

We gratefully acknowledge the late  
Mrs. Viola Butz for her generosity  
which made expanded distribution  
of this edition possible.

Call the  
**Senior Helpline**  
For Help or Information  
About Senior Services  
**768-7700**



*The Area Agency on Aging of the City and County of Honolulu since 1973*  
[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

# Senior Information & Assistance Handbook 2009-2011

Published as a public service  
by the City and County of Honolulu  
Mayor Mufi Hannemann  
and American Savings Bank



# HOW TO USE THIS BOOK

*The following suggestions may help you find services available.*

- 📞 To locate services, use the Table of Contents, page 4, or the Index, page 75.
- 📞 For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings.
- 📞 TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
- 📞 If an agency is listed more than once, its address may appear only in the first entry.
- 📞 Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.
- 📞 A copy of this handbook may be picked up at any branch of American Savings Bank, page 92. We suggest calling first to check availability.
- 📞 This handbook can also be found on our website: <http://www.elderlyaffairs.com>
- 📞 For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_ Age \_\_\_\_\_

## Emergency contacts

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Doctor's name \_\_\_\_\_ Phone \_\_\_\_\_

Allergies \_\_\_\_\_

Other medical information \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

24-HOUR EMERGENCY NUMBERS

|  |                       |
|--|-----------------------|
| Police, Fire, Ambulance                | <b>911</b>            |
| Civil Defense: State                   | <b>733-4300</b>       |
| Poison Control Center                  | <b>1-800-222-1222</b> |
| Suicide & Crisis Line<br>(Access Line) | <b>832-3100</b>       |
| Utilities:                             |                       |
| Electric - Hawaiian Electric           | <b>548-7961</b>       |
| Gas Leaks - Gasco, Inc.                | <b>526-0066</b>       |
| Telephone - Hawaiian Telcom            | <b>611</b>            |
| Water - Board of Water Supply          | <b>748-5010</b>       |

OTHER FREQUENTLY CALLED NUMBERS

|                       |                 |
|-----------------------|-----------------|
| Abandoned Vehicles    | <b>733-2530</b> |
| Cesspool              | <b>768-7232</b> |
| Pothole Hotline       | <b>768-7777</b> |
| Recycling Information | <b>768-3200</b> |
| Refuse Division       | <b>768-3401</b> |
| Road Maintenance      | <b>768-3622</b> |
| Sewer                 | <b>768-7272</b> |
| Street Lighting       | <b>768-5300</b> |
| Traffic Signals       | <b>768-5333</b> |
| Tree Trimming         | <b>971-7151</b> |

Senior Information and Assistance  
Handbook

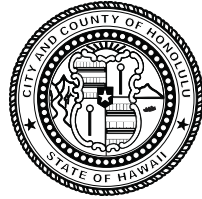


Elderly  
Affairs  
Division  
AGE SMART

[Note: updates made after original publication  
date are colored red in brackets]

A publication of the  
Elderly Affairs Division  
Department of Community Services  
City and County of Honolulu

September 2009



### Message from the Mayor

I am pleased to present the 2009-2011 edition of The Senior Information and Assistance Handbook, a resource guide to services available to elders and their caregivers in the City and County of Honolulu.

I commend and thank American Savings Bank for its 28 years of commitment to the Department of Community Services, Elderly Affairs Division. Generous financial support from American Savings has enabled this handbook to be produced and distributed free to the community. Obtaining a copy is as easy as stopping by one of the bank's island-wide neighborhood branches or visiting a Satellite City Hall.

I also acknowledge Mrs. Viola Butz, an older adult who received help from our Senior Information and Assistance program. Upon her passing, Mrs. Butz willed her property to the Elderly Affairs Division so more seniors could receive services. Her contribution toward the publication costs will help thousands of older adults, caregivers, medical professionals, and others in the aging network who use this handbook every day.

Please visit [www.elderlyaffairs.com](http://www.elderlyaffairs.com) to view this and other useful publications from the Elderly Affairs Division. You may also call the Senior Helpline, at 768-7700, for personalized assistance on senior or caregiver issues.

Mufi Hannemann  
Mayor of Honolulu

### GOVERNMENT ASSISTANCE

#### City & County of Honolulu

|  |          |
|--|----------|
| Bus Schedule & Routes                        | 848-5555 |
| Customer Services                            |          |
| (Information)                                | 768-4385 |
| (Complaints)                                 | 768-4381 |
| Driver's License & Motor Vehicle Information | 532-7700 |
| Elderly Affairs Division                     | 768-7705 |
| Senior Helpline                              | 768-7700 |
| Mayor  | 768-4141 |
| People's Open Markets                        | 522-7088 |
| Voting Information                           | 768-3800 |

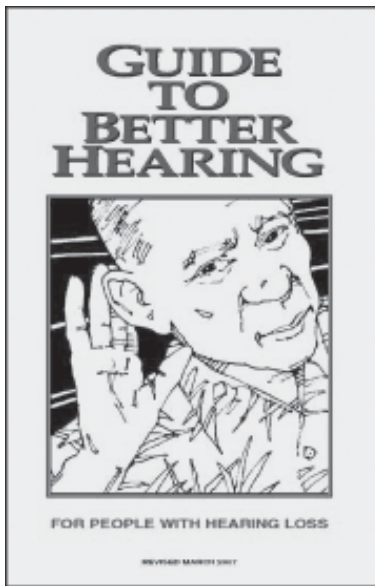
#### State

|                                       |          |
|---------------------------------------|----------|
| Adult Protective Services             | 832-5115 |
| Department of Health Information Line | 586-4400 |
| Public Assistance Information Line    | 643-1643 |
| Executive Office on Aging             | 586-0100 |
| Governor's Office of Information      | 586-0221 |
| Retirement System                     | 586-1735 |
| State Identification                  | 587-3111 |
| State Tax Information                 | 587-4242 |
| Vital Records                         | 586-4539 |

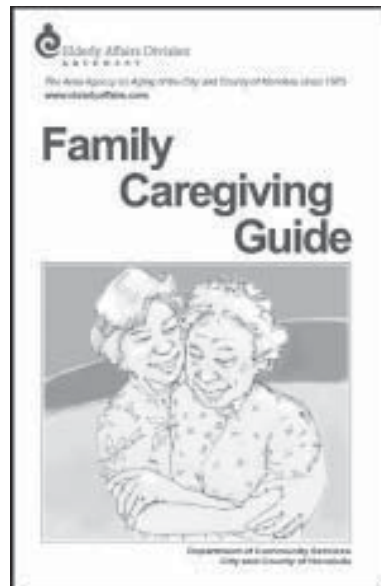
#### Federal

|                                |                      |
|--------------------------------|----------------------|
| Federal Information Center     | 1-800-688-9889       |
|                                | (TTY) 1-800-326-2996 |
| Internal Revenue Service (IRS) | 1-800-829-1040       |
| Medicare Hotline               | 1-800-633-4227       |
| Social Security Administration | 1-800-772-1213       |

