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

Informed Choices for Maximum Independence

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.seniornoorercouncil.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.

We also offer hospice services if patients need to transition to a different level of care.

Serving Wake and surrounding counties.

For more information, please call
1.866.CARE.KAH
www.kindredathome.com

America’s Choice in Home Care®

Proudly Serving Wake County for 20 years

Locally Owned & Nationally Known

919.787.4317
www.VisitingAngels.com/raleigh
We are Resources for Seniors. And “We Are Here.”

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

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

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

Be well!

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

Affordable Family Care Services
Alzheimer’s Association (Eastern North Carolina Chapter)
Aware Senior Care
Capital Towers
The Center for Volunteer Caregiving
CenterPeace Home HealthCare
Dementia Alliance of North Carolina
DHIC
Doctors Making Housecalls
Evergreen Construction
Falls River Court & Village
HomeChoice Home Care Solutions
Home Health Haircuts
Home Instead Senior Care of Wake County
Kindred at Home
NextHome Turn Key Realty
PHC Home Health
Senior CommUnity Care of North Carolina
Senior Medicare Patrol (SMP)
Seniors’ Health Insurance Information Program (SHIIP)
Seniors Helping Seniors
Senior Veterans Council
Silver Linings for Seniors
Smooth Transitions
Transitions LifeCare
Triangle Mobile Dentistry
Visiting Angels
Well Care Home Health of the Triangle

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

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

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

To notify Resources for Seniors of any suggested changes, additions, or deletions to the content of this Directory, or for information about opportunities to help sponsor next year’s Directory, please contact the RFS Information Department at 919-713-1556, or via email at info@rfsnc.org.
Resources for Seniors (RFS) serves older adults and adults with disabilities in Wake County, North Carolina, by providing home and community-based services and information so they can maximize their choices for comfort, safety, security and well-being. Services include direct care, support services, information, options counseling, and outreach. We provide excellence in service and care to individuals and their families.

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

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

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

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

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

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

**In-Home Aide Programs** .......................... 919-872-7933
RFS administers public funding for programs that provide limited home care (personal care) services at subsidized rates for Wake County residents. These programs have long waitlists due to limited funding. Call for more information.
Medicare Counseling .......................... 855-408-1212
RFS partners with the NC Seniors' Health Insurance Information Program (SHIIP) to offer free counseling and answers to questions about Medicare. See the Medicare, Medicaid, and Health Insurance section for more information.

Medication Education for Drug Safety (MEDS) Program .................. 919-872-7933
Free Medication Therapy Management consultations with a pharmacist for Medicare recipients, to prevent dangerous side effects and drug interactions. See the Prescription Drugs section for more information.

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

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

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

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

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

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

Raleigh Centers for Active Adults

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

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

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Services Provided By Resources</th>
<th>iii</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Sponsors</td>
<td>viii</td>
</tr>
<tr>
<td>Adult Day Programs</td>
<td>1</td>
</tr>
<tr>
<td>Advocacy Groups</td>
<td>3</td>
</tr>
<tr>
<td>Alzheimer’s Disease, Dementia, and Memory Loss</td>
<td>3</td>
</tr>
<tr>
<td>Basic Needs</td>
<td>5</td>
</tr>
<tr>
<td>Benefits Screening</td>
<td>7</td>
</tr>
<tr>
<td>Care Management</td>
<td>8</td>
</tr>
<tr>
<td>Caregiver Resources</td>
<td>9</td>
</tr>
<tr>
<td>Computer Education and Technology</td>
<td>10</td>
</tr>
<tr>
<td>Consumer Financial Services</td>
<td>10</td>
</tr>
<tr>
<td>Credit Reports and Credit Counseling</td>
<td>10</td>
</tr>
<tr>
<td>Housing Counseling and Mortgage Default Counseling</td>
<td>10</td>
</tr>
<tr>
<td>Reverse Mortgages</td>
<td>11</td>
</tr>
<tr>
<td>Daily Money Management</td>
<td>12</td>
</tr>
<tr>
<td>Consumer Protection</td>
<td>12</td>
</tr>
<tr>
<td>Counseling</td>
<td>13</td>
</tr>
<tr>
<td>Disability Resources</td>
<td>14</td>
</tr>
<tr>
<td>General</td>
<td>14</td>
</tr>
<tr>
<td>Blindness and Visual Impairment</td>
<td>14</td>
</tr>
<tr>
<td>Deafness, Hearing Disability, and Speech Impairment</td>
<td>15</td>
</tr>
<tr>
<td>Intellectual and Developmental Disability</td>
<td>15</td>
</tr>
<tr>
<td>Mental Health and Substance Abuse</td>
<td>16</td>
</tr>
<tr>
<td>Driving Instruction and Evaluation</td>
<td>16</td>
</tr>
<tr>
<td>Education</td>
<td>17</td>
</tr>
<tr>
<td>Elder Abuse and Protective Services for Adults</td>
<td>17</td>
</tr>
<tr>
<td>Employment</td>
<td>18</td>
</tr>
<tr>
<td>Health Care Providers</td>
<td>18</td>
</tr>
<tr>
<td>Hospitals</td>
<td>18</td>
</tr>
<tr>
<td>Medical Practices and Clinics</td>
<td>19</td>
</tr>
<tr>
<td>Dental Care</td>
<td>20</td>
</tr>
<tr>
<td>Dialysis Clinics</td>
<td>21</td>
</tr>
<tr>
<td>Physical and Occupational Therapy</td>
<td>21</td>
</tr>
<tr>
<td>Physician Search Resources</td>
<td>22</td>
</tr>
<tr>
<td>Program of All-Inclusive Care for the Elderly (PACE)</td>
<td>22</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Home Care</td>
<td>23</td>
</tr>
<tr>
<td>Licensing and Complaints</td>
<td>25</td>
</tr>
<tr>
<td>Home Care and Companion Services</td>
<td>25</td>
</tr>
<tr>
<td>Skilled Services</td>
<td>28</td>
</tr>
<tr>
<td>Community Alternatives Program for Disabled Adults (CAP/DA)</td>
<td>29</td>
</tr>
<tr>
<td>Hospice and Palliative Care</td>
<td>30</td>
</tr>
<tr>
<td>Housing Options</td>
<td>30</td>
</tr>
<tr>
<td>Active Adult Communities</td>
<td>30</td>
</tr>
<tr>
<td>Continuing Care Retirement Communities</td>
<td>31</td>
</tr>
<tr>
<td>Rental Retirement Communities</td>
<td>32</td>
</tr>
<tr>
<td>Subsidized and Affordable Housing</td>
<td>33</td>
</tr>
<tr>
<td>Emergency Housing and Homeless Resource Centers</td>
<td>38</td>
</tr>
<tr>
<td>Housing-Related Programs</td>
<td>38</td>
</tr>
<tr>
<td>Home Adaptation and Accessibility</td>
<td>38</td>
</tr>
<tr>
<td>Home Repair and Rehabilitation</td>
<td>39</td>
</tr>
<tr>
<td>Weatherization Assistance Program</td>
<td>40</td>
</tr>
<tr>
<td>Moving and Organizing Resources</td>
<td>41</td>
</tr>
<tr>
<td>Real Estate Services</td>
<td>41</td>
</tr>
<tr>
<td>Property Tax Relief Programs</td>
<td>42</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>43</td>
</tr>
<tr>
<td>Legal Services</td>
<td>44</td>
</tr>
<tr>
<td>Leisure and Recreation</td>
<td>46</td>
</tr>
<tr>
<td>Long-Term Care</td>
<td>47</td>
</tr>
<tr>
<td>Skilled Care Facilities</td>
<td>48</td>
</tr>
<tr>
<td>Assisted Living Facilities</td>
<td>49</td>
</tr>
<tr>
<td>Licensing, Monitoring, and Complaints</td>
<td>52</td>
</tr>
<tr>
<td>Advocacy for Residents of Long-Term Care</td>
<td>52</td>
</tr>
<tr>
<td>Meals and Nutrition</td>
<td>52</td>
</tr>
<tr>
<td>Medical Supplies and Equipment</td>
<td>53</td>
</tr>
<tr>
<td>Personal Emergency Response Systems</td>
<td>54</td>
</tr>
<tr>
<td>Medicare, Medicaid, and Health Insurance</td>
<td>55</td>
</tr>
<tr>
<td>Medicare</td>
<td>57</td>
</tr>
<tr>
<td>Medicaid</td>
<td>57</td>
</tr>
<tr>
<td>Other Insurance Resources</td>
<td>58</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>58</td>
</tr>
<tr>
<td>Medicare Part D</td>
<td>58</td>
</tr>
<tr>
<td>Medication Therapy Management</td>
<td>59</td>
</tr>
<tr>
<td>Prescription Drug Delivery</td>
<td>59</td>
</tr>
<tr>
<td>Other Prescription Drug Assistance</td>
<td>59</td>
</tr>
</tbody>
</table>
Senior Centers ......................................................................................................................... 60
Senior Clubs and Organizations ............................................................................................. 60
Social Security .......................................................................................................................... 61
Support Organizations and Help Lines .................................................................................. 62
Tax Assistance .......................................................................................................................... 63
Telephone Reassurance .......................................................................................................... 64
Transportation .......................................................................................................................... 64
  Public and Volunteer Transportation ..................................................................................... 64
  Private Transportation ............................................................................................................. 65
  Specialized Transportation ..................................................................................................... 65
Veterans Services ..................................................................................................................... 66
Volunteer Opportunities ........................................................................................................... 67
Reference Guide ...................................................................................................................... 68
  Vital Information .................................................................................................................... 69
  Assessing Needs ...................................................................................................................... 71
  Moving to North Carolina ....................................................................................................... 73
  Home Safety Checklist .......................................................................................................... 76
Choosing a Home Care Agency ............................................................................................... 79
Long-Term Care Facility Checklist ........................................................................................ 81
Medical Care Decisions & Advance Directives ..................................................................... 86
End of Life Planning ................................................................................................................ 88
Index ........................................................................................................................................ 89
## DIRECTORY SPONSORS

<table>
<thead>
<tr>
<th>Sponsor Name</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affordable Family Care Services</td>
<td>919-676-1070</td>
<td><a href="http://afcsnc.com">afcsnc.com</a></td>
</tr>
<tr>
<td>Alzheimer’s Association (Eastern North Carolina Chapter)</td>
<td>919-803-8285</td>
<td><a href="http://alz.org/nc">alz.org/nc</a></td>
</tr>
<tr>
<td>Aware Senior Care</td>
<td>919-436-1871</td>
<td><a href="http://awarencare.com">awarencare.com</a></td>
</tr>
<tr>
<td>Capital Towers</td>
<td>919-787-1231</td>
<td><a href="http://capitaltowers.com">capitaltowers.com</a></td>
</tr>
<tr>
<td>The Center for Volunteer Caregiving</td>
<td>919-460-0567</td>
<td>[volunteer caregiving.org](<a href="http://volunteer">http://volunteer</a> caregiving.org)</td>
</tr>
<tr>
<td>CenterPeace Home HealthCare</td>
<td>919-567-8200</td>
<td><a href="http://cpcompanioncare.com">cpcompanioncare.com</a></td>
</tr>
<tr>
<td>Dementia Alliance of North Carolina</td>
<td>919-832-3732</td>
<td><a href="http://dementianc.org">dementianc.org</a></td>
</tr>
<tr>
<td>DHIC</td>
<td>919-832-4345</td>
<td><a href="http://dhic.org">dhic.org</a></td>
</tr>
<tr>
<td>Doctors Making Housecalls</td>
<td>919-932-5700 or 844-932-5700</td>
<td><a href="http://doctorsmakinghousecalls.com">doctorsmakinghousecalls.com</a></td>
</tr>
<tr>
<td>Evergreen Construction</td>
<td>919-848-2041</td>
<td><a href="http://evergreenconstructionco.com">evergreenconstructionco.com</a></td>
</tr>
<tr>
<td>Falls River Court &amp; Village</td>
<td>919-999-8057</td>
<td><a href="http://seniorlifestyle.com">seniorlifestyle.com</a></td>
</tr>
<tr>
<td>HomeChoice Home Care Solutions</td>
<td>919-847-5622</td>
<td><a href="http://homechoicehomecare.com">homechoicehomecare.com</a></td>
</tr>
<tr>
<td>Home Health Haircuts</td>
<td>919-675-5507</td>
<td><a href="http://homehealthhaircuts.net">homehealthhaircuts.net</a></td>
</tr>
<tr>
<td>Home Instead Senior Care of Wake County</td>
<td>919-676-2273</td>
<td><a href="http://homeinstead.com/226">homeinstead.com/226</a></td>
</tr>
<tr>
<td>Kindred at Home</td>
<td>919-881-9492 or 866-227-3524</td>
<td><a href="http://kindredathome.com">kindredathome.com</a></td>
</tr>
<tr>
<td>NextHome Turn Key Realty</td>
<td>919-480-0249</td>
<td><a href="http://nexthometurnkey.com">nexthometurnkey.com</a></td>
</tr>
<tr>
<td>PHC Home Health</td>
<td>919-230-7231</td>
<td><a href="http://phcnc.com">phcnc.com</a></td>
</tr>
<tr>
<td>Senior CommUnity Care of North Carolina</td>
<td>919-425-3050</td>
<td><a href="http://seniorcommunitycarenc.org">seniorcommunitycarenc.org</a></td>
</tr>
<tr>
<td>Senior Medicare Patrol</td>
<td>855-408-1212</td>
<td><a href="http://ncshiiip.com">ncshiiip.com</a></td>
</tr>
<tr>
<td>Seniors Helping Seniors</td>
<td>919-761-5346</td>
<td><a href="http://seniorcareeastraleigh.com">seniorcareeastraleigh.com</a></td>
</tr>
<tr>
<td>Senior Veterans Council</td>
<td>919-825-1300</td>
<td><a href="http://seniorveteranscouncil.com">seniorveteranscouncil.com</a></td>
</tr>
<tr>
<td>Silver Linings for Seniors</td>
<td>919-948-7718</td>
<td><a href="http://silverliningsnc.com">silverliningsnc.com</a></td>
</tr>
<tr>
<td>Smooth Transitions</td>
<td>919-335-4663</td>
<td><a href="http://yoursmoothtransition.com">yoursmoothtransition.com</a></td>
</tr>
<tr>
<td>Transitions LifeCare</td>
<td>919-828-0890</td>
<td><a href="http://transitionslife.org">transitionslife.org</a></td>
</tr>
<tr>
<td>Triangle Mobile Dentistry</td>
<td>919-799-2770</td>
<td><a href="http://trianglemobiledentistry.com">trianglemobiledentistry.com</a></td>
</tr>
<tr>
<td>Visiting Angels</td>
<td>919-787-4317</td>
<td><a href="http://visitingangels.com/raleigh">visitingangels.com/raleigh</a></td>
</tr>
<tr>
<td>Well Care Home Health of the Triangle</td>
<td>919-846-1018 or 888-815-5310</td>
<td><a href="http://wellcarehealth.com">wellcarehealth.com</a></td>
</tr>
</tbody>
</table>
ADULT DAY PROGRAMS

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

Types of Adult Day Programs

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

- **Adult day health programs (health model or combination model)** provide similar activities as social programs and also have a nurse present for at least 4 hours per day. This allows them to accommodate the needs of participants who may have chronic, complex, or unstable medical conditions.

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

Paying for an Adult Day Program

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

Evergreen Adult Day Services .......... 919-238-4738
www.evergreenadultdayservices.net
Health model for ages 18+. Call for details.

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

The Glade Adult Day Center......... 919-447-4494
Glenaire Continuing Care Retirement Community, 5000 Glenhope Ct., Cary, 27511
www.glenaire.org/the-glade
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. Available 3 days per week.

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

Resources for Seniors Total Life Centers
www.totallifecenters.org

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

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

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

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

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

---

My husband has spent 25 years at the Total Life Center. It not only helped me work full time to support my family, it alleviated my worries about him while I was working, they are just like family. The TLC allowed me to pay less than for private caregiver costs or assisted living. Our daughters would not have easily completed college if it hadn’t been for the TLC. – Mrs. C.
Cost Comparison Resource
Genworth’s Cost of Care Survey. www.genworth.com/aging-and-you/finances/cost-of-care.html, compares current and projected costs, by region, of adult day program (adult day health) costs, companion (homemaker) services, skilled care (home health) services, and assisted living and nursing home facility costs.

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 Center ................. 919-212-8580
Southeastern Healthcare
3401 Carl Sandburg Ct., Raleigh, 27610
www.sewake.com/adult-day
Health model for ages 18+. Up to 48 participants.
Southeastern Healthcare 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.

Total Life Centers - Adult Day Services

Adult Day Care offers . . .

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

For Additional Information Call: 919-872-7933 or visit www.TotalLifeCenters.org
ADVOCACY GROUPS

(Also see Support Organizations and Consumer Protection)

AARP North Carolina ....................... 866-389-5650
www.aarp.org/nc
See full description on page 60.

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.fortlc.org
See full description on page 52.

Legal Aid of North Carolina .......... 866-219-5262
Senior Legal Helpline (ages 60+). 877-579-7562
www.legalaidnc.org
See full description on page 45.

SAGE Central North Carolina,
LGBT Center of Raleigh .................... 919-832-4484
www.lgbtcenterofraleigh.org
See full description on page 63.

ALZHEIMER’S DISEASE, DEMENTIA,
AND MEMORY LOSS

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

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

Alzheimer’s and Related Dementias
Education and Referral Center ...... 800-438-4380
National Institute on Aging
www.nia.nih.gov/alzheimers
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.

Alzheimer’s Foundation of America
Memory Screening Program - www.alzfdn.org
Free, confidential memory screenings, through participating health care organizations. Screenings are not used to diagnose, and do not replace consultation with a physician. Takes about 10 minutes. Administered locally by:
ComForCare .................................... 919-647-9150
www.RaleighNC.comforcare.com
Call or go online to book an appointment.

The Association for
Frontotemporal Degeneration....... 866-507-7222
www.thaftd.org
Information about FTD for families and professionals. Offers a small respite grant.
Comfort, Assistance, Resources & Education

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

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

Dementia Alliance of North Carolina .............................. 919-832-3732
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
www.dukefamilysupport.org
Educational programs, consultation, and support groups for people living with dementia and their care partners.

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

Galberth Health ................................... 919-917-2971
www.galberthhealth.com
In-home rehab service specializing in serving seniors with dementia. Also provides in-home assessments and dementia training for caregivers.

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

Project Lifesaver ......................... 919-856-6495
www.wakegov.com/sheriff/services
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 ....... 984-974-4401
194 Finley Golf Course Rd., Ste. 200, Chapel Hill, 27517
Clinical care, education, and research program for the diagnosis and management of dementias and related disorders. Physician referral required.
BASIC NEEDS

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

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

$ = Financial assistance  
🍎 = Food  
👕 = Clothing  
🏡 = Household items

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

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

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

Dorcas Ministries $Apple ..................... 919-469-9861  
187 High House Rd., Cary, 27511  
www.dorcas-cary.org  
Financial assistance and food for Cary and Morrisville residents, by appointment. Also offers a career advancement program.
Basic Needs

**Energy Assistance Programs** $........ 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. Application required. Year-round, as funding lasts.

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

**Family and Community Empowerment Services **$........ 919-567-8100
Family Life Center, Saint Augusta Missionary Baptist Church, 605 Bridge St., Fuquay-Varina, 27526
www.faces-cares.org
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 **$h........ 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
Free fans for low-income Wake County residents age 60+ or disabled, during summer months.

**Friendship Fund, First Presbyterian Church **$........ 919-833-4070
120 W. Hargett St., Raleigh, 27601
www.fpccraleigh.org/missions
Financial assistance by appointment. Call on Tuesdays starting at 9:30 a.m. to schedule.

**Food Bank of Central & Eastern NC **.............. 919-875-0707
www.foodbankcenc.org
Call or use the “Food Finder” on their website to search for food pantry locations near you.

**Fuquay-Varina Emergency Food Pantry** .................................. 919-552-7720
216 W. Academy St., Fuquay-Varina, 27526
www.fvfoodpantry.com
Food for residents of Fuquay-Varina, Holly Springs, and Willow Spring. Available Tuesdays, 9 a.m. to 11:45 a.m. and Thursdays, 3 p.m. to 5:45 p.m.

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

**Helping Hand Mission** .................................. 919-829-8048
www.helpinghandmission.org
Food, clothing, and household items by appointment. Locations in Raleigh and Wendell.

**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. Call for appointment times and fees.

**Lifeline** .............................................. 888-641-8722
Federal Communications Commission
www.lifelinesupport.org
Phone bill assistance for those with Medicaid, SSI, Food Stamps, Section 8, or income below 135% of federal poverty guidelines. Can be used for landline or wireless phones. Apply directly with a participating provider (call or go online to find one).

**North Raleigh Ministries** ................................ 919-844-6676
9650 Strickland Rd., Ste. 175, Raleigh, 27615
www.northraleighministries.com
Food for residents of North Raleigh (27604, 27609, 27612, 27613, 27614, 27615, and 27616), available Mondays, Tuesdays and Thursdays, 10:30 a.m. to 2 p.m., and Wednesdays, 4 p.m. to 7:30 p.m.

**Raleigh-Wake 9-1-1**
In case of emergency (24/7) .................. 9-1-1
For non-emergencies (24/7) .......... 919-829-1911
The following services are available from local police:

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

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

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

**BenefitsCheckUp - [www.benefitscheckup.org](http://www.benefitscheckup.org)**

Free web-based service from the National Council on Aging. Website allows you to screen yourself or someone else for a wide variety of benefits. Provides eligibility information, contact information, a list of documents you will need in order to apply, and links to online applications where available.

**North Carolina ePASS - [https://epass.nc.gov](https://epass.nc.gov)**

Secure online tool of the NC Dept. of Health and Human Services to screen for eligibility and apply for NC benefits programs. Create an online account to get started. Wake County Human Services strongly encourages individuals to apply for Medicaid and Food Assistance online using ePASS.
A care manager, typically a social worker or nurse with experience working with older adults and/or adults with disabilities, is familiar with local resources and can evaluate needs and then recommend, implement, and monitor services to meet those needs. They can communicate with a client’s physician, and accompany a client to medical appointments, to make sure that recommendations are understood and carried out. They can also report back to a client’s family on a regular basis. The following resources are all fee-based.

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

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

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

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

AARP Family Caregiving
Caregiving Support Line .................... 877-333-5885
Spanish .............................................. 888-971-2013
www.aarp.org/caregiving
Support Lines are staffed Monday-Friday, 7 a.m. to 11 p.m. Website offers educational articles and discussion forums for caregivers. Free Prepare to Care guide is available online or by mail.

The Center for Volunteer Caregiving ............ 919-460-0567
www.volunteercaregiving.org
Volunteer organization offering services that can assist both local and long-distance caregivers, including: respite care; caregiver training and support; friendly visits; help with essential household chores and errands; transportation. Free.

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

National Institute on Aging
www.nia.nih.gov/health/caregiving
Online educational resources for caregivers, including about long-term care, advance care planning, long-distance caregiving, Alzheimer’s caregiving, and caregiver health.

Resources for Seniors .................... 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcésforseniors.com/caregiver.php
Information and Referral .................. 919-713-1556
Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). Call us when you’re not sure who to call.

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

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

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

Transitions GuidingLights
Caregiver Support Center .............. 919-371-2062
3739 National Dr., Ste. 204, Raleigh, 27612
www.guidinglightsnsc.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 technology. Taught by volunteer senior instructors. Managed by the Town of Cary.

GCFlearnFree.org - https://edu.gcfglobal.org
Free online lessons on computer basics, the internet, social media, and more.

GetSmartPros .................................. 919-576-9440
www.getsmartpros.com
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 volunteers.

Wake Technical Community College
Continuing Education...................... 919-866-5800
See full description on page 17.

CONSUMER FINANCIAL SERVICES

Credit Reports and Credit Counseling

AnnualCreditReport.com .............. 877-322-8228
www.annualcreditreport.com
It’s wise to check your credit report periodically to help prevent identity theft problems. Using this resource you can get one free credit report each year from each of the three major credit bureaus, which allows you to get a report three times a year if desired. AnnualCreditReport.com is the only official site to get free credit reports. Other sites with the word “free” in the name may not be truly free! Go online to request your report. Name, date of birth, Social Security number, and address are required. Call if you require help with your application, or to request a Braille, Large Print or Audio Format.

Consumer Education Services Inc. (CESI) .............. 866-484-5373
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
Credit counseling, bankruptcy counseling, and debt consolidation services.

Telamon Corporation ...................... 919-899-9911
5560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org
Financial coaching.

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

Housing Counseling and Mortgage Default Counseling

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

Consumer Education Services Inc. (CESI) .............. 866-484-5373
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
Housing counseling. HUD-approved.
Reverse Mortgages

Reverse mortgages enable homeowners who are 62 and older to convert a portion of the value of their home into cash, without requiring a monthly payment. The most common reverse mortgage is the federally-insured Home Equity Conversion Mortgage (HECM), which is offered by many lending institutions nationwide. Homeowners must have substantial equity in their home in order to qualify for these loans. Loan amounts typically range from 40% to 70% of the value of the home, with older homeowners being eligible for higher loan amounts. If there is an existing mortgage or home equity loan it must be refinanced with the reverse mortgage or paid off by other means. Once prior liens are satisfied, and closing costs are covered, the HECM loan can provide monthly loan advances to supplement the borrower’s income, an available line of credit for future use, or a combination of both. The money can be spent for any purpose, with no restrictions. The homeowner retains ownership of the property and remains responsible for taxes, insurance, and maintenance.

