult care (also referred to as assisted living care). These facilities are licensed to care for seven or more residents.

SA = Special Assistance accepted

Brighton Gardens.............................. 919-571-1123
3101 Duraleigh Rd., Raleigh, 27612
www.sunriseseniorliving.com
Licensed for 115 residents, incl. 25 dementia care.

Brookdale Senior Living - www.brookdale.com
Cary............................................... 919-852-1355
7870 Chapel Hill Rd., Cary, 27513
Licensed for 50 residents. Dementia care only.

MacArthur Park.............................. 919-460-5959
111 MacArthur Dr., Cary, 27513
Licensed for 80 residents, incl. some dementia care.

Wake Forest................................. 919-562-8400
611 S. Brooks St., Wake Forest, 27587
Licensed for 70 residents, incl. some dementia care.

Brookridge Assisted Living (SA) ...... 919-362-6266
312 Lynch St., Apex, 27502
Licensed for 55 residents.

Cadence Living - www.cadencenorthcarolina.com
Garner ........................................ 919-773-1550
200 Minglewood Dr., Garner, 27529
Licensed for 84 residents. Formerly Carillon Garner.

North Raleigh ...................................919-876-6316
5219 Old Wake Forest Rd., Raleigh, 27609
Licensed for 96 residents, incl. 36 dementia care. Formerly Carillon North Raleigh.

Wake Forest................................. 919-569-2101
3218 Heritage Trade Dr., Wake Forest, 27587
Licensed for 96 residents, incl. 36 dementia care. Formerly Carillon Wake Forest.

Carillon Assisted Living
www.carillonassistedliving.com

Fuquay-Varina (SA)......................... 919-577-8102
6516 Johnson Pond Rd., Fuquay-Varina, 27526
Licensed for 96 residents, incl. 36 dementia care.

Knightdale (SA).............................. 919-266-6676
2408 Hodge Rd., Knightdale, 27545
Licensed for 96 residents, incl. 26 dementia care.

Chatham Commons.............................919-469-9309
809 W. Chatham St., Cary, 27511
www.affinitylivinggroup.com
Licensed for 80 residents, incl. 30 dementia care.

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

The Covington (SA)..........................919-791-1981
4510 Duraleigh Rd., Raleigh, 27612
www.affinitylivinggroup.com
Licensed for 120 residents, incl. 60 dementia care.

Elmcroft of Northridge ................. 919-999-3611
600 Newton Rd., Raleigh, 27615
www.elmcroft.com
Licensed for 161 residents, incl. 58 dementia care.

Falls River Court Memory Care ....... 919-844-2499
1130 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com
Licensed for 38 residents. Dementia care only.

Falls River Village Assisted Living.... 919-844-9747
1110 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com
Licensed for 60 residents.
Heartfields at Cary ....................... 919-852-5757
1050 Crescent Green Dr., Cary, 27518
www.fivestarseniorliving.com
Licensed for 97 residents, incl. some dementia care.

Lawndale Manor (SA) .................... 919-662-0099
601 Lakeside Dr., Garner, 27529
www.lawndalemanorassistedliving.com
Licensed for 62 residents.

Magnolia Glen ............................. 919-651-3803
5301 Creedmoor Rd., Raleigh, 27612
See full description on page 35.

Morningside of Raleigh ............... 919-828-5557
801 Dixie Trl., Raleigh, 27607
www.fivestarseniorliving.com
Licensed for 110 residents, incl. some dementia care.

North Pointe Assisted Living (SA) .. 919-779-4560
1437 Aversboro Rd., Garner, 27529
Licensed for 126 residents.

Oliver House (SA) ....................... 919-366-9737
4230 Wendell Blvd., Wendell, 27591
www.affinitylivinggroup.com
Licensed for 100 residents.

Phoenix Assisted Care (SA) .......... 919-460-8644
201 W. High St., Cary, 27513
www.phoenixassistedcare.com
Licensed for 120 residents, incl. some dementia care.

Spring Arbor Senior Living
www.springarborliving.com
Apex ........................................... 919-303-9990
901 Spring Arbor Ct., Apex, 27502
Licensed for 76 residents, incl. some dementia care.
Cary ........................................... 919-388-9635
1703 Kildaire Farm Rd., Cary, 27511
Licensed for 80 residents, incl. some dementia care.
Raleigh ....................................... 919-250-0255
1810 N. New Hope Rd., Raleigh, 27604
Licensed for 80 residents, incl. some dementia care.

Sunrise Senior Living - www.sunriseseniorgroup.com
Cary .......................................... 919-462-9147
1206 W. Chatham St., Cary, 27513
Licensed for 85 residents, incl. 33 dementia care.
North Hills .................................. 919-981-6100
615 Spring Forest Rd., Raleigh, 27609
Licensed for 160 residents, incl. 24 dementia care.
Raleigh ....................................... 919-787-0777
4801 Edwards Mill Rd., Raleigh, 27612
Licensed for 100 residents, incl. 46 dementia care.

Wake Assisted Living (SA) .......... 919-231-7575
2800 Kidd Rd., Raleigh, 27610
www.wakeassistedliving.com
Licensed for 60 residents. Dementia care only.

Waltonwood Cary Parkway .......... 919-651-3964
750 SE Cary Pkwy., Cary, 27511
See full description on page 35.

Waltonwood Lake Boone ............. 919-569-5444
3550 Horton St., Raleigh, 27607
See full description on page 35.

Woodland Terrace ...................... 919-234-5223
300 Kildaire Woods Dr., Cary, 27511
See full description on page 35.

Zebulon House (SA) ..................... 919-269-6061
551 Pony Rd., Zebulon, 27597
www.affinitylivinggroup.com
Licensed for 60 residents, incl. 31 dementia care.

**Assisted Living:**
**Family Care Homes**
This is a partial listing of family care homes currently licensed in Wake County to provide adult care (also referred to as assisted living care). These facilities are licensed to care for 2-6 residents.

**SA = Special Assistance accepted**

A Good Life
Family Care Home (SA) ............... 919-834-3966
4013 Tryon Rd., Cary, 27606
Licensed for 3 residents.

Allcare Assisted Living .............. 919-661-0289
202 Bainbridge Cir., Garner, 27529
www.allcarehha.com
Licensed for 6 residents.

Ann’s Family Care #4 (SA) ............ 919-803-6580
208 Blanchard St., Raleigh, 27603
Licensed for 5 residents.

Ann’s New Day (SA) ..................... 919-790-7663
400 Parnell Dr., Raleigh, 27610
Licensed for 6 residents.
long-term care

Ann’s Sunrise II (SA) ....................... 919-720-4011
404 Parnell Dr., Raleigh, 27610
Licensed for 6 residents.

Avendelle Assisted Living ............... 919-606-5945
www.avendelle.com
All are licensed for 6 residents.

Carlton Pointe ............................... 919-435-1250
451 Bendemeer Ln., Rolesville, 27571

Fuquay ......................................... 919-285-2974
709 Minerva Dale Dr., Fuquay-Varina, 27526

Heritage ....................................... 919-435-6145
5112 Granitic Dr., Rolesville, 27571

Lazy River .................................... 919-917-7992
2268 Lazy River Dr., Raleigh, 27610

Maynard ....................................... 919-650-1679
1104 SE Maynard Ave., Cary, 27511

Rolesville ..................................... 919-263-8119
129 Nortwick Rd., Rolesville 27571

Saratoga ....................................... 919-850-2955
3905 Saratoga Dr., Raleigh 27604

Shepherds Vineyard ......................... 919-345-7715
1100 Wellstone Cir., Apex, 27502

Southern Oaks ............................... 919-762-7219
605 Lawson Cypress Ln., Fuquay-Varina, 27526

Waterford Landing ......................... 919-255-6890
1008 Flower Round Ct., Raleigh, 27610

Weaver Crossing ............................. 919-363-6912
2768 Weaver Hill Dr., Apex, 27502

Wyckford ..................................... 919-231-7008
4520 Dilford Dr., Raleigh, 27604

Bright Horizon Senior Care .......... 919-852-3918
www.brighthorizoncare.com
Both are licensed for 6 residents.

Bright Horizon
1405 Falls Church Rd., Raleigh, 27609

Bright Horizon at Lake Boone
3324 Lake Boone Trl., Raleigh, 27607

Brightside Homes 2 (SA) ............... 919-986-8800
105 Avery St., Garner, 27529
Licensed for 6 residents.

Brown’s Family Care Home (SA) ...... 919-362-6686
8416 James Rest Home Rd., New Hill, 27562
Licensed for 6 residents.

Care Innovations of NC ................. 919-749-7677
2409 Horton Rd., Knightdale, 27545
www.careinnovationsofnc.com
Licensed for 4 residents.

Chantilly Care Home at RiverStone .... 919-726-8999
1116 Chilmark Ave., Wake Forest, 27587
www.chantillycarehome.com
Licensed for 3 residents.

Compassionate Place Home ........... 919-325-0722
3401 Sheryl Dr., Raleigh, 27604
Licensed for 5 residents.

Dedove Homes at River Knoll (SA) .. 919-212-3807
1616 River Knoll Dr., Raleigh, 27610
Licensed for 6 residents.

Elsie’s Place .................................. 919-847-9495
10916 Raven Rock Dr., Raleigh, 27614
Licensed for 6 residents.

Falls of Neuse Senior Living .......... 919-977-3364
5204 Cherrywood Ct., Raleigh, 27609
www.fallsofneuseseniornliving.com
Licensed for 3 residents. Specializes in dementia care.

Gracie Sturdivant Care Homes ........ 919-771-6471
www.graciessturdivant.com
Both are licensed for 6 residents.

Knightdale - 1004 Edenburghs Keep Dr., 27545
North Raleigh - 2445 Deanwood Dr., 27615

Kelley’s Family Care Home .......... 919-896-4195
1919 High Holly Ln., Raleigh, 27614
www.kelleyfamilycare.com
Licensed for 6 residents.

Lynn’s Care Homes ....................... 919-621-9670
www.lynnscarevillage.com

Riverside - 5614 Apalachiica Dr., Raleigh, 27616
Licensed for 6 residents. Women with dementia only.

Sandy Forks - 6809 Sandy Forks Rd., Raleigh, 27615
Licensed for 3 residents. Women with dementia only.

The Manor at Coventry Creek (SA) .. 919-264-0775
5124 Werribee Dr., Raleigh, 27616
Licensed for 6 residents.

The Manor at Edgewater (SA) ....... 919-264-0775
1038 Stormy Ln., Raleigh, 27610
Licensed for 6 residents.

The Manor at Perry Creek (SA) ...... 919-977-3367
7305 Perry Creek Rd., Raleigh, 27616
Licensed for 6 residents.

Mercy Manor at Saybrooke (SA) .... 919-271-0917
6320 Saybrooke Dr., Raleigh, 27604
Licensed for 6 residents.

Mims Family Care Home (SA) ....... 919-552-6455
6337 Mims Rd., Holly Springs, 27540
Licensed for 6 residents.

Poole Road Family Care Home (SA) .. 919-345-9087
5818 Poole Rd., Raleigh, 27610
Licensed for 6 residents.
<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>R &amp; S Family Care Home (SA)</td>
<td>919-821-4546</td>
</tr>
<tr>
<td>1445 Sawyer Rd., Raleigh, 27610</td>
<td>Licensed for 5 residents.</td>
</tr>
<tr>
<td>The Retreat at Cary</td>
<td>919-468-3096</td>
</tr>
<tr>
<td>309 Tweed CIR., Cary, 27511</td>
<td>licensed for 6 residents.</td>
</tr>
<tr>
<td><a href="http://www.retreatalecary.com">www.retreatalecary.com</a></td>
<td></td>
</tr>
<tr>
<td>Rose Hill #2 (SA)</td>
<td>919-896-8233</td>
</tr>
<tr>
<td>2305 Glascock St., Raleigh, 27610</td>
<td>Licensed for 6 residents.</td>
</tr>
<tr>
<td>Rose Hill Family Care (SA)</td>
<td>919-522-8581</td>
</tr>
<tr>
<td>1116 Beverly Dr., Raleigh, 27610</td>
<td>Licensed for 6 residents.</td>
</tr>
<tr>
<td>Seagraves Family Home (SA)</td>
<td>919-362-8556</td>
</tr>
<tr>
<td>1052 Irongate Dr., Apex, 27502</td>
<td>Licensed for 6 residents.</td>
</tr>
<tr>
<td>Tiffany’s Family Care Home (SA)</td>
<td>919-772-3755</td>
</tr>
<tr>
<td>1139-A Benson Rd., Garner, 27529</td>
<td>Licensed for 6 residents.</td>
</tr>
<tr>
<td>Val’s Family Care Home</td>
<td>919-606-9804</td>
</tr>
<tr>
<td>3708 Rock Creek Dr., Raleigh, 27609</td>
<td><a href="http://www.valsfamilycare.com">www.valsfamilycare.com</a></td>
</tr>
<tr>
<td>licensed for 3 residents. Specializes in dementia care.</td>
<td></td>
</tr>
<tr>
<td>Val’s Place at Brookhaven</td>
<td>919-977-7185</td>
</tr>
<tr>
<td>6112 Winthrop Dr., Raleigh, 27512</td>
<td><a href="http://www.valsplaceatbrookhaven.com">www.valsplaceatbrookhaven.com</a></td>
</tr>
<tr>
<td>licensed for 6 residents. Specializes in dementia care.</td>
<td></td>
</tr>
<tr>
<td>Wrenette’s Place (SA)</td>
<td>919-779-4456</td>
</tr>
<tr>
<td>7029 San Juan Hill CIR., Raleigh, 27610</td>
<td>Licensed for 6 residents.</td>
</tr>
</tbody>
</table>

**Licensing, Monitoring, and Complaints**

NC Division of Health Service Regulation

www.ncdhhs.gov/dhsr

Licenses and monitors assisted living facilities and skilled nursing facilities in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular facility.

Complaint Intake Unit .................... 919-855-4500

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

Adult Care Licensure ................. 919-855-3765

Nursing Home Licensure .......... 919-855-4520

**Advocacy for Residents of Long-Term Care**

Friends of Residents in Long-Term Care .......... 919-782-1530

www.fortltc.org

Independent nonprofit providing information to those looking for long-term care options, and advocacy and assistance to long-term care residents to resolve complaints.

Regional Long-Term Care Ombudsman Program .......... 919-558-2711

Toll-free .................................. 800-310-9777

Triangle J Area Agency on Aging

www.trianglejơa.org/ombudsman.aspx

Advocates on behalf of long-term care residents to uphold residents’ rights and address quality of care and quality of life issues; investigates grievances.
MEALS AND NUTRITION
(Also see Basic Needs)

Chefs for Seniors ............................... 984-960-9563
www.chefsforseniors.com/Raleigh
In-home personal chef and meal preparation service.

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

Lauren McIlwaine ......................... 919-781-4500
Lutz, Alexander & Associates Nutrition Therapy
1042 Washington St., Raleigh, 27605
www.lutzandalexander.com
Registered dietitian. Specializes in medical nutrition therapy for older adults.

Meals on Wheels (Home-Delivered Meals) .................. 919-833-1749
www.wakemow.org
Home-delivered meals for home-bound seniors ages 60+ and adults with disabilities.

Meals on Wheels Congregate Nutrition Sites (Group Meals) ......................... 919-833-1749
www.wakemow.org
Noontime group lunches served Monday-Friday at the following sites. Donation requested. Call ahead.
Eastern Wake Senior Center .............. 919-365-4684
323 Lake Dr., Wendell, 27591
Five Points Center ......................... 919-996-4739
2000 Noble Rd., Raleigh, 27608
Garner Senior Center ...................... 919-772-5057
205 E. Garner Rd., Garner, 27529
Luther Green Community Center .... 919-467-7186
922 N. Church St., Morrisville, 27560
Northern Wake Senior Center .......... 919-554-0725
235 E. Holding Ave., Wake Forest, 27587
Pine Acres Community Center ......... 919-552-5825
402 McLean St., Fuquay-Varina, 27526
Redeeming Love Missionary Baptist Church (formerly The Gathering Place) .......... 919-665-8885
3425 Rock Quarry Rd., Raleigh, 27610
St. Saviour’s Outreach Center (Tucker St.) ........................................... 919-832-2592
616 Tucker St., Raleigh, 27603
Shepherd’s Table Soup Kitchen ......... 919-831-2010
Church of the Good Shepherd,
121 Hillsborough St., Raleigh, 27603
Meals available Monday-Friday, 11 a.m. to noon.

MEDICAL SUPPLIES AND EQUIPMENT

There are many types of assitive products, equipment, and supplies that can help make daily living easier for seniors and adults with disabilities. The term **Durable Medical Equipment (DME)** refers to items that can withstand repeated use, are used for a medical reason, are used in the home, and generally have an expected lifetime of at least 3 years. Medicare Part B helps pay for some DME items, such as manual and power wheelchairs, oxygen equipment, hospital beds, and walkers, if the item is purchased from a Medicare-enrolled supplier. The item must be medically necessary and ordered by a physician. Medicare will typically pay 80% of the cost of approved items. For more information go to www.medicare.gov/coverage/durable-medical-equipment-dme-coverage or call Medicare at 800-633-4227.