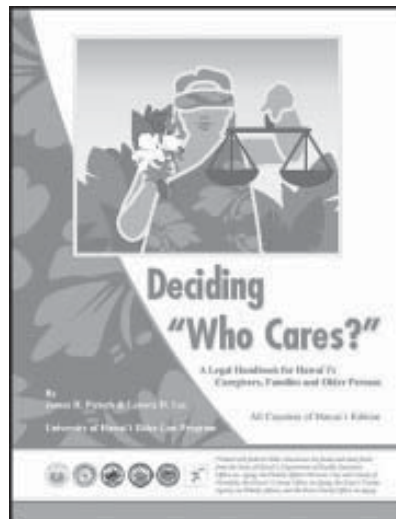
## 94 Other EAD Publications



**Guide to Better Hearing**  
Library: H 362.42 Ho



**Family Caregiving Guide**  
Library: H 649.8 Ho



**Deciding "Who Cares?"**  
Library: H 346.013 Pi  
[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

These publications available to borrow through the Hawaii State Public Library System ([www.librarieshawaii.org](http://www.librarieshawaii.org)) or view online at: [www.elderlyaffairs.com](http://www.elderlyaffairs.com)

Also available online:

- Oahu Housing Guide
- Aloha Pumehana Newsletter



Dear Honolulu Resident:

For nearly 30 years American Savings Bank has assisted the City and County of Honolulu's Elderly Affairs Division to produce the Senior Information and Assistance Handbook. In continuing this tradition, I am pleased to join Mayor Mufi Hannemann in presenting the 2009-2011 edition to you.

This directory has helped older adults and family caregivers islandwide. From organizations that assist with food and housing to respite services such as Adult Day Care, hundreds of public and private community services are listed in this valuable resource.

We hope you will find this handbook useful. Please encourage all your friends and family to visit any branch of American Savings Bank on Oahu for their own complimentary copy.



Aloha,  
*Constance H. Lau*  
Constance H. Lau  
Chairman and CEO  
American Savings Bank

# TABLE OF CONTENTS

Elderly Affairs Division ..... 7  
 Area Agencies on Aging & State Office ..... 9

## BASIC NEEDS

Basic Needs - Food ..... 10  
     Food Banks ..... 10  
     Meals ..... 10  
 Basic Needs - Housing ..... 12  
     Home Improvement ..... 12  
     Household Goods ..... 13  
     Housing Search & Information ..... 13  
     Nursing Facilities ..... 14  
     Residential Care Homes & Foster Homes ..... 16  
     Retirement & Assisted Living Residences ..... 17  
 Basic Needs - Transportation ..... 19  
     Driver & Pedestrian Information ..... 19  
     Local Transportation & Passes ..... 20

## COMMUNITY SERVICES

Community Services ..... 23  
     Information & Referral ..... 23  
     Personal Identification ..... 24  
     Satellite City Halls ..... 24  
     Senior Centers ..... 25  
     Senior Clubs & Organizations ..... 26  
     Volunteer Opportunities ..... 27

## EDUCATION

Education ..... 28  
     Learning Opportunities ..... 28

**MANOA**  
**988-7042**  
 2855 East Manoa Road  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**MARKET CITY**  
**FOODLAND**  
**733-6655**  
 2939 Harding Avenue  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**McCULLY KING**  
**973-2045**  
 1806 South King Street  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**MILILANI**  
**623-3300**  
 95-221 Kipapa Drive, Bldg. F  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**MILILANI TOWN**  
**CENTER**  
**623-2878**  
 95-1249 Meheula Parkway, B-9  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**NANAKULI**  
**SACK N SAVE**  
**673-6600**  
 87-2070 Farrington Highway  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARL CITY**  
**455-4138**  
 850 Kamehameha Highway  
 Mon. - Thu. 8 a.m. - 5 p.m.  
 Fri. 8 a.m. - 6 p.m.

**PEARL CITY**  
**FOODLAND**  
**453-2860**  
 1089 Waimano Home Road  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARL CITY WAL-MART**  
**453-2070**  
 1131 Kuala Street  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARLRIDGE**  
**483-2455**  
 98-200 Kamehameha Highway  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**QUEEN-WARD**  
**594-4480**  
 929 Queen Street  
 Mon. - Fri. 9 a.m. - 6 p.m.

**SALT LAKE**  
**SHOPPING CENTER**  
**833-2751**  
 848 Ala Liliko'i Street, Suite 103  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**STADIUM**  
**MARKETPLACE**  
**SACK N SAVE**  
**483-5645**  
 4561 Salt Lake Boulevard  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**WAHIAWA**  
**622-4179**  
 649 California Avenue  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat. 9 a.m. - 1 p.m.

**WAIANA'E**  
**673-2606**  
 86-120 Farrington Highway  
 Mon. - Thu. 8 a.m. - 5 p.m.  
 Fri. 8 a.m. - 6 p.m.

**WAIKIKI**  
**923-1102**  
 321 Seaside Avenue  
 Mon. - Thu. 8 a.m. - 5 p.m.  
 Fri. 8 a.m. - 6 p.m.

**WAIPAHU**  
**671-1716**  
 94-060 Farrington Highway  
 Mon. - Fri. 9 a.m. - 6 p.m.  
 Sat./Sun. 9 a.m. - 3 p.m.

**WAIPIO GENTRY**  
**FOODLAND**  
**673-2601**  
 94-1040 Waipio Uka Street  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun./Hol. 10 a.m. - 3 p.m.

**WINDWARD CITY**  
**SHOPPING CENTER**  
**247-6664**  
 45-480 Kaneohe Bay Drive  
 Mon. - Fri. 10 a.m. - 7 p.m.  
 Sat./Sun. 10 a.m. - 3 p.m.



**AMERICAN**  
 Savings Bank

Member FDIC

## 92 American Savings Bank Branches

**The Senior Information and Assistance Handbook is available at the following American Savings Bank branch locations:** (Hours of operation are subject to change.)