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

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

Consumer Education Services Inc. (CESI) ......................... 866-484-5373
3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
HUD-approved reverse mortgage counseling.

Resources for Seniors ...................... 919-903-1133
www.resourcesforseniors.com/mortgage.php
HUD-approved reverse mortgage counseling via phone only.

Reverse Mortgage Counselor Search
US Dept. of Housing and Urban Development (HUD)
Online database of HUD-approved reverse mortgage counselors.

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

Telamon Corporation ...................... 919-899-9911
5560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org
Housing counseling, including mortgage default counseling. HUD-approved.
Daily Money Management

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

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

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

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

CONSUMER PROTECTION

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

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

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

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

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

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

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

Social Security Fraud Hotline ........ 800-269-0271
[https://oig.ssa.gov](https://oig.ssa.gov)
Submit a report online or via phone if you suspect Social Security fraud, waste, or abuse.
Older adults and their caregivers face life changes that can cause emotional challenges. Many may benefit from individual counseling, marital or family counseling, group therapy sessions, or other supportive services to help address depression, anxiety, grief, interpersonal difficulties, and other concerns. Medicare, Medicaid, and other insurances may pay for these services, and some providers offer sliding scale fees for those who are uninsured or under-insured. People with low income who do not have insurance for mental health services can access publicly-funded services by calling Alliance Health (see page 16).

Catholic Charities
Counseling Services .......................... 919-790-8533
3000 Highwoods Blvd., Ste. 128, Raleigh, 27604
www.catholiccharitiesraleigh.org/counseling
Multi-service organization providing individual and family counseling, via sliding scale or insurance. All faiths welcome.

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

Jewish Family Services ..................... 919-676-2295
8210 Creedmoor Rd., Ste. 104, Raleigh, 27613
www.raleighcaryjfs.org
Counseling and therapy within a Jewish context. Via sliding scale.

Linda Kendall .................................. 919-696-6163
6604 Six Forks Rd., Ste. 104, Raleigh, 27615
www.integratedhealthcarellc.com
Counselor specializing in caregiver and older adult issues. Individual and family sessions, and consultations. Accepts private insurances but not Medicare or Medicaid.

Providence Focused Solutions .......................... 919-795-4633
5300 Six Forks Rd., Ste. 205, Raleigh, 27609
www.providencepllc.com

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, caregivers, and loved ones. Accepts Medicare and private insurances. Teletherapy appointments also available.

Transitions GriefCare .......................... 919-719-7199
250 Hospice Cir., Raleigh, 27607
www.transitionslifecare.org/families/grief-care
Individual counseling, support groups, and workshops available for those experiencing grief or loss. Services are available for all ages, at no cost. A service of Transitions LifeCare.

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

### General

**Accessible Travel Information**

NC Dept. of Natural and Cultural Resources  
[www.ncdcr.gov/resources/accessibility](http://www.ncdcr.gov/resources/accessibility)

Information about accessible features of museums, historic sites, and state parks across NC.

**Alliance of Disability Advocates** ... 919-833-1117  
TTY ...................................................... 919-833-1171

3725 National Dr., Ste. 105, Raleigh, 27612  
[www.adanc.org](http://www.adanc.org)

Local Center for Independent Living (CIL). Information, advocacy, and peer support services for people with disabilities of all kinds.

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

Social Security Administration  
Apply online, via phone, or in-person at local office.

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

Disability placards, disability license plates, and photo IDs for non-drivers. Website has application forms and office location information.

**NC Division of Vocational Rehabilitation Services**  
[www.ncdhhs.gov/divisions/dvrs](http://www.ncdhhs.gov/divisions/dvrs)

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

**Local Office** ..................................... 919-859-8301

**Assistive Technology Program** ........ 919-859-8360

4900 Waters Edge Dr., Raleigh, 27606

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

Raleigh Parks, Recreation & Cultural Resources  
[www.raleighnc.gov/SRIS-program](http://www.raleighnc.gov/SRIS-program)

Specialized recreation programs are available for individuals with disabilities. Inclusion services offer accommodations for access to typical programs.

**Disability Rights NC** .................... 919-856-2195  
Toll-free .............................................. 877-235-4210

TTY ...................................................... 888-268-5535

3724 National Dr., Ste. 100, Raleigh, 27612  
[www.disabilityrightsc.org](http://www.disabilityrightsc.org)

Advocacy and legal services to address abuse, neglect, discrimination, and violations of rights.

**EyeCare America** ..................... 877-887-6327  
[www.aao.org/eyecare-america](http://www.aao.org/eyecare-america)

Referrals to volunteer ophthalmologists for adults ages 65+ who have not had an eye exam in 3+ years. Does not pay for glasses.

**NC Library for the Blind and Physically Handicapped** ...... 919-733-4376  
Toll-free .............................................. 888-388-2460

1841 Capital Blvd., Raleigh, 27635  
https://statelibrary.ncdcr.gov/lbph

Books in audio format, large print, and Braille. Monday-Friday, 8 a.m. to 5 p.m.

**North Carolina Reading Service** ...... 919-832-5138  
211 E. Six Forks Rd., Ste 103, Raleigh, 27609  
[www.ncreadingservice.org](http://www.ncreadingservice.org)

Newspaper, book, and magazine content, read by volunteers, available via radio, cable TV, and internet. Website has a schedule of the programs and information on how to receive broadcast signal.  
Formerly Triangle Radio Reading Service.
Deafness, Hearing Disability, and Speech Impairment

CaptionCall ........................................ 919-397-5792
Toll-free ........................................... 877-557-2227
www.captioncall.com
No-cost telephone captioning. Phones display big, easy-to-read text that captions conversations, and they are amplified to make hearing easier. Part of a federally-funded program to benefit people with hearing loss.

Evolution Hearing .................................. 919-670-3258
7718 Six Forks Rd., Ste. 102, Raleigh 27615
www.evolutionhearing.com
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.nchearingloss.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.

Intellectual and Developmental Disability

Alliance Health - www.alliancehealthplan.org
Access & Information Line (24/7).... 800-510-9132
3000 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
3733 National Dr., Ste. 115, Raleigh, 27612
www.blanc.net
Advocacy, information, and support for people with brain injuries and their families.

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

First in Families of NC ......................... 919-251-8368
Wake County Chapter ............... 919-886-3973
www.fifnc.org
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.alanonalateennc.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.

**Crisis Solutions NC** - www.crisissolutionsnc.org
Online database of mental health resources in NC.

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

**HopeLine Crisis Line** (24/7) .......... 919-231-4525
Toll-free (27/7) .................. 877-235-4525
www.hopeline-nc.org/crisis-line
Active listening and referral services for those in crisis.

**National Alliance on Mental Illness (NAMI)**
NAMI North Carolina .................. 919-788-0801
Toll-free Helpline .................. 800-451-9682
309 W. Millbrook Rd., Ste. 121, Raleigh, 27609
www.naminc.org
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.

**SouthLight Healthcare** .................. 919-787-6131
3125 Poplarwood Ct., Ste. 203, Raleigh, 27604
www.southlight.org
Behavioral health organization specializing in substance use disorders treatment programs.

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

**Wake Behavioral Health Urgent Care at Monarch** ........ 919-703-2845
319 Chapanoke Rd., Ste. 120, Raleigh, 27603
www.monarchnc.org
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.

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

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

**Keeping Us Safe** .................. 877-907-8841
www.keepingussafe.org
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.gcflearnfree.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 to over 150 countries and all 50 states. Fee-based. Scholarships available.

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

Wake Technical Community College  
Continuing Education .................. 919-866-5800  
3200 Bush St., Raleigh, 27609  
Plus 50 Lifelong Learning  
http://plus50.waketech.edu  
Non-credit courses specially designed for ages 50+, at various sites throughout Wake County.

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

ELDER ABUSE  
AND PROTECTIVE SERVICES FOR ADULTS  
(Also see Advocacy for Residents of Long-Term Care on page 52)

Adult Protective Services (APS) ...... 919-212-7264  
Senior & Adult Services, Wake Co. Human Services  
www.wakegov.com/humanservices/social  
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/dhhs  
Licenses and monitors home care agencies, assisted living facilities, skilled nursing facilities, dialysis centers, hospitals, and hospice agencies in North Carolina. Call to make a complaint or to ask about recent complaints about a particular agency or facility.
EMPLOYMENT

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

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

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

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

- Fuquay-Varina......................... 919-557-1121
  130 N. Judd Pkwy. NE, Fuquay-Varina, 27526
- Raleigh, Swinburne Street ........... 919-250-3770
  220 Swinburne St., Raleigh, 27610
- Raleigh, Tillery Place ............... 919-715-0111
  1830-B Tillery Pl., Raleigh, 27604
- Wake Forest............................ 919-562-6379
  350 E. Holding Ave., Wake Forest, 27587
- Zebulon.................................. 919-404-3900
  1002 Dogwood Dr., Zebulon, 27597

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

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

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

HEALTH CARE PROVIDERS

**Hospitals**

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
</table>
| Duke Health - [www.dukehealth.org](http://www.dukehealth.org) | Duke Raleigh Hospital .............. 919-954-3000
  3400 Wake Forest Rd., Raleigh, 27609 |
|                              | Duke University Hospital............... 919-684-8111
  2301 Erwin Rd., Durham, 27710 |
| Durham VA Health Care System..... 919-286-0411
  508 Fulton St., Durham, 27705 | Holly Hill Hospital....................... 919-250-7000
  3019 Falstaff Rd., Raleigh, 27610 |
|                             |                    | [www.hollyhillhospital.com](http://www.hollyhillhospital.com) |
|                             |                    | Psychiatric and chemical dependency hospital providing inpatient and outpatient services. |
|                             |                    | Specialized Geriatric Program for older adults. Admissions Department open 24/7. |
|                             |                    | [www.sbcraleigh.com](http://www.sbcraleigh.com) |
|                             |                    | Inpatient psychiatric hospital. Specialized Geriatric Program for ages 50+. Accepts Medicare. Call 24/7 for a free assessment. |
|                             |                    | [www.rexhealth.com](http://www.rexhealth.com) |
|                             |                    | Inpatient hospital and clinic for veterans. |

---

Ratings Resource

[Medicare Care Compare](http://www.medicare.gov/care-compare)
Choose Hospitals in the “Provider Type” menu to search for Medicare-certified hospitals by location. Results show quality ratings and patient survey ratings.

---

HEALTH CARE PROVIDERS

**Hospitals**

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
</table>
| Duke Health - [www.dukehealth.org](http://www.dukehealth.org) | Duke Raleigh Hospital .............. 919-954-3000
  3400 Wake Forest Rd., Raleigh, 27609 |
|                              | Duke University Hospital............... 919-684-8111
  2301 Erwin Rd., Durham, 27710 |
| Durham VA Health Care System..... 919-286-0411
  508 Fulton St., Durham, 27705 | Holly Hill Hospital....................... 919-250-7000
  3019 Falstaff Rd., Raleigh, 27610 |
|                             |                    | [www.hollyhillhospital.com](http://www.hollyhillhospital.com) |
|                             |                    | Psychiatric and chemical dependency hospital providing inpatient and outpatient services. |
|                             |                    | Specialized Geriatric Program for older adults. Admissions Department open 24/7. |
|                             |                    | [www.sbcraleigh.com](http://www.sbcraleigh.com) |
|                             |                    | Inpatient psychiatric hospital. Specialized Geriatric Program for ages 50+. Accepts Medicare. Call 24/7 for a free assessment. |
|                             |                    | [www.rexhealth.com](http://www.rexhealth.com) |
|                             |                    | Inpatient hospital and clinic for veterans. |
WakeMed - [www.wakemed.org](http://www.wakemed.org)

**Raleigh Campus** (main) .................. 919-350-8000
3000 New Bern Ave., Raleigh, 27610
Full-service hospital.

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

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

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

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

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

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

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

---

**Medical Practices and Clinics**

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

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

**Advance Community Health** .......... 919-833-3111
[www.advancechc.org](http://www.advancechc.org)
Practice with multiple clinics offering comprehensive medical care. Accepts Medicare, Medicaid, and most private insurances. Discounted rates are available for those without insurance.

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

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

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

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

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

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

**Access Healthcare** ..................... 919-363-0190
1031 W. Williams St., Ste. 106, Apex, 27502
[www.acchealth.com](http://www.acchealth.com)
Physician practice offering non-insurance-based primary medical care. Services available via a fixed monthly fee. Does not accept Medicare, Medicaid, or other insurance.

**Division of Public Health** .............. 919-212-7000
Wake County Human Services
[www.wakegov.com/humanservices/publichealth](http://www.wakegov.com/humanservices/publichealth)
Health education, TB tests, immunizations, and other public health services available at multiple locations. “Clinics” tab on website has detailed information about what is offered and where, in both English and Spanish. Does not provide routine medical care.

**DispatchHealth** ......................... 919-897-8784
[www.dispatchhealth.com](http://www.dispatchhealth.com)
Medical practice providing in-home visits for common or complex injuries and illnesses. Accepts Medicare and Medicaid. No appointment or referral required; call when you need care.
Doctors Making Housecalls .......................... 919-932-5700
Toll-free .............................................. 844-932-5700
www.doctorsmakinghousecalls.com

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

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

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

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

Shepherd’s Care Medical Clinic ....... 919-404-2474
304 Pony Rd., Zebulon, 27597
www.shepherdscareclinic.com
Medical clinic for low-income residents of eastern Wake County, ages 18-64, who are uninsured.

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

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

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

Dental Care

Carolina Dentistry ......................... 919-537-3737
www.carolinadentistry.org
Patient care through the UNC Adams School of Dentistry. Services range from comprehensive care to extractions and dentures. Payment methods vary by provider level; call for details. Formerly UNC Adams School of Dentistry Clinics.

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

Triangle Mobile Dentistry ........... 919-799-2770
www.trianglemobiledentistry.com
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.
Rethink your Doctor’s appointment. We have.

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

Our board-certified primary care clinicians come to you - making it easier to connect with your physician, get the care you need when and where you need it, and stay healthy and out of the hospital.


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

To schedule a visit, call us TODAY at 844.932.5700 or visit www.doctorsmakinghousecalls.com.

Dialysis Clinics

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............ 800-424-6589
11001 Ingleside Pl., Raleigh, 27614
www.davita.com

Physical and Occupational Therapy

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

Galberth Health ................................. 919-917-2971
www.galberthhealth.com
Physical and occupational therapy services. Specializes in serving seniors with dementia. Accepts Medicare.

Mobile Rehab .................................... 919-636-2423
www.mobilerhabnc.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 and meet state requirements for a specific skilled level of care, but want to remain living at home and are safely able to do so. A PACE participant receives comprehensive care for their health and social needs through the program, coordinated by a multidisciplinary care team. Services can include primary and specialty medical care, prescription medications, adult day services at their center in Durham, home care services, mental health and social services, skilled therapies, and nursing home and hospital care. PACE services are paid for by Medicare, Medicaid, and/or private payment. Senior CommUnity Care of NC is the approved PACE provider for Wake County.

Senior CommUnity Care of North Carolina

4022 Stirrup Creek Dr., Ste. 315, Durham 27703

www.seniorcommunitycarenc.org

Contact us today

919.425.3050

seniorcommunitycarenc.org

4022 Stirrup Creek Drive | Suite 315 | Durham, NC 27703
Serving Wake, Durham and a portion of Granville County
HOME CARE

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

Types of Home Care Services

- **Companions**, also called **homemakers**, provide assistance with meal preparation, laundry, errands, light housekeeping, and other “hands-off” tasks. They may also provide transportation. These services are appropriate for those who are able to manage their own personal care but need some help or supervision. See Home Care and Companion Services on page 25 (look for listings marked with 🧹).

- **Home care aides**, or **certified nursing assistants (CNAs)**, assist with “hands-on” **personal care** needs, also called **activities of daily living (ADLs)**, such as bathing, dressing, walking, eating, and toileting. They typically also perform companion tasks, as long as personal care is needed. They can remind clients to take medications, but cannot give injections or dispense medicine. See Home Care and Companion Services on page 25 (look for listings marked with 🧼).

- **Skilled services**, also called **home health care**, can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing (including wound care and administering medications). These services may be needed following a serious illness or hospitalization. See Skilled Services on page 28. (For private duty nursing, see Home Care and Companion Services on page 25 and look for listings marked with 🏥).

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

---

Live Well and Thrive at Home

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

HOME CARE SERVICES PROVIDED

- Companion Care • Personal Care • Nursing Services
- Dementia Care • 24/7 • Hospital/Rehab Discharge Support

Download our free Guide to Choosing Home Care at: awareseniorcare.com/choosinghomecare

awareeseniorcare.com | (919) 436-1871

---

919-872-7933 23 Directory of Resources 2021
• **Hospice care** is for people with limited life expectancy. Hospice organizations can provide limited home care along with a variety of other services. See Hospice Care on page 30.

**Paying for Home Care**

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

**Medicare**

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

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

**Medicaid**

- Medicaid pays for up to 80 hours per month of home care under the **Medicaid Personal Care Services (Medicaid PCS)** program. The Medicaid beneficiary’s physician must submit a referral form to request an assessment, and the assessment must show that: (1) the beneficiary requires hands-on assistance with multiple activities of daily living; (2) the beneficiary is medically stable; and (3) a household member is not able to assist. The recommended number of service hours is determined via the assessment. If services are approved, the beneficiary can choose an agency, from among certified Medicaid PCS providers, to provide their services. For more information contact Liberty Healthcare Corporation (see page 57).

- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement because of their care needs. See page 29.

**Other**

- **VA Benefits:** Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance Benefit**, which can be used for home care or facility-based care. See page 66.

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

- **Program of All-Inclusive Care for the Elderly (PACE):** PACE is a community-based managed care program for adults ages 55 and older that can include some in-home services. See page 22.

- **Other public funding:** Resources for Seniors administers public funding for programs that provide limited home care services at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break (respite) from caregiving. These programs have long waitlists. Call Resources for Seniors for more information.

**Choosing a Home Care Agency**

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

NC Division of Health Service Regulation - www.ncdhhs.gov/dhsr
Licenses and monitors home care, home health care, and hospice agencies in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular agency.

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

Home Care and Companion Services

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

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

\[ \text{= Companion services} \quad \text{= Home care services} \quad \text{= Private duty nursing} \]

---

For More Information
See the Home Care Services Resource List at www.resourcesforseniors.com/resourcelist.php or call Resources for Seniors to request a copy.

1st Home Care Solutions \[ \text{= Companions} \quad \text{= Home care} \] 984-464-0966
www.1sthomecaresolutions.com
Registry model (clients choose a private-duty aide to hire directly).

A1-Omega Healthcare \[ \text{= Companions} \quad \text{= Home care} \quad \text{= Private duty} \] 919-858-6618
www.omegahealthcareservices.com

AAA Healthcare \[ \text{= Home care} \] 919-440-8333

Absolute Home Health \[ \text{= Home care} \] 919-827-0719

Access Community-Based Services \[ \text{= Home care} \] 919-977-1186
www.lhgroup.com

Accessible Home Care of Mid Carolina \[ \text{= Home care} \] 919-896-7679
www.accessiblemidcarolina.com

Affordable Family Care Services \[ \text{= Home care} \] 919-676-1070
www.afcsnc.com
Specializes in 24-hour care.

Allcare Home Health \[ \text{= Home care} \quad \text{= Private duty} \] 919-301-0236
www.allcarehha.com

All Ways Caring \[ \text{= Home care} \] 919-873-0318
www.rescare.com

---

**Always Best Care**
(North and West Wake) \[ \text{= Companions} \quad \text{= Home care} \] 919-554-2223
www.abc-rdwf.com

**Always Best Care**
(South Wake) \[ \text{= Home care} \] 919-724-4297
www.abc-neraleigh.com

**Amazing Care Support Services** \[ \text{= Home care} \] 919-609-0662

**Amazing Home Care** \[ \text{= Home care} \] 919-449-5451

**Assurance Health** \[ \text{= Home care} \] 919-571-9177
www.assurancehealth.com

**Assured Home Health** \[ \text{= Home care} \] 919-532-4322
www.assuredhomehealthcare.net

**Atlantic Home Care** \[ \text{= Home care} \] 919-324-6917
www.atlantichomecareservices.com

---

**Affordable Family Care Services**

**High Quality Home Care**

Call 919-676-1070 to discuss the benefits of individualized in-home care for you and your loved one.

Whether you need assistance for a few hours per week or 24 hours per day, **Affordable Family Care Services** can help!

Fully Licensed, Bonded and Insured in 30 NC Counties
Aware Senior Care .......................... 919-436-1871
www.awareseniorcare.com
Specializes in dementia care and chronic illness care.

Bayada Home Health .......................... 919-719-0960
www.bayada.com
Bayada also provides Skilled Services (see page 28).

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

Broadway Home Care .......................... 984-206-2600
www.broadwaync.net

Caring Senior Service .......................... 919-847-0010
www.cary.carepartners.com

CEMAC Healthcare .......................... 919-272-0887

CenterPeace Home Healthcare
& Companion Services .......................... 919-567-8200
www.cpcompanioncare.com

Coark Home Care .......................... 919-395-5202

ComForCare .......................... 919-647-9150
www.raleighnc.comforcare.com
Specializes in dementia care.

Comfort Keepers .......................... 919-650-2784
www.comfortkeepers.com

Compassion Health Services .......................... 919-803-8891
www.compassionhealthservicesinc.com

Continued Care .......................... 919-481-1446
www.continuedcarenc.com

Cottage Home Health .......................... 919-872-1441
www.cottagehcs.com

Divine Healthcare .......................... 919-881-8041

Dynamedics Healthcare .......................... 919-665-6567
www.dynamedicsnc.com

Eagle Healthcare .......................... 919-872-7686

Emerald Home Care .......................... 919-758-8446

Excel Home Healthcare .......................... 919-800-0221

Extension of You .......................... 919-629-2044
www.theextensionofyou.com

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

Grace Healthcare .......................... 919-848-1630
www.grace-healthcare.net
Specializes in couples care.

Griswold Home Care .......................... 919-435-0823
www.griswoldhomecare.com/raleigh

Guardian Home Healthcare .......................... 919-615-0225
www.guardian-homehealthcare.com

Helping Hands of America .......................... 919-829-2505
www.hhamerica.com

Hillcrest Home Health .......................... 919-468-1204
www.hillcrestnc.com

Home Care Assistance .......................... 919-844-9898
www.homecareassistance.com/raleigh
Specializes in 24-hour and live-in services.

HomeChoice Healthcare .......................... 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 .......................... 919-461-3741
www.homewatchcaregivers.com/cary
Specializes in dementia care and chronic condition care.
The first morning I helped Stanley down the stairs, the third step
creaked. That’s when I found out his wife, Martha always told him
to fix it. And now he’s just glad he never did, because that’s home.
I love hearing Stanley’s stories about home. And now I get to be
a part of them.

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

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

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

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

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

Skilled Services

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

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

**Ratings Resource**

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

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

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

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

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

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

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

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

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

Wellspring Home Health Services
- 24 to 48-hour Admissions
- Skilled Nursing
- Physical & Occupational Therapy
- Speech Therapy
- Aide Services

Wellspring Home Care Services
- Personal Daily Nursing
- Personal Care Services

PROGRAMS
- Telehealth Monitoring
- Medication Monitoring 
  & Management
- Beyond Diabetes & Fall Prevention

888-815-5310  f  Connect with us
WellCareHealth.com

Bayada Home Health ☎️ 919-785-9090
[www.bayada.com](http://www.bayada.com)

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

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

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

Liberty HomeCare & Hospice ☎️ 919-850-4303
[www.libertyhomecare.com](http://www.libertyhomecare.com)

Medi Home Health ☎️ 919-870-6733
[www.msahealthcare.com](http://www.msahealthcare.com)

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

PruittHealth @ Home ☎️ 919-838-2768
[www.pruitthealth.com](http://www.pruitthealth.com)
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

Transitions HomeHealth... 919-828-0890
www.transitionslifecare.org/patients/home-health
A service of Transitions LifeCare.

UNC Home Health (Raleigh) ........ 919-784-4474
www.rexhealth.com
Formerly Rex Home Services.

WakeMed Home Health ....... 919-350-7990
www.wakemed.org/home-health

Well Care
Home Health .............. 919-846-1018
Toll-free..................888-815-5310
www.wellcarehealth.com

Community Alternatives Program for Disabled Adults (CAP/DA)

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

Community Alternatives Program for Disabled Adults (CAP/DA)............................. 919-872-7933
Resources for Seniors, 1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/cap.php
HOSPICE AND PALLIATIVE CARE

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

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

Ratings Resource

Medicare Care Compare
www.medicare.gov/care-compare
Choose Hospice care in the “Provide type” menu to search for Medicare-certified hospice providers by location. Results show information about quality of patient care and family experience of care.