Previously, only suppliers that were part of the Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Competitive Bidding Program could provide items at the 80% coverage rate. However, starting January 1, 2019, the Centers for Medicare & Medicaid Services instituted a two year “temporary gap” in the DMEPOS program. For all of 2019 and 2020, Medicare beneficiaries in fee-for-service Medicare may purchase Medicare-covered DME items from any Medicare-enrolled supplier.

It is still important to **ask if a supplier “accepts assignment” from Medicare**, in order to ensure a 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 example, if Medicare approves an item at $100, but the supplier charges $150, you would pay $20 (20% of Medicare’s approved amount) plus $50; the item would cost you $70 instead of $20. Suppliers that do not accept assignment can also ask you to pay in full and then wait for reimbursement from Medicare.

The following is a partial list of Medicare-enrolled DME suppliers. Many chain drugstores, discount stores, and some grocery stores are also Medicare-enrolled, including CVS, Harris Teeter, KMart, Target, Walmart, and Walgreens. For suppliers of stair lifts, elevators, and other home accessibility equipment also see Home Adaptation and Accessibility on page 41.

Active Healthcare ......................... 919-870-8600
9104 Falls of Neuse Rd., Ste. 100, Raleigh, 27615
www.activehealthcare.com
Specializes in asthma and diabetes supplies.

Advanced Home Care .................... 919-852-0052
1231 NE Maynard Rd., Cary, 27513
www.advhomecare.org
Specializes 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

Compassion Medical Supplies .......... 919-872-5494
4023 Wake Forest Rd., Raleigh, 27609
Durable medical equipment and supplies of all kinds.

Dressen Medical Supply ................. 919-577-6458
156 Thomas Mill Rd., Holly Springs, 27540
www.dressenmedical.com
Specializes in custom accessibility and mobility equipment, and equipment and supplies for personal care at home.

Family Medical Supply, Cary .......... 919-233-0202
311-A Ashville Ave., Cary, 27513
www.familymedsupply.com

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

LynnRay Medical Supply ............... 919-266-3727
3009 Village Park Dr., Ste. B, Knightdale, 27545
www.lrmsupply.net
Specializes in portable oxygen, CPAP supplies, and home healthcare equipment.

Mobility City .................................. 919-999-8977
5910 Duraledge Rd., Ste. 107, Raleigh, 27612
www.mobilitycity.com/wake
Sales, rentals, and in-home repair and maintenance of mobility-related equipment including wheelchairs, power chairs, lift chairs, and hospital beds.

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

NC Mobility & Medical ...................... 984-200-4002
5720 Capital Blvd. Ste. G, Raleigh, 27616
www.ncmobilitymedical.com

NuMotion ...................................... 919-303-0902
1001 American Wy., Apex, 27502
www.numotion.com
Specializes in power mobility devices.

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

Stalls Medical ................................ 919-233-0732
7980 Chapel Hill Rd., Ste 101, Cary, 27513
www.stallsmedical.com

Van Products Mobility ................. 919-238-4597
2521 Noblin Rd., Raleigh, 27604
www.vanproducts.com
See full description on page 68.

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

Wakefield Medical ......................... 919-570-5277
123 Capcom Ave., Ste. 3, Wake Forest, 27587
www.wakefieldmedicalinc.com
Personal Emergency Response Systems

Personal Emergency Response Systems (PERS), also known as medical alert systems, can be valuable for seniors and adults with disabilities who are at risk of falling or having a medical emergency. Each system is different, but most consist of a button that can be worn as a pendant around the neck or on a wristband. Pressing the button sends a signal to a monitoring center; the monitor contacts designated responders (family members, neighbors, 911) as needed, and maintains contact with the subscriber until help arrives. Some systems are unmonitored.

Landline service is traditional, but many companies now offer cellular service (for those without a landline), or even mobile capabilities (allowing use outside of the home). Some systems offer add-on features, such as automatic fall detection or medication reminder calls. Costs can vary widely, from $20 to $50 per month for monitoring and $0 to $100 for initial installation, with some additional fees possible. These services are typically not covered by Medicare or other insurance.

Compare costs and services prior to purchasing a device or signing a contract. Inclusion in this directory does not constitute a recommendation on the part of Resources for Seniors. Better Business Bureau ([www.bbb.org](http://www.bbb.org)) and Consumer Reports ([www.consumerreports.org](http://www.consumerreports.org)) offer consumer ratings and reviews of many national options.

Connect America......................... 800-800-6079
[www.connectamerica.com](http://www.connectamerica.com)
Multiple monitored systems available.

HELP Services
Personal Response System ............. 866-672-4852
[www.helpforyou.com](http://www.helpforyou.com)
Monitored system for emergency and non-emergency use.

LifeStation ........................................ 877-478-3390
[www.lifestation.com](http://www.lifestation.com)
Multiple monitored systems available.

LogicMark ........................................... 800-519-2419
[www.logicmark.com](http://www.logicmark.com)
Unmonitored Guardian Alert and Freedom Alert systems available for purchase at local Walmart stores (does not sell directly to customers).

MobileHelp ............... 855-652-4487 or 877-827-6207
[www.mobihelp.com](http://www.mobihelp.com)
Multiple monitored systems available.

Philips Lifeline ............ 855-681-5351 or 855-615-7212
[www.lifeline.philips.com](http://www.lifeline.philips.com)
Multiple systems available.

SafetyChoice by Comfort Keepers ................. 919-650-2784
[www.comfortkeepers.com](http://www.comfortkeepers.com)
Monitored system. Comfort Keepers offers in-home consultation/estimate.
**MEDICARE, MEDICAID, AND HEALTH INSURANCE**

**Medicare** is the federal medical insurance program for US citizens ages 65 and older who are eligible for Social Security benefits, and for some younger people with disabilities. It is administered by the [US Centers for Medicare & Medicaid Services (CMS)](https://www.cms.gov). The [Social Security Administration (SSA)](https://www.socialsecurity.gov) handles Medicare enrollment and provides information. The [Seniors’ Health Insurance Information Program (SHIIP)](https://www.ncshiip.com) is part of the NC Department of Insurance and is a local resource for information and individual counseling about Medicare plans and other health insurance. **If you have questions about Medicare options, contact SHIIP.**

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

**Traditional Medicare has three parts for most people: Part A, Part B, and Part D.**

- **Medicare Part A (Hospital Insurance)** is free to most recipients, and covers inpatient hospital and skilled nursing services, limited home health care, and hospice. There is a deductible and coinsurance for the hospital and skilled nursing benefits.

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

- **Medicare Part D (Prescription Drug Insurance)** covers outpatient prescription medications. Part D is optional and requires a monthly premium. Recipients select from among a large number of plans offered by private insurers. Premium assistance is available for low-income recipients. See page 61.

---

**Questions about Medicare? SHIIP can help.**

We have trained experts who can answer questions about:
- Medicare (Parts A and B)
- Medicare Supplements
- Medicare Advantage (Part C)
- Medicare Prescription Drug Plans
- Medicare Fraud and Abuse
- Long Term Care Insurance

Call 855-408-1212 to talk to a specialist or schedule a one-on-one counseling session.

---

**Are you reading your Medicare Summary Notice? If not... you may have lost a chunk of change last year.**

Don’t be a victim. Help stop Medicare fraud. Contact Senior Medicare Patrol. 1-855-408-1212 www.ncshiip.com

NC DEPARTMENT OF INSURANCE

SENIORS’ HEALTH INSURANCE INFORMATION PROGRAM

[EMPOWERING Seniors TO PREVENT HEALTHCARE FRAUD]


A division of the Seniors’ Health Insurance Information Program, North Carolina Department of Insurance

Mike Causey, Insurance Commissioner

[Supported in part by the Administration on Aging, Grant No. 90CH017]
Medicare Supplemental Insurance, or Medigap, is insurance to supplement traditional Medicare coverage. Medigap plans are sold by many insurance companies and are regulated by state and federal laws. There are ten standard Medigap plans, which makes it easier for consumers to compare different companies’ products and costs. See the SHIIP website, or call SHIIP, for more information.

Medicare Advantage Plans, sometimes referred to as “Medicare Part C,” are private plans designed as an alternative to traditional Medicare coverage. Advantage Plans are required to offer the same coverage as standard Medicare, but may do so with a different approach to copayments and coinsurance. In some plans, participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an additional premium. Most Advantage plans have a limited network of providers, though some plans also offer out-of-network coverage at a higher copayment. Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan. Be sure to check that your preferred doctors are in-network and will accept the reimbursements offered by a plan you’re considering, before signing up. Medicare Advantage plans may not be used in combination with a supplemental policy or a separate Medicare Part D plan. Most Medicare Advantage plans include drug coverage, but a few do not.

Medicare Savings programs (also called MQB or Medicare-Aid) can help pay 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. 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 Beneficiary Helpline (KEPRO) ......................... 888-317-0751
www.keproqio.com
KEPRO is the Medicare Quality Improvement Organization for our region. Call here to appeal a health care provider’s decision to discharge a Medicare beneficiary from a hospital or discontinue other services.

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

Seniors’ Health Insurance Information Program (SHIIP) ........ 855-408-1212
www.ncshiip.com
Answers to questions about Medicare, supplemental plans, Advantage plans, Part D, long-term care insurance, and more. Counselors available via phone, or in-person (by appointment) at the following sites:

- Anne Gordon Center .................. 919-996-4720
  1901 Spring Forest Rd., Raleigh, 27615
- Cary Senior Center ................... 919-469-4081
  120 Maury O’Dell Pl., Cary, NC 27513
- Eastern Wake Senior Center ....... 919-365-4248
  323 Lake Dr., Wendell, 27591
- Five Points Center ................... 919-996-4730
  2000 Noble Rd., Raleigh, 27608
- Garner Senior Center ............... 919-661-6894
  205 E. Garner Rd., Garner, 27529
- Northern Wake Senior Center ...... 919-554-4111
  235 E. Holding Ave., Wake Forest, 27587
- Walnut Terrace Center ............. 919-996-6160
  1256 McCauley St., Ste. 126, Raleigh, 27601
- SHIIP Main Office, Raleigh ........ 855-408-1212
  325 N. Salisbury St., Raleigh, 27603.
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 yearly deductibles (up to $435 in 2020), and most feature a coverage gap or “donut hole.” In 2020, the coverage gap begins after an individual and their drug plan have spent $4,020 on covered drugs. Once in the coverage gap, further benefits are stopped or limited until the person has incurred $6,350 in out-of-pocket drug costs. Once this point is reached, the person is out of the coverage gap and catastrophic coverage is available under all plans, reducing the beneficiary’s portion to a small coinsurance amount or copayment for covered drugs for the rest of the year. During the coverage gap in 2020, an individual will pay up to 25% of their plan’s cost for covered brand-name drugs and generic drugs. Some plans may offer higher savings in the coverage gap.

People who have relatively low income and assets may be eligible for Extra Help, also called the Low Income Subsidy (LIS), which pays for some or all of the prescription costs, premiums, deductibles, and coinsurance of Medicare prescription drug coverage, and eliminates the coverage gap. To qualify for Extra Help, gross
yearly income must be below $18,735 for individuals or $25,365 for married couples, and assets must be at or below $14,390 for an individual or $28,720 for couples (as of 2019; limits may have changed). 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 in Extra Help. For others, the application is very easy and can be done online. Go to: www.ssa.gov/benefits/medicare/prescriptionhelp.

Information for comparing Medicare Part D plans is available at www.medicare.gov. The Seniors’ Health Insurance Information Program (SHIIP) also provides free, objective, one-on-one assistance (they do not recommend or promote any specific plan or company, but use the tools provided by Medicare to assist consumers in finding the best plan to meet their individual needs).

Extra Help Application .................... 800-772-1213
Social Security Administration
www.ssa.gov/benefits/medicare/prescriptionhelp

Medicare........................................ 800-633-4227
www.medicare.gov
See full description on page 60.

Medication Therapy Management

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

Medication Education for Drug Safety (MEDS), Resources for Seniors ................................. 919-872-7933
1110 Navaho Dr., 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 offer delivery of prescription medications (and possibly other items) at no additional cost to the consumer. Call to check on delivery area. Other local pharmacies may also offer delivery (some for a fee); this is not a complete list.

Ashworth Drugs ........................... 919-467-1877
105 W. Chatham St., Cary, 27511
www.ashworthdrugs.com

Falls River Pharmacy ...................... 919-844-2055
10930 Raven Ridge Rd., Raleigh, 27614
www.fallsriverpharmacy.com

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, Garner .......... 919-772-6902
127 Mast Dr., Garner, 27529
www.healthsmartnc.com

HealthSmart Pharmacy, Wake Forest .................... 919-569-0500
2001 S. Main St., Wake Forest, 27587
www.healthsmartnc.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.josefspharmacy.com

Person Street Pharmacy ................... 919-832-6432
702 N. Person St., Raleigh, 27604
www.personstreetrx.com

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

Senior Centers (also called Senior Activity Centers or Centers for Active Adults) offer independent older adults (typically ages 55+) the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education. Calendars of activities and events are available from the centers. Some communities lack a dedicated senior center, but have senior programs offered by their departments of parks and recreation. See page 48 for those listings.

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

**Congregate meals** sponsored by Meals on Wheels are available at noon at most senior centers (see page 56 for additional congregate meal sites). Participants must call ahead. Cost is by donation.

Resources for Seniors service coordinators have office hours at some sites, to assist seniors and adults with disabilities with accessing services and programs.

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

**Garner Senior Center** ....................... 919-779-0122
RFS Service Coordinator .................. 919-661-6894
205 E. Garner Rd., Garner, 27529
www.garnernc.gov
Ages 55+. Operated by Garner Parks, Recreation & Cultural Resources.

**Eastern Wake Senior Center** ............ 919-365-4248
Meals on Wheels .................. 919-365-4684
323 Lake Dr., Wendell, 27591
www.resourcesforseniors.com/scenters.php
Ages 55+. Operated by Resources for Seniors.

**Northern Wake Senior Center** ........... 919-554-4111
Meals on Wheels .................. 919-554-0725
235 E. Holding Ave., Wake Forest, 27587
www.resourcesforseniors.com/scenters.php
Ages 55+. Operated by Resources for Seniors.

---

**Other Prescription Drug Assistance**

**Prescription Assistance, Urban Ministries** .................. 919-836-1642
1390 Capital Blvd., Raleigh 27603
www.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.

**NeedyMeds** .................. 800-503-6897
www.needymeds.org
Information on patient assistance programs. Also offers a prescription drug discount card which can be printed or downloaded as a mobile app.

**Medication Assistance Tool - www.mat.org**
Database of prescription assistance programs.

**RxAssist - www.rxassist.org**
Database of prescription assistance programs.

**Rx Outreach** .................. 888-796-1234
www.rxoutreach.org
Mail-order source for reduced-cost generic drugs. Eligibility is based on income, not on age. Includes some medicines not included in the Medicare Part D program, such as anti-anxiety drugs.

---

**Zebulon Drug** .......................... 919-269-7481
520 W. Gannon Ave., Zebulon, 27597
www.cornerdrugstores.com/zebulon

**Wendell Drug** .......................... 919-365-8800
3430 Wendell Blvd., Wendell, 27591
www.cornerdrugstores.com/wendell
Raleigh Centers for Active Adults

www.raleighnc.gov/parks-programs
Geared towards adults 50+ but classes, programs and trips are open to all adults. Operated by Raleigh Parks, Recreation & Cultural Resources.

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

Five Points Center ....................... 919-996-4730
RFS Service Coordinator ................. 919-996-4738
Meals on Wheels ........................... 919-996-4739
2000 Noble Rd., Raleigh, 27608

Walnut Terrace Center ................... 919-996-6160
1256 McCauley St., Ste. 126, Raleigh, 27601

**SENIOR CLUBS AND ORGANIZATIONS**

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

**Golden Years Clubs** ..................... 919-996-4734
Adult Program, Raleigh Parks & Recreation
www.raleighnc.gov/parks-programs
More than 30 clubs available for ages 50+. Clubs meet at different community locations and offer a variety of activities including card games, speakers, trips, community service projects, and more.

Salvation Army

**Senior Social Program** ................. 919-832-6918
902 Wake Forest Rd., Raleigh, 27604
www.wakearmy.org
Faith-based ministry program. Meets Thursdays at noon for lunch and a program afterwards.

**SOCIAL SECURITY**

Individuals become eligible for Social Security (retirement benefits) based on their employment history. Benefits are available to all workers who have met minimum employment criteria, or who qualify based on someone else’s record (such as a spouse), and are calculated based on the highest 35 years of earnings in an individual’s employment record. Full retirement age depends on date of birth. For people born before 1937, normal retirement age is 65. For those born between 1937 and 1959, the full retirement age transitions upward from 65 toward 67. Individuals born from 1960 on will reach full retirement age at 67. Regardless of birthdate, all individuals may elect to begin receiving Social Security benefits at the early retirement age of 62, or may delay receiving benefits up to age 70. Choosing early retirement will mean a permanent 20%-30% reduction in benefits, while delaying retirement can result in a higher monthly benefit amount for each month of delay.