**ALA MOANA**  
**973-4864**

1450 Ala Moana Boulevard  
Mon. - Fri. 9 a.m. - 9 p.m.  
Sat./Sun./Hol. 9 a.m. - 3 p.m.

**CHINATOWN**  
**548-5000**

99 North King Street  
Mon. - Thu. 8 a.m. - 4 p.m.  
Fri. 8 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**EWA TOWN CENTER**  
**685-4618**

91-1401 Fort Weaver Road, C101  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HALEIWA**  
**637-5042**

66-197 Kamehameha Highway  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HAWAII KAI**  
**395-2308**

7192 Kalanianaʻole Highway, B132  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HONOLULU WAL-MART**  
**973-5300**

700 Keeaumoku Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**KAHALA**  
**733-2900**

4211 Waialae Avenue  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 3 p.m.

**KAILUA**  
**262-8102**

200C Hamakua Drive  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KAIMUKI**  
**SHOPPING CENTER**  
**734-2266**

3221 Waialae Avenue, B4  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KAIMUKI 12<sup>TH</sup> AVENUE**  
**735-5566**

1139 12th Avenue  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KALIHI**  
**846-4600**

1851 North King Street  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAMEHAMEHA**  
**SHOPPING CENTER**  
**832-4580**

1620 North School Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KANEOHE**  
**233-4570**

45-1144 Kamehameha Highway  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KAPAHULU**  
**733-2910**

737 Kapahulu Avenue  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KAPALAMA**  
**832-2770**

1190 Dillingham Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAPIOLANI**  
**946-2802**

1600 Kapiolani Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAPOLEI**  
**674-2288**

890 Kamokila Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**LAIE FOODLAND**  
**293-8554**

55-510 Kamehameha Highway  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Hol. 10 a.m. - 3 p.m.

**LILIHA**  
**526-0002**

1425 Liliha Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MAIN**  
**523-6844**

1001 Bishop Street  
Mon. - Fri. 7:30 a.m. - 5 p.m.

**MAKIKI**  
**591-2255**

1296 South Beretania Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

## FAMILY SUPPORT

|   |    |
|---|----|
| Family Support .....                        | 30 |
| Caregiver Education .....                   | 30 |
| Case Management .....                       | 31 |
| Emergency Alert Systems .....               | 33 |
| Escort .....                                | 33 |
| Exercise for Frail & Disabled Elders .....  | 34 |
| Respite - Adult Day Care & Day Health ..... | 35 |
| Respite - In Home .....                     | 38 |
| Respite - Other .....                       | 39 |
| Support Groups .....                        | 40 |
| Support Groups - Caregivers Only .....      | 41 |
| End of Life Services .....                  | 43 |
| Advance Directives .....                    | 43 |
| Bereavement Counseling & Support .....      | 43 |
| Funeral & Memorial Services .....           | 44 |
| Hospice .....                               | 45 |
| Organ or Body Donation .....                | 45 |
| In Home Assistance .....                    | 46 |
| Chore/Homemaker Services .....              | 46 |
| Home Health Agencies .....                  | 47 |
| Personal Care .....                         | 49 |

## HEALTH CARE

|  |    |
|--|----|
| Health Care .....                      | 50 |
| Health & Safety Education .....        | 50 |
| Health Information Phonelines .....    | 51 |
| Medical & Dental Clinics .....         | 52 |
| Medicare & Medicaid .....              | 54 |
| Medical Equipment .....                | 55 |
| Mental Health Care & Counseling .....  | 56 |
| Prescription Drugs & Medications ..... | 57 |

**INCOME SECURITY**

|  |    |
|--|----|
| Income Security .....                  | 58 |
| Consumer Assistance & Protection ..... | 58 |
| Employment & Training Programs .....   | 60 |
| Money & Debt Management .....          | 61 |
| Social Security & SSI .....            | 61 |
| Financial Help .....                   | 62 |
| Financial Assistance .....             | 62 |
| Temporary Financial Aid .....          | 62 |
| Utility Assistance .....               | 63 |

**LEGAL & ADVOCACY**

|  |    |
|--|----|
| Legal Services & Advocacy .....        | 64 |
| Advocacy .....                         | 64 |
| Legal Representation & Mediation ..... | 65 |
| Immigration Assistance .....           | 66 |
| Taxes .....                            | 67 |

**SPECIAL GROUPS**

|  |    |
|--|----|
| Persons with Disabilities .....            | 69 |
| Assistive Technology .....                 | 69 |
| Blind/Visually Impaired .....              | 69 |
| Deaf/Hard-of-Hearing .....                 | 70 |
| Other .....                                | 71 |
| Other Groups .....                         | 72 |
| Abuse & Neglect Victims .....              | 72 |
| Grandparents .....                         | 73 |
| Pet Owners .....                           | 74 |
| Veterans .....                             | 74 |
| Index .....                                | 75 |
| American Savings Bank Locations .....      | 92 |
| Other EAD Publications .....               | 94 |
| Frequently Called Government Numbers ..... | 95 |
| Emergency .....                            | 96 |

|  |        |
|--|--------|
| Veterans .....                           | 74     |
| Veterans Service Center .....            | 44, 74 |
| Veterans Services, State Office .....    | 74     |
| Victim Witness Kokua Services .....      | 65     |
| Visually Impaired/Blind .....            | 69     |
| Vital Records .....                      | 95     |
| Vocational Rehabilitation Division ..... | 71     |
| Voice Carry Over Service .....           | 70     |
| Volunteer Legal Services Hawaii .....    | 66     |
| Volunteer Opportunities .....            | 27     |
| Voting Information .....                 | 95     |

**W**

|  |            |
|--|------------|
| Wahiawa General Hospital .....                     | 16, 57     |
| Wahiawa General Hospital Home Health .....         | 48         |
| Waianae Coast Comp. Health Center .....            | 38, 54     |
| Waianae Community Outreach .....                   | 63         |
| Waikiki Community Center .....                     | 26         |
| Waikiki Friendly Neighbors .....                   | 27, 39, 47 |
| Waikiki Health Center .....                        | 54         |
| Waimanalo Health Center .....                      | 54         |
| Waipahu Hongwanji Mission Adult Day Care Ctr ..... | 38         |
| Walk Wise Kupuna .....                             | 19         |
| Water - Board of Water Supply .....                | 96         |
| Wheelers Accessible Van Rentals .....              | 22         |
| White Collar Crime .....                           | 59         |
| Willed Body Program .....                          | 45         |
| Wilson Homecare .....                              | 49         |
| Windward Community College .....                   | 29         |
| Windward Seniors Day Care .....                    | 38         |
| Winners at Work .....                              | 60         |
| WorkLinks, Oahu .....                              | 60         |