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

Community Home Care & Hospice .................. 919-233-1100
www.communityhch.com
Hospice care (inpatient facilities available).

Duke HomeCare & Hospice
www.dhch.duhs.duke.edu
Hospice Care .................. 919-620-3853
Palliative Care .................. 919-668-7215
Hospice care (inpatient facilities available) and palliative care.

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

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

Transitions LifeCare .................. 919-828-0890
www.transitionslifecare.org
Hospice care (inpatient facility available) and palliative care.

HOUSING OPTIONS

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

Active Adult Communities

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

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

Courtyards at Heritage Grove (Wake Forest; all ages)
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, in the same community. This allows residents to remain living within the same community as their needs change. In most cases residents need to be able to function independently at the time of admission. CCRCs provide activities, meals, housekeeping, transportation, and health-related services for their residents. Depending on the nature of the contract these services may be included in a monthly fee or purchased as needed. Fees vary for different levels of accommodations and services. CCRCs usually require substantial entrance fees in addition to monthly fees. In some communities the entrance fees are partially refundable depending on length of stay; in others a residence is purchased at the time of entrance into the community and the resident has equity in the home as an owner rather than a tenant. CCRCs primarily accept private pay (no public assistance or subsidy is available).

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

The Courtyards at Kildaire Farms (Cary; 55+)
www.epconcommunities.com

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

The Courtyards on Holt (Apex; 55+)
www.epconcommunities.com

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

The Orchard Villas (Apex; all ages)

Regency at Brier Creek (Raleigh; all ages)

Regency at White Oak Creek (Apex; all ages)

The Village at Aversboro (Garner; 55+)

Villas of Wake Forest (Wake Forest; 55+)

Searstone ............................................. 919-234-0400
17001 Searstone Dr., Cary, 27513
www.searstone.com
Monthly fee and fully refundable entrance fee. Must be independent at time of admission.

Springmoor ....................................... 919-848-7080
1500 Sawmill Rd., Raleigh, 27615
www.springmoor.org
Monthly fee and refundable entrance fee. Offers direct admission to assisted living level of care.

Windsor Point ..................................... 919-552-4580
1221 Broad St., Fuquay-Varina, 27526
www.windsorpoint.com
Monthly fee and partially refundable entrance fee. Offers direct admission to assisted living level of care.
Rental Retirement Communities

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

For More Information
See the Retirement Communities Resource List at www.resourcesforseniors.com/resourcelist.php or call Resources for Seniors to request a copy.

Abbotswood at Stonehenge .......... 919-651-4882
7900 Creedmoor Rd., Raleigh, 27613
www.lifeatabbotswood.com
Ages 60+. Some optional care services.

Atria Oakridge ......................... 919-848-2088
10810 Sandy Oak Ln., Raleigh, 27614
www.atria-oakridge.com
Ages 55+. Some optional care services.

Brookdale North Raleigh .......... 919-338-5394
1200 Carlos Dr., Raleigh, 27609
www.brookdale.com
Ages 62+. Some optional care services.

Cambridge Village of Apex .......... 919-363-2080
10000 Cambridge Village Loop, Apex, 27502
www.cambridgevillageofapex.com
Ages 55+. Some optional care services.

Capital Oaks ......................... 919-784-0099
6498 Ray Rd., Raleigh, 27613
www.capitaloakssenior.com
Ages 55+. Some optional care services.

The Gardens at Wakefield .......... 919-562-5580
12800 Spruce Tree Wy., Raleigh, 27614
www.gardensatwakefield.com
Ages 55+. Some optional care services.

Independence Village of Olde Raleigh .......... 919-781-8226
3113 Charles B. Root Wynd, Raleigh, 27612
www.independencevillageofolderaleigh.com
Ages 55+. Some optional care services.

Jordan Oaks ................. 919-617-9463
10820 Penny Rd., Cary, 27518
www.jordan-oaks.com
Ages 55+.

The Lodge at Wake Forest .......... 919-554-8768
1151 S. Main St., Wake Forest, 27587
www.lodgeatwakeforest.com
Ages 55+. Some optional care services.

Magnolia Glen ..................... 919-841-4747
5301 Creedmoor Rd., Raleigh, 27612
www.lifeatmagnoliaglen.com
Ages 55+. Some assisted living units.

Overture Cary ...................... 919-653-7400
1055 Hatches Pond Ln., Morrisville, 27560
www.overturecary.com
Ages 55+.

Overture Centennial ............. 919-670-1000
600 Bilyeu St., Raleigh, 27606
www.overturenorthcarolina.com
Ages 55+.

Preston Pointe ................. 919-249-7001
1995 NW Cary Pkwy., Morrisville, 27560
www.prestonpointe.com
Ages 62+. Some optional care services.

Treeo Senior Living ............. 919-863-7770
2722 Spring Forest Rd., Raleigh, 27616
www.treeoraleigh.com
Ages 55+. Some optional care services.

Waltonwood Cary Parkway ....... 919-439-4490
750 SE Cary Pkwy., Cary, 27511
www.waltonwood.com
Ages 55+. Some assisted living and dementia care units.

Waltonwood Lake Boone ........ 919-569-5775
3550 Horton St., Raleigh, 27607
www.waltonwood.com
Ages 55+. Some assisted living and dementia care units.

Whispering Pines ............... 919-380-0257
7501 Lead Mine Rd., Raleigh, 27615
www.seniorlivinginstyle.com
Ages 55+. Some optional care services.

Woodland Terrace .............. 919-465-0356
300 Kildaire Woods Dr., Cary, 27511
www.lifeatwoodlandterrace.com
Ages 55+. Some assisted living and dementia care units.
Subsidized and Affordable Housing

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

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

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

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

Subsidized and Affordable Apartments

**Seniors-Only Subsidized and Affordable Apartments**

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

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

A = Affordable  S = Subsidized

**Cary:**

- **Cary Central Elderly Housing** (62+ or disabled) S ............... 919-934-6066
  122 S. Harrison Ave., Cary, 27511
  www.cssjohnston.org
- **Commons at Highland Village** (55+) A .......... 919-463-7800
  100 Highland Commons Ct., Cary, 27511
  www.dhic.org
- **Highland Manor** (62+) S ................ 919-463-7774
  200 Highland Manor Pl., Cary, 27511
  www.dhic.org
- **Highland Terrace** (55+) A .................. 919-463-7800
  900 Duncan Vale Wy., Cary, 27511
  www.dhic.org
- **Ryan Spring** (55+) A ....................... 919-371-0069
  616 Ryan Rd., Cary, 27511
  www.evergreenconstructionco.com
- **Weatherstone Spring** (55+) A .......... 919-469-5445
  200 Weather Ridge Ln., Cary, 27513
  www.evergreenconstructionco.com

**Fuquay-Varina:**

- **Courtyard Commons** (55+) A ....... 919-567-7440
  324 W. Jones St., Fuquay-Varina, 27526
- **Fuquay-Varina Homes for the Elderly** (62+ or disabled) A .. 919-552-3671
  1012 S. Main St., Fuquay-Varina, 27526
- **Wood Spring** (55+) A .................... 919-557-4807
  1806 James Slaughter Rd., Fuquay-Varina, 27526
  www.evergreenconstructionco.com

**Garner:**

- **Chadwick** (62+) S ......................... 919-772-5430
  305 E. Garner Rd., Garner, 27529
  www.dhic.org
- **Olde School Commons** (55+) A ... 919-773-1799
  742 W. Garner Rd., Garner, 27529
  www.nobleprops.com
- **Pennington Grove** (55+) A ............. 919-615-0499
  1000 Pennington Grove Wy., Garner, 27529
  www.dhic.org
- **Timber Spring** (55+) A .................. 919-301-8412
  125 E. Timber Dr., Garner, 27529
  www.evergreenconstructionco.com

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.
**Holly Springs:**

Dorothy Nixon  
Allen Manor (62+) $ .......................... 919-552-1825  
155 W. Holly Springs Rd., Holly Springs, 27540

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

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

**Raleigh:**

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

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

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

Booker Park North (62+): .......................... 919-803-7501  
501 Sunglow Ln., Raleigh, 27610  
www.dhic.org

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

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

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

**Carriage House** (50+) S .......................... 919-831-8300  
116 St. Mary’s St., Raleigh, 27605  
RHA office: 900 Haynes St., Raleigh, 27604  
www.rhaonline.com/public-housing

Apply through the Raleigh Housing Authority (application is for multiple properties).

**Cedar Crest**

New Life Center (62+): .......................... 919-828-1192  
2821 Laodicea Dr., Raleigh, 27610

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

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

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

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

---

**Unmatched Quality and Value for Senior Living**

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

For more information regarding availability, call the property directly.

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

**Chadwick**  
Garner  
(919) 772.5430

**Club Plaza**  
Raleigh  
(919) 662.1910

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

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

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

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

**Maplewood Square**  
Durham  
(919) 402.1684

**Meadow Creek Commons**  
Raleigh  
(919) 212.8778

**Murphy School**  
Raleigh  
(919) 831.1072

**Pennington Grove**  
Garner  
(919) 615.0499

**Roanoke Commons**  
Raleigh  
(919) 546.0052

**Turnberry**  
Wake Forest  
(919) 554.9743

**Wakefield Manor**  
Raleigh  
(919) 554.3299

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

**Willow Creek**  
Cary  
(919) 377.8041

---

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

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

Meadowcreek
Commons  (55+) .................................. 919-212-8778
1601 Royal Pines Dr., Raleigh, 27610
www.dhic.org

Meadow Spring  (55+) .................................. 919-233-0084
190 Fieldspring Ln., Raleigh, 27606
www.dhic.org

Murphey School  (55+) .................................. 919-831-1072
443 N. Person St., Raleigh, 27601
www.dhic.org

Parkview Manor  (55+) .................................. 919-831-6045
911 N. Blount St., Raleigh, 27604
www.cadcommunities.com

Pine Hills  (55+) .................................. 919-212-0667
1630 Royal Pines Dr., Raleigh, 27610

Poyner Spring  (55+) .................................. 919-977-1338
8150 Town Dr., Raleigh, 27616
www.dhic.org

Roanoke Commons
(62+ or disabled) .................................. 919-546-0052
2911 Madelyn Watson Ln., Raleigh, 27610
www.dhic.org

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

Terrace Spring  (55+) .................................. 919-871-5773
4000 St. James Church Rd., Raleigh, 27604
www.dhic.org

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

WAKE COUNTY PROPERTIES
Amber Spring
Raleigh • 919-867-0012
Autumn Spring
Raleigh • 919-878-8820

Berkeley Spring
Raleigh • 919-786-1106
Cedar Spring
Wendell • 919-366-1331
Garden Spring
Raleigh • 919-212-1750

Huntington Spring
Wake Forest • 919-556-2566
Meadow Spring
Raleigh • 919-233-0084

Ryan Spring
Cary • 919-371-0069
Poyner Spring
Raleigh • 919-977-1338
Silver Spring
Zebulon • 919-404-4753
Terrace Spring
Raleigh • 919-871-5773
Timber Spring
Garner • 919-301-8412

WAKE COUNTY PROPERTIES
Wakefield Spring
Raleigh • 919-554-6111
Weatherstone Spring
Cary • 919469-5445
Windsor Spring
Raleigh • 919-791-1000

Wood Spring
Fuquay-Varina • 919-557-4807

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

Huntington Spring - Wake Forest, NC
1 & 2 Bedroom Apartments
TV Lounge Area
Planned Activities
24 Hour Maintenance

www.EvergreenConstructionCo.com

EQUAL HOUSING OPPORTUNITY
Wakefield Manor (55+) A .......... 919-554-3299
10710 Nickleby Wy., Raleigh, 27614
www.dhic.org

Wakefield Spring (62+) A .......... 919-554-6111
2701 Wakefield Pines Dr., Raleigh, 27614
www.evergreenconstruction.com

Walnut Terrace
(62+ or disabled) S ..................... 919-508-1237
1256 McCauley St., Raleigh, 27601
www.cadcommunities.com
44 units are subsidized, the rest are market rate.

Waterbrook (55+ or disabled) A ... 919-250-1973
311 Stoney Moss Dr., Raleigh, 27610
www.norcomanagement.com

Water Garden Park (62+) A .......... 919-977-0276
8109 Marvino Ln., Raleigh, 27613
www.dhic.org

Windsor Spring (55+) A ............... 919-791-1000
6219 Hunter St., Raleigh, 27612
www.evergreenconstruction.com

Wake Forest:

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

Huntington Spring (55+) A ............ 919-556-2566
1887 S. Franklin St., Wake Forest, 27587
www.evergreenconstruction.com

Turnberry (62+) S ....................... 919-554-9743
755 S. White St., Wake Forest, 27587
www.dhic.org

Wendell:

Cedar Spring (55+) A ................. 919-366-1331
110 S. Hollybrook Rd., Wendell, 27591
www.evergreenconstruction.com

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

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

Zebulon:

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

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

Mixed-Age
Subsidized and Affordable Apartments

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

A = Affordable       S = Subsidized

Apex:

Beechridge A ......................... 919-303-0202
600 Upchurch St., Apex, 27502
www.dhic.org

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

Cary:

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

Sedgebrook A ....................... 919-461-0468
100 Sedgebrook Rd., Cary, 27511
www.dhic.org

Highland Village A ................. 919-463-5670
600 Malcolm Valley Pl., Cary, 27511
www.dhic.org

Fuquay-Varina:

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

Garner:

Weston Trace A ...................... 919-661-4244
204 Westcroft Dr., Garner, 27529
www.dhic.org

Raleigh:

Avonlea A .............................. 919-876-8345
5005 Cape Breton Dr., Raleigh, 27616
www.dhic.org

Beacon Ridge A ..................... 919-615-3726
1510 Beacon Ridge Ct., Raleigh, 27610
www.dhic.org

Carlton Place A ....................... 919-834-8140
450 E. Davie St., Raleigh, 27601
www.dhic.org

Crystal Cove S ......................... 919-833-0908
815 Suffolk Blvd., Raleigh, 27603
www.wajmanagement.com

Emerson Glen A ....................... 919-803-3303
3010 Emerson Glen Ln., Raleigh, 27603
www.dhic.org
Glenbrook Crossing .................................. 919-390-0098
336 Dacian Rd., Raleigh, 27610
www.dhic.org

Jeffries Ridge ........................................ 919-231-3470
213 Lightner Ln., Raleigh, 27610
www.dhic.org

Madison Glen ........................................... 919-785-5051
6840 Madison Ridge Wy., Raleigh, 27613
www.dhic.org

Meadows at Brier Creek .................................. 919-572-5147
11700 Arnold Palmer Dr., Raleigh, 27617
www.dhic.org

Oaks at Brier Creek ..................................... 919-572-5154
9941 Brier Oak Pl., Raleigh, 27617

Prairie Building ........................................... 919-832-2440
113 S. Wilmington St., Raleigh, 27601
www.dhic.org

Ripley Station ........................................... 919-231-3470
3030 Ripley Station Wy., Raleigh, 27610
www.dhic.org

Tryon Grove ............................................ 919-832-0949
2508 Tryon Grove Dr., Raleigh, 27603
www.dhic.org

Village at Washington Terrace .................................. 919-833-1102
1951 Booker Dr., Raleigh, 27610
www.dhic.org

Wakefield Commons ......................................... 919-761-5236
10821 Alto Ln., Raleigh, 27614
www.dhic.org

Wakefield Hills ........................................... 919-554-4118
10702 Oliver Rd., Raleigh, 27614
www.dhic.org

Walnut Ridge ............................................. 919-231-7600
1611 Royal Foxhound Ln., Raleigh, 27610
www.livewalnutridge.com

Water Garden Village ..................................... 919-615-2070
8441 Mount Valley Ln., Raleigh, 27613
www.dhic.org

Wake Forest:

Creekside ................................................. 919-556-9898
361 S. Franklin St., Wake Forest, 27587

Forest Ridge I & II ........................................ 919-556-1492
320 S. Franklin St., Wake Forest, 27587

DHIC .......................................................... 919-832-4345
www.dhic.org
Developer of senior and mixed-age affordable and subsidized housing. Information on all buildings is available online. Must apply for each building separately.

Evergreen Construction .................. 919-848-2041
www.evergreenconstructionco.com
Developer of senior and mixed-age affordable housing. Information on all buildings is available online. Must apply for each building separately.

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.

Wake Forest Housing Affordability and Community Revitalization Division
www.wakegov.com/housing
Information about programs and services related to affordable housing in Wake County, for renters and homeowners.

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 Wake County (outside of Raleigh). Also manages Section 8 Housing Choice Voucher program for Wake County.

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

Other Affordable Housing Resources

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 Wake County (outside of Raleigh). Also manages Section 8 Housing Choice Voucher program for Wake County.

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

Other Affordable Housing Resources

Habitat for Humanity ......................... 919-833-1999
www.habitatwake.org
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.

NCHousingSearch.org ....................... 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.

Wake County Housing Affordability and Community Revitalization Division
www.wakegov.com/housing
Information about programs and services related to affordable housing in Wake County, for renters and homeowners.
Emergency Housing and Homeless Resource Centers

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

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

**HOUSE WAKE! Coordinated Access System**
Raleigh/Wake Partnership to End Homelessness
www.partnershipwake.org
Coordinated Access is a starting point for people experiencing a housing crisis. Call the **Access Hub** or call or go in-person to an **Access Site** near you to get help accessing community resources:

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

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

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

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

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

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

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

**New Bern**

**Transitional Housing Program** ........... 919-829-8048
501 New Bern Ave., Raleigh, 27601
www.helpinghandmission.org
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
400 S. West St., Raleigh, 27601
www.wcwc.org
Crisis intervention and assessment day center for women who are homeless or at-risk, providing safety, stabilization, basic needs, and supportive services including case management, job and housing support, and referral services. Intake required. Check in at the front desk Monday-Thursday, 8:30 a.m. to 3:30 p.m., or Friday 8:30 a.m. to 2:30 p.m.

**HOUSING-RELATED PROGRAMS**

**Home Adaptation and Accessibility**

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

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

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

**American Mobility** ................................... 919-876-3600
2851 Van Huron Dr., Ste. 103, Raleigh, 27615
www.american-mobility.com
Stair lifts, wheelchair ramps, platform lifts, and vehicle adaptation equipment for sale. See page 53 for information on their personal mobility products.
AmeriGlide ....................................... 919-861-4594
5110 Atlantic Ave., Raleigh, 27616
www.ameriglide-raleigh-nc.com
New and used stair lifts for sale and for rent. Also sells platform lifts, bath safety products, lift chairs, home elevators, and vehicle adaptation equipment.

Amramp ........................................... 919-850-4585
www.amramp.com/easternnc
Wheelchair ramps for sale and for rent. Also sells stair lifts, platform lifts, and portable showers.

Image Management ....................... 919-829-1479
www.image-management.com
New and used products including stair lifts and platform lifts for sale. Many items are available for rent. Also provides contractor services for home modifications.

Mr. Handyman of Western Wake County ............. 919-424-3780
www.mrhandyman.com
Accessibility modifications and home improvements in Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

Home Repair and Rehabilitation

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

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

Cary Housing Rehabilitation Program ............ 919-653-7153
Town of Cary
www.townofcary.org/services-publications/housing
Home improvement and accessibility grant program for Cary residents. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

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

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

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 assistance with home and vehicle modifications.

Rebuilding Together of the Triangle.......................... 919-341-5980
www.rttriangle.org
Free accessibility modifications and home improvements for low-income homeowners, by volunteers. No age requirement. Priority is given to seniors and applicants with disabilities.

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

Rebuilding Together of the Triangle.......................... 919-341-5980
www.rttriangle.org
Home repairs for low-income families in Wake and other counties, by volunteers. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

Resources for Seniors
Housing & Home Improvement ........ 919-872-7933
www.resourcesforseniors.com/hhi.php
Minor home repairs related to health and safety for Wake County residents. Eligibility and fees vary by program; call for details.

Section 504 Home Repair Program ...................... 919-934-7156
USDA Rural Development
www.rd.usda.gov/programs-services
Home rehabilitation program for low-income homeowners in rural Wake County. Income-based eligibility requirements. Grants available for ages 62+; low-interest loans available for all ages.
Wake County
Rehabilitation Programs ............... 919-856-5689

Wake County Housing Affordability
and Community Revitalization Division
www.wakegov.com/housing
Home rehabilitation grants for low-income
homeowners in parts of Wake County outside of
Raleigh and Cary city limits. Income-based eligibility
requirements.

Weatherization Assistance Program

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

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

This is not a home repair program. Homes in need of major repairs will be deferred from WAP. If your home
needs repairs, see page 39 or call Resources for Seniors for information on home repair programs.

Weatherization Assistance Program ................................................................. 919-713-1570
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/weather.php

Now is the time
to “Weatherize” your home to save
energy and cut utility costs.

WEATHERIZE Your Home for FREE
Save Money • Save Energy
See if You Qualify Today!

• Qualifications based on income
• No age limit
• Single-family homes and mobile homes
• Certain multi-family dwellings (special guidelines apply)

Call: 919-713-1570 | You’d be surprised who qualifies!
Moving and Organizing Resources

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

- **Caring Transitions of Raleigh & Cary** ........................................ 919-342-0448
  www.caringtransitions.com
- **Move Elders with Ease** ................................................. 919-218-4783
  www.moveelderswithease.com
- **Order in the House** .................................................. 919-306-5236
  www.orderinthehouse.com
- **Rightsizing Raleigh** .................................................. 919-215-3245
  www.rightsizingraleigh.com
- **Smooth Transitions** .................................................. 919-335-4663
  www.yoursmoothtransition.com
- **Triangle Senior Moving Services** ........ 919-522-4144
  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.

- **Danielle Weeks, SRES®** ....................... 919-480-0249
  NextHome Turn Key Realty
  www.nexthometurnkey.com
  Senior-focused real estate services including home sales, downsizing, and relocation.

- **Lila Martin, SRES®** ......................... 252-671-6232
  Allen Tate Realtors
  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
  Elliott Realty NC, Keller Williams Preferred Realty
  www.elliottrealtync.com
  Senior-focused real estate services for finding a home for aging in place, including in 55+ communities or CCRCs.

- **Shenée Jackson, SRES®** ............... 919-441-2562
  Keller Williams Preferred Realty
  www.sgjackson.kw.com
  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 $31,000* or less.

- **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 limit are deferred). Eligible households must include a member who is age 65 or older or disabled, and have a combined income of $46,500* or less.

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

*Limits may have changed.

Wake County Dept. of Tax Administration
301 S. McDowell St., 3rd Floor, Raleigh, 27601
www.wakegov.com/tax/relief
INFORMATION AND REFERRAL

Eldercare Locator ........................................... 800-677-1116
https://eldercare.acl.gov
Contact information for local, regional, and state aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. Use this to help locate services outside of Wake County or in a different state.

NC 211 ................................................................. 2-1-1
TTY ................................................................. 888-892-1162
From outside North Carolina .......... 888-892-1162
www.nc211.org
Information and referral to nonprofit community agencies and programs statewide. Available 24/7.

NC Baptist Aging Ministry ............... 877-506-2226
www.ncbam.org
Nonprofit agency coordinating help for seniors ages 65+ statewide, through local Baptist churches. Call Center provides information and referrals.

NC Division of Aging and Adult Services .................. 919-855-3400
Elder Rights Section ......................... 919-855-3429
www.ncdhhs.gov/divisions/daas
Office for statewide services, benefits, and protections for NC older adults and adults with disabilities.

Resources for Seniors
Information and Referral .................. 919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/infref.php
Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). Call us when you’re not sure who to call.

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

USA.gov .................................................... 844-872-4681
www.usa.gov
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.

Referral Services

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

Always Best Care
(North and West Wake County) ............. 919-554-2223
www.abc-rdwf.com

Always Best Care
(East and South Wake County) ............ 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.wakecounty.carepatrol.com

Oasis Senior Advisors ......................... 919-261-6318
www.oasissenioradvisors.com/wake-county

Preferred Senior Resources ................. 855-222-3022
www.preferredseniorresources.com

Senior Care Consulting ...................... 919-885-8507
www.ssguthridge.wixsite.com/seniorcareconsulting

The wRight Place for Seniors .............. 800-753-8219
www.thewrightplaceforseniors.com
LEGAL SERVICES

Advance directives are documents such as living wills and health care powers of attorney that specify your wishes related to health care in the event that you are unable to speak for yourself. You can enlist the expertise of an attorney to complete advance directive documents. You can also complete many advance directive documents on your own, using templates found online, as long as the signing of the completed forms is witnessed by a notary. See Medical Care Decisions & Advance Directives on page 86 for more information.

A power of attorney is a legal document giving someone else, who is called your “agent,” or “attorney-in-fact,” the power to act on your behalf in certain circumstances. A durable general power of attorney is one that grants broad powers to your agent and stays in effect even if you become incompetent. A person who is already incompetent cannot grant a power of attorney, so it is important to have everything in place before you need it. A power of attorney gives your agent the “power to” do things that you would choose to do yourself, not “power over” you. As long as you remain competent you can overrule your agent’s decisions, revoke the power of attorney, or give the power to a different person.

Guardianship is a legal proceeding by which a person can be declared incompetent to manage their own affairs. A representative is appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can overrule a person’s decisions if necessary to care for the person’s needs. Guardianship petition forms are available to the public (see the Guardianship listing below), but many people benefit from consulting an attorney for this process.