The Social Security Administration (SSA) website, www.ssa.gov, has a variety of benefit and retirement planning calculators to assist with making decisions about when to begin receiving benefits, as well as an online benefits application.

Individuals who become disabled before retirement age may qualify for disability income benefits under the Social Security Disability (SSDI or SSD) program. Disability applications may also be initiated online.
Supplemental Security Income (SSI) is a needs-based program, in contrast to regular Social Security. It is meant to provide a minimum amount of monthly income (effective January 2020, $783 per month for an individual or $1,175 per month for a married couple). Eligibility for SSI is based on assets and income, not amount of time worked. For older adults, SSI supplements regular Social Security for those who would otherwise have an extremely low monthly benefit. SSI may also be available to those who are disabled in childhood or before they were able to establish a work record that would qualify them for regular Social Security. SSI recipients must be 65 years of age or older, or disabled or blind, in addition to having extremely low income and resources.

Social Security Administration - www.ssa.gov
Information and applications for Social Security retirement benefits, Social Security Disability (SSD or SSDI), Supplemental Security Income (SSI), and Medicare.
Toll-free national number .......................................................... 800-772-1213
For replacement cards and benefit verification statements.
Raleigh office .......................................................... 877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Mondays, Tuesdays, Thursdays, and Fridays, 9 a.m. to 4 p.m.; Wednesdays, 9 a.m. to 12 p.m. Be prepared to wait.

Support Organizations and Help Lines

ALS Association .................. 919-755-9001
National ALS Help Line .................. 800-782-4747
4 N. Blount St., Ste. 200, Raleigh, 27601
www.als.org
Education and resources for families, caregivers, and patients dealing with Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig’s Disease. Support groups; loaned durable medical equipment; small grant for ALS-related needs.

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

American Cancer Society .......... 919-334-5218
National Helpline (24/7) ............ 800-227-2345
8300 Health Park, Ste. 10, Raleigh, 27615
www.cancer.org
Information and support for cancer patients and caregivers; cancer prevention information; cancer support groups.

American Diabetes Association .... 704-373-9111
National Information Line .......... 800-342-2383
www.diabetes.org
Educational and support group information, for all types of diabetes. Charlotte, NC office serves North Carolina and South Carolina.

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

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

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

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

Brain Injury Association of NC .......... 919-833-9634
Toll-free Helpline ...................... 800-377-1464
www.blanc.net
See full description on page 16.

Dementia Alliance of NC .......... 919-832-3732
Toll-free ........................................ 800-228-8738
www.dementianc.org
See full description on page 4.

Duke Dementia 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.
TAX ASSISTANCE

AARP Tax-Aide Program ..................... 866-389-5650
www.aarp.org/taxaide
Free tax assistance for low-income taxpayers, especially ages 50+, provided by IRS-certified volunteers at various community locations. Call or go online for location and schedule information.
January-April. Provided in partnership with the IRS.

Internal Revenue Service (IRS) - www.irs.gov
Free File - www.irs.gov/filing
Resources to file simple tax returns online for free.

National Tax Helpline ....................... 800-829-1040
Call for tax help via phone.

Taxpayer Assistance Center .......... 919-850-1100
7751 Brier Creek Pkwy., Raleigh, 27617
In-person tax assistance from an IRS representative.
Appointment required.

Leukemia & Lymphoma Society..... 919-367-4100
National Information Specialists.... 800-955-4572
401 Harrison Oaks Blvd., Ste. 200, Cary, 27513
www.lls.org/north-carolina
Information and support for people with leukemia, lymphoma, and myeloma, and their families.

National Cancer Institute ............. 800-422-6237
Smoking Quitline .......................... 877-448-7848
www.cancer.gov
Information about cancers, prevention, diagnosis, and treatments, including clinical trials.

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).

National Kidney Foundation ....... 704-519-0020
NKF Cares Help Line ...................... 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 ... 919-834-0678
National Information Line.............. 800-344-4867
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 information via phone or website.

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

Parkinson Association
of the Carolinas.................................. 866-903-7275
www.parkinsonassociation.org
Newsletter; support groups; exercise programs; resource line.

Parkinson’s Foundation .................. 800-473-4636
www.parkinson.org
Information on understanding and living with Parkinson’s; advocacy and events.

SAGE Raleigh,
LGBT Center of Raleigh ............... 919-832-4484
119 E. Hargett St., Raleigh, 27601
www.lgbtcenterofraleigh.org
Support, advocacy, and services to address issues of aging in the LGBTQ community. Several activities each month including drop-ins, complimentary lunches, and social activities.

Triangle Aphasia Project ............... 919-650-3854
191 High House Rd., Cary, 27511
www.aphasiaproject.org
Information and services for people with aphasia and their families and caregivers.
TELEPHONE REASSURANCE

The Center for Volunteer Caregiving ...................... 919-460-0567
www.volunteercaregiving.org
TeleCare volunteers provide regular telephone contact and reassurance for isolated seniors and adults with disabilities. Free.

Hopel ine Reassurance Program .... 919-832-3326
www.hopeline-nc.org/programs
Volunteers make daily wellness check-in calls to seniors and people with disabilities who are homebound or have little daily contact with others. Call or apply online. Free.

TRANSPORTATION

Public and Volunteer Transportation Resources

W = Wheelchair-accessible vehicles

GoCary Door to Door (W) - www.gocary.org
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. Low-cost. Formerly CTRAN.

GoCary Fixed Route (W) .......... 919-485-7433
www.gocary.org
Fixed-route bus service for trips in and around Cary, open to all ages. Low-cost.

GoRaleigh Access (W) ............. 919-996-3459
www.visitraleigh.org
Curb-to-curb paratransit service for Raleigh residents with disabilities that prevent driving a vehicle or using regular bus service. Application required. Low-cost. Formerly ART.

GoRaleigh Transit (W) ............... 919-485-7433
www.go粽aleigh.org
Fixed-route bus service for trips in and around Raleigh, open to all ages. With GoRaleigh ID, ages 65+ ride for free and people with disabilities ride for 50% of normal fare. GoRaleigh ID application available online or by calling 919-996-3459. Low-cost. Formerly T-Linx.

GoTriangle ACCESS (W) ............. 919-485-7468
www.gotriangle.org
Curb-to-curb paratransit service for residents of Wake, Durham and Orange counties, for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.), who have disabilities that prevent them from using regular bus service. Application required. Low-cost. Formerly T-Linx.

GoTriangle Bus (W) .................... 919-485-7433
www.gotriangle.org
Fixed-route bus service for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.), open to all ages. Ages 65+ and people with disabilities are eligible for discounted fares. Low-cost. Formerly TTA.

GoWake Access (W) - www.wakegov.com/gowake
For information/to schedule .......... 919-212-7005
To cancel a trip .............................. 919-996-3444
Door-to-door paratransit service for trips originating or ending outside Raleigh and Cary city limits. No application required. Trips must be scheduled no more than 24 hours in advance. Service is on a first-come, seat-available basis; seats are very limited. Low-cost. Formerly TRACS.

Medicaid Transportation (W) ............. 919-212-7005
www.wakegov.com/gowake
Transportation to medical appointments for Medicaid recipients. This office handles many transportation programs; be sure to specify “Medicaid Transportation.” Free.

Resource for Seniors
Transportation Programs .................. 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/transport.php
Limited transportation for eligible persons ages 60+, to medical appointments (application required), and Meals on Wheels nutrition sites (must live within 5 miles of a site). Free.

Road to Recovery Program,
American Cancer Society .......... 800-227-2345
www.cancer.org/treatment/support-programs-and-services/road-to-recovery
Volunteer-based service for transportation to and from cancer therapy appointments. Free.
Private Transportation Resources

The companies included here have wheelchair-accessible vehicles or special features such as scheduling assistance or a senior discount. Most fees depend on mileage. No attempt has been made to include all private taxi or transportation companies, of which there are many.

W = Wheelchair-accessible vehicles  S = Stretcher services

**AA&D Transportation (W) .................. 919-877-9599**
www.aadtransportation.com
Non-emergency medical transport (including dialysis); can also transport for errands, etc. Services available 24/7.

**HealthFirst Transport (W, S) .............. 919-961-1550**
www.healthfirsttrans.com
Non-emergency medical transport.

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

**Response Transportation (W) ..........919-661-2504**

**Right at Home Transport powered by Uber......................... 919-604-9218**
www.wake-rah.com
Right at Home dispatchers arrange rides with Uber drivers. Passengers do not need an app or smartphone. Rides can be requested immediately or scheduled in advance, and used for any purpose.

**SMART Transportation (W) ............... 919-809-6104**
Non-emergency medical transport.

**T & L Medical Transportation (W) .....919-799-6008**
www.tandltrans.webs.com
Non-emergency medical transport, including dialysis. Services available 24/7.

**WH Transportation (W) ..................... 919-623-3380**
www.whtransportation.com
Taxis and wheelchair-accessible vehicles, for transportation of all kinds.

Specialized Transportation Resources

**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 Nablin Rd., Raleigh, 27604
www.vanproducts.com/wheelchair-van-rentals
Sells and rents vehicles with handicap modifications, and modifies existing vehicles.
VETERANS’ SERVICES

Veterans seeking disability or other benefits from the Veteran’s Administration (VA) may apply online at www.ebenefits.va.gov, seek assistance from a Veterans Service Organization (VSO), or retain a VA-accredited attorney or claims agent (see page 46 for legal services listings). Accredited attorneys and claims agents may charge fees for their services, but may not charge until the VA has rendered a decision on an application (not for assembling the application or presenting it to the VA for consideration).

Durham VA Health Care System
www.durham.va.gov
Durham VA Medical Center .......... 919-286-0411
508 Fulton St., Durham, 27705
Inpatient hospital and clinics for veterans.

Raleigh VA Outpatient Clinic......... 919-212-0129
3305 Sungate Blvd., Raleigh, 27610
Primary care clinic for veterans.

NC Department of Military & Veterans Affairs ....................... 844-624-8387
www.milvets.nc.gov

Raleigh Vet Center .................... 919-361-6419
8851 Elstree Ln., Ste. 122, Raleigh, 27617
Individual and group counseling for veterans, service members, and their families.

Senior Veterans Council............... 919-825-1300
362 Raleigh St., Holly Springs, 27540
www.seniorveteranscouncil.com
Assistance with veterans benefits claims and applications. Fee-based. Free initial consultation. VA-accredited claims agents.

US Department of Veterans Affairs
www.va.gov
Information about benefits, healthcare, and local VA locations.

MyVA311 ........................................ 844-698-2311
National toll-free information line for veterans benefits and services. Start here if you’re not sure who to call.

eBenefits ........................................ 800-827-1000
www.ebenefits.va.gov
Apply for and manage benefits online, or call for information.

Veterans Crisis Line ............ 800-273-8255, Press 1
www.veteranscrisisline.net

Wake County Veterans Services Office (VSO) ......................... 919-212-8387
3000 Falstaff Rd., Raleigh, 27610
www.wakegov.com/veterans
Offers information on veterans benefits and can assist veterans, their dependents, and surviving spouses with applying for benefits and services.
VOLUNTEER OPPORTUNITIES

The following organizations have operations that depend on volunteers. This is not intended to be a complete list of organizations that offer volunteer opportunities (most nonprofit organizations and many for-profits such as 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
Volunteers needed for various programs, including Tax-Aide.

American Cancer Society’s
Road to Recovery Program............... 800-227-2345
www.cancer.org/involved/volunteer
Volunteers provide transportation for ambulatory cancer patients to cancer therapy appointments.

The Center for
Volunteer Caregiving .................... 919-460-0567
1150 SE Maynard Rd., Ste. 210, Cary, 27511
www.volunteer caregiving.org
Volunteers provide friendly visiting, transportation, light housekeeping, yard work, and/or telephone reassurance for older adults and adults with disabilities.

Executive Service Corps .................. 919-294-9803
www.esctriangle.org
Retired executives volunteer as consultants to nonprofit agencies.

Foster Grandparent Program ........... 919-996-6295
City of Raleigh Community Engagement Division
www.raleighnc.gov/community
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.

HopLine ..................................... 919-832-3326
www.hopeline-nc.org
Volunteers help answer Crisis Line calls, and/or participate in Reassurance Program (daily phone calls to isolated seniors and people with disabilities).

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 and their caregivers through local Baptist congregations. Various volunteer opportunities available.

NC Reading Service ...................... 919-832-5138
211 E. Six Forks Rd., Ste. 103, Raleigh, 27609
www.ncreadingservice.org
Volunteers read newspaper, book, and magazine content to benefit those who are blind and vision-impaired. Formerly Triangle Radio Reading Service.

North Raleigh Ministries ................. 919-844-6676
9650 Strickland Rd., Ste. 161, Raleigh, 27615
www.northraleighministries.com
Multi-service agency serving North Raleigh residents. Multiple volunteer opportunities available.

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 programs in senior centers or adult day centers, and assisting with home maintenance and modifications.

SCORE Raleigh ......................... 919-869-4151
300 Fayetteville St., Ste. 440, Raleigh, 27602
www.raleigh.score.org
Retired executives advise entrepreneurs starting or building small businesses.

Transitions LifeCare .................. 919-828-0890
Toll-free ................................. 888-900-3959
www.transitionslifecare.org/volunteer
Volunteers provide support to patients and families dealing with terminal illness.

Urban Ministries ....................... 919-836-1642
1390 Capital Blvd., Raleigh, 27603
www.urbanmin.org/volunteer
Multi-service agency serving low-income Wake County residents. Multiple volunteer opportunities available.

Volunteer Raleigh .................... 919-996-6295
www.raleighnc.gov
Connects adults ages 18+ with volunteer opportunities within City of Raleigh departments and city-funded agencies and organizations.
REFERENCE GUIDE

Vital Information
Assessing Needs
Moving to North Carolina
Home Safety Checklist
Choosing a Home Care Agency
Long-Term Care Facility Checklist
Medical Care Decisions & Advance Directives
End of Life Planning
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: _________________________________
Name: __________________________________________________   Specialty: _______________________________
Address: ________________________________________________   Phone: _________________________________
Name: __________________________________________________   Specialty: _______________________________
Address: ________________________________________________   Phone: _________________________________

Other healthcare providers:
Pharmacy:  ______________________________________________  Phone:  _________________________________
In Home Care Provider: __________________________________   Phone:  _________________________________
Other: __________________________________________________   Phone:  _________________________________
Other: __________________________________________________   Phone:  _________________________________
# Legal and Financial

## Item location:
- Will
- Durable Power of Attorney
- Property Deeds
- Living Will
- Healthcare Power of Attorney
- Safe Deposit Box
- Key to Safe Deposit Box
- Other

## Financial contacts:
- Attorney: ___________________________ Phone: ___________________________
- Accountant: _________________________ Phone: ___________________________
- Broker: ______________________________ Phone: ___________________________

## Accounts:

<table>
<thead>
<tr>
<th>Institution or broker</th>
<th>Location of statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking</td>
<td></td>
</tr>
<tr>
<td>Savings</td>
<td></td>
</tr>
<tr>
<td>Money Market</td>
<td></td>
</tr>
<tr>
<td>IRA</td>
<td></td>
</tr>
<tr>
<td>401K</td>
<td></td>
</tr>
<tr>
<td>CD</td>
<td></td>
</tr>
<tr>
<td>CD</td>
<td></td>
</tr>
<tr>
<td>Stocks</td>
<td></td>
</tr>
<tr>
<td>Bonds</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

## Insurances:

<table>
<thead>
<tr>
<th>Company</th>
<th>Location of policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Term Care</td>
<td></td>
</tr>
<tr>
<td>Disability</td>
<td></td>
</tr>
<tr>
<td>Life</td>
<td></td>
</tr>
<tr>
<td>Homeowners/Renters</td>
<td></td>
</tr>
<tr>
<td>Automobile</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>
ASSESSING NEEDS

If you have aging or disabled relatives, friends, or neighbors, you may find yourself wondering, “When should I start to worry?” “How do I know when they need support or services?” Here are some things to look for 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.

This resource is also available online, at www.resourcesforseniors.com/resourcelist.php.

Driving:
Driving skill can be an early casualty due to vision loss, early-stage dementia, or other neurological problems that impair concentration.

- Look at the car. Are there any recent dents or scrapes?
- Let them drive somewhere that is familiar to them and ride along. Do you feel safe? Any close calls or unusual variations in speed? Any signs of confusion about where to go?

Mail:
A casual glance around the home can be very telling in terms of lost organizational skills or possible depression or anxiety that results in avoidance.

- Is there a stack (or many stacks) of unsorted mail?
- Are bills and other important correspondence mixed in with outdated junk mail?
- Are there an unusual number of sweepstakes entry forms or charitable or political solicitation letters? (This can be a hint that an older adult is being taken in by fraudulent or deceptive marketing, or has been responding to telephone solicitations.)