**Y**

|            |    |
|------------|----|
| YMCA ..... | 35 |
|------------|----|

## T

|   |    |
|---|----|
| Take Charge of Your Money! (workshop) .....           | 61 |
| Tax Collections, City & County .....                  | 67 |
| Tax Information, State .....                          | 68 |
| Tax Relief, Homeowners (City & County) .....          | 67 |
| Taxes .....   | 67 |
| Taxpayer Advocate Service, IRS .....                  | 67 |
| Telecommunications Relay Service (TRS) .....          | 70 |
| Telemarketing .....                                   | 59 |
| Telephone - Hawaiian Telcom .....                     | 96 |
| Telephone Subsidy .....                               | 63 |
| Temporary Financial Aid .....                         | 62 |
| The Health Center at One Kalakaua .....               | 14 |
| TheBus .....  | 21 |
| TheHandi-Van .....                                    | 21 |
| Therapeutic Recreation Unit, Parks & Recreation ..... | 34 |
| Therapists and Home Care On Call, Inc. ....           | 35 |
| Transportation .....                                  | 19 |
| Transporter 3, LLC .....                              | 22 |
| Tree Trimming .....                                   | 96 |
| Tutu and Me Traveling Preschool .....                 | 74 |
| Tzu Chi Medical Clinic .....                          | 54 |

## U

|  |            |
|--|------------|
| U.S. Vets Transitional Housing and Homeless Prog. .... | 74         |
| UH Cooperative Extension Service .....                 | 61         |
| UH School of Medicine, Willed Body Prog. ....          | 45         |
| UHELP - University of Hawaii Elder Law Prog. ....      | 43, 65, 66 |
| University of Hawaii - West Oahu .....                 | 29         |
| University of Hawaii at Manoa .....                    | 29         |
| Utilities .....  | 96         |
| Utility Assistance .....                               | 63         |

## V

|   |    |
|---|----|
| VA Caregivers Support Group .....           | 42 |
| VA Center for Aging - Respite Program ..... | 39 |



## Elderly Affairs Division

AGE SMART

Department of Community Services  
City and County of Honolulu  
715 South King Street, Suite 200  
Honolulu, Hawaii 96813  
768-7705

**Senior Helpline: 768-7700**

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

The Elderly Affairs Division (EAD) is the designated Area Agency on Aging for Oahu. Created by the Older Americans Act of 1965, it is one of 600 Area Agencies on Aging nationwide. Its mission is to develop a comprehensive and coordinated system of services to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

A Four-Year Area Plan for Aging developed for 2008-2011 guides EAD in fulfilling its mission. The Division coordinates advocacy efforts on behalf of elders, encourages partnerships to improve and expand services, and contracts with agencies to provide services to seniors and caregivers. The types of services contracted include:

- Case Management and other Individualized Assistance
- Personal Care

- Home Delivered and Congregate Meals
- Housing and Legal Information and Assistance
- Transportation
- Caregiver Respite, Support, and Education
- Health Promotion
- Senior Centers

The Elderly Affairs Division also has an Information and Assistance Unit which offers the following:

- Senior Helpline (768-7700) for telephone consultation, information, and referral to services available for older adults and family caregivers.
- Community outreach.
- Home visits for individual consultation.
- Follow up on frail elders.
- Speakers, exhibits, *Aloha Pumehana* newsletter, brochures, videos, lending library.
- Aging and Disability Resource Center.

With advances in health care, aging is not what it used to be. People are living longer with the potential for more fulfilling lives than previous generations. Aging affects everyone, young and old. Viewing it as a process instead of an adverse eventuality allows you to prepare for and enjoy all stages of your life.

By working together, the staff and partner agencies in the Aging Network strive to enhance the quality of life for older adults and their caregivers on Oahu. Your local Area Agency on Aging is the starting point for help.

The more you know about aging, the more rewarding your life can be. Preserve your independence; stay akamai on aging-related issues which are constantly changing. How do you want to age? With the help of the Elderly Affairs Division you can Age Smart!

|   |        |
|---|--------|
| Senior Behavioral Health Care Unit .....              | 57     |
| Senior Case Management, CFS Gerontology .....         | 32     |
| Senior Centers .....                                  | 25     |
| Senior Citizen Visitor Program .....                  | 29     |
| Senior Clubs & Organizations .....                    | 26     |
| Senior Companion Program .....                        | 27     |
| Senior Exercise Group, CFS Gerontology .....          | 34     |
| Senior Eye Care Program .....                         | 52     |
| Senior Helpline .....                                 | 23     |
| Senior Scam Hotline .....                             | 58     |
| SeniorNet at Honolulu Community College .....         | 28     |
| Seniors EyeCare Program .....                         | 53     |
| Sewer .....   | 96     |
| Sex Abuse Treatment Center .....                      | 73     |
| Shopping and Delivery Services .....                  | 46     |
| Sign Language Interpreter Ed. Program .....           | 70     |
| Sister Maureen Keleher Center .....                   | 44, 45 |
| Smoking Quitline .....                                | 52     |
| SMP (formally SageWatch) .....                        | 55, 59 |
| Social Security Administration .....                  | 61, 95 |
| SSI - Supplemental Security Income .....              | 61     |
| St. Anthony of Padua Outreach .....                   | 39     |
| St. Francis Health Services for Senior Citizens ..... | 49     |
| St. Francis Home Care Services .....                  | 48     |
| St. Francis Hospice .....                             | 44, 45 |
| St. Francis Lifeline .....                            | 33     |
| State Identification .....                            | 24, 95 |
| State Office of the Ombudsman .....                   | 65     |
| State Office of Veterans Services .....               | 74     |
| State Tax Information .....                           | 68, 95 |
| STD & AIDS Hotlines .....                             | 52     |
| Street Lighting .....                                 | 96     |
| Stroke Association, American .....                    | 40     |
| Suicide & Crisis Line .....                           | 96     |
| Support Groups .....                                  | 40     |
| Support Groups - Caregivers Only .....                | 41     |
| Susannah Wesley Community Center .....                | 66     |