Representative Payee is a special designation used by the Social Security Administration to refer to a person who is receiving Social Security payments on behalf of someone else who is unable to manage their own funds. It is more than a power of attorney and less than guardianship, and applies only to Social Security. The Social Security Administration does not accept regular power of attorney for this purpose. Applications for representative payee status can be found on the SSA website (see www.ssa.gov/payee). There is now also the option to make an Advance Designation of up to three individuals who could serve as a representative payee if the need arises (see www.ssa.gov/payee/advance_designation.htm for more information).

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

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

Amanda Spence ......................... 919-863-4183
Allen & Spence Attorneys at Law
3737 Glenwood Ave., #100, Raleigh, 27612
www.allenspence.com
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 and arbitration 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 are available online or at the clerk’s office. File petitions at above address. Website has information about guardianship and incompetency proceedings.

Resources FOR SENIORS 44 www.resourcesforseniors.com
Hopler Wilms & Hanna ....................... 919-244-2019
www.hoplerwilm.com
8801 Fast Park Dr., Ste. 301, Raleigh, 27617
Estate planning; special needs planning; probate law; trust administration; estate and fiduciary litigation.

Howard Stallings ............................. 919-821-7700
5410 Trinity Rd., Ste. 210, Raleigh, 27607
www.howardstallings.com
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.lawhelpnc.org
Legal information and resources for North Carolina residents, on housing, government benefits, veterans and military, wills and life planning, etc.

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

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

Lawyer Referral Service, North Carolina Bar Association ...... 919-677-8574
Toll-free ........................................... 800-662-7660
www.ncbar.org/public-resources/find-an-nc-lawyer
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.

Marilyn Maynard ............................ 919-788-9888
Becker Law Offices
6030 Creedmoor Rd., Ste. 200, Raleigh, 27612
www.beckerlawnc.com
Estate planning; guardianship; mediation.

Monroe, Wallace & Morden ................. 919-876-1400
3225 Blue Ridge Rd., Ste. 117, Raleigh, 27612
www.monroewallace.com
Estate planning; incompetency issues and guardianship; estate administration; long-term care issues. Second office in the Wake Forest area.

National Academy of Elder Law Attorneys
www.naela.org
Searchable database of elder law attorneys nationwide.

Omega Elder Law .............................. 919-234-7478
Raleigh: 4801 Glenwood Ave., Ste. 200, 27612
Fuquay-Varina: 602 E. Academy St., Ste. 101, 27526
www.omegaelawyer.com
Estate planning; Medicaid qualification; veteran’s benefits; estate administration; guardianship; Alzheimer’s/dementia and special needs care planning.

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

Sharp Law Offices ............................. 919-846-6585
316 W. Millbrook Rd., Ste. 113, Raleigh, 27609
www.sharplawoffices.com
Estate planning; incompetency and guardianship; estate administration; Medicare, Medicaid and Social Security issues; housing and facility issues.

Wallis Law Firm ................................. 919-783-8118
5500 McNeely Dr., Ste. 102, Raleigh, 27612
www.deewallislaw.com
Estate planning; estate administration; guardianship.
LEISURE AND RECREATION
(Also see Senior Centers and Senior Citizen Clubs and Organizations)

Apex Parks, Recreation
& Cultural Resources ....................... 919-249-3402
53 Hunter St., Apex, 27502
www.apexnc.org/senior
Activities and programs for all ages; special programs for adults and seniors (ages 55+).

Cary Parks, Recreation
& Cultural Resources ....................... 919-469-4061
www.townofcary.org
Activities and programs for all ages. Special programs for ages 55+ are offered through the Cary Senior Center (see page 60).

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

Garner Parks, Recreation
& Cultural Resources ....................... 919-773-4442
www.garnerparks.org
Activities and programs for all ages; special programs for ages 55+ are offered through the Garner Senior Center (see page 60).

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

Raleigh Parks, Recreation
& Cultural Resources ....................... 919-996-6640
Active Adult Program ..................... 919-996-4730
www.raleighnc.gov/parks-programs
Activities and programs for all ages. Active Adult Program offers special events, trips, classes, seminars, workshops, and clubs. See page 60 for information about Active Adult Center locations.

Rolesville Parks & Recreation........... 919-554-6582
www.rolesvillenc.gov/parks-recreation
Activities and programs for all ages; some special programs for adults and seniors.

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

Wake Forest Parks, Recreation
& Cultural Resources ....................... 919-435-9560
301 S. Brooks St., Wake Forest, 27587
www.wakeforestnc.gov
Activities and programs for all ages. See page 60 for information about the Northern Wake Senior Center.

Wake Forest Renaissance Centre for the Arts
Event Information Hotline ............... 919-435-9428
Box Office ..................................... 919-435-9458
405 Brooks St., Wake Forest, 27587
www.wakeforencen.org
Performances, events, and programs for all ages.

YMCA of the Triangle ..................... 919-719-9622
www.ymcatriangle.org
Programs for all ages with an emphasis on fitness and wellness. Reduced membership rate for ages 65+. The following locations offer Lively at 55+ activities:

A.E. Finley YMCA ......................... 919-848-9622
9216 Baileywick Rd., Raleigh, 27615

 Alexander Family YMCA ............... 919-832-9622
1603 Hillsborough St., Raleigh, 27605

 Kerr Family YMCA ....................... 919-562-9622
2500 Wakefield Pines Dr., Raleigh, 27614

 Kraft Family YMCA ..................... 919-657-9622
8921 Holly Springs Rd., Apex, 27539

 Northwest Cary YMCA ................. 984-255-2342
6903 Carpenter Fire Station Rd., Cary, 27519

 Poole Family YMCA ................. 919-582-9622
2110 Aversboro Rd., Garner, 27529

 Taylor Family YMCA ............... 919-469-9622
101 YMCA Dr., Cary, 27513
LONG-TERM CARE

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

Types of Long-Term Care

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

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

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

Choosing a Long-Term Care Facility

Visit multiple facilities in order to compare services and options. For a list of things to consider and questions to ask, see the Long-Term Care Facility Checklist on page 81.

Paying for Long-Term Care

Long-term care can be extremely costly. In Wake County, assisted living costs can range from around $3,500 per month to over $7,000 per month. Skilled care facility costs can start at over $7,000 per month.

**Medicare**

- It is a common misconception that Medicare covers most of the cost of long-term care. Medicare pays for less than 2% of skilled care, limited to short-term stays after an individual meets strict criteria including prior hospitalization, and Medicare does not pay for assisted living care under any circumstances.

**Medicaid**

Medicaid rules are complex. It is a good idea to get information from a Medicaid specialist before money and assets are depleted, and before considering any transfers of assets.

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

For more information call Wake County Human Services (Medicaid): 919-212-7000.

Also see www.wakegov.com/humanservices/social/medicaid/adult/Pages/ltc.aspx.

- **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
If eligible, Special Assistance pays for room and board costs, after the resident’s own income has been applied (individuals keep a very small amount of their income), and the resident also receives Medicaid to cover the cost of medical care and prescription medications.

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

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

**Skilled Care Facilities**
(Skilled Nursing Facilities and Rehabilitation Centers)

These facilities provide skilled nursing care. They all participate in Medicare and Medicaid, but the availability of Medicaid beds may be limited.
long-term care

Wellington Rehabilitation and Healthcare .......................... 919-266-7744
1000 Tandall Pl., Knightdale, 27545
www.consulatehealthcare.com

Zebulon Rehabilitation Center .......... 919-269-9621
509 W. Gannon Ave., Zebulon, 27597
www.zebulonrehab.com

Cost Comparison Resource

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

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

Adult care homes provide care for seven or more residents, and family care homes provide care for between two and six residents. Both provide an assisted living level of care.

***** Ratings Resource *****
North Carolina Star Rating Program
NC Division of Health Service Regulation
https://info.ncdhhs.gov/dhsr/acs/star/search.asp
Ratings system for assisted living facilities licensed in NC, based on inspections. Each facility is rated 1-4 stars, with 3 being a basic score. Deductions are given for violations. 4 stars can only be earned after two consecutive high ratings. Searchable by location or facility name.

Adult Care Homes
(seven or more residents)

SA = Special Assistance accepted

The Addison of Fuquay-Varina SA ...................... 919-577-8102
6516 Johnson Pond Rd., Fuquay-Varina, 27526
www.seniorlifestyle.com
Dementia care available. Formerly Carillon.

The Addison of Knightdale SA ........................ 919-266-6676
2408 Hodge Rd., Knightdale, 27545
www.seniorlifestyle.com
Dementia care available. Formerly Carillon.

Brighton Gardens ................................... 919-571-1123
3101 Duraleigh Rd., Raleigh, 27612
www.sunriseseniorliving.com
Dementia care available.

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

MacArthur Park ................................... 919-460-5959
111 MacArthur Dr., Cary, 27513
Dementia care available.

Wake Forest ........................................ 919-562-8400
611 S. Brooks St., Wake Forest, 27587
Dementia care available.

Brookridge Assisted Living SA ........ 919-362-6266
312 Lynch St., Apex, 27502

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

North Raleigh ................................... 919-876-6316
5219 Old Wake Forest Rd., Raleigh, 27609
Dementia care available. Formerly Carillon.

Wake Forest ....................................... 919-569-2101
3218 Heritage Trade Dr., Wake Forest, 27587
Dementia care available. Formerly Carillon.

Coventry House of Zebulon ............. 919-269-7762
1205 W. Gannon Ave., Zebulon, 27597.

Elmcroft of Northridge .................. 919-848-4906
600 Newton Rd., Raleigh, 27615
www.elmcroft.com
Dementia care available.

your life, your style
For more information or to schedule a visit, call 919-999-8057.
1110-1130 FALLS RIVER AVE. | RALEIGH, NC 27614

FALLS RIVER COURT & VILLAGE
a Senior Lifestyle community
Assisted Living | Memory Care
HAL 092142
WWW.SENIORLIFESTYLE.COM
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.

Falls River Court
Memory Care........ 919-844-2499 or 919-999-8057
1130 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com
Dementia care only.

Falls River Village
Assisted Living...... 919-844-9747 or 919-999-8057
1110 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com

HeartFields at Cary ......................... 919-852-5757
1050 Crescent Green Dr., Cary, 27518
www.fivestarseniorliving.com
Dementia care available.

Lawndale Manor SA .................. 919-662-0099
601 Lakeside Dr., Garner, 27529
www.lawndalemanorassistedliving.com

Magnolia Glen .............................. 919-651-3803
5301 Creedmoor Rd., Raleigh, 27612
Rental retirement community with some assisted living units. See full description on page 32.

Morningside of Raleigh .................. 919-828-5557
801 Dixie Trl., Raleigh, 27607
www.fivestarseniorliving.com
Dementia care available.

Oliver House SA ......................... 919-366-9737
4230 Wendell Blvd., Wendell, 27591
www.wendellseniors.com
Dementia care available.

Phoenix Assisted Care SA ............. 919-460-8644
201 W. High St., Cary, 27513
www.victorianseniorcare.com
Dementia care available.

Spring Arbor Senior Living
www.springarborliving.com
Apex ............................................ 919-303-9990
901 Spring Arbor Ct., Apex, 27502
Dementia care available.

Cary .......................................... 919-388-9635
1705 Kildaire Farm Rd., Cary, 27511
Dementia care available.

Raleigh ....................................... 919-250-0255
1810 N. New Hope Rd., Raleigh, 27604
Dementia care available.

Sunrise Senior Living - www.sunriseseniorliving.com
Cary ........................................ 919-462-9147
1206 W. Chatham St., Cary, 27513
Dementia care available.

North Hills ................................... 919-981-6100
615 Spring Forest Rd., Raleigh, 27609
Dementia care available.

Raleigh ....................................... 919-787-0777
4801 Edwards Mill Rd., Raleigh, 27612
Dementia care available.

Wake Assisted Living
Memory Care SA ................... 919-231-7575
2800 Kidd Rd., Raleigh, 27610
www.wakememorycare.com
Dementia care only.

Woodland Terrace ......................... 919-234-5223
300 Kildaire Woods Dr., Cary, 27511
Rental retirement community with some assisted living units. See full description on page 32.

Zebulon House SA ...................... 919-269-6061
551 Pony Rd., Zebulon, 27597
www.zebulonseniors.com
Dementia care available.

Family Care Homes
(2-6 residents)

SA = Special Assistance accepted

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

Ann’s Family Care #4 SA ................. 919-803-6580
208 Blanchard St., Raleigh, 27603

Ann’s New Day SA .......................... 919-790-7663
400 Parnell Dr., Raleigh, 27610

Ann’s Sunrise II SA .................... 919-720-4011
404 Parnell Dr., Raleigh, 27610

Avendelle Assisted Living ................ 919-606-5945
www.avendelle.com

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 Granitc Dr., Rolesville, 27571

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

Maynard ........................................... 919-650-1676
1104 SE Maynard Ave., Cary, 27511

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

Shepards Vineyard .............................. 919-446-6222
1100 Wellstone Cir., Apex, 27502

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

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

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

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

Bright Horizon Senior Care ................. 919-852-3918
3324 Lake Boone Trl., Raleigh, 27607

Brightside Homes 2 SA ....................... 919-986-8800
105 Avery St., Garner, 27529

Brown’s Family Care Home SA ............. 919-362-6686
8416 James Rest Home Rd., New Hill, 27562

Care Innovations of NC ....................... 919-749-7677
2409 Horton Rd., Knightdale, 27545

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

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

Dedove Homes at River Knoll ............... 919-212-3807
1616 River Knoll Dr., Raleigh, 27610

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

Gracie Sturdivant Care Homes ............. 919-771-6471
Knightdale - 1004 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.kelleysfamilycare.com

Lakepark Family Care Home ............... 919-977-3364
1505 Lakepark Dr., Raleigh, 27612
www.lakeparkfamilycarehome.com
Specializes in dementia care. Formerly Falls of Neuse Senior Living.

Lynn’s Care Homes ............................ 919-621-9670
www.lynnscarevillage.com
1405 Falls Church Rd., Raleigh, 27609

Women with dementia only.

Riverside ...................................... 919-264-0775
5124 Werribee Dr., Raleigh, 27616

Women with dementia only.

Sandy Forks ...................................... 919-977-3367
7305 Perry Creek Rd., Raleigh, 27616

Mercy Manor at Saybrooke ................. 919-271-0917
6320 Saybrooke Dr., Raleigh, 27604

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

R & S Family Care Home SA ............... 919-821-4546
1145 Sawyer Rd., Raleigh, 27610

The Manor at Coventry Creek ................. 919-264-0775
5124 Werribee Dr., Raleigh, 27616

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

The Manor at Perry Creek SA ............... 919-977-3367
7305 Perry Creek Rd., Raleigh, 27616

The Retreat at Cary .................. 919-468-3096
309 Tweed Cir., Cary, 27511
www.retreatatcary.com

Rose Hill #2 SA .................. 919-522-8581
2305 Glasscock St., Raleigh, 27610

Rose Hill Family Care SA ............... 919-522-8581
1116 Beverly Dr., Raleigh, 27610

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

Val’s Place at Brookhaven ............... 919-977-7185
6112 Winthrop Dr., Raleigh, 27612
www.valsfamilycare.com
Specializes in dementia care.

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

Adult and Community Services ...... 919-250-3835
Senior & Adult Services, Wake Co. Human Services
220 Swinburne St., Raleigh, 27610
www.wakegov.com/humanservices/social
Monitors assisted living facilities (adult care homes and family care homes) in Wake County, investigates complaints, and assists individuals and families with placement decisions.

NC Division of Health Service Regulation
www.ncdhhs.gov/dhsr
Licenses and monitors assisted living facilities and skilled nursing facilities in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular facility.
Complaint Intake Unit ...................... 919-855-4500
Toll-free ............................................. 800-624-3004
Adult Care Licensure ...................... 919-855-3765
Nursing Home Licensure .................. 919-855-4520

Advocacy for Residents of Long-Term Care

Friends of Residents in Long-Term Care ..................... 919-782-1530
www.forltc.org
Provides information to those looking for long-term care options, and advocacy and assistance to long-term care residents to resolve complaints.

Regional Long-Term Care Ombudsman Program .................. 919-558-2711
Toll-free ............................................. 800-310-9777
Triangle J Area Agency on Aging
www.tjcog.org/aging/long-term-care
Advocates on behalf of long-term care residents to uphold residents’ rights and address quality of care and quality of life issues; investigates grievances.

MEALS AND NUTRITION
(See Basic Needs for food pantry resources)

Chefs for Seniors ......................... 984-960-9563
www.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/congregate-dining-rooms
Noontime group lunches served Monday-Friday at the following sites. Donation requested. Call ahead.
Eastern Wake Senior Center .......... 919-365-4684
323 Lake Dr., Wendell, 27591
Five Points Center ....................... 919-996-4739
2000 Noble Rd., Raleigh, 27608
Garner Senior Center ................. 919-772-5057
205 E. Garner Rd., Garner, 27529
Luther Green Community Center .. 919-467-7186
922 N. Church St., Morrisville, 27560
Northern Wake Senior Center ....... 919-554-0725
235 E. Holding Ave., Wake Forest, 27587
Pine Acres Community Center ...... 919-552-5825
402 McLean St., Fuquay-Varina, 27526
Redeeming Love Missionary Baptist Church
(formerly The Gathering Place) ...... 919-665-8885
3425 Rock Quarry Rd., Raleigh, 27610
St. Saviour’s Outreach Center
(Tucker St.) ................................. 919-832-2592
616 Tucker St., Raleigh, 27603
Shepherd’s Table Soup Kitchen ...... 919-831-2010
Church of the Good Shepherd,
121 Hillsborough St., Raleigh, 27603
Meals available Monday-Friday, 11 a.m. to noon.
MEDICAL SUPPLIES AND EQUIPMENT

There are many types of assistive products, equipment, and supplies that can help make daily living easier for seniors and adults with disabilities, such as mobility equipment (e.g. wheelchairs, walkers, canes, crutches, and scooters), and home safety equipment (e.g. hospital beds, commode chairs, and patient lifts). The term **Durable Medical Equipment (DME)** refers to items that can withstand repeated use, are used for a medical reason, are used in the home, and generally have an expected lifetime of at least 3 years.

Medicare Part B (Medical Insurance) covers some DME if it is prescribed by a doctor. The item(s) must be medically necessary and purchased from a Medicare-enrolled supplier.

**Before buying or renting any medical equipment you should ask if the supplier "accepts assignment" from Medicare.** If they do, they have agreed to Medicare’s reimbursement rates and there is a limit on what you can be charged. Medicare will typically pay 80% of the cost of approved items; you will pay 20%. For example, if Medicare has approved a cost of $100 for an item, the supplier cannot charge more than that. Medicare would pay $80 and you would pay $20. The supplier is responsible for billing Medicare for the remainder.

Some medical equipment suppliers do **not** accept assignment. This means they can charge more than Medicare’s approved amount, and you may have to pay the difference. For example, if Medicare approves an item at $100, but the supplier charges $150, you would pay $20 (20% of Medicare’s approved amount) plus $50; the item would cost you $70 instead of $20. Suppliers that do not accept assignment can also ask you to pay in full and then wait for reimbursement from Medicare.

In addition to most of the listings below, many chain drugstores, discount stores, and some grocery stores are also Medicare-enrolled DME suppliers, including CVS, Harris Teeter, Kmart, Target, Walmart, and Walgreens. To find a supplier of a specific item, use the Medicare DME Supplier Directory resource listed below or call Medicare at 800-633-4227.

The Medicare **Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding Program** resumed January 1, 2021 but only for two product categories: off-the-shelf back braces and off-the-shelf knee braces. If you need these products, get them from a contracted supplier in order to have them covered by Medicare. Contracted suppliers for 2021-2023 that are in the listings below are indicated with a star (*)—but those are not the only contracted DMEPOS Program suppliers for the Raleigh metro area (which includes all of Wake County); for additional options call Medicare at 800-633-4227.

For suppliers of items like stair lifts, ramps, and elevators, see **Home Adaptation and Accessibility** on page 38.

<table>
<thead>
<tr>
<th>M = Medicare-enrolled supplier</th>
<th>* = DMEPOS Program contracted supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active Healthcare</strong> M........... 919-870-8600</td>
<td></td>
</tr>
<tr>
<td>9104 Falls of Neuse Rd., Ste. 100, Raleigh, 27615</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.activehealthcare.com">www.activehealthcare.com</a></td>
<td></td>
</tr>
<tr>
<td>Specializes in asthma supplies.</td>
<td></td>
</tr>
<tr>
<td><strong>American Medical</strong> M.................. 919-741-4464</td>
<td></td>
</tr>
<tr>
<td>Equipment and Supplies 4909 Alpinis Dr., Raleigh, 27616</td>
<td></td>
</tr>
<tr>
<td>Wide variety of equipment and supplies, including diabetic shoes.</td>
<td></td>
</tr>
<tr>
<td><strong>American Mobility</strong> M.................. 919-876-3600</td>
<td></td>
</tr>
<tr>
<td>2851 Van Huron Dr., Ste. 103, Raleigh, 27615</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.american-mobility.com">www.american-mobility.com</a></td>
<td></td>
</tr>
<tr>
<td>Specializes in power wheelchairs and seating accessories. Also carries scooters and manual wheelchairs, and has a service and repair center. See page 38 for their home adaptation products.</td>
<td></td>
</tr>
<tr>
<td><strong>Best American Medical Supplies</strong> M............... 919-896-7222</td>
<td></td>
</tr>
<tr>
<td>1100 Navaho Dr., Ste. 121, Raleigh, 27609</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.bestamericanmedicalsupplies.com">www.bestamericanmedicalsupplies.com</a></td>
<td></td>
</tr>
<tr>
<td>Wide variety of equipment and supplies.</td>
<td></td>
</tr>
<tr>
<td><strong>Compassion Medical Supplies</strong> M.......................... 919-872-5494</td>
<td></td>
</tr>
<tr>
<td>4023 Wake Forest Rd., Raleigh, 27609</td>
<td></td>
</tr>
<tr>
<td>Wide variety of equipment and supplies, including diabetic shoes.</td>
<td></td>
</tr>
<tr>
<td><strong>Dressen Medical Supply</strong> M* .......... 919-577-6458</td>
<td></td>
</tr>
<tr>
<td>156 Thomas Mill Rd., Holly Springs, 27540</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.dressenmedical.com">www.dressenmedical.com</a></td>
<td></td>
</tr>
<tr>
<td>Specializes in custom accessibility and mobility equipment and supplies for personal care at home.</td>
<td></td>
</tr>
</tbody>
</table>
Family Medical Supply
www.familymedsupply.com
Wide variety of equipment and supplies, including mobility equipment, home safety equipment, and respiratory supplies.
Cary ............................................... 919-233-0202
311-A Ashville Ave., Cary, 27513
Raleigh .......................................... 919-981-5881
3209 Gresham Lake Rd., Raleigh, 27615

LynnRay Medical Supply .............. 919-266-3727
3009 Village Park Dr., Ste. B, Knightdale, 27545
www.lrmsupply.net
Sells and rents mobility equipment including walkers, wheelchairs, scooters, and lift chairs.

Medicare DME Supplier Directory
www.medicare.gov/supplierdirectory
Database of DME suppliers, searchable by zip code and specific products. Results indicate which suppliers accept assignment from Medicare. If you have additional questions about DME coverage call Medicare at 800-633-4227.

Mobility City ..................................... 919-999-8977
5910 Duraleigh Rd., Ste. 107, Raleigh, 27612
www.mobilitycity.com/location/raleigh-nc
Sells, rents, and provides in-home repair and maintenance of mobility equipment including wheelchairs, power chairs, lift chairs, and hospital beds.

NC Assistive Technology
Program........................................... 919-859-8360
Device demonstrations, short-term device loans, and information on assistive technologies and suppliers.
NC Assistive Technology Exchange Post facilitates exchange of devices and durable medical equipment between prospective buyers and those with used items to sell or donate.

NC Mobility & Medical ................. 984-200-4002
5720 Capital Blvd. Ste. G, Raleigh, 27616
www.ncmobilitymedical.com
Wide variety of equipment and supplies, including mobility aids, power and manual wheelchairs, lift chairs, bath safety items, and diabetic footwear.

NuMotion ....................................... 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.liftforyou.com
Mobility equipment and home health supplies.

Stalls Medical ................................ 919-233-0732
7980 Chapel Hill Rd., Ste 101, Cary, 27513
www.stallsmedical.com
Sells and rents mobility equipment including wheelchairs, scooters and walkers.

With Love from Jesus Ministries ...... 919-233-8010
421 Chapanoke Rd., Raleigh, 27603
www.withlovefromjesus.org
Donated medical equipment, at no cost, when available.

Personal Emergency Response Systems

Personal Emergency Response Systems (PERS), also known as medical alert systems, can be valuable for seniors and adults with disabilities who are at risk of falling or having a medical emergency. Each system is different, but most consist of a button that can be worn as a pendant around the neck or on a wristband. Pressing the button sends a signal to a monitoring center; the monitor contacts designated responders (which can include family members, neighbors, 911, etc.) as needed, and maintains contact with the subscriber until help arrives. Some systems are unmonitored. Landline service is traditional, but many companies now offer cellular service (for those without a landline), or even mobile capabilities (allowing use outside of the home). Some systems offer add-on features, such as automatic fall detection or medication reminder calls. Costs can vary widely.