Paying bills and managing money:
These things can be harder to determine without asking prying questions or looking at bank statements, but you may see evidence or hear stories about services getting cut off, or hassles with the bank.

- Are the utility bills getting paid on time? What about rent or mortgage payments?
- Is the checkbook balanced? Are there signs of overdrafts?
- Are there a lot of credit card bills? Are payments being made?
- Are there questionable charges on any statements?

Housekeeping:
Look for changes from past behavior - what was normal for this person in 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 bedsheets seem clean?
- Is the home cluttered? Are there safety hazards due to walkways being blocked?

Meal preparation and nutrition:
Appetite can change with age and activity level, and changes in the way things taste or smell are also quite common in older adults. Sometimes this can be an early sign of a more serious medical problem, or may result in a problem if it leads to not eating regularly. Physical limitations such as back pain can 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? Do they appear to have lost weight recently?
- Any signs of loss of appetite or changes in taste or smell (picking at food, only eating a few foods)?
- Are they able to prepare food for themselves?
assessing needs

- Is there a reasonable amount and variety of food in the refrigerator and cupboards?
- Any signs of rotten food, or unusual overstocking of certain items?

Personal care:
Changes in dress or personal grooming can also reflect a variety of issues. Perhaps arthritis makes it difficult to put on some kinds of clothing. Wearing the same clothes over and over may also indicate depression or other problems.

- Does the person appear well-groomed and appropriately dressed? Are their clothes clean?
- Do they change clothes regularly, or do they always seem to be wearing the same thing?
- Does she or he seem to be bathing regularly?
- Can she or he get in and out of the tub or shower without assistance?
- Are there stains or odors that might indicate difficulty getting to the bathroom?
- If there are prescription medications, does the person seem to be taking them regularly? Does she or he have a system for remembering when to take them?

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

- Do they still see friends and participate in social activities? If not, why? Do they seem lonely or isolated?
- If they went to church previously, do they still go?

Mental status:
These are just a few indicators that there may be a problem with depression or possibly a neurological disorder. Remember that there may be many explanations for these behaviors, some of which are quite treatable, so don’t assume “it’s just old age.” Not all 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, book, or television program?
- Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
- Do they seem uncharacteristically angry or suspicious?
- Do they complain about items being lost or stolen?

If you notice a problem:

- Talk about it. Discuss your concerns with the older adult first. Do your best to do this in a tactful, non-judgmental way. Don’t over-react.
- Seek more information. Depending on what you hear, you may also want to talk to other family members, close friends, or the older adult’s physician to get more context, information, and/or suggestions.
- Don’t panic! Remember, there could be a variety of explanations for many of these problems, including: simple loss of mobility; physical limitations; chronic pain; vision or other sensory losses; confusion due to medication problems; depression; possibly dementia. Help may be needed, but the person may still be able to continue living independently once problems are identified and supports are put in place.
There are many issues to consider before deciding to move to North Carolina from another state. Here are a few of the most important. For more information on what resources are available in Wake County, call the Resources for Seniors Information Department.

This resource is also available online, at www.resourcesforseniors.com/resourcelist.php.

**Financial resources:**

Before planning a move it is important to take stock of financial resources, and, especially, whether you are (your loved one is) currently receiving any public benefits that are based on income. Public benefits can vary from state to state - what is available elsewhere may not be available in North Carolina. It is a good idea to have a detailed understanding of:

- **Income (Social Security, pensions, etc.):**
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________

- **Assets (savings, investments, retirement accounts, etc.):**
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________

- **Public assistance, if any (Medicaid, food assistance, prescription drug assistance, utility bill assistance, home care assistance, etc.):**
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________
  - ______________________________________________________________________________________

**Social Security:**

Social Security is a federal benefit so does not change state-to-state, but the Social Security Administration must be notified of a change of address and you (your loved one) must arrange for payments to be direct-deposited into a new bank. This is not difficult and can usually be arranged by filling out a form at the new bank, but it does require the signature of the beneficiary.

**Medicare and prescription drug coverage:**

The basic Medicare benefit will not change, but consider:

- Are you (is your loved one) enrolled in a Medicare Advantage plan? **Medicare Advantage plans are private plans and typically serve a specific region, so may not be transferrable to North Carolina.**
- Do you (does your loved one) have a “Medigap” or supplemental insurance policy? If so, check to see if the same policy is available in North Carolina. If not, **don’t drop the old policy until a new one is in place!**
- Are you (is your loved one) enrolled in Medicare Part D? Some Part D prescription drug plans are nationwide, while others only serve specific regions. Check to see if the same plan is available in North Carolina, and if not, if a similar plan is available.
- Are you (is your loved one) enrolled in a State Pharmaceutical Assistance Program (SPAP)? North Carolina only has a minimal SPAP. If assistance is not available, could you (could your loved one) still afford their medications?
Medicare doctors:
Finding a primary care doctor who is accepting new Medicare patients is not always easy in Wake County. Start looking as soon as possible (don’t leave it until a prescription refill is needed). Try calling larger practices, which often have new doctors coming on staff more often and may have more availability.

Medicaid:
Medicaid (health insurance for people with low income) is funded by a combination of federal and state dollars, so eligibility can vary state-to-state. If you have (if your loved one has) Medicaid now, that does not guarantee you (your loved one) will be eligible in North Carolina. NC Medicaid eligibility rules are stricter than many other states.

Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits in addition to direct health care coverage, it can be crucial to determine whether you are (whether your loved one is) receiving these benefits and whether you (they) would still be eligible in North Carolina. In addition, many Medicaid-related programs have lengthy application processes and/or wait lists, so benefits are often not immediate even if an applicant is approved for NC Medicaid.

Food aid and other economic assistance:
If you receive (if your loved one receives) any of the following benefits, check to see if the same benefit is available in North Carolina. Some eligibility limits change state-to-state, or by region:

- Food Assistance (Food Stamps, or SNAP);
- Discounts on utility bills or winter heating costs;
- Supplemental Security Income (SSI) (although this is a federal benefit, some states provide more generous supplements. This is not the case in North Carolina);
- Other economic help from the state or county.

Home care and chore services:
Do you (does your loved one) receive assistance in the home from a home health aide or chore worker? If so, check to see who is paying for this service. Availability of such services is much more limited in North Carolina than elsewhere. If public assistance is not available, how will you (your loved one) fill this need?

Transportation:
Do you (does your loved one) drive? If so, think about if you (they) would be able to easily adjust to driving in a new area. This can be difficult or daunting, even for those who have been easily capable of driving familiar routes in their home area.

If you do not drive (if your loved one does not drive) how will you (they) get around? Public transportation is limited or unavailable in much of Wake County, and private transportation can be costly. Will family or friends be available to take you (them) to medical appointments, the grocery store, etc.?

Social support:
- What kind of social support network do you (does your loved one) have at home now? A church community, neighbors, friends, and family can relieve isolation and provide back-up in times of crisis. If you move here (if your loved one moves here), what source(s) of social support would be available?
- How easily do you (does your loved one) make new friends?
- If there are friends or family in North Carolina that you are (your loved one is) moving to be close to, how busy are those people with their own families, jobs, and social activities?
- What will you (will your loved one) lose by moving here? Is it outweighed by what would be gained? Especially if you are (if your loved one is) frail, it may be difficult or impossible to rebuild a social network in a new place.
Housing:
• What kind of living situation are you (is your loved one) in now? Will a similar situation be available in North Carolina?
• Will you (will your loved one) be able to continue at the same level of independence, or, upon moving, will additional support be needed? If you need (if your loved one needs) a long-term care setting such as assisted living or skilled nursing care, be sure to look into how that would be paid for. The same level of financial support for long-term care may not be available in North Carolina as in other states.

Why are you considering this move?
Be sure to think through your reasons for this move, if it’s your idea. If the idea is coming from someone else, ask for clarification to understand why that person wants you (wants your loved one) to move.
• Are you (is your loved one) reacting to an acute situation such as an illness or fall? If so, think about if a move is the best solution to the situation:
  • Could a less drastic solution, such as a personal emergency response system (medical alert), or a few hours per week of chore services, provide additional security or peace of mind to solve the immediate problem?
  • Will a move really solve the problem? E.g., will moving prevent future falls?
• Whose needs are being met by the move? You may feel more secure if you are (if your loved one is) nearer to family, but what will be lost in exchange for that security?
• What do you (what does your loved one) think about this move? Take time to really listen.

Carefully consider both what is important to you (to your loved one) and what is important for you (for your loved one). The bottom line should be: What decision will contribute most to your (to your loved one’s) quality of life?
HOME SAFETY CHECKLIST

Use this checklist to assess the homes of you and/or your loved ones for safety. Remember to periodically re-check the home.

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 easy 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?

**Wood-burning heating equipment:**
- **YES ___ NO ___** Is wood-burning equipment installed properly?

**Kitchen:**
- **YES ___ NO ___** Are towels, curtains, and other things that might catch fire located away from the range?
- **YES ___ NO ___** Does she/he wear clothing with short or close-fitting sleeves while cooking?
- **YES ___ NO ___** Are kitchen ventilation systems or range exhausts functioning properly and are they in use while she/he is cooking?
- **YES ___ NO ___** Are all extension cords and appliance cords located away from the sink or range areas?
home safety checklist

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 their electric blanket?
YES ___ NO ___ Does she/he ever go to sleep with a heating pad that is turned on? (For safety, correct answer is no.)
YES ___ NO ___ Is there a telephone close to her/his bed?
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 improper 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 plans:
YES ___ NO ___ Does she/he have an emergency exit plan in case of a fire?
YES ___ NO ___ Does she/he have an emergency kit, and plan of action, prepared in case of natural disaster or other emergency?

NOTES
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

home safety checklist
CHOOSING A HOME CARE AGENCY

Use this first page to think about 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 next page to take notes while talking with potential agencies, to help you better remember what is said and be able to compare services (we recommend you make copies of the “Gathering Information” page so that you may take notes about each agency).

This resource is also available online, at www.resourcesforseniors.com/resourcelist.php.

Funding:
How does she/he plan to pay for the service? (Medicare, Medicaid, private insurance, out-of-pocket? Have I talked to the doctor about a referral? Have I checked to see if 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, etc.? Does the person require “hands-on” care, or just supervision? Do they require any skilled services, such as physical therapy or nursing?)

It is important to understand the limitations of the services you are requesting. 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 not heavy-duty housecleaning.

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

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 they 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 Private insurance? Medicare? Medicaid? Or only private pay? If Medicare is to be used for services, are they Medicare-certified? 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 that are needed? ____________________________________________________________________________

• What are their basic hourly charges? _______________________________________________________________________________________

• What are their basic hourly charges? _______________________________________________________________________________________

• What hours of the day are they available? ___________________________________________________________________________________

• Can they provide services on holidays if needed? _____________________________________________________________________________

• Can they meet her/his special needs or requests? _____________________________________________________________________________

• Will the same person provide service at each visit? _____________________________________________________________________________

• What happens if an aide is sick or goes on vacation? _____________________________________________________________________________

• How many years have they been in business? ________________________________________________________________________________

• Are they licensed by the Division of Health Services Regulation? __________________________________________________________________

• Are they accredited? _________________________________________________________________________________________________________

• How do they screen their job applicants (what kind of training or certification is required)? ____________________________________________________________________________

• Do they perform staff background checks? __________________________________________________________________________________

• Are workers employees or independent contractors of the agency? __________________________________________________________________

• What kind of training do they provide to their workers? __________________________________________________________________________

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

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

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

• Can they provide references? _______________________________________________________________________________________________
LONG-TERM CARE FACILITY CHECKLIST

If you will be visiting multiple facilities, which is strongly recommended, **make copies of this page so that you may take notes about each agency.**

This resource is also available online, at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php).

**Facility name:**

**First impressions:**
- Do you like the facility’s outward appearance? ____________________________________________________
- Is the location convenient for visits by family and friends? ___________________________________________
- Is the residence clean and free of odors? ___________________________________________________________
- Is the facility appropriately heated/cooled? __________________________________________________________
- What is the noise level in the facility? ______________________________________________________________
- Do staff address residents by their names and interact with them during your tour? _______________________
- Do you notice the residents socializing with each other and do they appear content? _________________
- Can you talk with residents about how they like living there and what they think of staff? What do they say? __________________________________________________________________________________________
- Are staff courteous to residents and to each other? _________________________________________________
- Do staff respond to requests for assistance in a timely manner? _______________________________________
- Are visits with residents encouraged and welcome at any time? _____________________________________
- Is the floor plan of the common areas well-designed and easy to follow? ______________________________

**Living area and accommodations:**
- How many units are there, and how many are occupied? ____________________________________________
- Are there different sizes and types of units available with optional floor plans? _______________________
- Are single units available? Are double occupancy units available for sharing with another person? _____________
- What furniture is provided and what can residents bring from home? _________________________________
- May residents decorate their own rooms? ___________________________________________________________
- Is there adequate storage space in the individual units? _____________________________________________
- Are the common areas attractive, comfortable and clean? ___________________________________________
- Is there an outside courtyard or patio for residents and visitors? _____________________________________
- What laundry services or facilities are available for residents’ personal clothing? _______________________

**Safety and accessibility:**
- Are doorways, hallways and rooms accessible for wheelchairs and walkers? _________________________
- Are bathrooms accessible for wheelchairs and walkers? _____________________________________________
- Are elevators available for those unable to use stairways? ___________________________________________
• Are there handrails in the hallways to aid in walking? _____________________________________________
• Are floors of a non-skid material and carpets conducive to safe walking? ___________________________
• Does the residence have good lighting, sprinklers and clearly-marked exits? _______________________
• Does the residence provide ample security and is there an emergency evacuation plan? __________
  ________________________________________________________________________________________
• Is a 24-hour emergency response system installed in each unit? What happens when it is activated?
  ________________________________________________________________________________________

Services:
• What services are available to all residents at the base rate? ______________________________________
  ________________________________________________________________________________________
• Are there additional charges for personal care services (help with bathing, dressing, etc)? Who
  provides these services and what are their qualifications? _______________________________________
  ________________________________________________________________________________________
• Are housekeeping, linen service and personal laundry included in the fees, or are they available at an
  additional charge? _______________________________________________________________________
  ________________________________________________________________________________________
• Does the facility offer any special services or areas for dementia patients? How do these services differ
  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?___________
  ________________________________________________________________________________________
• Are there staff that 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? _____
  ________________________________________________________________________________________

Social and recreational activities:
• What kinds of group/individual recreational activities, if any, are offered? Who schedules them? Can
  you meet her/him? _______________________________________________________________________
  ________________________________________________________________________________________
• Is there an organized activities program with a posted daily schedule of events? ______________________

• Does the facility schedule trips or other events off-premises? ______________________________________

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

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

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

• Are there fitness facilities? What about regularly-scheduled exercise classes? ______________________

• Are residents’ pets allowed? Does the facility have pets, and if so who cares for them? _____________

Food:
• Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu? __________________________

• Can special diets be accommodated? Does a qualified dietitian plan or approve menus? _____________

• Are residents involved in menu planning and may they request specific foods? ______________________

• Does the dining room environment encourage residents to relax, socialize, and enjoy their food? __

• May residents eat meals in their units? May they keep snacks or other food in their units? _____________

• Are meals provided only at set times or is there some flexibility? Are snacks available? _____________

• Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired? __________________________

• Can you tour the facility during a meal and eat with the residents? ________________________________

• What do residents say about the food? __________________________________________________________

Moving in, contracts, and finances:
• Is there a waiting list? If so, how long do they estimate it will be until a unit becomes available? ______

• What is involved with the moving in/out process? _________________________________________________

• Is there a written statement of residents’ rights and responsibilities? Can you take home a copy? ____
long-term care facility checklist

- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions?
- How much is the monthly fee? What does this include?
- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases?
- Are residents required to purchase renters’ insurance for personal property in their units?
- Do billing, payment and credit policies seem fair and reasonable?
- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable?
- May the resident handle her/his own finances with staff assistance, if able, or must a family member/inside party be designated?
- Is the contract for a specific period of time or month-to-month?
- When may a contract be terminated and what are the policies for refunds and transfers?
- What happens if funds are depleted and full payment can no longer be made?
- Does the facility accept Medicaid? What about Special Assistance?
- What additional services are available if the resident’s needs change? Are staff available to coordinate these services?
- Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis?
- Under what circumstances would the resident be forced to move out (because of increased care needs, change in finances, etc.)?
- What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that?

Staff:
- What are the hiring procedures and requirements for eligibility?
- Are criminal background checks, references, and certifications required?
- Is there a staff training program in place and what does it entail?
- What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay?
- How long has the current administrator been there?
- What is the staff-to-patient ratio during the day? At night? On weekends?
- Does the facility have RNs on duty at all times? LPNs?
long-term care facility checklist

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 regular 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

NOTES
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

919-872-7933 89 Directory of Resources 2020
MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES

Who decides about my medical care or treatment?
If you are 18 or older and have the capacity to make and communicate decisions, you have the right to make decisions about your health and mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to express yourself, you will need an “advance directive.”