Quit Line (to stop smoking)..... 52

**R**

REACH, CFS Gerontology Program ..... 73

Red Cross, American ..... 30

Refugee Service Program, Susannah Wesley ..... 66

Refugee/Immigrant Program ..... 66

Refuse ..... 96

Rehab Hospital Driving Evaluation Prog. .... 19

Relay Service, Telecommunications (TRS) ..... 70

Residential Care Homes & Foster Homes ..... 16

Respite - Adult Day Care & Day Health ..... 35

Respite Care - In Home ..... 38

Respite Care - Other ..... 39

Respite Center, Palolo Chinese Home ..... 39

Respite Companion Service Program ..... 60

Respite Connection, Catholic Charities Hawaii ..... 38

Respite Nanea, Inc. .... 39

Retired & Senior Volunteer Program (RSVP) ..... 27

Retirement & Assisted Living Residences ..... 17

Retirement System (State) ..... 95

Road Maintenance ..... 96

Road to Recovery, American Cancer Society ..... 20

**S**

Safe Haven - Puuhonua ..... 57

Safe Return Wanderers Registry ..... 24

Sage PLUS ..... 55

SageWatch ..... 55, 59

Sakura House Adult Day Care ..... 37

Salvation Army ..... 63

Salvation Army - Adult Day Health Services ..... 37

Satellite City Halls ..... 24

Scam Hotline ..... 58

Seagull Schools Adult Day Center ..... 37

SECOH (Special Education Center of Hawaii) ..... 37, 71

Securities Fraud Hotline ..... 58

Other Area Agencies on Aging

**Kauai Agency on Elderly Affairs**      **1-808-241-4470**  
 Piikoi Building      **FAX 1-808-241-5113**  
 4444 Rice St. Suite 330 Lihue 96766  
[www.kauai.gov](http://www.kauai.gov)

**Hawaii County Office of Aging**      **1-808-961-8600**  
 1055 Kinoole St. Suite 101      **FAX 1-808-961-8603**  
 Hilo 96720  
 Kona      **1-808-327-3597**  
 Hanama Place  
 75-5706 Kuakini Hwy. Suite 106 Kailua-Kona 96740  
[www.hcoahawaii.org](http://www.hcoahawaii.org)

**Maui County Office on Aging**      **1-808-270-7755**  
 Information Assistance & Outreach      **1-808-270-7774**  
 2200 Main St. Suite 547      **FAX 1-808-270-7935**  
 Wailuku 96793  
     Molokai      **1-808-553-5241**  
     Lanai      **1-808-565-7114**  
[www.co.maui.hi.us/departments/Housing/aging.htm](http://www.co.maui.hi.us/departments/Housing/aging.htm)

**Other Area Agencies on Aging:**

To locate call:  
 National Eldercare Locator      **1-800-677-1116**  
[www.eldercare.gov](http://www.eldercare.gov)

State Unit on Aging

**State Executive Office on Aging**      **586-0100**  
 No. 1 Capitol District  
 250 S. Hotel St. Suite 406 Honolulu 96813  
[www.hawaii.gov/health/EOA](http://www.hawaii.gov/health/EOA)

# Basic Needs - Food

For Food Stamps, see **Financial Assistance**, page 62.

## Food Banks

**Hawaii Foodbank** **836-3600**  
 For coordination or to donate. For a food pantry [www.hawaiifoodbank.org](http://www.hawaiifoodbank.org)  
 in your area call Aloha United Way at 211.  
 2611 Kilihau St. Honolulu 96819

**Honolulu Community Action Program (HCAP)** **521-4531**  
 Federal surplus food distribution for qualified [www.hcapweb.org](http://www.hcapweb.org)  
 individuals with low income. Call to find closest district.  
 33 S. King St. Suite 300 Honolulu 96813

## Meals

Nutritious meals planned by a dietitian for pick-up, group dining or home-delivery. Some of the following organizations also provide therapeutic meals for low-sodium, low-fat, diabetic or renal diets.

**Alu Like** **535-6700**  
 Ke Ola Pono No Na Kupuna Project [www.alulike.org](http://www.alulike.org)  
 Meals for Native Hawaiian Elders, including  
 recreation and limited transportation.  
 458 Keawe St. Honolulu 96813

**Arcadia Home Care Services** **440-3041**  
 Home-delivered meals Monday - Friday. [www.arcadia-hi.org](http://www.arcadia-hi.org)  
 Nuuanu to Waialae/Kahala.  
 1660 S. Beretania St. Suite 101 Honolulu 96826

**Hawaii Meals on Wheels** **988-6747**  
 Home-delivered hot meals in Honolulu, Aiea, Pearl City [www.hmow.org](http://www.hmow.org)  
 Waipahu, Ewa, Mililani, Kaneohe, Kailua & Waimanalo.  
 P.O. Box 61194 Honolulu 96839

|   |                    |
|---|--------------------|
| Pals Program, Humane Society .....              | 74                 |
| Parent Line .....                               | 73                 |
| Parking Permit, Persons with Disabilities ..... | 21                 |
| Parkinson Association, Hawaii .....             | 41                 |
| Parks & Recreation .....                        | 25, 26, 34         |
| Partnership for Prescription Assistance .....   | 57                 |
| PATCH (for child care) .....                    | 73                 |
| Pearl City Hale Day Care .....                  | 38                 |
| Pearl City Nursing Home .....                   | 16                 |
| People's Open Markets .....                     | 95                 |
| Personal Care .....                             | 49                 |
| Personal Identification .....                   | 24                 |
| Pet Owners .....                                | 74                 |
| Phone calls, Telemarketing .....                | 59                 |
| Plaza At Punchbowl .....                        | 18                 |
| Pohai Nani Good Samaritan Retirement Comm. .... | 18                 |
| Poison Control Center .....                     | 52, 96             |
| Ponds at Punaluu .....                          | 18, 39             |
| Pothole Hotline .....                           | 96                 |
| Prescription Drugs & Medications .....          | 57                 |
| Prime Care Services of Hawaii, Inc. ....        | 48                 |
| Programs for Families (CFS) .....               | 72                 |
| Project Dana .....                              | 27, 34, 39, 42, 51 |
| Property Tax, City & County Real .....          | 67                 |
| Prosecuting Attorney .....                      | 59, 72             |
| Prostate Cancer Support Group .....             | 41                 |
| Public Assistance Information Line .....        | 95                 |
| Public Guardian Office .....                    | 65                 |
| Public Health Nursing Branch .....              | 31                 |