These services are typically not covered by Medicare or other insurance. Compare costs and services prior to purchasing a device or signing a contract. Consumer Reports (www.consumerreports.org) offers reviews of many national options.

Connect America......................... 800-815-5809
www.connectamerica.com
Multiple monitored systems, including landline, cellular, and mobile options. Also offers a pendant with fall detection.

HELP Services
Personal Response System ............. 866-672-4852
www.helpforyou.com
Monitored system for emergency and non-emergency use, with landline, cellular, and mobile options. Also offers a medication dispenser.
Medicare is the federal medical insurance program for US citizens ages 65 and older who are eligible for Social Security benefits, and for some younger adults with disabilities. It is administered by the US Centers for Medicare & Medicaid Services (CMS). The Social Security Administration (SSA) handles Medicare enrollment and provides information. The Seniors’ Health Insurance Information Program (SHIIP) is part of the NC Department of Insurance and is a resource for information and counseling about Medicare plans, and more, in North Carolina. If you have questions about Medicare options, call SHIIP at 855-408-1212.

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

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

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

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

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

**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 Medicare premiums, and sometimes copayments, for applicants that qualify based on income. Apply through the Adult Medicaid office at Wake County Human Services. See the Adult Medicaid listing on page 57 for how to apply.

**Medicaid** is a state/federal program for people with low income that pays for a range of health care needs including hospital costs, physician care, and some in-home care, dental care, and intermediate/skilled nursing care. For Medicare recipients, Medicaid acts as a supplemental policy, covering the premiums, copays, coinsurance, and deductibles that would otherwise be the patient’s responsibility. Recipients must meet stringent income and asset guidelines. People who have Medicaid do not need to purchase additional Medigap insurance or sign up for a Medicare Advantage plan, but they do need to select a Medicare Part D drug plan (or one will be selected for them).
Medicare

Medicare ........................................ 800-633-4227
TTY ............................................... 877-486-2048
www.medicare.gov
Information on what Medicare does and does not cover. Go online to create your MyMedicare.gov account. Call or go online with questions about billing and claims. Use the Care Compare tool to find information about and ratings of Medicare-certified providers, including doctors, hospitals, nursing homes, home health services, hospice care, and dialysis facilities.

Medicare Beneficiary Helpline (KEPRO) ......................... 888-317-0751
www.keproqio.com
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. Call the Helpline to speak with a counselor about rights and protections, payment denials or appeals, complaints about care or treatment, and Medicare bills. Website provides summaries of Part D and other Medicare programs, and tools to assist consumers in choosing plans.

Senior Medicare Patrol (SMP) ............. 855-408-1212
NC Dept. of Insurance
www.ncshilp.com
Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

Medicaid

Adult Medicaid ......................... 919-212-7000
Wake County Human Services
220 Swinburne St., Raleigh, 27610
www.wakegov.com/humanservices/social
County office for Medicaid information and applications. Start here to apply for Medicaid and Medicare Savings programs. See page 7 for all locations (Wake County Human Services Regional Center Locations). You can also apply for benefits online (highly encouraged) at https://epass.nc.gov.

Liberty Healthcare Corporation ....... 919-322-5944
Toll-free ........................................... 855-740-1400
www.nc-pcs.com
Independent review organization providing assessments for Medicaid beneficiaries seeking in-home care services through Medicaid Personal Care Services (Medicaid PCS). Client’s physician must submit a referral form to request an assessment.

Medicare Rights Center ................... 800-333-4114
www.medicarerights.org
Non-governmental advocacy and educational organization providing free assistance to Medicare beneficiaries. Call the Helpline to speak with a counselor about rights and protections, payment denials or appeals, complaints about care or treatment, and Medicare bills. Website provides summaries of Part D and other Medicare programs, and tools to assist consumers in choosing plans.

Senior Medicare Patrol (SMP) ............. 855-408-1212
NC Dept. of Insurance
www.ncshilp.com
Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

Social Security Administration ........... 800-772-1213
TTY ............................................... 800-325-0778
www.ssa.gov
Get information about and manage retirement benefits. Eligible seniors can apply for benefits online. Raleigh office ............. 877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Appointments are strongly encouraged. Request one by calling the local office or the national number.

NC Dept. of Insurance
www.ncshilp.com
Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

Medicare

Medicare ........................................ 800-633-4227
TTY ............................................... 877-486-2048
www.medicare.gov
Information on what Medicare does and does not cover. Go online to create your MyMedicare.gov account. Call or go online with questions about billing and claims. Use the Care Compare tool to find information about and ratings of Medicare-certified providers, including doctors, hospitals, nursing homes, home health services, hospice care, and dialysis facilities.

Medicare Beneficiary Helpline (KEPRO) ......................... 888-317-0751
www.keproqio.com
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. Call the Helpline to speak with a counselor about rights and protections, payment denials or appeals, complaints about care or treatment, and Medicare bills. Website provides summaries of Part D and other Medicare programs, and tools to assist consumers in choosing plans.

Senior Medicare Patrol (SMP) ............. 855-408-1212
NC Dept. of Insurance
www.ncshilp.com
Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

Social Security Administration ........... 800-772-1213
TTY ............................................... 800-325-0778
www.ssa.gov
Get information about and manage retirement benefits. Eligible seniors can apply for benefits online. Raleigh office ............. 877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Appointments are strongly encouraged. Request one by calling the local office or the national number.
Other Insurance Resources

Affordable Care Act
Health Insurance Marketplace ...... 800-318-2596
www.healthcare.gov
Affordable Care Act ("Obamacare") health insurance plans and information, for people who do not have coverage elsewhere and need to purchase individual insurance. Medicaid and Medicare beneficiaries should not use this site.
*To find a Navigator (trained to help consumers look for health coverage options through the Marketplace), go to www.ncnavigator.net or call 855-733-3711.

NC Dept. of Insurance ..................... 855-408-1212
325 N. Salisbury St., Raleigh, 27603
www.ncdoi.gov
Information about insurance options; assistance with questions and problems related to health insurance claims, benefits, and more.

PRESCRIPTION DRUGS

Medicare Part D

Medicare Part D is a prescription drug benefit that is a voluntary add-on to Medicare. Participants select from among a large number of different plans offered by private insurers. Plans vary widely in their premiums, copays and coinsurance; they also have different formularies (lists of approved drugs). Some plans have yearly deductibles (up to $435*), and most feature a coverage gap or “donut hole.” The coverage gap begins after an individual and their drug plan have spent $4,020* on covered drugs. Once in the coverage gap, further benefits are stopped or limited until the person has incurred $6,350* in out-of-pocket drug costs. Once this point is reached they are out of the coverage gap and catastrophic coverage is available under all plans, reducing their portion to a small coinsurance amount or copayment for covered drugs for the rest of the year. During the coverage gap, an individual will pay up to 25% of their plan’s cost for covered brand-name drugs and generic drugs. Some plans may offer higher savings in the coverage gap.

People who have relatively low income and assets may be eligible for Extra Help, also called the Low Income Subsidy (LIS), which pays for some or all of the prescription costs, premiums, deductibles, and coinsurance of Medicare prescription drug coverage, and eliminates the coverage gap. To qualify for Extra Help, individuals must have a yearly income below $19,140 and assets at or below $14,610*; married couples must have yearly income below $25,860 and assets at or below $29,160.* The value of a home, one car, personal property, and a small burial account are excluded. People with SSI, Medicaid, or Medicare Savings are automatically enrolled in Extra Help. For others, the application is very easy and can be done online. Go to: www.ssa.gov/benefits/medicare/prescriptionhelp.

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

*Limits may have changed.

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

Medicare ........................................ 800-633-4227
www.medicare.gov
See full description on page 57.
Medication Therapy Management

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

**Medication Education for Drug Safety (MEDS)**, Resources for Seniors ............................................. 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
Can provide home visits for clients unable to come to the office. Free.

Prescription Drug Delivery

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

- **Falls River Pharmacy** ....................... 919-844-2055
  10930 Raven Ridge Rd., Raleigh, 27614
  [www.fallsriverpharmacy.com](http://www.fallsriverpharmacy.com)

- **Hayes Barton Pharmacy** ................. 919-832-4641
  2000 Fairview Rd., Raleigh, 27608
  [www.hayesbartonpharmacy.com](http://www.hayesbartonpharmacy.com)

- **Health Park Pharmacy** .................... 919-847-7645
  8300 Health Park, Ste. 227, Raleigh, 27615
  [www.healthparkpharmacy.com](http://www.healthparkpharmacy.com)

- **HealthSmart Pharmacy** - [www.healthsmartnc.com](http://www.healthsmartnc.com)
  Garner ............................................. 919-772-6902
  127 Mast Dr., Garner, 27529
  **Wake Forest** .................................. 919-569-0500
  2001 S. Main St., Wake Forest, 27587

- **Holly Park Pharmacy** ....................... 919-865-9993
  3058 Wake Forest Rd., Ste. 112, Raleigh, 27609
  [www.hollyparkpharmacy.com](http://www.hollyparkpharmacy.com)

- **Village Pharmacy of Wake Forest** .... 919-556-2757
  900 S. Franklin St., Ste. 102, Wake Forest, 27587
  [www.villagepharmacywf.com](http://www.villagepharmacywf.com)

- **Wendell Drug** .................................... 919-365-8800
  3430 Wendell Blvd., Wendell, 27591
  [www.cornerdrugstores.com/wendell](http://www.cornerdrugstores.com/wendell)

- **Zebulon Drug** .................................... 919-269-7481
  520 W. Gannon Ave., Zebulon, 27597
  [www.cornerdrugstores.com/zebulon](http://www.cornerdrugstores.com/zebulon)

Other Prescription Drug Assistance

- **Prescription Assistance**, Urban Ministries ......................... 919-836-1642
  1390 Capital Blvd., Raleigh 27603
  [www.urbanmin.org/prescription-assistance](http://www.urbanmin.org/prescription-assistance)
  Financial assistance with prescriptions (once every 4 months) for those without insurance.

- **Medication Assistance Program**, Resources for Seniors .................. 919-872-7933
  1110 Navaho Dr., 4th Floor, Raleigh, 27609
  Help with paperwork to access free or low-cost medications through patient assistance programs. Can also provide advice about how to use Medicare Part D most effectively.

- **Medication Assistance Tool** - [www.mat.org](http://www.mat.org)
  Database of prescription assistance programs.

- **NC MedAssist** ..................................... 866-331-1348
  [www.medassist.org](http://www.medassist.org)
  Free medications for uninsured NC residents with income at or below 200% of Federal Poverty Level. People of all ages may apply.

- **NeedyMeds** ........................................ 800-503-6897
  [www.needymeds.org](http://www.needymeds.org)
  Information on programs that help with medication and healthcare costs, including patient assistance programs, government programs, and assistance programs for specific diagnoses.

- **Rx Outreach** ........................................ 888-796-1234
  [www.rxoutreach.org](http://www.rxoutreach.org)
  Mail-order source for reduced-cost generic drugs. Eligibility is based on income, not on age. Includes some medicines not included in Medicare Part D, such as anti-anxiety drugs.
Senior Centers (also called Senior Activity Centers or Centers for Active Adults) offer independent older adults (typically ages 55+) the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education. Calendars of activities and events are available from the centers.

Senior Centers are not care facilities. Those who need care and supervision during the day should consider Adult Day Programs (see page 1). Some communities lack a dedicated Senior Center, but have senior programs offered by their departments of parks and recreation (see page 46 for those listings).

Congregate meals sponsored by Meals on Wheels are available at noon at most Senior Centers in Wake County (see page 52 for additional congregate meal sites). Participants must call ahead. Cost is by donation. Resources for Seniors Service Coordinators have office hours at some sites, to assist seniors and adults with disabilities with accessing services and programs.

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

Garner Senior Center ..................... 919-779-0122
   RFS Service Coordinator ................. 919-661-6894
   Meals on Wheels ............................ 919-772-5057
   205 E. Garner Rd., Garner, 27529
   www.garnernc.gov
   Ages 55+. Operated by Garner Parks, Recreation & Cultural Resources.

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

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

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

AARP North Carolina ..................... 866-389-5650
   3511 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
   Active Adult Program, Raleigh Parks & Recreation
   www.raleighnc.gov/active-adults
   More than 30 clubs available for ages 50+. Clubs meet at different community locations and offer a variety of activities including card games, speakers, trips, community service projects, and more.

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.
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 ($783 per month for an individual or $1,175 per month for a married couple*). Eligibility for SSI is based on assets and income, not amount of time worked. For older adults, SSI supplements regular Social Security for those who would otherwise have an extremely low monthly benefit. SSI may also be available to those who are disabled in childhood or before they were able to establish a work record that would qualify them for regular Social Security. SSI recipients must be 65 years of age or older, or disabled or blind, in addition to having extremely low income and resources.

*Limits may have changed.

Social Security Administration - www.ssa.gov
Information and applications for Social Security retirement benefits, Social Security Disability (SSD or SSDI), Supplemental Security Income (SSI), and Medicare.

Toll-free national number.............................................................................................................800-772-1213
For replacement cards and benefit verification statements.

Raleigh office...........................................................................................................................877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Appointments are strongly encouraged. Request one by calling the local office or the national number.
## SUPPORT ORGANIZATIONS AND HELP LINES

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

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

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

### American Diabetes Association - [www.diabetes.org](http://www.diabetes.org)
- **National Information Line**: 800-342-2383
- **North and South Carolina Office**: 704-373-9111
  - Educational and support group information, for all types of diabetes.

### American Heart Association - [www.heart.org](http://www.heart.org)
- **National Information Line**: 800-242-8721
- **Triangle Office**: 919-463-8300
  - 5001 S. Miami Blvd., Durham, 27703
  - Education and information on healthy living and cardiovascular disease.

### American Lung Association - [www.lung.org](http://www.lung.org)
- **National Help Line**: 800-586-4872
- **North Carolina Chapter**: 919-792-1641
  - Educational programs and literature on lung disease and smoking cessation; Better Breathers’ Club.

### Arthritis Foundation - [www.arthritis.org](http://www.arthritis.org)
- **National Helpline**: 844-571-4357
  - Resource and referral information on arthritis.

### Association for Frontotemporal Degeneration - [www.theftd.org](http://www.theftd.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](http://www.blanc.net)
  - See full description on page 15.

### Dementia Alliance of NC - 919-803-8128
- 2409 Crabtree Blvd., Ste. 107, Raleigh, 27604
  - [www.hdreach.org](http://www.hdreach.org)
  - Information and support for people with Huntington’s disease and their families.

### Duke Dementia Family Support Program - 919-660-7510
- [www.dukefamilysupport.org](http://www.dukefamilysupport.org)
  - See full description on page 4.

### HD Reach - 919-803-2295
- 8210 Creedmoor Rd., Ste. 104, Raleigh, 27613
  - [www.raleighcaryjfs.org](http://www.raleighcaryjfs.org)
  - Multi-service organization providing support and services within a Jewish context, including a variety of services specific to older adults.

### Jewish Family Services - 919-676-2225
- 8210 Creedmoor Rd., Ste. 104, Raleigh, 27613
  - [www.raleighcaryjfs.org](http://www.raleighcaryjfs.org)
  - Multi-service organization providing support and services within a Jewish context, including a variety of services specific to older adults.

### Leukemia & Lymphoma Society - [www.lls.org](http://www.lls.org)
- **National Information Specialists**: 800-955-4572
- **North Carolina Chapter**: 919-367-4100
  - 401 Harrison Oaks Blvd., Ste. 200, Cary, 27513
  - Information and support for people with leukemia, lymphoma, and myeloma, and their families.

### National Cancer Institute - [www.cancer.gov](http://www.cancer.gov)
- **Cancer Information Service**: 800-422-6237
- **Smoking Quitline**: 877-448-7848
  - Information about cancers, prevention, diagnosis, and treatments, including clinical trials.

### National Institute on Aging - [www.nia.nih.gov](http://www.nia.nih.gov)
- Information on aging, caregiving, diseases, nutrition, health care, and aging research. Print publications available (can request online or via phone).

### National Kidney Foundation - [www.kidney.org](http://www.kidney.org)
- **NKF Cares Help Line**: 855-653-2273
- **North Carolina Office**: 704-519-0020
  - Information and referral, advocacy, and patient assistance for those with kidney disease and their families.

### National Multiple Sclerosis Society - [www.nationalmssociety.org/Chapters/NCT](http://www.nationalmssociety.org/Chapters/NCT)
- **National Information Line**: 800-344-4867
  - **Greater Carolinas Chapter**: 919-834-0678
  - 3101 Industrial Dr., Ste. 210, Raleigh, 27609
  - Information, support groups, educational seminars, DME referrals. Short-term caregiver respite program.
National Osteoporosis Foundation ......................................... 800-231-4222
www.nof.org
Information, advocacy, and research about osteoporosis.

Paralysis Resource Center, Reeve Foundation .............................. 800-539-7309
www.christopherreeve.org
Information specialists, peer mentoring, and 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 - www.parkinson.org
National Helpline ........................................... 800-473-4636
Parkinson’s Foundation Carolinas, 770-450-0792
Information on understanding and living with Parkinson’s; advocacy and events.

Resources for Seniors Information and Referral .......................... 919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/infref.php
Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). Call us when you’re not sure who to call.

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

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.
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.

HopeLine Reassurance Program 919-832-3326
www.hopeline-nc.org/reassurance
Volunteers make daily wellness check-in calls to seniors and people with disabilities who are home-bound or have little daily contact with others. Call or apply online. Free.

TRANSPORTATION

Public and Volunteer Transportation

The Center for Volunteer Caregiving 919-460-0567
www.volunteercaregiving.org
Door-to-door transportation to medical appointments and essential errands, provided by volunteers. Free.

GoCary Door to Door W
www.gocary.org
For information/to apply 919-653-7141
To schedule/cancel 919-481-2020, ext. 3
Door-to-Door paratransit service for individuals with disabilities who are unable to use Fixed Route service, or for Cary residents age 60+. Wheelchair-accessible vehicles. Application required. Low-cost.

GoCary Fixed Route W
www.gocary.org
Fixed-route bus service for trips in and around Cary, open to all ages. Low-cost.

GoRaleigh Access W
www.raleighnc.gov/go-raleigh-access
Curb-to-curb paratransit service for Raleigh residents with disabilities who are unable to drive a vehicle or use regular bus service. Application required. Low-cost.

GoRaleigh Transit W
www.goraleigh.org
Fixed-route bus service for trips in and around Raleigh, open to all ages. With GoRaleigh ID, ages 65+ ride for free and people with disabilities ride for 50% of normal fare. GoRaleigh ID application available online or by calling 919-996-3459. Low-cost.

GoTriangle ACCESS W
www.gotriangle.org/access
Curb-to-curb paratransit service for residents of Wake, Durham and Orange counties who have disabilities that prevent them from using regular bus service, for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.). Application required. Low-cost.

GoTriangle Bus W
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.
GoWake Access  
www.wakegov.com/gowake
For information/to schedule .......... 919-212-7005
To cancel a trip ......................... 919-996-3444
Door-to-door paratransit service for trips originating or ending outside Raleigh and Cary city limits. No application required. Trips must be scheduled no more than 24 hours in advance. Service is on a first-come, seat-available basis; seats are very limited. Low-cost.

Medicaid Transportation  W .......... 919-212-7005
www.wakegov.com/gowake
Transportation to medical appointments for Medicaid recipients. This office handles many transportation programs; be sure to specify “Medicaid Transportation.” Free.

Resources for Seniors
Transportation Programs ............... 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.com/transport.php
Limited transportation for eligible persons ages 60+, to medical appointments (application required), and Meals on Wheels congregate meal sites (must live within 5 miles of a site). Free.

Road to Recovery Program,
American Cancer Society ............. 800-227-2345
www.cancer.org/treatment/support-programs-and-services/road-to-recovery
Volunteer-based service for transportation to and from cancer therapy appointments. Free.

Private Transportation

The companies included here have wheelchair-accessible vehicles or specialize in non-emergency medical transportation. No attempt has been made to include all private taxi or transportation companies, of which there are many. Most fees depend on mileage; call for details.

W = Wheelchair-accessible vehicles  S = Stretcher services

HealthFirst Transport  W*S ............. 919-961-1550
www.healthfirsttrans.com
Non-emergency medical transportation.

North State Medical Transport  W*S ............... 919-261-8911
www.nsmtd.biz
Non-emergency medical transportation. Offers ambulance and wheelchair van services with paramedic staff.

RDU Medical Transportation  W .......... 919-799-6008
www.rdumedicaltransport.com
Non-emergency medical transportation, including to dialysis. Services available 24/7. Formerly T&L Medical Transportation.

Response Transportation  W ............. 919-661-2504
SMART Transportation ................. 919-809-6104
Non-emergency medical transportation.

WH Transportation ....................... 919-623-3380
www.whtransportation.com
Taxis and wheelchair-accessible vehicles for transportation of all kinds.

Specialized Transportation

W = Wheelchair-accessible vehicles  S = Stretcher services

Adaptive Vans  W .................. 919-233-0732
7980 Chapel Hill Rd., Ste. 101, Cary, 27513
www.stallsmedical.com
A division of Stalls Medical. Sells, rents, and services wheelchair-accessible vans.

MedCenter Air  W*S .................. 704-512-7941
Toll-free ............................................. 800-421-9195
www.atriumhealth.org
Ambulance, helicopter, and airplane transfer of patients who are unable to travel by car. Staffed by paramedics and/or nurses, depending on need. Bedside-to-bedside service.

Van Products Mobility  W .............. 919-238-4597
2521 Noblin Rd., Raleigh, 27604
www.vanproducts.com/wheelchair-van-rentals
Sells and rents wheelchair-accessible vehicles, and modifies existing vehicles to make them handicap-accessible.
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 claims agent or attorney. VSOs offer free assistance; attorneys and claims agents charge fees, but may not charge until the VA has rendered a decision on an application.

Benefits that older adult veterans, disabled adult veterans, or their caregivers may qualify for include:

- **Aid and Attendance (“A&A”):** For qualifying veterans who require the aid of another person in order to perform activities of daily living, are bedridden, are a patient in a nursing home, or are visually impaired. Contact a VSO office or VA-accredited claims agent or attorney for more information.

- **Housebound Benefits:** For qualifying veterans who have a permanent disability (rated 100 percent disabled) and need assistance, or have a permanent disability (rated 100 percent disabled) and one or more other disabilities (rated 60 percent or more disabled). A veteran cannot receive both Aid and Attendance and Housebound Benefits at the same time. Contact a VSO office or VA-accredited claims agent or attorney for more information.

- **Program of Comprehensive Assistance for Family Caregivers (PCAFC):** This program was expanded in 2020. Now caregivers of veterans who incurred or aggravated a serious injury in the line of duty on or before May 7, 1975, or on or after September 11, 2001, can apply for support benefits including a financial stipend. Call the VA Caregiver Support Line, 855-260-3274, for more information.

- **VA Disability Pension Benefit:** For qualifying wartime veterans who have limited or no income and are age 65 or older, permanently and totally disabled, a patient in a nursing home, or receiving Social Security disability payments. Contact a VSO office or VA-accredited claims agent or attorney for more information.

Durham VA Health Care System
- **Durham VA Medical Center** ......... 919-286-0411
  508 Fulton St., Durham, 27705
Inpatient hospital and clinics for veterans.
- **Raleigh VA Outpatient Clinic** ........ 919-212-0129
  3305 Sungate Blvd., Raleigh, 27610
Primary care clinic for veterans.

NC Dept. of Military & Veterans Affairs
- **www.milvets.nc.gov**

Raleigh Vet Center .................... 919-361-6419
8851 Elistree 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.senioreveteranscouncil.com
Assistance with veterans benefits claims and applications. VA-accredited claims agents. Fee-based. Free initial consultation.

US Dept. of Veterans Affairs - www.va.gov
- **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.

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.

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

Veterans Crisis Line ............ 800-273-8255, Press 1
www.veteranscrisisline.net
VOLUNTEER OPPORTUNITIES

The following organizations have operations that depend on volunteers. This is not intended to be a complete list of organizations that offer volunteer opportunities (most nonprofit organizations and many for-profits such as health care organizations, hospice organizations, and long-term care facilities also need and appreciate the talents and energy of volunteers).

AARP North Carolina ....................... 866-389-5650
5511 Capital Center Dr., Ste. 400, Raleigh, 27606
www.aarp.org/states/nc
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.volunteercaregiving.org
Volunteers provide friendly visiting, transportation, light housekeeping, yard work, and/or telephone reassurance for older adults and adults with disabilities.

Executive Service Corps .................. 919-294-9803
www.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-engagement
Low-income adults ages 55+ volunteer in schools providing tutoring and mentorship. Minimum of 20 hrs/wk. Small stipend provided. National Senior Corps program; administered locally by the City of Raleigh.

HopeLine .......................................... 919-832-3326
www.hopeline-nc.org
Volunteers help answer Crisis Line calls, and/or participate in the Reassurance Program (daily phone calls to isolated seniors and people with disabilities).