What is an advance directive?
An advance directive is a set of directions you give about the health/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 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?
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. The document(s) must be
written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness all three types of documents. 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. Attorneys can also provide these documents, but it is not necessary to hire an attorney to complete these forms.

When does an advance directive go into effect?
A living will goes into effect when you are going to die soon and cannot be cured, when you are unconscious and doctors are sure you won’t wake up again, or when you suffer from advanced dementia that cannot be cured. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make or to make known your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision, or you can leave it up to the doctor who is treating you at the time the decision has to be made. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make, and to make known, your choices about mental health treatment. After a doctor determines this, your health care agent may make treatment decisions for you.

What happens if I change my mind?
You can cancel your living will at any time by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make and make known your decisions, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?
You should talk to those closest to you about an advance directive and your feelings about the 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 a 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 2009. Modified for this publication.
END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings. Planning ahead, and discussing your plans with family members, is a great kindness to them and will likely spare them anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times.

Planning Ahead

Consider your feelings about...
- ...when to stop aggressive medical treatment;
- ...who you can trust to make decisions for you if you are unable to speak for yourself;
- ...whether you wish to donate your body or organs after death;
- ...what kind of funeral arrangements you prefer.

Prepare...
- ...Advance Directives including a Living Will and 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 account information etc.;
- Write/review obituary, if desired.

After Death

Survivors must:
- ...notify attending physician, hospice, etc., if death does not occur in a hospital;
- ...arrange for completion of death certificate and get multiple copies;
- ...put plans into motion for body/organ donation, if desired;
- ...set date and location for funeral or memorial service;
- ...notify relatives, friends, employers;
- ...assist out-of-town relatives with travel and lodging plans if needed;
- ...publish obituary;
- ...maintain security for home and property if left vacant;
- ...notify Social Security, pension plans, or other sources of benefits;
- ...notify life insurance company;
- ...arrange for administration of estate.

Prepared with assistance from the nonprofit Funeral Consumers Alliance of the Triangle
INDEX

Symbols

1st Home Care Solutions ......................................... 26
101 Mobility .......................................................... 41
211 .................................................................... 5, 45
711 (Relay North Carolina) .................................. 16
911 (Raleigh-Wake Emergency) ......................... 7

A

A1-Omega Healthcare ............................................ 26
AAA (Area Agency on Aging) ............................... 46
A & A Aging Life Care Specialists ...................... 8
AAA Healthcare ..................................................... 26
AAA Senior Driving ............................................ 17
AA&D Transportation ......................................... 68
AARP .................................................................. 64
   Driver Safety .................................................. 17
   Family Caregiving .......................................... 9
   HomeFit Guide ................................................ 41
   Prepare to Care ............................................. 9
   Tax-Aide ......................................................... 66
   Volunteer opportunities ................................ 70
   Work & Jobs ................................................... 18
Abbotswood at Stonehenge .................................. 34
ABETOPS:
   See Pathfinder Career Exploration Program
Absolute Home Health .................................. 26
Accepts assignment (Medicare DME) ............... 56
Access Ability Solutions .................................. 41
Access Community-Based Services .................. 26
Access Healthcare ................................................ 20
Accessibility
   Home adaptation ............................................. 41
   Medical devices / equipment .......................... 56
   Travel guide
      (NC museums/parks/attractions). ............... 14
Accessibility aids ................................................. 41
Accessible Home Care of Mid Carolina .............. 26
Acorn Stairlifts .................................................... 41
Active Adult Centers: See Senior centers
Active Adult Communities .................................. 33
Active Healthcare ................................................. 57
Activities of daily living (ADLs) ......................... 24
Adaptive Vans ...................................................... 68
Addiction ............................................................. 16
ADLs .................................................................. 24

Adult Basic Education:
   See Triangle Literacy Council
Adult care homes
   About ............................................................... 49
   Listings of ....................................................... 52
Adult day programs ............................................ 1
Adult Economic Services: See Adult Medicaid
Adult Home Specialist:
   See Senior and Adult Services
Adult Medicaid .................................................... 61
Adult Protective Services (APS) ......................... 18
Advance Community Health
   See Senior Health Center
   See Advance Community Health
   Senior Health Center ..................................... 20
   Advance Home Care ....................................... 57
Advance directives ............................................. 46, 90
Advance Health Care Directive Registry ............ 47
Advocacy
   For long-term care residents ......................... 55
   General (advocacy groups) ......................... 3
Affordable Care Act Health Insurance
   Marketplace .................................................... 61
Affordable Family Care ...................................... 26
Affordable housing ............................................. 35
Aging Care Matters ............................................. 8
A Good Life Family Care Home ......................... 53
Aid and Attendance (VA benefit) ....................... 25
Al-Anon ............................................................ 16
Alcohol/Drug Council ........................................ 16
Alcoholics Anonymous ...................................... 17
Allcare
   Assisted Living ............................................... 53
   Home Health .................................................. 27
Allen & Spence Attorneys at Law ....................... 47
Allen Tate Realtors ............................................ 44
Alliance Behavioral Healthcare:
   See Alliance Health
Alliance Health ................................................ 16, 17
Alliance Medical Ministry Clinic ....................... 20
Alliance of Disability Advocates ....................... 14
All Ways Caring HomeCare .............................. 27
ALS Association ................................................ 65
Always Best Care (North and West Wake) .......... 27, 46
Always Best Care (South Wake) ......................... 27, 46
Alzheimer’s and Related Dementias
   Education and Referral Center ....................... 3
Alzheimer’s Association .................................... 3
Alzheimer’s Disease .......................................... 3
Alzheimer's North Carolina:
See Dementia Alliance
Amber Spring Apartments ......................... 36
Amedisys Hospice .................................... 31
American Cancer Society .......................... 65
Road to Recovery Program .......................... 67
Volunteer opportunities ................................ 70
American Diabetes Association .................. 65
American Health Services ........................ 57
American Heart Association ........................ 65
American Lung Association ........................ 65
American Medical Equipment and Supplies ... 57
American Mobility .................................... 41
American Red Cross .................................. 5
AmeriGlide ............................................. 42
Amplified phones ..................................... 15
Amramp .................................................. 42
Angie’s List ............................................. 42
Anne Gordon Center for Active Adults .......... 64
Ann's Family Care #4 .................................. 53
Ann's New Day ......................................... 53
Ann's Sunrise II ........................................ 54
AnnualCreditReport.com .............................. 11
AnotherDaughter ....................................... 12
Anxiety .................................................... 13
Apartments
Affordable .............................................. 35
Retirement communities ........................... 34
Subsidized .............................................. 35
Apex Healthplex ....................................... 19
Apex Parks, Recreation & Cultural Resources 48
Aphasia: See Triangle Aphasia Project
APS ....................................................... 18
Arc of the Triangle, The ............................... 16
Area Agency on Aging ............................... 46
ART: See GoRaleigh Access
Arthritis Foundation .................................. 65
Ashworth Drugs ....................................... 62
Assessing Needs ....................................... 75
Assistants to Seniors .................................. 12
Assisted living facilities
About ..................................................... 49
Listings of .............................................. 52
Adult care homes (7+ residents) .................... 52
Family care homes (2-6 residents) ............... 53
North Carolina Facility Search ..................... 52
Wake County Facilities Search ..................... 52
Assisted Living Locators ............................ 46
Assistive devices ....................................... 56
Assistive Technology Exchange Post ............. 14
Assistive Technology Program ...................... 14
Association for
Frontotemporal Degeneration, The .............. 4, 65
Assurance Health ...................................... 27
At Home Therapy ...................................... 22
Atlantic Home Care ................................... 27
Atria Oakridge ......................................... 34
Attorney General,
Consumer Protection Hotline ..................... 13
Autumn Spring Apartments ........................ 36
Avendelle Assisted Living .......................... 54
Aviron Apartments .................................... 39
Aware Senior Care ..................................... 27
B
Baptist Aging Ministry:
See NC Baptist Aging Ministry
Basic needs ............................................. 5
Bayada Home Health
Home care services .................................... 27
Skilled services ........................................ 30
BBB ....................................................... 13
Becker Law Offices ................................... 48
Beechridge Apartments ............................. 39
BellaRose Nursing and Rehab ..................... 50
Benefits CheckUp ...................................... 8
Benefits screening ...................................... 8
Bennett, Donna ....................................... 44
Berkeley Spring Apartments ........................ 36
Better Business Bureau ............................... 13
Bisexual: See LGBT Center of Raleigh
Blind and visually-impaired .......................... 15
BMA of Zebulon: See Fresenius Kidney Care
Bond Park Total Life Center:
See Cary Total Life Center
Booker Park North at Washington Terrace ...... 36
Braille books .......................................... 15
Brain Injury Association ............................ 16
Brier Creek Healthplex .............................. 19
Bright Horizon Senior Care ........................ 54
Brighton Gardens ..................................... 52
Brighton Pointe Apartments ........................ 36
Brightside Homes 2 ................................... 54
BrightStar Care of Cary ............................. 27
Broadway Home Care ................................ 27
Brookdale Senior Living
Adult care homes (assisted living) ............... 52
Retirement community (independent living) ... 34
Brookridge Assisted Living ................................................. 52
Brooks Avenue Church of Christ ........................................... 5
Brown’s Family Care Home .................................................. 54
Buckley, Jennifer .................................................................. 44
Buergler, Claudia:  
  See Triangle Eldercare Consultants

C

Cambridge Village of Apex .................................................... 34
Campbell University School of Law, Senior Law Clinic .................. 48
Cancer Care, UNC Rex ......................................................... 21
Cancer Institute: See National Cancer Institute
  Cancer Society: See American Cancer Society
  CAP/DA .................................................................................. 32
  Capital Nursing and Rehabilitation Center ............................... 50
  Capital Oaks ......................................................................... 34
  Capital Towers ...................................................................... 36
  CAPS: See Certified Aging-in-Place Specialist
  Cardinal at North Hills, The .................................................. 34
  Career Centers, NCWorks ..................................................... 19
  Caregiver resources ............................................................... 9
  Caregiver support center:  
    See Transitions GuidingLights
  Care Innovations of NC ........................................................ 54
  Care management .................................................................. 8
  Care Patrol of Wake County .................................................. 46
  Carillon Assisted Living ....................................................... 52
  Caring Senior Service ............................................................ 27
  Caring Transitions of Cary ..................................................... 44
  Caring Transitions of Cary ..................................................... 44
  Carlton Place Apartments ...................................................... 39
  Carolina Dispute Settlement Services .................................... 47
  Carolina Family Estate Planning ........................................... 47
  Carolina Preserve at Amberly ................................................ 33
  Carousel Place Apartments .................................................... 36
  Carriage House .................................................................... 36
  Cary Central Elderly Housing ................................................ 36
  Cary Health and Rehabilitation Center .................................. 50
  Cary Housing Rehabilitation Program .................................... 42
  Cary Kidney Center: See Fresenius Kidney Care
  Cary Parks, Recreation & Cultural Resources......................... 48
  Cary Senior Center ............................................................... 63
  Cary Senior Tech Ed .............................................................. 10
  Cary Total Life Center ........................................................... 2
  Cary transit: See GoCary
  Catholic Charities Counseling Services .................................. 13
  CCRGs ................................................................................. 33
  Cedar Crest New Life Center ................................................ 36
  Cedar Spring Apartments ...................................................... 36
  CEMAC Healthcare ............................................................... 27
  Center for Independent Living ............................................... 14
  Center for Volunteer Caregiving, The ................................. 5, 9
    Friendly visits ..................................................................... 5, 9
    TeleCare ............................................................................ 67
    Transportation ..................................................................... 67
    Volunteer opportunities .................................................... 70
  CenterPeace Home HealthCare
    & Companion Services ..................................................... 27
  Centers for Active Adults: See Senior centers
  Centers for Medicare
    & Medicaid Services, The .................................................. 56, 59
  Certified Aging-in-Place Specialist ........................................ 41
  Certified Nursing Assistant (CNA):  
    See Home care
  CESI ..................................................................................... 11, 12
  Chadwick Apartments ........................................................... 37
  Chantilly Care Home at RiverStone ....................................... 54
  Chatham Commons ............................................................. 52
  Chefs for Seniors .................................................................. 56
  Choice Connections of NC .................................................... 8
  Choosing a Home Care Agency .............................................. 83
  Christian Community in Action:  
    See Dorcas Ministries
  CIL: See Center for Independent Living
  CIP: See Crisis Intervention Program
  Circuit Breaker Tax Deferment Program ................................ 45
  CIT: See Crisis Intervention Team
  City of Raleigh
    Community Development Division (home repair programs) .... 42
    Volunteer Raleigh (volunteer opportunities) ........................ 71
  Clothing assistance ................................................................ 5
  Club Plaza Apartments ......................................................... 37
  Clutter reduction: See Downsizing
  CNA ...................................................................................... 24
  ComForCare ......................................................................... 27
  Comfort Keepers
    Home care services .............................................................. 28
    SafetyChoice (medical alert) ............................................... 58
    Commons at Highland Village ............................................. 37
  Community Alternatives Program
    for Disabled Adults (CAP/DA) ............................................. 25, 32
  Community Home Care & Hospice ...................................... 31
  Community Partnerships ....................................................... 16
  Companion Registry ............................................................. 26
Companion services
  About ..................................................  24
  Listings of ...........................................  26
  Compassionate Place Home ......................  54
  Compassion Health Services ...................  28
  Compassion Medical Supplies .................  57
  Compensatory education:
    See Pathfinder Career Exploration Program
Complaints
  Home care ...........................................  33
  Long-term care .....................................  55
  Medicare ............................................  60
  Computer education ................................ 10
  Congregate meals ................................  56
  Connect America ..................................  58
Consumer Education Services Inc. (CESI)
  Credit counseling and debt management ......  11
  Reverse mortgage counseling ...................  12
  Consumer financial services ...................  11
  Consumer Protection Division .................  13
  Continued Care ....................................  28
  Continuing Care
    Retirement Communities (CCRCs) ..........  33
    Continuing education ............................ 18
  Cooling emergency ................................  6
  Coordinated Entry ................................ 41
  Cornerstone Center ................................ 40
  Cosmo and Lewis Estates .......................  37
  Cottage Home Health ............................  28
  Counseling .......................................... 13
  Courtyard Commons ................................ 37
  Courtyards at Heritage Grove, The ..........  33
  Courtyards at O’Kelly Chapel, The ..........  33
  Coventry House of Zebulon .....................  52
  Covington, The ....................................  52
  Credit counseling ................................  11
  Credit report ......................................  11
  Creekside Apartments ............................  39
  Crestfield Apartments ............................  37
  Crisis Intervention Program (CIP), WCHS ...  6
  Crisis Intervention Team (CIT) ...............  7
  Crisis line
    Domestic violence ..............................  13
    Gambling .......................................... 17
    HopeLine .........................................  17
    Sexual assault ...................................  13
    Suicide prevention .............................  17
    Veterans ..........................................  69
  Crisis Solutions NC ...............................  17
  Crisis stabilization center ...................  17
  Crossing at Heritage, The .....................  37
  Crystal Cove Apartments .......................  39
  CTRAN: See GoCary
  Cypress of Raleigh, The .......................  34
D
  Daily money management ........................  12
  Darkes, Leroy MD: See Senior Health Center
  DaVita Kidney Care ................................ 21
  Deaf and hard of hearing .......................  15
  Deaf-blind ..........................................  15
  Dedove Homes at River Knoll ..................  54
  Deferred-payment loans .........................  42
  Dementia .............................................  3
  Dementia Alliance of NC ........................  4, 10
  Dental care ........................................  22
  Department of Tax Administration ............  45
  Departure Drive Total Life Center:
    See Raleigh Total Life Center
  Depression ..........................................  13
  Developmental disability .......................  16
  DHIC ................................................  35
  Diabetes Association:
    See American Diabetes Association
  Dialysis clinics ....................................  21
  Dietitian .............................................  56
  Disability Benefits, Social Security .........  14
  Disability license plate .........................  14
  Disability parking placard .....................  14
  Disability resources .............................  14
  Disability Rights NC ..............................  14
  Disabled Veteran Exclusion (tax relief) ....  45
  Divine Healthcare ................................  28
  Division of
    Aging and Adult Services .....................  45
    Health Service Regulation ........................ 13, 18, 33, 55
    Mental Health, Developmental Disabilities
      and Substance Abuse Services ...............  17
    Motor Vehicles (DMV) ...........................  14, 17
    Public Health .....................................  20
    Services for the Blind ...........................  15
    Services for the Deaf and Hard of Hearing...  15
    Vocational Rehabilitation Services ..........  14
  DME / DMERPOS ....................................  56
  DMV ..................................................  14
  Doctors Making Housecalls .....................  20
  Domestic Violence Crisis Line ................  13
  Donated Dental Services .......................  22
Dorcas Ministries
Coordinated Entry............................................ 41
Financial/food assistance .................................. 6
Dorothy Nixon Allen Manor .................................. 37
Downsizing .................................................. 44
Dressen Medical Supply ..................................... 57
Driver evaluation ........................................... 17
Driver Safety, AARP ....................................... 17
Driving instruction ......................................... 17
Duke
Dementia Family Support Program ...................... 4
Driving Program ............................................. 17
Geriatric Evaluation and Treatment Clinic ........... 20
HomeCare & Hospice ....................................... 30, 32
Hospitals ..................................................... 19
Memory Disorders Clinic .................................. 4, 20
Physician Search ............................................. 22
Durable general power of attorney ....................... 46
Durable Medical Equipment (DME) ..................... 56
Durham VA Health Care System ......................... 19, 69
Durham VA Medical Center ................................ 69
Coordinated Entry .......................................... 41
Dynamedics Healthcare ..................................... 28