## Q

|  |    |
|--|----|
| Queen Emma Clinics .....                   | 53 |
| Queen Liliuokalani Children's Center ..... | 73 |
| Queen's Community Based Programs .....     | 33 |
| Queen's Counseling Services .....          | 57 |
| Queen's Lifeline .....                     | 33 |
| Queen's Senior Care Clinics .....          | 53 |

|  |       |
|--|-------|
| National Cancer Institute .....                | 51    |
| National Do Not Call Registry .....            | 59    |
| National Eldercare Locator .....               | 9, 23 |
| National Fraud Information Center .....        | 60    |
| National Kidney Foundation of Hawaii .....     | 41    |
| Native Hawaiian Health Care System, Oahu ..... | 32    |
| Neglect & Abuse Victims .....                  | 72    |
| No Fear of Falling, CFS Gerontology .....      | 34    |
| Nursing Home & Hospital complaints .....       | 64    |
| Nuuanu Hale .....                              | 15    |

**O**

|  |        |
|--|--------|
| Oahu Care Facility .....                     | 15     |
| Oahu Transit Services, Inc. ....             | 21     |
| Oahu WorkLinks .....                         | 60     |
| Office of Consumer Protection .....          | 58     |
| Office of Health Care Assurance .....        | 17, 64 |
| Office of the Governor .....                 | 95     |
| Office of the Public Guardian .....          | 65     |
| Ohana Care Program, CFS Gerontology .....    | 32, 42 |
| OhanaCare Transportation Services, LLC ..... | 21     |
| OHE Transportation Services, Ltd .....       | 21     |
| Older Driver Information .....               | 19     |
| Ombudsman, Long Term Care .....              | 64     |
| Ombudsman, State Office .....                | 65     |
| Open Markets .....                           | 95     |
| Organ Donor Center of Hawaii .....           | 45     |
| Organ or Body Donation .....                 | 45     |
| ORI Anuenue Hale Inc. ....                   | 26, 31 |
| Osher Lifelong Learning Institute .....      | 29     |
| Overeaters Anonymous .....                   | 41     |

**P**

|  |                |
|--|----------------|
| Pacific Gateway Center .....             | 66             |
| Pacific Islands Health Care System ..... | 16             |
| PACT Family Peace Center .....           | 73             |
| Palolo Chinese Home .....                | 11, 16, 37, 39 |

**King Lunalilo Meal Service 395-1000**

Meals delivered in East Oahu area and available for pick up.  
Hot lunches and chilled meals for dinner/weekend available.  
501 Kekauluohi St. Honolulu 96825

**Lanakila Meals on Wheels 531-0555**

Lanakila Pacific [www.lanakilapacific.org](http://www.lanakilapacific.org)  
Home-delivered meals island-wide. For group dining, contact  
Lanakila to enroll before attending Kupuna Wellness Center sites.  
1809 Bachelot St. Honolulu 96817

**Kupuna Wellness Center Sites****Honolulu:**

|   |          |
|---|----------|
| KKV (Kalihi)                                  | 848-0977 |
| Kuhio Park Terrace (Kalihi)                   | 848-0977 |
| Lanakila (Liliha)                             | 531-0555 |
| Lanakila Multi-Purpose Senior Center (Liliha) | 847-1322 |
| Moiiliili Community Center                    | 955-1555 |
| Paoakalani (Waikiki)                          | 531-0555 |
| Pauahi (Chinatown)                            | 352-0288 |
| Pohulani (Kakaako/Downtown)                   | 352-0294 |
| Susannah Wesley Center (Kalihi)               | 352-0293 |

**Leeward/Central:**

|                           |          |
|---------------------------|----------|
| Hale Mohalu (Pearl City)  | 352-0288 |
| Kamalu/Hoolulu (Waipahu)  | 352-0284 |
| Kupuna Home O Waiialua    | 352-0288 |
| Wahiawa Recreation Center | 352-0288 |
| Waianae District Park     | 352-0288 |
| West Loch Village (Ewa)   | 352-0288 |

**Windward:**

|                            |          |
|----------------------------|----------|
| Hauula Satellite City Hall | 352-0288 |
| Kahaluu Key Project        | 561-0822 |
| Lani Huli (Kailua)         | 561-0822 |
| Waimanalo                  | 259-7436 |

**Palolo Chinese Home, Meals to Go 748-4911**

Hot lunch and/or dinner delivered in  
Palolo, Kaimuki, St. Louis & Kahala.  
2459 10th Ave. Honolulu 96816

# Basic Needs - Housing

Most older adults prefer to age-in-place and many are able to live in their own homes with support (see **Family Support**, page 30). Others may choose or find it necessary to live with others or move to another type of dwelling.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences/communities and low-income senior housing. These units have minimum age restrictions which typically range from 55 for retirement residences to 62 for low-income senior rentals.

For those who need help with activities of daily living, options include getting **in-home assistance** (page 46) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, entry to a Skilled Nursing or Intermediate Care Facility (also known as nursing homes), Expanded ARCH, or Foster Family Home, may be necessary.

Refer to the *Residential Options for Hawaii's Seniors Guidebook* ([www.hacm.net](http://www.hacm.net)) and the *Oahu Housing Guide* ([www.elderlyaffairs.com](http://www.elderlyaffairs.com)).

## Home Improvement

Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. Go to [www.aarp.org/families/home\\_design](http://www.aarp.org/families/home_design) for more ideas on how homes can be modified.

**City & County Rehabilitation Loans** **768-7076**  
 51 Merchant St. Honolulu 96813 [www.honolulu.gov/DCS/housingloans.htm](http://www.honolulu.gov/DCS/housingloans.htm)  
**Kapolei Branch** **768-3240**  
 1000 Uluohia St. Kapolei 96707

**U.S. Department of Agriculture** **483-8600 ext.355**  
 Rural Development [www.rurdev.usda.gov/hi](http://www.rurdev.usda.gov/hi)  
 Grant and loan program for very low-income and rural homeowners 62 years and older.