Meals on Wheels .............................. 919-833-1749
www.wakemow.org/volunteer
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.

North Carolina 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 classes on computers and technology for older seniors.

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
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/housing-and-neighborhoods
Connects adults ages 18+ with volunteer opportunities within City of Raleigh departments and city-funded agencies and organizations.
REFERENCE GUIDE

Vital Information
Assessing Needs
Moving to North Carolina
Home Safety Checklist
Choosing a Home Care Agency
Long-Term Care Facility Checklist
Medical Care Decisions & Advance Directives
End of Life Planning
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.

This resource is also available online, at [www.resourcesforseniors.com/resourcelist.php](http://www.resourcesforseniors.com/resourcelist.php).

### Basic Information

<table>
<thead>
<tr>
<th>Date:</th>
<th>____________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>____________________________________________</td>
</tr>
<tr>
<td>Social Security Number:</td>
<td>____________________________________________</td>
</tr>
<tr>
<td>Emergency Contact Person:</td>
<td>_____________________________</td>
</tr>
</tbody>
</table>

### Health care 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: | ____________________________________________ |

#### Other health care providers:

| Pharmacy: | ____________________________________________ | Phone: | ____________________________________________ |
| In Home Care Provider: | ____________________________________________ | Phone: | ____________________________________________ |
| Other: | ____________________________________________ | Phone: | ____________________________________________ |
| Other: | ____________________________________________ | Phone: | ____________________________________________ |
vital information

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 to help you determine if help is needed. For many of these questions, all you have to do is keep your eyes open. Other issues, like money management, may require more careful and tactful questioning. In general, you are looking for signs of change from past behavior.

This resource is also available online, at www.resourcesforseniors.com/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 sign that an older adult is being taken in by fraudulent or deceptive marketing, or has been responding to telephone solicitations.)

Paying bills and managing money:
These things can be harder to determine without asking prying questions or looking at bank statements, but you may see evidence or hear stories about services getting cut off, or hassles with the bank.
• Are the utility bills getting paid on time? What about rent or mortgage payments?
• Is the checkbook balanced? Are there signs of overdrafts?
• Are there a lot of credit card bills? Are payments being made?
• Are there questionable charges on any statements?

Housekeeping:
Look for changes from past behavior - what was normal for this person in the past?
• Is the home reasonably clean? Have there been major changes in the level of cleanliness?
• Are there strong odors in the home?
• Is laundry getting done regularly? Do their bedsheets seem clean?
• Is the home cluttered? Are there safety hazards due to walkways being blocked?

Meal preparation and nutrition:
Appetite can change with age and activity level, and changes in the way things taste or smell are also quite common in older adults. Sometimes this can be an early sign of a more serious medical problem, or may result in a problem if it leads to not eating regularly. Physical limitations such as back pain can reduce the ability to stand long enough to prepare food; loneliness or depression can take away the desire to prepare nutritionally varied meals.
• Are they eating regular meals? Do they appear to have lost weight recently?
• Any signs of loss of appetite or changes in taste or smell (picking at food; only eating a few foods)?
• Are they able to prepare food for themselves?
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 older adults are miserable, focused on death, or living in the past.
• Have they lost interest in things they used to enjoy?
• Do they seem unusually worried, hopeless, or sad?
• Do they repeat questions or stories over and over?
• Do you have to repeat or explain things multiple times to get them to understand?
• Are they able to recall recent events accurately?
• Do they have difficulty concentrating on a conversation, book, or television program?
• Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
• Do they seem uncharacteristically angry or suspicious?
• Do they complain about items being lost or stolen?

If you notice a problem:
• Talk about it. Discuss your concerns with the older adult first. Do your best to do this in a tactful, non-judgmental way. Do your best to not over-react, and to listen to their view of the situation.
• Seek more information. Depending on what you hear, you may also want to talk to other family members, close friends, or the older adult’s physician to get more context, information, and/or suggestions.
• Don’t panic! Remember, there could be a variety of explanations for many of these problems, including: simple loss of mobility; physical limitations; chronic pain; vision or other sensory losses; confusion due to medication problems; depression; possibly dementia. Help may be needed, but the person may still be able to continue living independently once problems are identified and supports are put in place.
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 varies state-to-state. If you have (if your loved one has) Medicaid now, that does not guarantee you (your loved one) will be eligible in North Carolina. NC Medicaid eligibility rules are stricter than many other states.

Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits in addition to direct health care coverage, it can be crucial to determine whether you are (whether your loved one is) receiving these benefits and whether you (they) would still be eligible in North Carolina. In addition, many Medicaid-related programs have lengthy application processes and/or wait lists, so benefits are often not immediate even if an applicant is approved for NC Medicaid.

Food aid and other economic assistance:
If you receive (if your loved one receives) any of the following benefits, check to see if the same benefit is available in North Carolina. Some eligibility limits change state-to-state, or by region:

• Food Assistance (Food Stamps, or SNAP);
• Discounts on utility bills or winter heating costs;
• Supplemental Security Income (SSI) (although this is a federal benefit, some states provide more generous supplements. This is not the case in North Carolina);
• Other economic help from the state or county.

Home care and chore services:
Do you (does your loved one) receive assistance in the home from a home health aide or chore worker? If so, check to see who is paying for this service. Availability of such services is much more limited in North Carolina than elsewhere. If public assistance is not available, how will you (your loved one) fill this need?

Transportation:
Do you (does your loved one) drive? If so, think about if you (they) would be able to easily adjust to driving in a new area. This can be difficult or daunting, even for those who have been easily capable of driving familiar routes in their home area.

If you do not drive (if your loved one does not drive) how will you (they) get around? Public transportation is limited or unavailable in much of Wake County, and private transportation can be costly. Will family or friends be available to take you (them) to medical appointments, the grocery store, etc.?

Social support:
• What kind of social support network do you (does your loved one) have at home now? A church community, neighbors, friends, and family can relieve isolation and provide back-up in times of crisis. If you move here (if your loved one moves here), what source(s) of social support would be available?
• How easily do you (does your loved one) make new friends?
• If there are friends or family in North Carolina that you are (your loved one is) moving to be close to, how busy are those people with their own families, jobs, and social activities?
• What will you (will your loved one) lose by moving here? Is it outweighed by what would be gained? Especially if you are (if your loved one is) frail, it may be difficult or impossible to rebuild a social network in a new place.
Housing:

• What kind of living situation are you (is your loved one) in now? Will a similar situation be available in North Carolina? Be aware that there are long waitlists for affordable housing in Wake County.

• Will you (will your loved one) be able to continue at the same level of independence, or, upon moving, will additional support be needed? If you need (if your loved one needs) a long-term care setting such as assisted living or skilled nursing care, be sure to look into how that would be paid for. The same level of financial support for long-term care may not be available in North Carolina as in other states.

Why are you considering this move?

Be sure to think through your reasons for this move, if it’s your idea. If the idea is coming from someone else, ask for clarification to understand why that person wants you (wants your loved one) to move.

• Are you (is your loved one) reacting to an acute situation such as an illness or fall? If so, think about if a move is the best solution to the situation:
  • Could a less drastic solution, such as a personal emergency response system (medical alert), or a few hours per week of in-home services, provide additional security or peace of mind to solve the immediate problem?
  • Will a move really solve the problem? E.g., will moving prevent future falls?

• Whose needs are being met by the move? You may feel more secure if you are (if your loved one is) nearer to family, but what may be lost in exchange for that security?

• What do you (what does your loved one) think about this move? Take time to really listen.

Carefully consider both what is important to you (to your loved one) and what is important for you (for your loved one). The bottom line should be: What decision will contribute most to your (to your loved one’s) quality of life?

NOTES

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________

919-872-7933 75 Directory of Resources 2021
HOME SAFETY CHECKLIST

Use this checklist to assess the homes of you and/or your loved ones for safety. Remember to periodically re-check the home.

This resource is also available online, at www.resourcesforseniors.com/resourcelist.php.

All Areas of the Home

Cords:
YES ___ NO ___ Are lamp, extension, and telephone cords placed out of the flow of traffic?
YES ___ NO ___ Are cords out from beneath furniture and rugs or carpeting?
YES ___ NO ___ Are electrical cords in good condition, not frayed or cracked?
YES ___ NO ___ Do extension cords carry no more than their proper load, as indicated by the ratings labeled on the cord and the appliance?

Rugs, runners, and mats:
YES ___ NO___ Are all small rugs and runners slip-resistant?

Telephones:
YES ___ NO ___ Are emergency numbers posted on or near the telephone(s)?
YES ___ NO ___ Is there easy access to a telephone in case of a fall (or other emergency)?

Smoke detectors:
YES ___ NO ___ Are smoke detectors properly located?
YES ___ NO ___ Are the smoke detectors working properly? Are batteries changed regularly?

Electrical outlets and switches:
YES ___ NO ___ Are any outlets and switches unusually warm or hot to the touch?  
(For safety, correct answer is no.)
YES ___ NO ___ Do all outlets and switches have cover plates, so that no wiring is exposed?
YES ___ NO ___ Are light bulbs the appropriate size and type for the lamp or fixture?

Space heaters:
YES ___ NO ___ Are heaters which come with a 3-prong plug being used in a 3-hole outlet or with a properly attached adapter?
YES ___ NO ___ Are small stoves and heaters placed where they cannot be knocked over, and away from furnishings and flammable materials, such as curtains or rugs?
YES ___ NO ___ If there is space heating equipment, such as a kerosene heater, gas heater or LP gas heater, does she/he understand the installation and operating instructions thoroughly?

Wood-burning heating equipment:
YES ___ NO ___ Is wood-burning equipment installed properly?

Kitchen:
YES ___ NO ___ Are towels, curtains, and other things that might catch fire located away from the range?
YES ___ NO ___ Does she/he wear clothing with short or close-fitting sleeves while cooking?
YES ___ NO ___ Are kitchen ventilation systems or range exhausts functioning properly and are they in use while she/he is cooking?
YES ___ NO ___ Are all extension cords and appliance cords located away from the sink or range areas?
YES ___ NO ___ Does good, even lighting exist over the stove, sink, and countertop work areas, especially where food is sliced or cut?

YES ___ NO ___ Does she/he have a step stool which is stable and in good repair?

**Living room / family room:**

YES ___ NO ___ Are chimneys clear from accumulations of leaves, and other debris that can clog them?

YES ___ NO ___ Has the chimney been cleaned within the past year?

**Hallways:**

YES ___ NO ___ Are hallways, passageways between rooms, and other heavy traffic areas well lit?

YES ___ NO ___ Are exits and passageways kept clear?

**Stairs:**

YES ___ NO ___ Are stairs well lit?

YES ___ NO ___ Are light switches located at both the top and bottom of the stairs?

YES ___ NO ___ Are there handrails on all stairs?

YES ___ NO ___ Are handrails sturdy and securely attached?

YES ___ NO ___ Do the steps allow secure footing? (If not, consider adding anti-slip strips or tape.)

YES ___ NO ___ Are steps even and of the same size and height?

YES ___ NO ___ Are any rugs or other coverings on the steps in good condition?

YES ___ NO ___ Can she/he clearly see the edges of the steps? (If not, consider marking with tape or paint.)

YES ___ NO ___ Is anything stored on the stairway, even temporarily? (For safety, correct answer is no.)

**Bathrooms:**

YES ___ NO ___ Are bathtubs and showers equipped with non-skid mats, abrasive strips, or surfaces that are not slippery?

YES ___ NO ___ Do bathtubs and showers have at least one (preferably two) grab bars?

YES ___ NO ___ Is the water temperature 120 degrees or lower?

YES ___ NO ___ Is a light switch located near the entrance to the bathroom?

YES ___ NO ___ Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

YES ___ NO ___ Are all medicines stored in the containers that they came in, and are they clearly marked?

**Bedrooms:**

YES ___ NO ___ Are lamps or light switches within reach of each bed?

YES ___ NO ___ Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc.) located away from beds or bedding?

YES ___ NO ___ Is anything covering her/his electric blanket when in use? (For safety, correct answer is no.)

YES ___ NO ___ Does she/he avoid “tucking in” the sides or ends of their electric blanket?

YES ___ NO ___ Does she/he ever go to sleep with a heating pad that is turned on? (For safety, correct answer is no.)

YES ___ NO ___ Is there a telephone close to her/his bed?
### Basement / garage / workshop / storage areas:

YES ___ NO ___ Are work areas, especially areas where power tools are used, well lit?

YES ___ NO ___ Can you turn on the lights without first having to walk through a dark area?

YES ___ NO ___ If fuses are used, are they the correct size for the circuit?

YES ___ NO ___ Are power tools equipped with a 3-prong plug or marked to show that they are double insulated?

YES ___ NO ___ Do power tools have guards in place?

YES ___ NO ___ Has the grounding feature on any 3-prong plug been defeated by removal of the grounding pin or by improperly using an adapter? (For safety, correct answer is no.)

YES ___ NO ___ Are containers of volatile liquids tightly capped?

YES ___ NO ___ Are gasoline, paints, solvents, or other products that give off vapors or fumes stored away from ignition sources?

### Emergency 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

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
CHOOSING A HOME CARE AGENCY

Use this first page to think about what you and your loved one(s) need and want from a potential home care service. Being clear about these basics during your first contact with an agency may save time and prevent disappointment in future. Then, use the next page to take notes while talking with agencies, to help you better remember what is said and be able to compare services (we recommend making copies of the “Gathering Information” page so that you can take notes about each agency you speak with).

This resource is also available online, at www.resourcesforseniors.com/resourcelist.php.

Before Calling

Funding:
How does she/he plan to pay for the service? Keep in mind that it is a common misconception that Medicare covers the cost of home care services. Most home care services are not considered a medical service, so are not covered by Medicare. For more information see “Paying for Home Care” on page 24.

Level and type of care:
What does she/he want or need help with? (Bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, etc.? Does the person require “hands-on” care, or just supervision? Do they require any skilled services, such as physical therapy or nursing?)

It is important to understand the limitations of the services you are requesting. A home care aide is typically not permitted to directly administer medications or give injections, though they can remind a patient to take medications that have been dispensed into a pillbox; some agencies allow aides to provide transportation, while others do not; home care aides can typically help with “light housekeeping” but not heavy-duty cleaning.

Working hours:
When does she/he want an aide to come? (How often, what days, for how many hours per visit, etc.; Is this a short-term or a long-term need? How flexible are they about scheduling? How soon does service need to start?)

Special needs or requests:
Does she/he have any special needs or requests? (Male aide; strong aide for lifting; aide who has worked with dementia patients; non-smoker; OK with pets; able to provide transportation; etc.)
Gathering Information

If you will be inquiring of more than one agency, which is strongly recommended, make copies of this page so that you may take notes about each agency.

Name of company:

- Do they accept private insurance? Medicare? Medicaid? Or only private pay? Will they file insurance claims, or require the client/family to?

- If Medicare is to be used for services: Are they Medicare-certified? Is a physician referral required?

- If she/he will be paying privately: What are the basic hourly charges? Are there overtime charges, or higher charges for evening or weekend coverage? What is the minimum number of hours per visit? Do they charge for the initial assessment? If yes, how much?

- Do they offer the kinds of services that are needed? Can they meet her/his special needs or requests?

- What hours of the day are they available?

- When would they be able to start?

- Can they provide services on holidays if needed?

- Will the same person provide service at each visit?

- What happens if an aide is sick or goes on vacation?

- How many years have they been in business?

- Are they licensed by the Division of Health Services Regulation?

- Are they accredited?

- How do they screen their job applicants (what kind of training or certification is required)?

- Do they perform staff background checks?

- Are workers employees or independent contractors of the agency?

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

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

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

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

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

If you will be visiting multiple facilities, which is strongly recommended, make copies of this page so that you may take notes about each agency.

This resource is also available online, at www.resourcesforseniors.com/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? _________________________________
long-term care facility checklist

- Are there handrails in the hallways to aid in walking?
- Are floors of a non-skid material and carpets conducive to safe walking?
- Does the residence have good lighting, sprinklers and clearly-marked exits?
- Does the residence provide ample security and is there an emergency evacuation plan?
- Is a 24-hour emergency response system installed in each unit? What happens when it is activated?

Services:
- What services are available to all residents at the base rate?
- Are there additional charges for personal care services (help with bathing, dressing, etc.)? Who provides these services and what are their qualifications?
- Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge?
- Does the facility offer any special services or areas for dementia patients? How do these services differ? Is there an additional charge for these?
- To what extent are medical services available within the facility, and how are these services provided?
- How are medical emergencies handled? Does the facility have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital?
- Are there staff that coordinate visits from a nurse, physical or occupational therapist, etc., when needed on a temporary basis?
- Does the facility provide transportation to doctors’ offices, the hairdresser, shopping, and other activities desired by residents? If so, how is that arranged?
- Are pharmacy, barber/beautician, physical therapy, or any other services offered on-site or nearby?

Social and recreational activities:
- What kinds of group/individual recreational activities, if any, are offered? Who schedules/coordinates them? Can you meet that person?
• Is there an organized activities program with a posted daily schedule of events?

• Does the facility schedule trips or other events off-premises?

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

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

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

• Are there fitness facilities? What about regularly-scheduled exercise classes?

• Are residents’ pets allowed? Does the facility have pets, and if so who cares for them?

Food:
• Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu?

• Can special diets be accommodated? Does a qualified dietitian plan or approve menus?

• Are residents involved in menu planning and may they request specific foods?

• Does the dining room environment encourage residents to relax, socialize, and enjoy their food?

• May residents eat meals in their units? May they keep snacks or other food in their units?

• Are meals provided only at set times or is there some flexibility? Are snacks available?

• Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired?

• Can you tour the facility during a meal and eat with the residents?

• What do residents say about the food?

Moving in, contracts, and finances:
• Is there a waiting list? If so, how long do they estimate it will be until a unit becomes available?

• What is involved with the moving in/out process?

• Is there a written statement of residents’ rights and responsibilities? Can you take home a copy?
long-term care facility checklist

- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions?

- How much is the monthly fee? What does this include?

- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases?

- Are residents required to purchase renters’ insurance for personal property in their units?

- Do billing, payment and credit policies seem fair and reasonable?

- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable?

- May the resident handle her/his own finances with staff assistance, if able, or must a family member/outside party be designated?

- Is the contract for a specific period of time or month-to-month?

- When may a contract be terminated and what are the policies for refunds and transfers?

- What happens if funds are depleted and full payment can no longer be made?

- Does the facility accept Medicaid? What about Special Assistance?

- What additional services are available if the resident’s needs change? Are staff available to coordinate these services?

- Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis?

- Under what circumstances would the resident be forced to move out (because of increased care needs, change in finances, etc.)?

- What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that?

- Staff:
  - What are the hiring procedures and requirements for eligibility?

  - Are criminal background checks, references, and certifications required?

  - Is there a staff training program in place and what does it entail?

  - What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay?

  - How long has the current administrator been there?

  - What is the staff-to-patient ratio during the day? At night? On weekends?

  - Does the facility have RNs on duty at all times? LPNs?
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
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES
What You Should Know

If you are 18 or older and have the capacity to make and communicate decisions, you have the right to make decisions about your health and mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to express yourself, you will need an “advance directive.”

What is an advance directive?
An advance directive is a set of directions you give about the health care and/or mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a living will, the second is called a health care power of attorney, and the third is called an advance instruction for mental health treatment.

Do I have to have an advance directive and what happens if I don’t?
Making a living will, health care power of attorney, or advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no advance directives in place, your doctor or mental health care provider will consult with someone close to you about your care. Having advance directives makes this easier since you have made your wishes known ahead of time.

What is a living will?
In North Carolina, a living will or “Advance Directive for a Natural Death” is a document that tells others that you want to die a natural death if you are terminally and incurably sick, have advanced dementia, or are unconscious and not expected to wake up. In a living will, you can direct your doctor not to use “life-prolonging measures” such as tube-feeding. You can also say whether your health care agent is allowed to override your instructions or not.

What is a health care power of attorney?
In North Carolina, you can name a person to make health care/mental health care decisions for you if you later become unable to decide yourself, either temporarily or permanently. This person is called your health care agent. The health care power of attorney is a legal document in which you name who you want your agent to be. You can also say what medical treatments/mental health treatments you would want and what you would not want. Your health care agent then knows what choices you would make. Choose an adult you trust, and discuss your wishes with the person before you put them in writing.

What is an advance instruction for mental health treatment?
In North Carolina, an advance instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want, if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid health care power of attorney.

How do I make an advance directive?
You must follow several rules when you make a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the person who may be asked to carry them out. The document(s) must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness the signing of the document(s). The living will and the health care power of attorney also must be notarized.
Are there forms I can use to make an advance directive?
Yes. There is a living will form, a health care power of attorney form and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out. You can obtain these standard forms, free of charge, from a North Carolina state government website (www.sosnc.gov/ahcdr), or you can call Resources for Seniors to request to have a copy mailed to you. Attorneys can also provide these documents, and assist with preparing them (but it is not necessary to hire an attorney to complete these forms).

When does an advance directive go into effect?
A living will goes into effect when you are going to die soon and cannot be cured, when you are unconscious and doctors are sure you won’t wake up again, or when you suffer from advanced dementia that cannot be cured. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make, or to make known, your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision, or you can leave it up to the doctor who is treating you at the time the decision has to be made. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make, and to make known, your choices about mental health treatment. After a doctor determines this, your health care agent may make treatment decisions for you.

What happens if I change my mind?
You can cancel your living will at any time by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known, your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make, and make known, your decisions, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?
You should talk to those closest to you about an advance directive and your feelings about the care you would like to receive. Having an open conversation with family members about your wishes can save painful confusion and conflict later on. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my advance directive?
Keep a copy in a safe place where your family can get it, and make sure they know where it is. Give copies to your family, your doctor or other health care/mental health care provider, your health care agent, and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?
An advance directive from another state may not meet all of North Carolina’s rules. To be safe, you may want to make a new advance directive in North Carolina. Or you could have a North Carolina attorney review the advance directive from the other state.

Source: NC Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advance Directives 1991. Revised 2009. Modified for this publication.
END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings. Planning ahead, and discussing your plans with family members, is a great kindness to them and will likely spare them anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times.

Planning Ahead

Consider your feelings about...
• ...when to stop aggressive medical treatment;
• ...who you can trust to make decisions for you if you are unable to speak for yourself;
• ...whether you wish to donate your body or organs after death;
• ...what kind of funeral arrangements you prefer.

Prepare...
• ...advance directives including a living will and health care power of attorney;
• ...written wishes about funeral arrangements and body disposition;
• ...a will, and select an executor to handle your estate;
• ...written material to help your family locate your important papers and financial information.

Communicate...
• ...your wishes with all the important people in your life (family members, doctors, clergy, etc.) and make sure they are all aware of your wishes, especially if you anticipate conflict among them;
• ...with your health care agent and the executor of your will so they know who they are and what they will be expected to do.

When Death Approaches
• Make sure your advance directives are in the hands of your family, your doctor, and in hospital records;
• Provide your written plans to family and health care providers;
• Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank account information etc.;
• Write/review obituary, if desired.

After Death

Survivors must:
• ...notify attending physician, hospice, etc., if death does not occur in a hospital;
• ...arrange for completion of death certificate and get multiple copies;
• ...put plans into motion for body/organ donation, if desired;
• ...set date and location for funeral or memorial service;
• ...notify relatives, friends, employers;
• ...assist out-of-town relatives with travel and lodging plans if needed;
• ...publish obituary;
• ...maintain security for home and property if left vacant;
• ...notify Social Security, pension plans, or other sources of benefits;
• ...notify life insurance company;
• ...arrange for administration of estate.