Eagle Healthcare ............................................. 28
Eastern Regional Center, WCHS ......................... 7
Coordinated Entry .......................................... 41
Eastern Wake Senior Center ................................ 63
Eastern Wake Total Life Center ........................... 2
Easterseals UCP North Carolina & Virginia .......... 16
EDTAP: See GoWake ACCESS
Education ..................................................... 18
Elder abuse .................................................. 18
Eldercare Locator ............................................ 10, 45
Elderhostel: See Road Scholar
Elder law attorney .......................................... 47
Elderly or Disabled Exclusion (tax relief) .......... 45
Elders Peak Apartments .................................... 37
Elevator ....................................................... 41
Elliot, Melissa ............................................... 44
Elmcroft of Northridge ..................................... 52
Elsie’s Place .................................................. 54
Emerald Home Care ........................................ 28
Emergency housing ......................................... 40
Emerson Glen Apartments .................................. 39
Employment .................................................. 18
Employment Security Commission:
See NCWorks
Encore: See Osher Lifelong Learning Institute
End of Life Planning ........................................ 92
Energy assistance programs ......................... 6
English as a Second Language (ESL):
See Triangle Literacy Council
Estate planning ............................................. 47
Estate sale .................................................. 44
Evergreen Adult Day Services ......................... 1
Evergreen Construction ..................................... 35
Everybody Needs a Nurse ................................ 8
Evolution Hearing .......................................... 15
Excel Home Healthcare ..................................... 28
Executive Service Corps .................................. 70
Extension of You ............................................ 28
Extra Help .................................................. 61, 62
EyeCare America ............................................. 15

F
FACES .............................................................. 6
Fair Housing Unit:
See Housing Discrimination Section
Fall prevention .............................................. 22
Falls of Neuse Senior Living ............................... 54
Falls River Court Memory Care ......................... 52
Falls River Pharmacy ........................................ 62
Falls River Village Assisted Living ...................... 52
Family and Community
Empowerment Services (FACES) ................. 6
Family care homes
About ......................................................... 49
Listings of ................................................... 53
Family Circle Elder Care .................................... 1
Family Medical Supply, Cary ............................ 57
Family Medical Supply, Raleigh ....................... 57
Fan program ............................................... 6
FIGS:
See Urban Ministries Prescription Assistance
Financial assistance ....................................... 5
First in Families ........................................... 16
First Presbyterian Church .................................. 6
Five Points Center for Active Adults ................. 64
FL-2 ............................................................ 49
FMC: See Fresenius Kidney Care
Food
Food pantries ............................................... 5
Meals and nutrition ....................................... 56
Food Assistance Program, WCHS ...................... 56
Food Bank of Central & Eastern NC ............... 6
Food stamps: See Food Assistance Program
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreclosure prevention counseling</td>
<td>11</td>
</tr>
<tr>
<td>Forest Ridge Apartments (Phases I &amp; II)</td>
<td>39</td>
</tr>
<tr>
<td>Foster Grandparent Program</td>
<td>70</td>
</tr>
<tr>
<td>Free credit report</td>
<td>11</td>
</tr>
<tr>
<td>Freedom Alert: <em>See</em> LogicMark</td>
<td></td>
</tr>
<tr>
<td>Fresenius Kidney Care</td>
<td>21</td>
</tr>
<tr>
<td>Friendship Fund, First Presbyterian Church</td>
<td></td>
</tr>
<tr>
<td>Friends of Residents in Long-Term Care</td>
<td>6</td>
</tr>
<tr>
<td>Frontotemporal Degeneration: <em>See</em> Association for Frontotemporal Degeneration, The</td>
<td></td>
</tr>
<tr>
<td>Fuquay-Varina Emergency Food Pantry</td>
<td>6</td>
</tr>
<tr>
<td>Fuquay-Varina Homes for the Elderly</td>
<td>37</td>
</tr>
<tr>
<td>Fuquay-Varina Kidney Center: <em>See</em> Fresenius Kidney Care</td>
<td></td>
</tr>
<tr>
<td>Fuquay-Varina Parks, Recreation &amp; Cultural Resources</td>
<td>48</td>
</tr>
<tr>
<td>Galberth Health</td>
<td>26</td>
</tr>
<tr>
<td>Gardens at Wakefield Plantation, The</td>
<td>34</td>
</tr>
<tr>
<td>Garden Spring Apartments</td>
<td>37</td>
</tr>
<tr>
<td>Garner Area Ministries</td>
<td>6</td>
</tr>
<tr>
<td>Garner Healthplex</td>
<td>19</td>
</tr>
<tr>
<td>Garner Parks, Recreation &amp; Cultural Resources</td>
<td>48</td>
</tr>
<tr>
<td>Garner Senior Center</td>
<td>63</td>
</tr>
<tr>
<td>Garner Total Life Center</td>
<td>2</td>
</tr>
<tr>
<td>Gathering Place, The: <em>See</em> Redeeming Love Missionary Baptist Church</td>
<td></td>
</tr>
<tr>
<td>Gay: <em>See</em> LGBT Center of Raleigh</td>
<td></td>
</tr>
<tr>
<td>GCFLearnFree.org</td>
<td>10, 18</td>
</tr>
<tr>
<td>Geriatric clinic</td>
<td>20</td>
</tr>
<tr>
<td>Geriatric Evaluation and Treatment Clinic</td>
<td>20</td>
</tr>
<tr>
<td>GetSmartPros</td>
<td>10</td>
</tr>
<tr>
<td>Glade Adult Day Center, The</td>
<td>1</td>
</tr>
<tr>
<td>Glenaire</td>
<td>34</td>
</tr>
<tr>
<td>Adult day center at (The Glade)</td>
<td>1</td>
</tr>
<tr>
<td>Glenbrook Crossing</td>
<td>39</td>
</tr>
<tr>
<td>Glenwood Towers</td>
<td>37</td>
</tr>
<tr>
<td>GoCary</td>
<td></td>
</tr>
<tr>
<td>GoCary: Door to Door (paratransit)</td>
<td>67</td>
</tr>
<tr>
<td>GoCary: Fixed Route (regular bus service)</td>
<td>67</td>
</tr>
<tr>
<td>Golden Harmony Concierge</td>
<td>26</td>
</tr>
<tr>
<td>Golden Years Clubs</td>
<td>64</td>
</tr>
<tr>
<td>GoRaleigh</td>
<td></td>
</tr>
<tr>
<td>GoRaleigh: Access (paratransit)</td>
<td>67</td>
</tr>
<tr>
<td>GoRaleigh: Transit (regular bus service)</td>
<td>67</td>
</tr>
<tr>
<td>GoTriangle</td>
<td></td>
</tr>
<tr>
<td>GoTriangle: ACCESS (paratransit)</td>
<td>67</td>
</tr>
<tr>
<td>GoTriangle: Bus (regular bus service)</td>
<td>67</td>
</tr>
<tr>
<td>GoWake Access (paratransit)</td>
<td>67</td>
</tr>
<tr>
<td>GoWake Access: Fixed Route (regular bus service)</td>
<td>67</td>
</tr>
<tr>
<td>Grant Residential Care Homes</td>
<td>54</td>
</tr>
<tr>
<td>Grove at Cary Park, The</td>
<td>40</td>
</tr>
<tr>
<td>Guardian Alert: <em>See</em> LogicMark</td>
<td></td>
</tr>
<tr>
<td>Guardian Home Healthcare</td>
<td>28</td>
</tr>
<tr>
<td>Guardianship</td>
<td>47</td>
</tr>
<tr>
<td>GuidingLights Caregiver Support Center</td>
<td>10</td>
</tr>
<tr>
<td>HABRIP: <em>See</em> WAP</td>
<td></td>
</tr>
<tr>
<td>Havens, The: <em>See</em> Avendelle Assisted Living</td>
<td></td>
</tr>
<tr>
<td>Hayes Barton Pharmacy</td>
<td>62</td>
</tr>
<tr>
<td>HD Reach</td>
<td>65</td>
</tr>
<tr>
<td>Healthcare</td>
<td></td>
</tr>
<tr>
<td>Healthcare.gov</td>
<td>61</td>
</tr>
<tr>
<td>Health department: <em>See</em> Division of Public Health</td>
<td></td>
</tr>
<tr>
<td>HealthFirst Transport</td>
<td>68</td>
</tr>
<tr>
<td>Health insurance</td>
<td></td>
</tr>
<tr>
<td>Dental care</td>
<td>22</td>
</tr>
<tr>
<td>Dialysis clinics</td>
<td>21</td>
</tr>
<tr>
<td>Hospitals</td>
<td>19</td>
</tr>
<tr>
<td>Medical practices / clinics</td>
<td>20</td>
</tr>
<tr>
<td>Physical and occupational therapy</td>
<td>22</td>
</tr>
<tr>
<td>Physician referral services / listings</td>
<td>22</td>
</tr>
<tr>
<td>Hearing aids</td>
<td>15</td>
</tr>
<tr>
<td>Hearing disability</td>
<td>15</td>
</tr>
<tr>
<td>Hearing Loss Association</td>
<td>15</td>
</tr>
</tbody>
</table>
Heart Association:  
See American Heart Association
HeartFields at Cary ....................................... 53
Heartland Hospice ........................................ 32
Heating emergency ....................................... 6
Helen Wright Center for Women ......................... 40
Helping Hand Mission .................................... 6
Helping Hands of America ................................... 28
Help line .................................................... 65
HELP Services Personal Response System ............ 58
Heritage Pines ............................................. 33
Highland Manor ........................................... 38
Highland Terrace .......................................... 38
Highland Village .......................................... 40
Commons at .............................................. 37
Hillcrest Home Health .................................... 28
Hillcrest Raleigh at Crabtree Valley ................... 50
Hillside Nursing Center of Wake Forest .............. 51
HLAA .......................................................... 15
HLA-NC .......................................................... 15
Holly Hill Hospital ........................................... 17, 19
Holly Park Pharmacy ....................................... 62
Holly Springs II ............................................ 38
Home adaptation and accessibility ....................... 41
Home care .................................................... 24
About ....................................................... 24
Choosing an Home Care Agency ......................... 83
Licensing and complaints ................................ 33
Listings of  
Companion services ...................................... 26
Home care services ....................................... 26
Skilled services ............................................ 30
Home Care Assistance .................................... 28
HomeChoice Healthcare .................................. 28
HomeChoice Home Care Solutions ....................... 28
Home-delivered meals ...................................... 56
Home Equity Conversion Mortgage (HECM):  
See Reverse mortgage
Home health care:  
See Home care (skilled services)
Home Health Haircuts ...................................... 6
Home Instead Senior Care ................................... 28
Homeless resource center .................................. 40
Homemaker services:See Companion services
Home modification ........................................... 41
Homeowner counseling:  
See Mortgage default counseling
Home repair program ....................................... 42
Home Safety Checklist ..................................... 80
Homestead exemption: See Property tax relief
Homewatch CareGivers .................................. 28
Home weatherization: See WAP
HomeWerks Home Care .................................. 28
HopeLine  
Crisis Line .................................................. 17
Reassurance Program ..................................... 67
Volunteer opportunities .................................. 70
Hope Support Services .................................... 28
Horizon Healthcare for the Homeless .................... 20
Hospice care .................................................. 31
Hospice Medicare Compare ................................ 31
Hospice of Wake County: See Transitions LifeCare
Hospitals ..................................................... 19
Household items assistance ................................ 5
Housing Authority  
Raleigh ....................................................... 36
Wake County .................................................. 36
Housing Discrimination Section ......................... 13
Housing options ............................................ 33
Active Adult Communities ................................ 33
Affordable apartments .................................... 36
Continuing Care  
Retirement Communities (CCRCs) ....................... 33
Emergency ................................................... 40
Independent: See Independent living (housing)
Long-term care: See Long-term care facilities
Mixed-age apartments .................................... 39
Retirement communities ................................ 34
Seniors-only apartments .................................. 36
Subsidized apartments .................................... 36
Housing-related programs ................................ 41
Howard Stallings ............................................ 47
Huffman, Alisa .............................................. 47
Human Relations Commission ............................ 13
Huntington’s disease: See HD Reach
Huntington Spring Apartments ......................... 38

IDs for non-drivers, DMV .................................. 14
IHCA: See Medicaid PCS
Image Management .......................................... 42
Inclusion services (recreation) .......................... 14
Independence Village of Olde Raleigh .................... 34
Independent living (housing)  
Active Adult Communities ................................ 33
Affordable and subsidized apartments ................ 36
Continuing Care Retirement Communities ............ 33
Retirement communities ................................ 34
Independent living (services)
  Center for ................................................. 14
  Rehabilitation Program .................................. 14, 42
Information and referral ........................................... 45
In-home care ................................................ 24
Inomancy Home Care ........................................... 28
Insurance: See Health insurance
Integrity Money Management ........................................... 12
Intellectually and developmentally disabled .......... 16
InterAct, Inc. ................................................ 13
Interim Health Care ........................................... 28
Internal Revenue Service (IRS) .......................... 66
Intrepid USA ................................................ 30
Investor Hotline ................................................ 13

J
Jackson, Shenee ............................................. 44
Janis, Martin: See Raleigh Geriatrics
Jeffries Ridge Apartments ........................................... 40
Jewish Family Services ........................................... 14
JobLink Career Center: See NCWorks
Jobs ........................................................................ 18
John P. Paschal ................................................... 47
Jordan Oaks .......................................................... 35
Josefs Pharmacy .................................................. 62
Joyner Healthcare ................................................... 28

K
Keeping Us Safe ................................................... 17
Keller Williams Preferred Realty ........................................... 44
Kelley’s Family Care Home ........................................... 54
Kendall, Linda .................................................. 14
KEPRO Medicare Beneficiary Helpline ...................... 60
Kidney Foundation: See National Kidney Foundation
Kindred at Home ................................................... 30

L
Laurels of Forest Glenn, The ...................................... 51
LawHelpNC.org .................................................. 47
Lawndale Manor .................................................. 53
Law Office of Alisa Huffman ...................................... 47
Law Offices of Mary Markovich, The .......................... 47
Lawyer Referral Service ........................................... 47
Legal Aid of North Carolina ........................................... 47
Legal services .................................................. 46
Leisure and recreation ........................................... 48
Lenders, reverse mortgage ........................................... 12
Lesbian: See LGBT Center of Raleigh
Leukemia & Lymphoma Society .................................. 66
LGBT Center of Raleigh ........................................... 66
Liberty Healthcare Corporation
  (Medicaid PCS assessment) ..................................... 61
Liberty HomeCare & Hospice .................................... 30, 32
Library for the Blind
  and Physically Handicapped ..................................... 15
LIEAP ................................................................. 6
Life Care Communities: See Continuing Care Retirement Communities
  Lifeline, Philips .................................................. 58
  Lifeline (phone discount) ........................................... 6
  LifeLinks Care Management .................................... 8
  LifeStation ......................................................... 58
LIS: See Extra Help
Litchford Falls Healthcare
  & Rehabilitation Center ........................................... 51
Living will ......................................................... 46, 90
Lodge at Wake Forest, The ........................................... 35
LogicMark .......................................................... 58
Long-term care
  About ................................................................. 49
  Facilities, listings of
    Assisted Living (adult care homes
    and family care homes) ...................................... 52
  Skilled care (nursing facilities
    and rehabilitation facilities) .................................. 50
  Licensing and monitoring .......................................... 55
  Ombudsman programs ............................................. 55
  Long-Term Care Facility Checklist ............................ 85
  Long-term care insurance ........................................... 50
  LongTerm Care Medicaid ........................................... 50
  Loving Angels .................................................... 28
Low Income
  Energy Assistance Program (LIEAP) ............................ 6
Low Income Subsidy (LIS): See Extra Help
Lung Association: See American Lung Association
Luther Green
  Community Center (MoW site) ................................... 56
Lymphoma: See Leukemia & Lymphoma Society
LynnRay Medical Supply ........................................... 57
Lynn’s Care Homes .................................................. 54