Lung Association of Hawaii ..... 40  
 Lupus Foundation of America ..... 41

**M**

Mailing Lists (Junk Mail) ..... 59  
 Make Today Count ..... 43  
 Makua Alii Senior Center ..... 25  
 Malama Lima Handi-Trans, LLC ..... 21  
 Maluhia ..... 15  
 Maluhia Adult Day Health Center ..... 37  
 Maui County Office on Aging ..... 9  
 Maunalani Nursing & Rehabilitation Center ..... 15  
 Maurice J. Sullivan Center ..... 44, 45  
 Mayor's Office ..... 95  
 Meals on Wheels ..... 10  
 Med-QUEST ..... 44, 55, 62  
 Mediation Center of the Pacific ..... 65  
 MediCab, Charley's Taxi ..... 20  
 Medicaid & Medicare ..... 54  
 Medicaid Fraud Control Unit ..... 59  
 Medical & Dental Clinics ..... 52  
 Medical Equipment ..... 55  
 MedicAlert (for ID Bracelets) ..... 24  
 Medicare & Medicaid ..... 54  
 Medicare Part D (prescription drugs) ..... 57  
 Medications ..... 57  
 Mended Hearts and Stroke Clubs ..... 40  
 Mental Health America of Hawaii ..... 57, 64  
 Mental Health Division, Adult ..... 56  
 Moiliili Senior Center ..... 26  
 Money/Debt Management ..... 61  
 Muscular Dystrophy Association ..... 41

**N**

Na Loio (Hawaii Immigrant Justice Center) ..... 65, 72  
 NARFE - National Assoc. of Retired Fed. Employees ..... 27  
 Nat. Foundation of Dentistry for the Handicapped ..... 53

|   |        |
|---|--------|
| Kokua Kalihi Valley Case Management .....               | 32     |
| Kokua Kalihi Valley Comprehensive Family Services ..... | 53     |
| Kokua Kalihi Valley Elderly Services .....              | 35, 42 |
| Koolau Caregivers Support Group .....                   | 42     |
| Kuakini Adult Day Care .....                            | 37     |
| Kuakini Geriatric Care .....                            | 15     |
| Kuakini Parkinson Disease Info. Center .....            | 41     |
| Kulaokahua Elderly .....                                | 13     |
| Kupuna Education Center .....                           | 28, 31 |
| Kupuna Monitoring Systems, Inc. ....                    | 33     |
| Kupuna Wellness Center Sites .....                      | 11     |

**L**

|  |        |
|--|--------|
| Lanakila Easy Access Project .....                     | 66     |
| Lanakila Health Center .....                           | 53     |
| Lanakila Meals on Wheels .....                         | 11     |
| Lanakila Multi-Purpose Senior Center .....             | 25     |
| Lanakila Pacific .....                                 | 11     |
| Landlord-Tenant Information .....                      | 58     |
| Lawyer Referral & Information Service .....            | 65     |
| Leahi Adult Day Health Center .....                    | 37     |
| Leahi Hospital Nursing Home .....                      | 15     |
| Leeward Community College .....                        | 28     |
| Leeward Integrated Health Services .....               | 15     |
| Legal Aid Society of Hawaii .....                      | 64, 65 |
| Library for the Blind and Physically Handicapped ..... | 69     |
| Licensed Home Health Agencies .....                    | 47     |
| Life Foundation .....                                  | 32     |
| Lifeline Hawaii Services .....                         | 33     |
| Liliha Healthcare Center .....                         | 15     |
| Lions Eye Bank and Makana Foundation .....             | 45     |
| Living Wills (Advance Directives) .....                | 43     |
| Local Transportation and Passes .....                  | 20     |
| Long Term Care Ombudsman .....                         | 64     |
| Lotus Adult Day Care Center .....                      | 37     |
| Lou's Quality Home Health Care Services, LLC .....     | 49     |
| Low Vision Clinic, Hoopono .....                       | 69     |

**Household Goods**

**Helping Hands Hawaii** **440-3800**  
 Community Clearinghouse [www.helpinghandshawaii.org](http://www.helpinghandshawaii.org)  
 Call to donate items. Recipients should apply through social agencies, welfare & churches.  
 2100 N. Nimitz Hwy. Honolulu 96819

**Kaumakapili Church Free Store** **845-0908**  
 Call for hours. [www.kaumakapili.org](http://www.kaumakapili.org)  
 766 N. King St. Honolulu 96817

**Housing Search & Information**

It is important to start your search early as waiting lists for low-income senior housing can be very long, especially for units in urban Honolulu. For comprehensive and most current listings, call Catholic Charities Hawaii at 595-0077. Also visit [www.elderlyaffairs.com](http://www.elderlyaffairs.com) for the **Oahu Housing Guide**, a list which includes rentals for seniors with low-income.

**Catholic Charities Hawaii** **[521-4357]**  
 Housing Assistance Program [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)  
 Help seniors find affordable rentals.

**Hawaii Public Housing Authority** **832-5960**  
 Applications for Housing [www.hcdch.hawaii.gov](http://www.hcdch.hawaii.gov)  
 1002 N. School St. Honolulu 96813

**Housing Solutions, Inc.** **599-5759**  
 Kulaokahua  
 Transitional housing for elders experiencing homelessness.  
 1311 Ward Ave. #107 Honolulu 96814

**HUD** **522-8175**  
 Dept. of Housing & Urban Development [www.hud.gov/groups/seniors.cfm](http://www.hud.gov/groups/seniors.cfm)  
 500 Ala Moana Blvd. Suite 3A Honolulu 96813

**Nursing Facilities**

Listed below are long-term care facilities that provide intermediate and skilled care to persons who require nursing services. Concerns may be discussed with the **Long Term Care Ombudsman** at 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the **Office of Health Care Assurance** at 692-7420. To check ratings of Nursing Homes go to [www.medicare.gov](http://www.medicare.gov) and under "Search Tools" click on "Compare Nursing Homes in Your Area."

|  |  |
|--|--|
| <b>Aloha Nursing &amp; Rehab Centre</b>              | <b>247-2220</b>  |
| 45-545 Kamehameha Hwy. Kaneohe 96744                 | <a href="http://www.alohanursing.com">www.alohanursing.com</a>                 |
| <b>Ann Pearl Nursing Facility</b>                    | <b>247-8558</b>  |
| 45-181 Waikalua Rd. Kaneohe 96744                    | <a href="http://www.annpearlnursing.com">www.annpearlnursing.com</a>           |
| <b>Avalon Care Center</b>                            | <b>847-4834</b>  |
| 1930 Kamehameha IV Rd. Honolulu 96819                |  |
| <b>Convalescent Center of Honolulu</b>               | <b>531-5302</b>  |
| 1900 Bachelot St. Honolulu 96817                     | <a href="http://www.ccoh.us">www.ccoh.us</a>                                   |
| <b>Crawford's Convalescent Home</b>                  | <b>638-8514</b>  |
| 58-130 Kamehameha Hwy. Haleiwa 96712                 |  |
| <b>Hale Ho Aloha</b>                                 | <b>524-1955</b>  |
| 2670 Pacific Heights Rd. Honolulu 96813              | <a href="http://www.halehoaloha.com">www.halehoaloha.com</a>                   |
| <b>Hale Malamalama</b>                               | <b>396-0537</b>  |
| 6163 Summer St. Honolulu 96821                       |  |
| <b>Hale Nani Rehabilitation &amp; Nursing Center</b> | <b>537-3371</b>  |
| 1677 Pensacola St. Honolulu 96822                    |  |
| <b>Hale Ola Kino</b>                                 | <b>983-4444</b>  |
| The Health Center at One Kalakaua                    | <a href="http://www.haleolakino.com">www.haleolakino.com</a>                   |
| 1314 Kalakaua Ave. 2nd Floor Honolulu 96826          |  |
| <b>Harry &amp; Jeanette Weinberg Care Center</b>     | <b>236-7823</b>  |
| 45-090 Namoku St. Kaneohe 96744                      | <a href="http://www.pohainani.org/carecenter">www.pohainani.org/carecenter</a> |