Prepared with assistance from the nonprofit Funeral Consumers Alliance of the Triangle.
INDEX

Symbols

1st Home Care Solutions ........................................ 25
101 Mobility ...................................................... 38
211 .................................................................... 5, 43
711 (Relay North Carolina) .................................... 15
911 (Raleigh-Wake Emergency) ........................... 6

A

A1-Omega Healthcare ........................................ 25
AAA (Area Agency on Aging) ................................ 43
A & A Aging Life Care Specialists ......................... 8
AAA Healthcare .................................................. 25
AAA Senior Driving ............................................ 16
AARP ................................................................... 60
  Driver Safety ................................................... 16
  Family Caregiving ............................................. 9
  HomeFit Guide ............................................... 38
  Prepare to Care Guide ..................................... 9
  Tax-Aide ......................................................... 63
  Volunteer opportunities ................................... 67
  Work & Jobs .................................................... 18
Abbotswood at Stonehenge ................................... 32
ABE TOPS:  See Pathfinder Career Exploration Program
Absolute Home Health ......................................... 25
Access Community-Based Services ..................... 25
Access Healthcare ............................................. 19
Access Hub Call Center
  (Coordinated Access) ....................................... 38
Accessibility
  Home adaptation ............................................. 38
  Medical devices/equipment ............................... 53
  Travel guide
    (NC museums/parks/attractions) .................. 14
Accessible Home Care of Mid Carolina ................. 25
Active Adult Center:  See Senior center
Active Adult Communities .................................. 30
Active Healthcare ............................................. 53
Activities of daily living (ADLs) ......................... 23
Adaptive Vans .................................................... 65
Addiction ............................................................ 16
Addison of Fuquay-Varina, The .......................... 49
Addison of Knightdale, The ................................ 49
ADLs .................................................................. 23
Adult and Community Services ............................ 52
Adult Basic Education:
  See Triangle Literacy Council
Adult care homes
  About ................................................................ 47
  Listings of ..................................................... 49
Adult day programs ........................................... 1
Adult Medicaid ................................................... 57
Adult Protective Services (APS) ............................ 17
Advance Community Health ............................... 19
Advance Designation
  Representative Payee (Social Security) ............. 44
  Advance directive .......................................... 44, 86
  Advance Health Care Directive Registry ........... 44
Advocacy
  For long-term care residents ............................ 52
  General (advocacy groups) .............................. 3
Affordable Care Act Health Insurance
  Marketplace .................................................... 58
Affordable Family Care ....................................... 25
Affordable housing ............................................ 33
Aging Care Matters ............................................ 8
Aid and Attendance (VA benefit) ......................... 24
Al-Anon ............................................................ 16
Alcohol/Drug Council ......................................... 16
Alcoholics Anonymous ....................................... 16
Allcare
  Assisted Living ................................................ 50
  Home Health ................................................... 25
Allen & Spence Attorneys at Law ......................... 44
Allen Tate Realtors ............................................ 41
Alliance Behavioral Healthcare:
  See Alliance Health
Alliance Health .................................................. 15, 16
Alliance of Disability Advocates ......................... 14
All Ways Caring HomeCare ................................ 25
ALS Association ................................................ 62
Always Best Care (East and South Wake) ......... 25, 43
Always Best Care (North and West Wake) ... 25, 43
Alzheimer’s and Related Dementias
  Education and Referral Center ....................... 3
  Alzheimer’s Association .................................. 3
  Alzheimer’s Disease ........................................ 3
  Alzheimer’s Foundation of America
Mongo Memory Screening Program ................. 3
Amazing Care Support Services ....................... 25
Amazing Home Care ......................................... 25
Amber Spring Apartments ................................. 34
Amedisys Hospice
American Cancer Society
   Road to Recovery Program
   Volunteer opportunities
American Diabetes Association
American Heart Association
American Lung Association
American Medical Equipment and Supplies
American Mobility
American Red Cross
AmeriGlide
Amplified phones
Amramp
Angie’s List
Anne Gordon Center for Active Adults
Ann’s Family Care #4
Ann’s New Day
Ann’s Sunrise II
AnnualCreditReport.com
AnotherDaughter
Anxiety
Apartments
   Affordable
   Retirement community
   Subsidized
Apex Healthplex
Apex Parks, Recreation
   & Cultural Resources
Aphasia: See Triangle Aphasia Project
APS
Arc of the Triangle, The
Area Agency on Aging
Arthritis Foundation
Assessing Needs
Assistants to Seniors
Assisted living facilities
   About
   Listings of
      Adult care homes (7+ residents)
      Family care homes (2-6 residents)
   Star Rating Program
Assisted Living Locators
Assistive devices
Assistive Technology Exchange Post
Assistive Technology Program
Association for
   Frontotemporal Degeneration, The
Assurance Health
Assured Home Health
At Home Therapy
Atlantic Home Care
Atria Oakridge
Attorney General,
   Consumer Protection Hotline
Autumn Spring Apartments
Avendelle Assisted Living
Avonlea Apartments
Aware Senior Care
B
Basic needs
Bayada Home Health
   Home care services
   Skilled services
Beacon Ridge Apartments
Becker Law Offices
Beechridge Apartments
Behavioral healthcare
   15, 16
BellaRose Nursing and Rehab
Benefits CheckUp
Benefits screening
Berkeley Spring Apartments
Best American Medical Supplies
Better Business Bureau (BBB)
Birth certificate
Bisexual: See LGBT Center of Raleigh
Blind and visually-impaired
Bond Park Total Life Center:
   See Cary Total Life Center
Booker Park North at Washington Terrace
Braille books
Brain Injury Association
Brier Creek Healthplex
Bright Horizon Senior Care
Brighton Gardens
Brighton Pointe Apartments
Brightside Homes 2
BrightStar Care of Cary
Broadway Home Care
Brookdale Senior Living
   Adult care home (assisted living)
   Retirement community
      (independent living)
Brookridge Assisted Living
Brooks Avenue Church of Christ
Brown’s Family Care Home
Buergler, Claudia:
   See Triangle Eldercare Consultants
Index

C
Cadence Living............................................ 49
Cambridge Village of Apex......................... 32
Campbell University School of Law,
Senior Law Clinic...................................... 45
Cancer Care, UNC Rex.................................. 20
Cancer Institute: See National Cancer Institute
Cancer Society: See American Cancer Society
CAP/DA...................................................... 29
Capital Nursing and Rehabilitation Center ... 48
Capital Oaks.............................................. 32
Capital Towers.......................................... 34
CaptionCall.................................................. 15
Cardinal at North Hills, The ......................... 31
Career Centers, NCWorks............................ 18
Caregiver resources................................... 9
Caregiver Support Center:
See Transitions GuidingLights
Care Innovations of NC............................... 51
Care management....................................... 8
Care Patrol of Wake County ......................... 43
Carillon Fuquay-Varina:
See Addison of Fuquay-Varina
Carillon Garner: See Cadence Living
Carillon Knightdale: See Addison of Knightdale
Carillon North Raleigh: See Cadence Living
Carillon Wake Forest: See Cadence Living
Caring Senior Service ................................ 26
Caring Transitions of Raleigh and Cary.......... 41
Carlton Place Apartments......................... 36
Carolina Dentistry...................................... 20
Carolina Dispute Settlement Services............ 44
Carolina Family Estate Planning ................. 44
Carolina Preserve at Amberly..................... 30
Carousel Place Apartments....................... 34
Carriage House.......................................... 34
Cary Central Elderly Housing...................... 33
Cary Health and Rehabilitation Center .......... 48
Cary Housing Rehabilitation Program .......... 39
Cary Parks, Recreation
& Cultural Resources................................. 46
Cary Senior Center.................................... 60
Cary Senior Tech Ed................................. 10
Cary Total Life Center............................... 1
Cary transit: GoCary
Catholic Charities Counseling Services.......... 13
CCRCs......................................................... 31
Cedar Crest New Life Center....................... 34
Cedar Spring Apartments......................... 36
CEMAC Healthcare.................................... 26
Center for Independent Living (CIL):
  See Alliance of Disability Advocates
Center for Volunteer Caregiving, The ........ 5,9
  Caregiver support................................. 9
  Friendly visits........................................ 5,9
  TeleCare.................................................. 64
  Transportation........................................ 64
  Volunteer opportunities.......................... 67
CenterPeace Home HealthCare & Companion Services ......................... 26
Centers for Active Adults: See Senior centers
Centers for Medicare & Medicaid Services, The .......... 55
Certified Aging-in-Place Specialist (CAPS) ....... 38
Certified nursing assistant (CNA) ................. 23
CESI ...................................................... 10, 11
Chadwick Apartments.................................. 33
Chantilly Care Home at RiverStone .............. 51
Chefs for Seniors....................................... 52
Choosing a Home Care Agency.................. 79
CIL: See Alliance of Disability Advocates
CIP ......................................................... 6
Circuit Breaker Tax Deferment Program .......... 42
CIT ......................................................... 6
City of Raleigh
  Community Development Division............. 39
Clothing assistance.................................... 5
Club Plaza Apartments............................. 34
Clutter reduction: See Downsizing
CNA.......................................................... 23
Coark Home Care...................................... 26
ComForCare
  Home care services.................................. 26
  Memory screening program...................... 3
Comfort Keepers
  Home care services.................................. 26
  SafetyChoice (medical alert)...................... 55
Commode chair........................................ 53
Commons at Highland Village.................... 33
Community Alternatives Program
  for Disabled Adults (CAP/DA) .............. 24, 29
Community Home Care & Hospice................ 30
Companion services
  About.................................................... 23
  Listings of............................................. 25
Compassionate Place Home ...................... 51
Compassion Health Services...................... 26
index

Compassion Medical Supplies ....................... 53
Complaints
   Home care ........................................... 25
   Long-term care ..................................... 52
   Medicare .......................................... 57
Computer education .................................. 10
Congregate meals .................................... 52
Connect America ..................................... 54
Consumer Education Services Inc. (CESI)
   Credit counseling and debt management ..... 10
   Housing counseling ............................... 10
   Reverse mortgage counseling .................. 11
Consumer financial services ....................... 10
Consumer protection ................................ 12
Consumer Protection Division ..................... 12
Continued Care ....................................... 26
Continuing Care
   Retirement Communities (CCRCs) .......... 31
Continuing education ............................... 17
Cooling emergency .................................. 6
Coordinated Entry: See HOUSE WAKE!
   Coordinated Access System
Cornerstone Center .................................. 38
Cosmo and Lewis Estates ............................ 34
Cottage Home Health ............................... 26
Counseling ............................................ 13
Courtyard Commons ................................ 33
Courtyards at Heritage Grove, The ............ 30
Courtyards at Kildaire Farms, The ............ 31
Courtyards at O’Kelly Chapel, The ............ 31
Courtyards on Holt, The ........................... 31
Coventry House of Zebulon ....................... 49
Covington, The ..................................... 49
Credit counseling .................................... 10
Credit report ......................................... 10
Creekside Apartments ............................... 37
Crestfield Apartments ............................... 36
Crisis Intervention Program (CIP) ............... 6
Crisis Intervention Team (CIT) ................. 6
Crisis line
   Domestic violence ............................... 13
   HopeLine .......................................... 16
   Sexual assault ................................... 13
   Spanish ........................................... 13
   Suicide prevention .............................. 16
   Veterans ......................................... 66
Crisis Solutions NC ................................ 16
Crisis stabilization center ......................... 16
Crossing at Heritage, The ......................... 36
Crystal Cove Apartments ......................... 36
CVC .................................................. 5, 9, 64, 67
Cypress of Raleigh, The ......................... 31

D
Daily money management .......................... 12
DaVita Kidney Care ................................ 21
Deaf and hard of hearing .......................... 15
Deaf-blind ............................................ 15
Death certificate ..................................... 7
Dedove Homes at River Knoll ..................... 51
Deferred-payment loan .............................. 39
Deferred-payment loan .............................. 39
Dental care .......................................... 20
Department of Tax Administration .............. 42
Departure Drive Total Life Center:
   See Raleigh Total Life Center
Depression ............................................ 13
Developmental disability .......................... 15
DHIC .................................................. 37
Diabetes Association: See American Diabetes Association
Dialysis clinics ...................................... 21
Dietitian ............................................. 52
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) ........ 42
Divine Healthcare .................................. 26
Division of
   Aging and Adult Services ....................... 43
   Health Service Regulation ...................... 12, 17, 25, 52
      Star Rating Program ........................ 49
   Motor Vehicles (DMV) ......................... 14, 17
   Public Health ................................... 19
   Services for the Blind .......................... 14
   Services for the deaf and Hard of Hearing .. 15
   Vocational Rehabilitation Services ........ 14
DME .................................................. 53
DMEPOS Competitive Bidding Program .......... 53
DMV .................................................. 14
Doctors Making Housecalls ...................... 20
Domestic Violence Crisis Line .................. 13
Donated Dental Services ......................... 20
Food stamps:
   See Food Assistance Program (food stamps)
Foreclosure prevention counseling .......... 10
Forest Ridge Apartments ......................... 37
Foster Grandparent Program ..................... 67
Free credit report .................................. 10
Freedom Alert: See LogicMark
Fresenius Kidney Care ................................ 21
Friendship Fund, First Presbyterian Church .... 6
Friends of Residents in Long-Term Care ...... 52
Frontotemporal Degeneration: See Association for Frontotemporal Degeneration, The
Fuquay-Varina Emergency Food Pantry ........... 6
Fuquay-Varina Homes for the Elderly .......... 33
Fuquay-Varina Parks, Recreation & Cultural Resources ......................... 46

G
Galberth Health ........................................ 4, 21
Gardens at Wakefield, The ......................... 32
Garden Spring Apartments ......................... 34
Garner Area Ministries ............................... 6
Garner Healthplex ..................................... 19
Garner Parks, Recreation & Cultural Resources ...... 46
Garner Senior Center .................................. 60
Garner Total Life Center ............................. 1
Gathering Place, The: See Redeeming Love Missionary Baptist Church
Gay: See LGBT Center of Raleigh
GCFLearnFree.org ...................................... 10, 17
Genworth Cost of Care Survey ..................... 2, 28, 49
Geriatric clinic ......................................... 19
Geriatric Evaluation and Treatment Clinic .... 20
GetSmartPros ........................................... 10
Glade Adult Day Center, The ....................... 1
Glenaire .................................................. 31
   Adult day center at (The Glade) .................. 1
Glenbrook Crossing ................................... 37
Glenwood Towers ...................................... 35
GoCary
   Door to Door (paratransit) ....................... 64
   Fixed Route (regular bus service) ............. 64
Golden Harmony ....................................... 26
Golden Years Clubs ................................... 60
GoRaleigh
   Access (paratransit) ............................... 64
   Transit (regular bus service) .................... 64
GoTriangle
   ACCESS (paratransit) ............................. 64
   Bus (regular bus service) ....................... 64
   GoWake Access (paratransit) .................... 65
   Grab bar ............................................ 38
Grace Healthcare ..................................... 26
Gracie Sturdivant Care Homes .................... 51
Grande at Granite Falls, The ...................... 36
Grief ..................................................... 13
Griswold Home Care .................................. 26
Group respite ......................................... 1
Grove at Cary Park, The ............................. 36
Guardian Alert: See LogicMark
Guardian Home Healthcare ....................... 26
Guardianship ......................................... 44
GuidingLights Caregiver Support Center ...... 9

H
Habitat for Humanity ................................... 37
Haircut, in-home ...................................... 6
Handicap placards .................................... 14
Hard of hearing ....................................... 15
HARRP: See WAP
Havens, The: See Avendelle Assisted Living
Hayes Barton Pharmacy ............................. 59
HD Reach .............................................. 62
Health care
   Power of attorney .................................. 44, 86
   Providers ............................................. 18
   Dental care ......................................... 20
   Dialysis clinics .................................... 21
   Hospitals ........................................... 18
   Medical practices and clinics ................... 19
   Physician search resources ..................... 22
Healthcare.gov ........................................ 58
Health department:
   See Division of Public Health
HealthFirst Transport ............................... 65
Health insurance
   Medicaid
      About .............................................. 55
      Contact information ......................... 57
   Medicare
      About .............................................. 55
      Contact information ......................... 57
      Other ............................................ 58
   Health Park Pharmacy .......................... 59
### Health service regulation:
- See Division of Health Service Regulation

### HealthSmart Pharmacy, Garner
- Garner: 59

### HealthSmart Pharmacy, Wake Forest
- Wake Forest: 59

### Hearing aids
- Hearing aids: 15

### Hearing disability
- Hearing disability: 15

### Hearing Loss Association
- Hearing Loss Association: 15

### Heart Association
- See American Heart Association

### HeartFields at Cary
- Cary: 50

### Heartland Hospice
- Raleigh: 30

### Heating emergency
- Heating emergency: 6

### HECM: See Reverse mortgage

### Helen Wright Center for Women
- Raleigh: 38

### Helping Hand Mission
- Raleigh: 26

### Help line
- Raleigh: 62

### HELP Services Personal Response System
- Raleigh: 54

### Heritage Pines
- Raleigh: 31

### Highland Manor
- Raleigh: 33

### Highland Terrace
- Raleigh: 33

### Highland Village
- Raleigh: 36
  - Commons at: 33
- Cary: 26

### Hillcrest Home Health
- Raleigh: 26

### Hillcrest Raleigh at Crabtree Valley
- Raleigh: 48

### Hillside Nursing Center of Wake Forest
- Raleigh: 48

### HLAA
- Raleigh: 15

### HLA-NC
- Raleigh: 15

### Holly Hill Hospital
- Raleigh: 16, 18

### Holly Park Pharmacy
- Raleigh: 59

### Holly Springs II
- Raleigh: 34

### Home adaptation and accessibility
- Raleigh: 38

### Home care
- Raleigh: 23

### About
- Raleigh: 23

### Choosing an Home Care Agency
- Raleigh: 79

### Licensing and complaints
- Raleigh: 25

### Listings of
- Raleigh: 25
  - Home care and companion services: 25
  - Skilled services: 28

### Home Care Assistance
- Raleigh: 26

### HomeChoice Healthcare
- Raleigh: 26

### HomeChoice Home Care Solutions
- Raleigh: 26

### Home-delivered meals
- Raleigh: 52

### Home Equity Conversion Mortgage
- See Reverse mortgage

### Home health care
- Raleigh: 23

### Listings of
- Raleigh: 28

### Home Health Haircuts
- Raleigh: 6

### Home Instead Senior Care
- Raleigh: 26

### Homeless resource center
- Raleigh: 38

### Homemaker services: See Companion services

### Home modification
- Raleigh: 38

### Home repair
- Raleigh: 39

### Home repair program

#### Cary
- See Cary Housing Rehabilitation Program

#### Raleigh
- See Raleigh Community Development Division

#### Wake County (outside of Raleigh/Cary):
- See Wake County Rehabilitation Programs

### Home Safety Checklist
- Raleigh: 76

### Home safety equipment
- Raleigh: 53

### Homestead exemption (property tax relief)
- Raleigh: 42

### Homewatch CareGivers
- Raleigh: 26

### Home weatherization:
- See Weatherization Assistance Program (WAP)

### HomeWerks Home Care
- Raleigh: 27

### HopeLine
- Raleigh: 16
  - Crisis Line: 16
  - Reassurance Program: 64
  - Volunteer opportunities: 67

### Hope Support Services
- Raleigh: 27

### Hopler Wilms & Hanna
- Raleigh: 45

### Horizon Healthcare for the Homeless
- Raleigh: 19

### Hospice care
- Raleigh: 30

### Hospital bed
- Raleigh: 53

### Hospitals
- Raleigh: 18

### Household items assistance
- Raleigh: 5

### HOUSE WAKE!

#### Coordinated Access System
- Raleigh: 38

### Housing Authority
- Raleigh: 37

### Wake County
- Raleigh: 37

### Housing counseling
- Raleigh: 10

### Housing Discrimination Section
- Raleigh: 12

### Housing options
- Raleigh: 30
  - Active Adult Communities: 30
  - Affordable apartments: 33

### Assisted living: See Long-term care

### Continuing Care Retirement Communities
- Raleigh: 31

### Emergency
- Raleigh: 38

### Independent: See Independent living (housing)
- Raleigh: 36

### Retirement communities
- Raleigh: 32

### Seniors-only apartments
- Raleigh: 33

### Subsidized apartments
- Raleigh: 33

### Housing-related programs
- Raleigh: 38
Howard Stallings ........................................... 45
Huffman, Alisa .............................................. 45
Human Relations Commission .......................... 12
Huntington’s disease: See HD Reach
Huntington Spring Apartments .......................... 36

I
I/DD services ............................................... 15
ID for non-drivers ........................................ 14
Image Management ........................................ 39
Inclusion services (recreation) ......................... 14
Independence Village of Olde Raleigh ............... 32
Independent living (housing)
  Active Adult Communities ............................ 30
  Apartments (affordable/subsidized) .................. 33
  Continuing Care
    Retirement Communities (CCRCs) .................. 31
  Retirement communities .............................. 32
Independent living (services)
  Center for: See Alliance of Disability Advocates
    Rehabilitation Program .............................. 14, 39
Information and referral ................................ 43
In-home care ................................................ 23
Inomancy Home Care .................................... 27
Insurance ..................................................... 55
Integrity Money Management ......................... 12
Intellectual and developmental
  disability (I/DD) ......................................... 15
IntelliChoice Home Care ................................. 27
InterAct, Inc ................................................ 13
Interim Health Care ...................................... 27
Internal Revenue Service (IRS) ....................... 63
Intrepid USA ................................................ 28
Investor Hotline ........................................... 12

J
Jackson, Shenee ........................................... 41
Janis, Martin: See Raleigh Geriatrics
Jeffries Ridge Apartments ................................ 37
Jewish Family Services ................................... 62
  Counseling ............................................... 13
Jobs .................................................................. 18
John P. Paschal, Attorney at Law ....................... 45
Jordan Oaks ................................................... 32

K
Keeping Us Safe ............................................. 16
Keller Williams Preferred Realty ...................... 41
Kelley’s Family Care Home ............................... 51
Kendall, Linda ............................................... 13
KEPRO Medicare Beneficiary Helpline ............. 57
Kidney Foundation:
  See National Kidney Foundation
Kindred at Home ........................................... 28

L
Lakepark Family Care Home ............................ 51
Laurels of Forest Glenn, The ............................ 48
LawHelpNC.org ............................................. 45
Lawndale Manor ............................................. 50
Law Office of Alisa Huffman ........................... 45
Law Offices of Mary Markovich, The ............... 45
Lawyer Referral Service ................................. 45
Legal Aid of North Carolina ............................ 45
Legal service .................................................. 44
Leisure and recreation .................................... 46
Lenders, reverse mortgage ............................... 11
Lesbian: See LGBT Center of Raleigh
Leukemia & Lymphoma Society ......................... 62
LGBT Center of Raleigh .................................. 63
Liberty Healthcare Agency ............................. 27
Liberty Healthcare Corporation
  (Medicaid PCS assessment) ........................... 57
Liberty HomeCare & Hospice
  Hospice care ............................................... 30
  Skilled services (home health care) ................. 28
Library for the Blind
  and Physically Handicapped .......................... 14
LIEAP ............................................................ 6
Life Care Community ..................................... 31
Lifeline, Philips (medical alert) ......................... 55
Lifeline (phone discount) ................................. 6
LifeLinks Care Management ............................ 8
LifeStation .................................................... 55
LIS ............................................................... 58
Litchford Falls Healthcare
  & Rehabilitation Center ................................ 48
Lively at 55+ (YMCA) .................................... 46
Living will ..................................................... 44, 86
Lodge at Wake Forest, The ............................. 32
LogicMark ..................................................... 55
Long-term care
About .......................................................... 47
Facilities, listings of
Assisted Living
(adult care and family care homes) .... 49
Skilled care
(nursing and rehabilitation facilities) ... 48
Licensing and monitoring .................. 52
Ombudsman programs ....................... 52
Long-Term Care Facility Checklist ......... 81
Long Term Care Medicaid ..................... 47
Loving Angels Home Care .................... 27
Low Income
Energy Assistance Program (LIEAP) ...... 6
Low Income Subsidy (LIS) ................. 58
Lung Association: See American Lung Association
Luther Green Community Center
(Meals on Wheels site) ......................... 52
Lutz, Alexander
& Associates Nutrition Therapy .......... 52
Lymphoma: See Leukemia & Lymphoma Society
Magnolia Glen ........................................... 32
Magnolias, The ........................................ 35
Manor at Coventry Creek, The .......... 51
Manor at Edgewater, The ................. 51
Manor at Perry Creek, The ............... 51
Markovich, Mary ................................. 45
Martin, Lila ................................................. 41
Maxim Healthcare ............................... 27
Maynard, Marilyn ............................. 45
Mayview: See Oaks at Whitaker Glen, The
Meilwaine, Lauren .............................. 52
Meadowcreek Commons ..................... 35
Meadows at Brier Creek, The ............ 37
Meadow Spring Apartments ............... 35
Meals and nutrition ............................ 52
Meals on Wheels
Congregate nutrition sites (group meals) 52
Home-delivered meals ..................... 52
Volunteer opportunities ................. 67
MedCenter Air ....................................... 65
Medicaid ...................................................... 56
About ...................................................... 55
Contact information .......................... 57
Fraud Hotline ................................. 12
Home care ............................................. 24
Community Alternatives Program for Disabled Adults (CAP/DA) .... 24
Medicaid Personal Care Services
(Medicaid PCS) ................................. 24, 57
Physician search .............................. 22
Transportation ....................................... 65
Medicaid Personal Care Services
(Medicaid PCS) ................................. 24, 57
Medicaid waiver: See CAP/DA
Medical alert system ........................ 54
Medical Care Decisions
& Advance Directives ....................... 86
MediAlert Foundation
Wandering Support Services ............. 4
Medical Eye Care Program ................. 14
Medical practices and clinics ............ 19
Medical Review Program .................. 17
Medical supplies ............................... 53
Medicare
About ...................................................... 55
Advantage Plans ................................... 56
Beneficiary Helpline (KEPRO) .......... 57
Care Compare ..................................... 57
Dialysis facilities ............................. 21
Doctors and clinicians ..................... 22
Home health services ....................... 28
Hospice care ........................................ 30
Hospitals ............................................. 18
Nursing homes ................................. 48
Contact information .......................... 57
DME Supplier Directory ..................... 54
Extra Help ........................................... 58
Fraud Hotline ........................................ 12
Home health benefit ......................... 24
Hospice benefit ................................... 30
MyMedicare.gov ................................. 57
Part A (hospital) ............................... 55
Part B (medical) ................................. 55
Part D (prescription drugs) ............... 55, 58
Physicians search ............................. 22
Savings programs (MQB, Medicare-Aid) 56
Supplemental Insurance (Medigap) ..... 55
Medicare Rights Center ..................... 57
Medication Assistance Program .......... 59
Medication Assistance Tool ............. 59