M
Madison Glen Apartments ........................................... 40
Magnolia Glen .................................................. 35
Magnolias, The .................................................. 38
Manor at Coventry Creek, The ...................................... 54
Manor at Edgewater, The .................................. 54
Manor at Perry Creek, The ................................ 54
Maples Apartments, The .................................. 40
MAPS .................................................................. 63
Markovich, Mary ............................................... 47
Martin, Janis MD: See Raleigh Geriatrics
Martin, Lila ...................................................... 44
Maxim Healthcare .............................................. 29
Maynard, Marilyn .............................................. 48
Mayview: See Oaks at Whitake Glen, The
McIlwaine, Lauren ............................................. 56
Meadowcreek Commons .................................. 38
Meadows at Brier Creek, The ......................... 38
Meadow Spring Apartments ............................ 38
Meals and nutrition .......................................... 56
Meals on Wheels
  Congregate nutrition sites (group meals)........... 56
  Home-delivered meals ................................... 56
  Volunteer opportunities ................................ 70
Medicaid ......................................................... 60
  About .......................................................... 59
  Contact information .................................... 61
  Dental providers ......................................... 22
  Fraud Hotline .............................................. 13
  Home care ................................................... 24
  Community Alternatives Program for Disabled Adults (CAP/DA) ... 25
  Medicaid Personal Care Services (Medicaid PCS) .............. 24
  Primary care providers .................................. 22
  Transportation ............................................. 67
Medicaid PCS ..................................................... 61
Medicaid waiver: See CAP/DA
Medical alert systems ....................................... 58
Medical Care Decisions & Advance Directives 90
MedicAlert + Alzheimer’s Association
  Safe Return ................................................ 4
Medical Eye Care Program ................................ 15
Medical practices and clinics .......................... 20
Medical Review Program, NC DMV ................... 17
Medical supplies ............................................. 56
Medicare
  About .......................................................... 59
  Advantage Plans .......................................... 60
  Beneficiary Helpline (KEPRO) .......................... 60
  Contact information .................................... 60
  Dialysis Facility Compare.............................. 21
  Extra Help .................................................. 61
  Fraud Hotline .............................................. 13
  Home health benefit .................................... 24
  Home Health Compare ................................ 30
  Hospice benefit .......................................... 31
  Hospice Compare ........................................ 31
  MyMedicare.gov .......................................... 60
  Nursing Home Compare ................................ 50
  Part A (hospital) .......................................... 59
  Part B (medical) .......................................... 59
  Part C (Advantage Plans) .............................. 60
  Part D (prescription drugs) ............................ 59, 61
  Physicians Search ......................................... 22
  Savings (MQB, Medicare-Aid) ........................ 60
  Supplemental Insurance (Medigap) .................. 60
Medicare-Aid: See Medicare Savings
Medicare Rights Center ..................................... 60
Medication Assistance Program (MAPS) .......... 63
Medication Assistance Tool ............................ 63
Medication Education for Drug Safety (MEDS) ... 62
Medication therapy management ....................... 62
Medigap: See Medicare Supplemental Insurance
Medi Home Health ........................................... 30
Melody Home Health ....................................... 29
Memory Disorders Clinic
  Duke .......................................................... 4, 20
  UNC .......................................................... 4, 21
Memory loss / memory impairment ................... 3
Mental health / mental illness .......................... 16
Mercy Manor at Saybrooke .............................. 54
Military and Veterans Affairs,
  NC Department of ...................................... 69
Millbrook Enrichment Center .......................... 1
Mims Family Care Home ................................ 54
MobileHelp .................................................... 58
Mobile Rehab ............................................... 22
<table>
<thead>
<tr>
<th>Index</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility City</td>
<td>57</td>
</tr>
<tr>
<td>Money management</td>
<td>12</td>
</tr>
<tr>
<td>Monroe, Wallace, &amp; Morden</td>
<td>48</td>
</tr>
<tr>
<td>Morningside of Raleigh</td>
<td>53</td>
</tr>
<tr>
<td>Morrisville Parks, Recreation &amp; Cultural Resources</td>
<td>48</td>
</tr>
<tr>
<td>Mortgage default counseling</td>
<td>11</td>
</tr>
<tr>
<td>Move Elders with Ease</td>
<td>44</td>
</tr>
<tr>
<td>Moving</td>
<td>44</td>
</tr>
<tr>
<td>Moving a Parent to North Carolina</td>
<td>77</td>
</tr>
<tr>
<td>MQB: See Medicare Savings</td>
<td></td>
</tr>
<tr>
<td>Mr. Handyman of Western Wake County</td>
<td>42</td>
</tr>
<tr>
<td>Multiple Sclerosis Society: See National Multiple Sclerosis Society</td>
<td></td>
</tr>
<tr>
<td>Murphey School Apartments</td>
<td>38</td>
</tr>
<tr>
<td>MV Transit: See Wake County Transportation Service Center</td>
<td></td>
</tr>
<tr>
<td>Myriad Homecare</td>
<td>29</td>
</tr>
<tr>
<td>My Smart Grandkids</td>
<td>10</td>
</tr>
<tr>
<td>N</td>
<td></td>
</tr>
<tr>
<td>NACA</td>
<td>11</td>
</tr>
<tr>
<td>NAMI</td>
<td>17</td>
</tr>
<tr>
<td>National Academy of Elder Law Attorneys</td>
<td>48</td>
</tr>
<tr>
<td>National Alliance on Mental Illness (NAMI)</td>
<td>17</td>
</tr>
<tr>
<td>National Association of Home Builders</td>
<td>41</td>
</tr>
<tr>
<td>National Cancer Institute</td>
<td>66</td>
</tr>
<tr>
<td>National Council on Aging</td>
<td></td>
</tr>
<tr>
<td>Senior Community Service Employment Program</td>
<td>19</td>
</tr>
<tr>
<td>National Institute on Aging</td>
<td>66</td>
</tr>
<tr>
<td>Alzheimer’s and Related Dementias Education and Referral Center</td>
<td>3</td>
</tr>
<tr>
<td>Caregiving Information</td>
<td>9</td>
</tr>
<tr>
<td>National Institute on Deafness and Other Communication Disorders</td>
<td>15</td>
</tr>
<tr>
<td>National Kidney Foundation</td>
<td>66</td>
</tr>
<tr>
<td>National Multiple Sclerosis Society</td>
<td>66</td>
</tr>
<tr>
<td>National Osteoporosis Foundation</td>
<td>66</td>
</tr>
<tr>
<td>National Parkinson Foundation</td>
<td>66</td>
</tr>
<tr>
<td>NAVIGATE NC</td>
<td>8</td>
</tr>
<tr>
<td>NC4Vets</td>
<td>17</td>
</tr>
<tr>
<td>NC Assistive Technology Program</td>
<td>14, 57</td>
</tr>
<tr>
<td>NC Baptist Aging Ministry (NCBAM)</td>
<td>45</td>
</tr>
<tr>
<td>Volunteer opportunities</td>
<td>70</td>
</tr>
<tr>
<td>NC Department of Health and Human Services</td>
<td></td>
</tr>
<tr>
<td>Division of Aging and Adult Services</td>
<td>45</td>
</tr>
<tr>
<td>Division of Health Service Regulation</td>
<td>13, 18</td>
</tr>
<tr>
<td>Adult Care Licensure</td>
<td>55</td>
</tr>
<tr>
<td>Complaint Intake Unit</td>
<td>13, 18, 33, 55</td>
</tr>
<tr>
<td>Home Care Licensure</td>
<td>33</td>
</tr>
<tr>
<td>Nursing Home Licensure</td>
<td>55</td>
</tr>
<tr>
<td>Division of Mental Health, Developmental Disabilities</td>
<td></td>
</tr>
<tr>
<td>and Substance Abuse Services</td>
<td></td>
</tr>
<tr>
<td>Division of Services for the Blind</td>
<td>15</td>
</tr>
<tr>
<td>Division of Services for the Deaf and Hard of Hearing</td>
<td>15</td>
</tr>
<tr>
<td>NC Department of Insurance</td>
<td>61</td>
</tr>
<tr>
<td>CCRC Reference Guide</td>
<td>34</td>
</tr>
<tr>
<td>NC Department of Justice, Attorney General’s Office</td>
<td>13</td>
</tr>
<tr>
<td>NC Department of Military and Veterans Affairs</td>
<td>69</td>
</tr>
<tr>
<td>NC Department of Transportation</td>
<td></td>
</tr>
<tr>
<td>Division of Motor Vehicles (DMV)</td>
<td>14</td>
</tr>
<tr>
<td>Medical Review Program</td>
<td>17</td>
</tr>
<tr>
<td>NC Employment Security Commission: See NCWorks</td>
<td></td>
</tr>
<tr>
<td>NC ePass</td>
<td>8</td>
</tr>
<tr>
<td>NC Housing Finance Agency</td>
<td>40</td>
</tr>
<tr>
<td>NC Housing Search</td>
<td>40</td>
</tr>
<tr>
<td>NC Independent Living</td>
<td></td>
</tr>
<tr>
<td>Rehabilitation Program</td>
<td>14, 42</td>
</tr>
<tr>
<td>NC MedAssist</td>
<td>63</td>
</tr>
<tr>
<td>NC Mobility &amp; Medical</td>
<td>57</td>
</tr>
<tr>
<td>NC Office of Administrative Hearings</td>
<td></td>
</tr>
<tr>
<td>Civil Rights Division</td>
<td>13</td>
</tr>
<tr>
<td>NC Reading Service</td>
<td>15</td>
</tr>
<tr>
<td>Volunteer opportunities</td>
<td>70</td>
</tr>
<tr>
<td>NCWorks</td>
<td>19</td>
</tr>
<tr>
<td>NeedyMeds</td>
<td>63</td>
</tr>
<tr>
<td>NeighborHealth Center</td>
<td>20</td>
</tr>
<tr>
<td>Neighborhood Assistance Corporation of America</td>
<td>11</td>
</tr>
<tr>
<td>New Bern Transitional Housing</td>
<td>41</td>
</tr>
<tr>
<td>New Hope Dialysis: See Fresenius Kidney Care</td>
<td></td>
</tr>
<tr>
<td>NextHome Turn Key Realty</td>
<td>44</td>
</tr>
</tbody>
</table>
North Carolina ePass ................................. 8
North Carolina Facility Search ........................ 52
North Carolina Home Health .............................. 31
Northern Regional Center, WCHS ......................... 7
  Coordinated Entry ........................................... 41
Northern Wake Senior Center .............................. 63
North Hills Senior Living ...................................... 54
North Pointe Assisted Living ................................. 53
North Raleigh Ministries
  Crisis Center .................................................. 6
  Volunteer opportunities ....................................... 70
North State Medical Transport ............................ 68
Now Hear This .................................................. 15
NuAngels Home Care ........................................ 29
NuMotion ......................................................... 57
Nurse Care NC .................................................. 29
Nursing home: See Skilled care
Nursing Home Medicaid:
  See Long Term Care Medicaid
Nutrition and meals ........................................... 56
Nutrition Sites .................................................... 56

O

Oak City Cares .................................................. 41
Oak Grove Apartments ....................................... 40
Oaks at Brier Creek, The .................................. 40
Oaks at Whitaker Glen, The ............................... 34
  Mayview ......................................................... 51
Oasis Senior Advisors ....................................... 46
Obamacare: See Affordable Care Act
  Health Insurance Marketplace ................................. 22
  Occupational therapy ........................................... 22
  Olde School Commons ...................................... 38
  Oliver House .................................................... 53
  Olli: See Osher Lifelong Learning Institute
  Omega Elder Law ................................................ 48
  One Choice Healthcare ....................................... 29
  Options Counseling .......................................... 10
  Options for Senior America .................................. 29
  Orchard Villas, The .......................................... 33
  Order in the House ............................................. 44
  Orthopedic Service Company ............................... 57
  Osher Lifelong Learning Institute
    at Duke ......................................................... 18
    at NC State ................................................... 18
Osteoporosis Foundation:
  See National Osteoporosis Foundation

P

PACE .......................................................... 23
Pacific Staffing .................................................. 29
Palliative care ................................................... 31
Paralysis Resource Center .................................... 66
Parkinson Association of the Carolinas .................. 66
Parkinson’s Foundation ........................................ 66
Parks, Recreation & Cultural Resources
  Apex ............................................................. 48
  Cary ............................................................. 48
  Fuquay-Varina ................................................ 48
  Garner .......................................................... 48
  Morrisville ..................................................... 48
  Raleigh .......................................................... 48, 64
  Rolesville ....................................................... 48
  Wake Forest .................................................... 49
Parkview Manor .................................................. 38
Part D: See Medicare Part D
Partial Medicaid: See Medicare Savings
Partnership for Prescription Assistance:
  See Medication Assistance Tool
  Paschal, John P .................................................. 47
  Passage Home .................................................. 41
Patient Travel Center:
  See National Patient Travel Center
PCS: See Medicaid PCS
Peaceful Living Home Care .................................. 29
Peak Healthcare .................................................. 29
Pennington Grove Apartments ............................. 38
Perpetual Home Care .......................................... 29
Personal Care Services: See Medicaid PCS
Personal Emergency
  Response Systems (PERS) ..................................... 58
Person Street Pharmacy ....................................... 62
Philips Lifeline ................................................... 58
Phoenix Assisted Care ........................................ 53
Phone bill assistance:
  See Lifeline (phone discount)
Photo ID for non-drivers ..................................... 14
Physical therapy .................................................. 22
Physician referral services .................................... 22
Physicians Pharmacy Alliance: See AdhereRx
Pine Acres Community Center, MoW site ............ 56
Pine Hills Apartments .......................................... 38
Plus 50 Lifelong Learning, Wake Tech .................. 18
Poole Road Family Care Home ................................ 54
Power of attorney .............................................. 46
Health care .................................................. 90
Poyner Spring Apartments .......................... 38
Prairie Building ........................................... 40
 Preferred Living Solutions ........................... 8
Preferred Senior Resources ....................... 46
Prescription drug ......................................... 61
Delivery .................................................... 62
Financial assistance ................................... 63
Insurance: See Medicare Part D
Medication management ......................... 62
Preston Pointe .............................................. 35
Private transportation services .................. 68
Problem Gambling Hotline ....................... 17
Program 101:
See Section 504 Home Repair Program
Program of All-Inclusive
Care for the Elderly (PACE) ....................... 23
Project Lifesaver ........................................ 4
Property tax relief ....................................... 45
Protective services for adults ..................... 18
PruittHealth
Home care .................................................. 31
Hospice ..................................................... 32
Long-term care ......................................... 51
Psychiatric treatment ................................... 17, 19
Public health .............................................. 20
Public housing: See Subsidized housing
Public transportation ................................. 67

R

Raleigh Area
Development Authority (RADA) ............... 11
Raleigh Centers for Active Adults ............. 64
Raleigh Dialysis Clinic:
See Fresenius Kidney Care
Raleigh Geriatric Care Management .......... 8
Raleigh Geriatricians .................................. 20
Raleigh Hearing and Tinnitus Center .......... 15
Raleigh Housing Authority ....................... 36
Raleigh Parks, Recreation
& Cultural Resources ................................. 48
Golden Years Clubs .................................... 64
Specialized Recreation
and Inclusion Services ............................. 14
Raleigh Rehabilitation Center .................. 51
Raleigh SeniorTechEd ................................ 10
Volunteer opportunities ............................ 70
Raleigh Total Life Center ............................ 2

Raleigh transplant: See GoRaleigh
Raleigh VA Outpatient Clinic ..................... 69
Raleigh Vet Center ...................................... 66, 69
Raleigh-Wake 9-1-1 ................................... 7
Ramp ....................................................... 41
RDU Volunteer Ambassador Program .......... 70
Realtors ..................................................... 44
Rebuilding Together of the Triangle .......... 42
Recreation: See Leisure and recreation
Recreation inclusion services ..................... 14
Redeeming Love
Missionary Baptist Church (MoW site) ....... 56
Reeve Foundation: See Paralysis Resource Center
Referral services ......................................... 46
Regency at Brier Creek ............................... 33
Regency at White Oak Creek ..................... 33
Regional Centers, WCHS .......................... 7
Regional Long-Term Care
Ombudsman Program ................................ 55
Rehabilitation facilities ............................... 50
Rehabilitation (rehab) center: See Skilled care
Relay North Carolina ................................. 16
Relocation assistance ................................. 44
Renaissance Centre for the Arts ................ 49
Rental retirement communities .................. 34
Representative payee .................................. 47
Resources for Seniors
Caregiver assistance .................................. 10
Community Alternatives Program
for Disabled Adults (CAP/DA) ................. 32
Companion Registry .................................. 26
Fan Program .............................................. 6
Home Improvement .................................... 42
Information and referral ........................... 10, 46
In Home Aide ........................................... 29
Medication assistance (MAPS) ................. 63
Medication education (Meds) .................... 62
Reverse Mortgage Counseling .................. 12
Total Life Centers ...................................... 2
Transportation ........................................... 67
Volunteer opportunities ........................... 71
Weatherization Assistance Program (WAP) . 43

Respite
About ....................................................... 24
Group respite ............................................. 1
Overnight respite:
See Southeastern Wake Adult Day Health
Response Transportation .......................... 68
Rest home: See Adult care homes
ReStores, Habitat for Humanity .................. 40
Retirement benefits: See Social Security