M
Medication Education for Drug Safety (MEDS) ............................................. 59
Medication therapy management .......................................................... 59
Medigap ........................................................................................................ 55
Med Home Health ....................................................................................... 28
MEDS ........................................................................................................... 59
Melody Home Health ................................................................................... 27
Memory Disorders Clinic
  Duke ........................................................................................................ 4
  UNC ........................................................................................................ 4
Memory loss/memory impairment .............................................................. 3
Mental health/mental illness ....................................................................... 16
Mercy Manor at Saybrooke ......................................................................... 51
Military and Veterans Affairs,
  NC Department of .................................................................................. 66
Millbrook Enrichment Center .................................................................... 1
Mims Family Care Home ........................................................................... 51
MobileHelp .................................................................................................. 55
Mobile Rehab .............................................................................................. 21
Mobility City .................................................................................................. 54
Mobility equipment ...................................................................................... 53
Monarch: See Wake Behavioral Health
  Urgent Care at Monarch ............................................................................ 41
Money management .................................................................................... 12
Monroe, Wallace, & Morden ....................................................................... 45
Morningside of Raleigh ............................................................................... 50
Morrisville Parks, Recreation & Cultural Resources .................................. 46
Mortgage default counseling ..................................................................... 10
Move Elders with Ease ............................................................................... 41
Moving ......................................................................................................... 41
Moving a Parent to North Carolina ............................................................. 73
MQB ............................................................................................................. 56
Mr. Handyman of Western Wake County ............................................... 39
MS Enhancement ........................................................................................ 27
Multiple Sclerosis Society:
  See National Multiple Sclerosis Society
Murphey School Apartments ..................................................................... 35
Myriad Homecare ....................................................................................... 27
My Smart Grandkids .................................................................................. 10
N
NACA .......................................................................................................... 11
NAMI .......................................................................................................... 16
National Academy of Elder Law Attorneys .............................................. 45
National Alliance on Mental Illness (NAMI) ........................................... 16
National Association of Home Builders (NAHB) .................................... 38
National Cancer Institute ......................................................................... 62
National Council on Aging
  Senior Community Service
    Employment Program ............................................................................... 18
  National Elder Fraud Hotline .................................................................. 12
National Institute on Aging
  Alzheimer’s and Related Dementias
    Education and Referral Center .............................................................. 3
    Caregiving information .......................................................................... 9
National Institute on Deafness and Other Communication Disorders ........ 15
National Kidney Foundation .................................................................... 62
National Multiple Sclerosis Society .......................................................... 62
National Osteoporosis Foundation ............................................................ 63
National Parkinson Foundation ................................................................ 63
National Suicide Prevention Lifeline ......................................................... 16
NAVIGATE NC ............................................................................................ 8
NC 211 ......................................................................................................... 43
NC Baptist Aging Ministry (NCBAM) ........................................................ 43
  Volunteer opportunities ........................................................................... 67
NC Department of Health and Human Services
  Division of Aging and Adult Services ....................................................... 43
  Division of Health Service Regulation ................................................... 12, 17
    Adult Care Licensure ............................................................................. 52
    Complaint Intake Unit .......................................................................... 12, 17, 25, 52
    Home Care Licensure ......................................................................... 25
    Nursing Home Licensure .................................................................... 52
  Division of Services for the Blind ............................................................ 14
  Division of Services for the Deaf and Hard of Hearing ......................... 15
NC Department of Insurance ..................................................................... 58
CCRC Reference Guide ............................................................................. 31
Senior Medicare Patrol (SMP) .................................................................. 57
Seniors’ Health Insurance
  Information Program (SHIIP) .................................................................. 57
NC Department of Justice
  Attorney General’s Office ......................................................................... 12
NC Department of Military and Veterans Affairs ...................................... 66
NC Department of Natural and Cultural Resources
  Accessibility information
    (museums/parks/attractions) ................................................................ 14
  Library for the Blind
    and Physically Handicapped ................................................................. 14
NC Department of the Secretary of State
  Advance Health Care Directive Registry ............................................... 44
  Securities Division .................................................................................... 12
NC Department of Transportation
   Division of Motor Vehicles .......................... 14
   Medical Review Program ............................. 17
NC ePass .................................................... 7
NC Housing Finance Agency ............................. 37
NCHousingSearch.org ..................................... 37
NC Independent Living
   Rehabilitation Program ............................... 14, 39
NC MedAssist ............................................ 59
NC Mobility & Medical .................................. 54
NC Office of Administrative Hearings
   Civil Rights Division .................................. 12
   Volunteer opportunities .............................. 67
NCWorks ................................................... 18
NeedyMeds ................................................ 59
NeighborHealth Center .................................. 20
Neighborhood Assistance
   Corporation of America (NACA) ......................... 11
New Bern Transitional Housing Program ............ 38
NextHome Turn Key Realty ................................ 41
North Carolina Bar Association ......................... 45
North Carolina Home Health ............................ 28
North Carolina Reading Service ......................... 14
North Carolina Star Rating Program ................... 49
Northern Regional Center, WCHS ...................... 7
   Coordinated Access .................................. 38
   Northern Wake Senior Center ....................... 60
North Raleigh Ministries
   Food assistance ........................................ 6
   Volunteer opportunities ............................. 67
North State Medical Transport ......................... 65
Now Hear This ............................................ 15
NuAngel’s Home Care .................................... 27
NuMotion .................................................. 54
Nurse Care NC .......................................... 27
Nursing home: See Skilled care
Nursing Home Medicaid:
   See Long Term Care Medicaid .......................... 27
Nutrition and meals ...................................... 52
Nutrition Sites ............................................ 52

O

Oak City Cares ............................................ 38
Oak Grove Apartments .................................... 36
Oaks at Brier Creek, The ................................ 37
Oaks at Whitaker Glen, The ............................. 31
Mayview .................................................... 48
Oasis Senior Advisors .................................... 43

Obamacare: See Affordable Care Act
   Health Insurance Marketplace .......................................................... 21
   Occupational therapy ........................................... 21
   Olde School Commons ..................................... 33
   Oliver House ............................................. 50
   OLLI ...................................................... 17
   Omega Elder Law ......................................... 45
   One Choice Healthcare ....................................... 27
   Options Counseling ....................................... 9
   Options for Senior America .............................. 27
   Orchard Villas, The ...................................... 31
   Order in the House ...................................... 41
   Orthopedic Service Company .......................... 54
   Osher Lifelong Learning Institute (OLLI) ........... 17
   at Duke ................................................... 17
   at NC State ............................................... 17
Osteoporosis Foundation:
   See National Osteoporosis Foundation
   Overture Cary ........................................... 32
   Overture Centennial ..................................... 32

P

PACE ......................................................... 22
   Pacific Staffing .......................................... 27
   Palliative care ............................................ 30
   Paralysis Resource Center ................................ 63
   Parkinson Association of the Carolinas ............ 63
   Parkinson’s Foundation .................................. 63
   Parks, Recreation & Cultural Resources
      Apex .................................................... 46
      Cary .................................................... 46
      Fuquay-Varina ......................................... 46
      Garner .................................................. 46
      Morrisville ............................................ 46
      Raleigh ................................................ 46, 60
      Rolesville ............................................. 46
      Wake Forest .......................................... 46
   Parkview Manor ........................................... 35
   Part D: See Medicare Part D
   Partial Medicaid: See Medicare Savings
   Partnership for Prescription Assistance:
      See Medication Assistance Tool
   Paschal, John P. ........................................... 45
   Pathfinder Career Exploration Program .............. 15, 18
   Patient lift ............................................... 53
   Peaceful Living Home Care ................................ 27
   Peak Healthcare ......................................... 27
   Pennington Grove Apartments ......................... 33
   Perpetual Home Care .................................... 27

919-872-7933 99 Directory of Resources 2021
Personal care ................................................. 23
Personal Emergency
  Response Systems (PERS) .................................. 54
PHC Home Health......................................... 27
Philips Lifeline ............................................. 55
Phoenix Assisted Care .................................... 50
Phone bill assistance:
  See Lifeline (phone discount)
Photo ID for non-drivers .................................. 14
Physical therapy ............................................ 21
Physician search resources ................................ 22
Pine Acres Community Center (Meals on Wheels site) ........ 52
Pine Hills Apartments ..................................... 35
Plus 50 Lifelong Learning, Wake Tech .................. 17
Power of attorney .......................................... 44
  Health care ................................................ 86
Poyner Spring Apartments ................................ 35
Prairie Building ............................................ 37
Preferred Living Solutions ................................ 8
Preferred Senior Resources ................................ 43
Prescription drugs ......................................... 58
  Delivery .................................................. 59
  Financial assistance ..................................... 59
  Insurance: See Medicare Part D
  Medication management ................................ 59
Preston Pointe .............................................. 32
Private transportation service ............................ 65
Program of All-Inclusive Care for the Elderly (PACE) .... 1, 22
Project Lifesaver ........................................... 4
Property tax relief .......................................... 42
Provideance Focused Solutions .......................... 13
PruittHealth
  Home care ............................................... 28
  Long-term care ......................................... 48
Psychiatric treatment ...................................... 16, 18
Public health ............................................... 19
Public housing: See Subsidized housing
Public transportation ...................................... 64
Q
Quality Care Partners ....................................... 28
R
Raleigh Active Adult Centers ............................. 60
Raleigh Active Adult Program ............................ 46
Raleigh Community Adult Development Division .... 39
Raleigh Geriatric Care Management .................... 8
Raleigh Geriatrics .......................................... 20
Raleigh Hearing and Tinnitus Center .................... 15
Raleigh Housing Authority (RHA) ....................... 37
Raleigh Parks, Recreation
  & Cultural Resources .................................... 46
  Active Adult Program .................................. 46
  Golden Years Clubs .................................... 60
  Specialized Recreation and Inclusion Services .... 14
Raleigh Rehabilitation Center .......................... 48
Raleigh SeniorTechEd .................................... 10
  Volunteer opportunities ............................... 67
Raleigh Total Life Center ................................ 1
Raleigh transit: See GoRaleigh
Raleigh VA Outpatient Clinic ............................ 66
Raleigh Vet Center ........................................ 13, 66
Raleigh-Wake 9-1-1 ....................................... 6
Raleigh/Wake Partnership to End Homelessness .... 38
Ramp ......................................................... 38
RDU Medical Transportation ............................. 65
RDU Volunteer Ambassador Program ................... 67
Realtor ....................................................... 41
Rebuilding Together of the Triangle ..................... 39
Recreation: See Leisure and recreation
  Recreation inclusion services ........................ 14
Redeeming Love Missionary Baptist Church (Meals on Wheels site) .... 52
Reeve Foundation:
  See Paralysis Resource Center
Recreation services ........................................ 43
Regency at Brier Creek .................................... 31
Regency at White Oak Creek ............................. 31
Regional Centers, WCHS .................................. 7
Regional Long-Term Care
  Ombudsman Program .................................... 52
Rehabilitation (rehab) center: See Skilled care
Relay North Carolina .................................... 15
Relocation assistance ...................................... 41
Renaissance Centre for the Arts ........................ 46
Rental retirement community ............................ 32
Representative payee (Social Security) ................. 44
Rescue Squad/EMS Fund ................................ 19
Resources for Seniors

Caregiver assistance ........................................ 9
Community Alternatives Program
for Disabled Adults (CAP/DA) ............................. 29
Fan Program .................................................. 6
Home Improvement .................................... 39
Information and referral ...................... 9, 43, 63
Medication assistance .................................. 59
Medication education (MEDS) .................... 59
Reverse Mortgage Counseling ..................... 11
Total Life Centers .......................................... 1
Transportation ............................................. 65
Volunteer opportunities ............................... 67
Weatherization Assistance Program (WAP) ... 40

Respite

About .......................................................... 23
Group respite ................................................. 1
Overnight respite: See Southeastern Healthcare

Response Transportation ............................... 65
Rest home: See Adult care homes
ReStores, Habitat for Humanity ..................... 37
Retirement benefits: See Social Security
Retirement communities

Active Adult Communities ............................. 30
Continuing Care

Retirement Communities (CCRCs) ........... 31
Rental retirement communities .................... 32
Retreat at Cary, The ..................................... 51

Revenue Department:

See Department of Tax Administration
Reverse mortgage ........................................... 11

Rex: See UNC Rex
Rex Home Services: See UNC Home Health

Right at Home ............................................. 28
Rightsizing Raleigh .................................... 41
Ripley Station Apartments ......................... 37
Road Scholar ................................................ 17
Road to Recovery Program ......................... 65
Roanoke Commons .................................... 35
Robinwood of Wendell .................................. 36
Rolesville Parks & Recreation ...................... 46
Rose Hill #2 ............................................... 51
Rose Hill Family Care ................................ 51
R & S Family Care Home ............................. 51
Ruth Sheets Adult Care Center ................. 2
Rx Outreach .................................................. 59
Ryan Spring Apartments ............................. 33

S

S.A.C. Homecare ........................................... 28
Safe Return: See MedicAlert Foundation
Wandering Support Services
SafetyChoice by Comfort Keepers ............. 55
SAGE Central North Carolina .................. 63
Salvation Army, The

Emergency family shelter ......................... 38
Food and clothing assistance ................. 7
Senior Social Program ............................. 60

SarahCare at Lake Boone Trail ................. 2
Saturday Daybreak Program .................... 1
SCORE Raleigh ........................................... 67

Searstone ...................................................... 31
Section 504 Home Repair Program ........ 39
Sedgebrook Apartments ............................ 36
Senior activity center ................................ 60
Senior and Adult Services ................. 52
Senior Care Consulting ............................ 43
Senior center ............................................. 60
Senior clubs and organizations ............. 60
Senior CommUnity Care of North Carolina (PACE) .... 1, 22

Senior Community Service

Employment Program .......................... 18
Senior Corps: See Foster Grandparent Program
Senior Games ............................................ 46
Senior Health Center ............................... 19
Senior Homeownership

Preservation Project ............................... 11
Senior housing: See Housing options
Senior Law Clinic, Campbell University ........ 45
Senior Legal Helpline, Legal Aid of NC .......... 3, 45
Senior Medicare Patrol (SMP) ............ 57
Senior’s Health Insurance

Information Program (SHIIP) .................. 55, 57
Seniors Helping Seniors ............................ 28
Seniors Real Estate Specialist (SRES) ............ 41
Senior Tech Ed (Cary) ......................... 10
SeniorTechEd (Raleigh) ..................... 10
Senior Veterans Council ..................... 66
Service animal registration: See Division of

Vocational Rehabilitation Services
Service coordination .............................. 33, 60
Sexual Assault Crisis Line ...................... 13
Sharp Law Offices (Sharp, Leslee) .......... 45
Shepard Greene Apartments ................. 36
Shepherds Care Medical Clinic ............. 20
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shepherd’s Table Soup Kitchen</td>
<td>52</td>
</tr>
<tr>
<td>SHIIP</td>
<td>55, 57</td>
</tr>
<tr>
<td>Silver Alert Program</td>
<td>4</td>
</tr>
<tr>
<td>Silver Linings for Seniors</td>
<td>13</td>
</tr>
<tr>
<td>Silver Spring Apartments</td>
<td>36</td>
</tr>
<tr>
<td>Sir Walter Apartments</td>
<td>35</td>
</tr>
<tr>
<td>Skilled care (nursing and rehabilitation facilities) About</td>
<td>47</td>
</tr>
<tr>
<td>Skilled services (home health care) About</td>
<td>23</td>
</tr>
<tr>
<td>Smart home/smart devices: See GetSmartPros</td>
<td></td>
</tr>
<tr>
<td>SMART Transportation</td>
<td>65</td>
</tr>
<tr>
<td>Smoking Quitline</td>
<td>62</td>
</tr>
<tr>
<td>Smooth Transitions</td>
<td>41</td>
</tr>
<tr>
<td>SNAP: See Food Assistance Program (food stamps)</td>
<td></td>
</tr>
<tr>
<td>Social Security</td>
<td></td>
</tr>
<tr>
<td>Social services: See Wake County Human Services (WCHS)</td>
<td></td>
</tr>
<tr>
<td>Social Worker for the Blind</td>
<td>14</td>
</tr>
<tr>
<td>Southeastern Healthcare</td>
<td></td>
</tr>
<tr>
<td>Adult day center</td>
<td>2</td>
</tr>
<tr>
<td>Home care</td>
<td>28</td>
</tr>
<tr>
<td>Overnight Respite</td>
<td>2</td>
</tr>
<tr>
<td>Southern Regional Center, WCHS</td>
<td>7</td>
</tr>
<tr>
<td>Coordinated Access</td>
<td>38</td>
</tr>
<tr>
<td>SouthLight Healthcare</td>
<td>16</td>
</tr>
<tr>
<td>Spanish Crisis Line</td>
<td>13</td>
</tr>
<tr>
<td>Special Assistance</td>
<td>47</td>
</tr>
<tr>
<td>Specialized Recreation</td>
<td>14</td>
</tr>
<tr>
<td>and Inclusion Services</td>
<td></td>
</tr>
<tr>
<td>Speech-impaired</td>
<td>15</td>
</tr>
<tr>
<td>Spence, Amanda</td>
<td>44</td>
</tr>
<tr>
<td>Spring Arbor Senior Living</td>
<td>50</td>
</tr>
<tr>
<td>Springmoor</td>
<td>31</td>
</tr>
<tr>
<td>SRES</td>
<td>41</td>
</tr>
<tr>
<td>SSA (Social Security Administration)</td>
<td>61</td>
</tr>
<tr>
<td>SSDI (disability benefits)</td>
<td>61</td>
</tr>
<tr>
<td>SSI (Supplemental Security Income)</td>
<td>61</td>
</tr>
<tr>
<td>Stair lift</td>
<td>38</td>
</tr>
<tr>
<td>Stalls Medical</td>
<td>54</td>
</tr>
<tr>
<td>Adaptive Vans</td>
<td>65</td>
</tr>
<tr>
<td>Star Rating Program</td>
<td>49</td>
</tr>
<tr>
<td>State Home Foreclosure Prevention Project</td>
<td>11</td>
</tr>
<tr>
<td>Stay at Home Senior Care</td>
<td></td>
</tr>
<tr>
<td>Family care home</td>
<td>51</td>
</tr>
<tr>
<td>Home care services</td>
<td>28</td>
</tr>
<tr>
<td>Strategic Behavioral Health</td>
<td>16, 18</td>
</tr>
<tr>
<td>St. Saviour’s Outreach Center</td>
<td></td>
</tr>
<tr>
<td>(Meals on Wheels site)</td>
<td>52</td>
</tr>
<tr>
<td>Subsidized housing</td>
<td>33</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>16</td>
</tr>
<tr>
<td>Suicide Prevention Lifeline</td>
<td>16</td>
</tr>
<tr>
<td>Sunnybrook Rehabilitation Center</td>
<td>48</td>
</tr>
<tr>
<td>Sunrise Senior Living</td>
<td>50</td>
</tr>
<tr>
<td>Supplemental insurance: See Medicare Supplement Insurance</td>
<td>61</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
<td></td>
</tr>
<tr>
<td>Support groups</td>
<td>9</td>
</tr>
<tr>
<td>Supportive housing: See HOUSE WAKE!</td>
<td></td>
</tr>
<tr>
<td>Coordinated Access System</td>
<td></td>
</tr>
<tr>
<td>Support organizations</td>
<td>62</td>
</tr>
<tr>
<td>SureSteps</td>
<td>21</td>
</tr>
<tr>
<td>Swinburne Building, WCHS</td>
<td>7</td>
</tr>
<tr>
<td>T</td>
<td></td>
</tr>
<tr>
<td>Tax-Aide, AARP</td>
<td>63</td>
</tr>
<tr>
<td>Tax assistance</td>
<td>63</td>
</tr>
<tr>
<td>Tax credit properties: See Affordable housing</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>10</td>
</tr>
<tr>
<td>Telamon Corporation</td>
<td></td>
</tr>
<tr>
<td>Financial coaching</td>
<td>10</td>
</tr>
<tr>
<td>Housing counseling</td>
<td>11</td>
</tr>
<tr>
<td>Reverse mortgage counseling</td>
<td>11</td>
</tr>
<tr>
<td>TeleCare</td>
<td>64</td>
</tr>
<tr>
<td>Telecommunications Access Program</td>
<td>15</td>
</tr>
<tr>
<td>Telephone bill assistance:</td>
<td></td>
</tr>
<tr>
<td>See Lifeline (phone discount)</td>
<td></td>
</tr>
<tr>
<td>Telephone reassurance</td>
<td>64</td>
</tr>
<tr>
<td>Telephones, amplified</td>
<td>15</td>
</tr>
<tr>
<td>Temporary housing</td>
<td>38</td>
</tr>
<tr>
<td>Tender Care Health</td>
<td>28</td>
</tr>
<tr>
<td>Terrace Spring Apartments</td>
<td>35</td>
</tr>
<tr>
<td>Tiffany’s Family Care Home</td>
<td>51</td>
</tr>
<tr>
<td>Timber Spring Apartments</td>
<td>33</td>
</tr>
<tr>
<td>Title 5: See Senior Community Service</td>
<td></td>
</tr>
<tr>
<td>Employment Program</td>
<td></td>
</tr>
<tr>
<td>T&amp;L Medical Transportation:</td>
<td></td>
</tr>
<tr>
<td>See RDU Medical Transportation</td>
<td></td>
</tr>
</tbody>
</table>
Total Life Centers (TLCs) ........................................  1
Tower Nursing and Rehabilitation Center ........  48
Town of Cary
  Housing Rehabilitation Program ..................  39
TRACS: See GoWake Access
Transgender: See LGBT Center of Raleigh
Transitional housing...........................................  38
Transitions LifeCare
  GriefCare ....................................................  13
  GuidingLights Caregiver Support Center ........  9
  HomeHealth ...............................................  29
  HospiceCare ..............................................  30
  PalliativeCare ............................................  30
  Volunteer opportunities ...............................  67
Transportation .................................................  64
Treeo Senior Living ..........................................  32
Triangle Aphasia Project ....................................  63
Triangle Eldercare Consultants ........................  8
Triangle Family Services
  Counseling/therapy .....................................  13
  Credit counseling .......................................  10
Triangle J Area Agency on Aging .....................  43
Triangle Literacy Council ..................................  17
Triangle Mobile Dentistry ..................................  20
Triangle Radio Reading Service:
  See North Carolina Reading Service
Triangle Senior Moving Services ......................  41
Tri-Area Ministry Food Pantry ..........................  7
Trinity Ridge Apartments ..................................  35
Trinity Staffing ..............................................  28
Tryon Grove Apartments ...................................  37
Tucker Street: See St. Savior’s Outreach Center
Turnberry Apartments ......................................  36

U
UNC
  Geriatrics Specialty Clinic ............................  20
  Home Health .............................................  29
  Memory Disorders Clinic ..............................  4
UNC Adams School of Dentistry Clinics:
  See Carolina Dentistry
UNC Health Care
  Physicians search ......................................  22
  WakeBrook ...............................................  16
UNC Rex
  Cancer Care .............................................  20
  Hospital ..................................................  18
  Rehabilitation and Nursing Care Centers
    Apex .....................................................  48
    Raleigh ...............................................  48
Universal Health Care, Fuquay-Varina ...............  48
Universal Health Care, North Raleigh ...............  48
Urban Ministries
  Food pantry ............................................  7
  Prescription assistance .............................  59
  Volunteer opportunities ............................  67
Urgent Repair Program:
  See NC Repair Housing Agency
USA.Gov ......................................................  43
USDA Rural Development
  Section 504 Home Repair Program .................  39
US Department of Housing
  and Urban Development (HUD)
    Housing Counseling Agency Search ..............  11
    Reverse Mortgage Counselor Search ..............  11
    Reverse Mortgage Lenders Search .................  11
US Department of Veterans Affairs .................  66

V
VA Aid and Attendance ....................................  24
VA Caregiver Support .....................................  9, 66
Val’s Place at Brookhaven ................................  51
Van Products Mobility ....................................  65
Vet Center ....................................................  66
Veterans Affairs, US Department of .................  66
Veterans Crisis Line ......................................  66
Veterans Services Office ................................  66
Victory Healthcare ........................................  28
Victory Home Care ........................................  28
Village at Aversboro, The ...............................  31
Village at Washington Terrace, The ................  37
Village Pharmacy of Wake Forest ....................  59
Villas of Wake Forest ....................................  31
Visiting Angels ............................................  28
Visual impairment .......................................  14
Vital Information worksheet ...........................  69
Vocational rehabilitation ...............................  14
VolunteerMatch.org .......................................  67
Volunteer opportunities ...............................  67
Volunteer Raleigh .........................................  67
Voting: See Wake County Board of Elections
VSO .............................................................  66

W
Wake Acres Apartments ....................................  36
Wake Assisted Living Memory Care ..................  50
Wake Behavioral Health
  Urgent Care at Monarch ................................  16
WakeBrook ...................................................  16
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.

We also offer hospice services if patients need to transition to a different level of care.

Serving Wake and surrounding counties.

For more information, please call
1.866.CARE.KAH
www.kindredathome.com

Kindred at Home is a family of community care, personal home care, home health, palliative and hospice providers.

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
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.