Retirement communities
   Active Adult Communities ......................... 33
   Continuing Care Retirement Communities .... 33
   Rental retirement communities .................. 34

Retreat at Cary, The .................................. 55

Revenue Department:
   See Department of Tax Administration

Reverse mortgage ........................................ 12

Rex: See UNC Rex

Rex Senior Health Center:
   See Senior Health Center

Right at Home
   Home care ............................................. 29
   Transport powered by Uber ......................... 68

Rightsizing Raleigh ..................................... 44

Ripley Station Apartments ............................. 40

Road Scholar ............................................. 18

Road to Recovery Program ............................ 67

Roanoke Commons ....................................... 39

Robinwood of Wendell .................................. 39

Rolesville Parks & Recreation ....................... 48

Rose Hill #2 ............................................. 55

Rose Hill Family Care .................................. 55

R & S Family Care Home ................................ 55

Ruth Sheets Adult Care Center ...................... 2

Rx Assist .................................................. 63

Rx Outreach .............................................. 63

Ryan Spring Apartments ............................... 39

S

Safe Return .................................................. 4

SafetyChoice by Comfort Keepers .................. 58

SAGE Raleigh ............................................. 66

Salvation Army, The
   Emergency family shelter ............................ 41
   Food and clothing assistance ....................... 7
   Senior Social Program ................................ 64

SarahCare at Lake Boone Trail ..................... 2

Saturday Daybreak Program .......................... 2

SCORE Raleigh ........................................... 71

Seagraves Family Care Home ......................... 55

SearStone .................................................... 34

Section 504 Home Repair Program .................. 42

Secure Estate Group ..................................... 48

Securities Division ....................................... 13

Sedgebrook Apartments ................................ 40

Senior Activity Centers: See Senior centers

Senior and Adult Services ............................. 55

Senior Care Consulting ................................ 46

Senior centers ............................................ 63

Senior clinic ............................................. 20

Senior clubs and organizations .................... 64

Senior CommUnity Care (PACE) ..................... 23

Senior Community Service
   Employment Program .................................. 19

Senior Corps: See Foster Grandparent Program

Senior Games ............................................. 48

Senior Health Center .................................... 48

Senior Homeownership Preservation Project ...... 12

Senior housing: See Housing options

Senior Law Clinic, Campbell University ........ 48

Senior Legal Helpline, Legal Aid of NC .......... 3, 47

Senior Medicare Patrol (SMP) ....................... 61

Seniors’ Health Insurance
   Information Program (SHIIP) ....................... 59, 60

Seniors Helping Seniors ............................... 26

Seniors Real Estate Specialist (SRES) ............. 44

Senior Tech Ed (Cary) ................................. 10

SeniorTechEd (Raleigh and Knightdale) .......... 10

Senior Veterans Council .............................. 69

Service animal registration: See NC Division of
   Vocational Rehabilitation Services

Service coordination ..................................... 36, 63

Sexual Assault Crisis Line ............................ 13

Sharper’s Live-in Support Services ................ 26

Sharp Law Offices (Sharp, Leslee) ................. 48

Shepard Greene Apartments .......................... 39

Shepherds Care Medical Clinic ...................... 21

Shepherd’s Table Soup Kitchen ...................... 56

SHIIP ....................................................... 60

Silver Alert Program .................................... 4

Silver Linings for Seniors ............................. 14

Silver Spring Apartments ............................. 39

Sir Walter Apartments .................................. 39

Skilled care (nursing and rehabilitation facilities)
   About .................................................... 49
   Listings .................................................. 50

Skilled services (home health care)
   About ..................................................... 24
   Listings of ............................................... 30

Smart home / smart devices: See GetSmartPros

SMART Transportation .................................. 68

Smoking Quitline ........................................ 66

Smooth Transitions ..................................... 44

SMP: See Senior Medicare Patrol

SNAP: See Food Assistance Program
Social Security
  About ......................................................................................  64
  Contact information (SSA) ......................................................  61,65
  Disability Benefits (SSD or SSDI) .............................................  14
  Extra Help ..............................................................................  62
  Fraud Hotline .........................................................................  13
  Supplemental Security Income (SSI) ...........................................  65
  Social Worker for the Blind ......................................................  15
Southeastern Wake Adult Day Center
  Adult Day Health .....................................................................  2
  Home care ................................................................................  29
  Overnight Respite .....................................................................  2
Southern Regional Center, WCHS .............................................  7
  Coordinated Entry .....................................................................  41
Southern Wake
  Faith Community in Action: See FACES ..................................  17
Southlight Healthcare ..................................................................  17
Spanish-language  
  Counseling ..............................................................................  13
  Crisis Line ................................................................................  13
  Special Assistance .....................................................................  50
  Specialized Recreation and Inclusion Services .........................  14
  Speech-impaired .......................................................................  15
  Spence, Amanda .......................................................................  47
  Spring Arbor Senior Living .......................................................  53
  Springmoor ...............................................................................  34
  SRES .........................................................................................  44
SSA: See Social Security
SSDI: See Social Security Disability benefits
SSI: See Social Security
  Supplemental Security Income ...........................................................
  Stair lift .....................................................................................  41
  Stalls Medical ...........................................................................  57
  Adaptive Vans ............................................................................  68
  Star rating system .......................................................................  52
  State Home Foreclosure Prevention Project ..................................  11
Stay at Home Senior Care
  Family care home ......................................................................  54
  Home care services .....................................................................  29
Stevie Organizing Services ........................................................  44
Strategic Behavioral Health .........................................................  17, 19
St. Saviour’s Outreach Center (MoW site) ......................  56
  Student clinics, dentistry ............................................................  22
Subsidized housing .....................................................................  35
Substance abuse ........................................................................  16
Suicide Prevention Lifeline ..........................................................  17
Sunnybrook Rehabilitation Center ..............................................  51
Sunrise Senior Living ...................................................................  53
Supplemental insurance:
  See Medicare Supplemental Insurance
Supplemental Security Income .....................................................  65
Support groups ............................................................................  10
Supportive Housing: See Coordinated Entry
Support organizations ..................................................................  65
SureSteps .....................................................................................  22
Swinburne Building, WCHS .........................................................  7
T
  Tax-Aide, AARP .........................................................................  66
  Tax assistance ...............................................................................  66
  Tax credit property: See Affordable housing
  T & C Transportation ..................................................................  68
  Technology ................................................................................  10
  Telamon Corporation ..................................................................  11
  TeleCare ......................................................................................  67
  Telecommunications Access Program ........................................  15
  Telephone bill assistance:
    See Lifeline (phone discount)
  Telephone reassurance ...............................................................  67
  Telephones, amplified ..................................................................  15
  Temporary housing .....................................................................  41
  Tender Care Health .....................................................................  29
  Terrace Spring Apartments ..........................................................  39
  Tiffany’s Family Care Home .........................................................  55
  Timber Spring Apartments ...........................................................  39
  Title 5: See Senior Community Service
    Employment Program
  T-Linx: See GoTriangle ACCESS
  T & L Medical Transportation .......................................................  68
  Total Life Centers ......................................................................  2
  Tower Nursing and Rehabilitation Center ..................................  51
  Town of Cary
    Housing Rehabilitation Program ...............................................  42
  TRACS: See GoWake Access
  Transgender: See LGBT Center of Raleigh
  Transitional housing ...................................................................  41
Transitions Lifecare
  GriefCare ...................................................................................  14
  GuidingLights Caregiver Support Center ..................................  10
  HomeHealth ...............................................................................  31
  HospiceCare ..............................................................................  32
  PalliativeCare .............................................................................  21,32
  Volunteer opportunities ...............................................................  71
Transportation ..............................................................................  67
Treeo Senior Living ......................................................................  35
Triangle Aphasia Project ...............................................................  66
Triangle East Fellowship of Churches:
    See Wendell Council of Churches ............................................  8
Triangle Eldercare Consultants ....................................................  8
Triangle Family Services
    Credit counseling ........................................................................  11
    Therapy / counseling ................................................................  14
Triangle J Area Agency on Aging ...................................................  46
Triangle Literacy Council .................................................................  18
Triangle Mobile Dentistry .................................................................  22
Triangle Radio Reading Service:
    See NC Reading Service ............................................................  44
Triangle Senior Moving Services .....................................................  44
Tri-Area Ministry Food Pantry .........................................................  7
Trinity Ridge Apartments .................................................................  39
Trinity Staffing ..................................................................................  30
TTA:  See GoTriangle .................................................................  30
Tucker Street:  See St. Savior’s Outreach Center ..................................  39
Turnberry Apartments .................................................................  39
Tyron Grove Apartments .................................................................  40

U

UNC
    Adams School of Dentistry Clinics .................................................  22
    Geriatrics Specialty Clinic ..........................................................  21
    Memory Disorders Clinic .............................................................  4, 21
UNC Health Care
    Find a Doctor .............................................................................  22
    WakeBrook ..................................................................................  17
Unconditional Care Senior Services ....................................................  26
UNC Rex
    Cancer Care ..................................................................................  21
    Home Services ..............................................................................  31
    Hospital .......................................................................................  19
    Rehabilitation and Nursing Care Centers ..................................  51
    Senior Health Center ...................................................................  20
Universal Health Care, Fuquay-Varina .............................................  51
Universal Health Care, North Raleigh .............................................  51
Urban Ministries
    Food Pantry ..................................................................................  7
    Prescription Assistance ...............................................................  63
    Volunteer opportunities .............................................................  71
Urgent Repair Program:
    See NC Housing Finance Agency ..................................................  46
USA.Gov .........................................................................................  46
USDA Rural Development
    Section 504 Home Repair Program .............................................  42
US Department
    of Housing and Urban Development (HUD)
      Housing Counseling Agency Search ........................................  11
      Reverse Mortgage Counselor Search .......................................  11
      Reverse Mortgage Lenders Search .........................................  12
US Department of Veterans Affairs ...............................................  69
V

VA Aid and Attendance .................................................................  25
VA Caregiver Support .......................................................................  10
Val’s Family Care Home .................................................................  55
Val’s Place at Brookhaven ...............................................................  55
Van Products Mobility .....................................................................  57, 68
Vet Center .........................................................................................  69
Veterans Affairs, US Department of .............................................  69
Veterans Services Office ..................................................................  69
Victory Healthcare ...........................................................................  30
Victory Home Care ..........................................................................  30
Village at Aversboro, The ..............................................................  33
Village at Washington Terrace, The .............................................  40
Village Pharmacy of Wake Forest ...............................................  62
Villas of Wake Forest ........................................................................  33
Visiting Angels ..................................................................................  30
Visual impairment ...........................................................................  15
Vital Information ..............................................................................  73
Vocational rehabilitation ..................................................................  14
Volunteer
    Caregiving:
      See Center for Volunteer Caregiving, The
        Opportunities ...........................................................................  70
      Transportation .............................................................................  67
    VolunteerMatch.org .....................................................................  71
    Volunteer Raleigh .........................................................................  71
Voting:  See Wake County Board of Elections ....................................  70
VSO .................................................................................................  69

W

Wake Acres Apartments .................................................................  40
Wake Assisted Living ........................................................................  53
WakeBrook .......................................................................................  17
Wake Community Resource Connections ......................................  46
Wake County Board of Elections ....................................................  7
Wake County Coordinated Entry ...................................................  41
Wake County Department
    of Tax Administration ..................................................................  45
Wake County Facilities Search .......................................................  45
Wake County Housing Affordability
    and Community Revitalization ..................................................  42
Wake County Human Services
- Adult Medicaid ........................................ 61
- Adult Protective Services .............................. 18
- Contact information and locations .................. 7
- Division of Public Health ................................ 20
- Energy Assistance Programs .......................... 6
- Food Assistance Program .................................. 56
- Regional Center locations .............................. 7
- Senior and Adult Services ............................... 55
Wake County Senior Games ................................. 48
Wake County Veterans Services Office ............... 69
Wake CRC .................................................... 46
Wake Dialysis Clinic: See Fresenius Kidney Care
Wakefield Commons ......................................... 40
Wakefield Hills ............................................... 40
Wakefield Manor ............................................. 39
Wakefield Medical ............................................ 57
Wakefield Spring Apartments .............................. 39
Wake Forest Adult Day Health ............................ 2
Wake Forest Dialysis Center ............................... 21
Wake Forest Drug ............................................ 57
Wake Forest Parks, Recreation 
& Cultural Resources ....................................... 49
Wake Forest Renaissance Centre for the Arts ... 49
Wake Forest Senior Center: See Northern Wake Senior Center
Wake Forest transit (between Raleigh and WF): See GoRaleigh
Wake Forest transit (within WF): See GoTriangle
WakeMed
- Find a Doctor .............................................. 22
- Home Health & Skilled Nursing ....................... 31
- Hospitals and emergency services .................. 19
Wake Technical Community College
- Continuing Education .................................... 10, 18
- Pathfinder Career Exploration Program .......................... 16, 18
- Plus 50 Lifeline Learning .................................. 18
- Workforce Continuing Education ..................... 18
Wallace, Janna: See Omega Elder Law
Wallis Law Firm (Wallis, Diane) ......................... 48
Walnut Ridge Apartments .................................... 40
Walnut Terrace Apartments ............................... 39
Walnut Terrace Center ....................................... 64
Waltonwood Cary Parkway ................................ 35
Waltonwood Lake Boone ................................... 35
WAP ............................................................. 43
Waterbrook Apartments ................................. 39
Water Garden Park ........................................... 39
Water Garden Village ........................................ 40
Watral, Lauren: See Raleigh Geriatric Care Management
Weatherization: See Home weatherization
Weatherization Assistance Program .................. 43
Weatherstone Spring Apartments ....................... 39
Weeks, Danielle .............................................. 44
Welfare Check .................................................. 7
Well Care Home Health .................................... 30, 31
Wellington Rehabilitation and Healthcare ........ 51
Wendell Council of Churches ............................ 7
Wendell Drug .................................................. 58, 63
Wendell Senior Center: See Eastern Wake Senior Center
Western Wake Crisis Ministry ........................... 7
Weston Trace Apartments ................................ 40
Westwood Park Apartments ............................. 40
Wheelchair-accessible vans ............................. 68
Wheelchair Getaways: See Adaptive Vans
Wheelchair ramp ............................................ 42
Whispering Pines ............................................ 35
WH Transportation .......................................... 68
Willow Creek Apartments ................................. 39
Windsor Point ............................................... 34
Windsor Spring Apartments .............................. 39
Wisdom Senior Care ......................................... 30
With Love from Jesus Ministries ....................... 7, 58
Women’s Center, The ...................................... 7, 41
Woodland Terrace .......................................... 35
Woods at Avent Ferry, The ................................ 39
Wood Spring Apartments ................................. 39
Workforce Continuing Education, WakeTech. 18
Wrenette’s Place .............................................. 55
wRight Place for Seniors, The .......................... 46
Y
YMCA of the Triangle ......................................... 49
Z
Zebulon Drug .................................................. 58, 63
Zebulon House ............................................... 53
Zebulon Kidney Center: See Fresenius Kidney Care
Zebulon Rehabilitation Center ......................... 51
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 $2,266 (Married), $1,911 (Single Veteran), $1,228 (Widow).

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

Compassionate Care in the Comfort of Home

Kindred at Home's experienced and compassionate nurses, therapists and other clinical team members provide individualized care designed to get you back to doing the things you love. All with leading clinical care. All in the comfort of the place you call home.

Serving Wake and surrounding counties.

For more information, please call
1.866.KINDRED

Kindred at Home is a family of private duty, community care, home health, palliative care and hospice providers.

We accept patients for care regardless of age, race, color, national origin, religion, sex, disability, sexual orientation, gender identity or expression, or any other category protected by law or relevant regulatory authority.

© 2019 Kindred at Home (1999052-BD)
RFS Locations and Contacts

Administrative Office  
1110 Navaho Drive, Fourth Floor, Raleigh, 27609  
919-872-7933

TOTAL LIFE CENTERS

Cary Total Life Center at Bond Park  
110 Maury O’Dell Place, Cary, 27513  
919-460-9008

Eastern Wake Total Life Center  
323 Lake Drive, Wendell, 27591  
919-365-4248

Garner Total Life Center  
201 Methodist Drive, Garner, 27529  
919-773-3790

Raleigh Total Life Center  
5124 Departure Drive, Raleigh, 27616  
919-873-1870

SENIOR CENTERS

Cary Senior Center  
120 Maury O’Dell Place, Cary, 27513  
919-462-3983

Eastern Wake Senior Center  
323 Lake Drive, Wendell, 27591  
919-365-4248

Garner Senior Center  
205 East Garner Road, Garner, 27529  
919-661-6894

Northern Wake Senior Center  
235 East Holding Avenue, Wake Forest, 27587  
919-554-4111

Raleigh Centers for Active Adults

Anne Gordon Center at Millbrook Exchange Park  
1901 Spring Forest Road, Raleigh, 27604  
919-996-4738

Five Points Center  
2000 Noble Road, Raleigh, 27608  
919-996-4738