|                              |    |
|------------------------------|----|
| Island Nursing Home .....    | 15 |
| Island Skill Gathering ..... | 69 |

**J**

|   |        |
|---|--------|
| JCRG Eldercare and Transservices, LLC ..... | 21     |
| Jewish Community Services .....             | 38, 62 |
| Junk Mail, reducing .....                   | 59     |

**K**

|  |        |
|--|--------|
| Ka Hale O Kupuna .....                               | 36     |
| Ka Punawai Ola .....                                 | 15     |
| Kahala Nui Life Care Retirement Community .....      | 18     |
| Kahi Mohala Behavioral Health .....                  | 56     |
| Kahuku Medical Center .....                          | 15     |
| Kaiser Home Health Agency .....                      | 48     |
| Kaiser Permanente Lifestyle Program .....            | 34, 51 |
| Kalihi Palama Clinics .....                          | 53     |
| Kaneohe Community & Senior Center .....              | 25     |
| Kapahulu Center .....                                | 25     |
| Kapiolani Call-a-Nurse .....                         | 52     |
| Kapiolani Community College .....                    | 28, 70 |
| Kapiolani Community College Deaf Center .....        | 70     |
| Kapiolani Women's Health Center .....                | 51     |
| Kauai Agency on Elderly Affairs .....                | 9      |
| Kaumakapili Church Free Store .....                  | 13     |
| Ke Ola Mamo .....                                    | 32     |
| Ke Ola Pono No Na Kupuna Project .....               | 10     |
| KHON's Action Line .....                             | 23     |
| Kidney Foundation of Hawaii .....                    | 41     |
| Kilohana Adult Day Care Center .....                 | 36     |
| King Lunalilo Adult Day Care Center .....            | 37     |
| King Lunalilo Home .....                             | 39     |
| King Lunalilo Meal Service .....                     | 11     |
| Kokua Council for Senior Citizens .....              | 26     |
| Kokua Home Health Agency .....                       | 49     |
| Kokua Kalihi Valley Caregiver Respite Prog. ....     | 38     |
| Kokua Kalihi Valley, Caregiver's Support Group ..... | 42     |

|  |            |
|--|------------|
| HMSA .....                                     | 32, 50     |
| Home Delivered Meals .....                     | 10         |
| Home Health Agencies .....                     | 47         |
| Home Health Services .....                     | 46         |
| Home Improvement & Rehabilitation .....        | 12         |
| Homemaker Services .....                       | 46         |
| Homeowner's Tax Relief .....                   | 67         |
| Honolulu Community Action Program (HCAP) ..... | 10, 60, 63 |
| Honolulu Community College .....               | 28         |
| Honolulu County Medical Society .....          | 52         |
| Honolulu Fire Dept .....                       | 31, 51     |
| Honolulu Police Dept. ....                     | 51, 59     |
| Hoopono, Low Vision Clinic .....               | 69         |
| Hospice Care .....                             | 45         |
| Hospice Hawaii .....                           | 44, 45     |
| Hospital & Nursing Home complaints .....       | 64         |
| Household Goods .....                          | 13         |
| Housing Search and Information .....           | 13         |
| Housing Solutions, Inc. ....                   | 13         |
| HSTA-R .....                                   | 26         |
| HUD .....                                      | 13         |
| Hulu Makua Adult Day Care .....                | 36         |
| Humane Society .....                           | 74         |

**I**

|   |        |
|---|--------|
| ID theft .....                                  | 58     |
| Identification .....                            | 24     |
| Immigrant Justice Center .....                  | 65, 72 |
| Immigrant Program, Child & Family Service ..... | 66     |
| Immigration Assistance .....                    | 66     |
| Information and Referral .....                  | 23     |
| Information Branch, C & C of Honolulu .....     | 23     |
| Inspector General's Office .....                | 59     |
| Insurance Fraud Unit Hotline, DCCA .....        | 58     |
| Integrated Case Management Services .....       | 32     |
| Internal Revenue Service (IRS) .....            | 67, 95 |
| Investor Education Program, DCCA .....          | 58     |

|  |  |
|--|--|
| <b>Hawaii Medical Center East</b>                    | <b>547-6414</b>  |
| 2230 Liliha St. Honolulu 96817                       | <a href="http://www.hawaiiimedcen.com">www.hawaiiimedcen.com</a>                             |
| <b>Hiolani Care Center at Kahala Nui</b>             | <b>218-7000</b>  |
| 4389 Malia St. Honolulu 96821                        | <a href="http://www.kahalanui.com">www.kahalanui.com</a>                                     |
| <b>Island Nursing Home</b>                           | <b>946-5027</b>  |
| 1205 Alexander St. Honolulu 96826                    |  |
| <b>Ka Punawai Ola</b>                                | <b>674-9262</b>  |
| 575 Farrington Hwy. Kapolei 96707                    | <a href="http://www.lcca.com">www.lcca.com</a>   |
| <b>Kahuku Medical Center</b>                         | <b>293-9221</b>  |
| 56-117 Pualalea St. Kahuku 96731                     |  |
| <b>Kuakini Geriatric Care</b>                        | <b>547-9741</b>  |
| 347 N. Kuakini St. Honolulu 96817                    | <a href="http://www.kuakini.org">www.kuakini.org</a>   |
| <b>Leahi Hospital Nursing Home</b>                   | <b>733-8000</b>  |
| 3675 Kilauea Ave. Honolulu 96816                     | <a href="http://www.leahi.hhsc.org">www.leahi.hhsc.org</a>                                   |
| <b>Leeward Integrated Health Services</b>            | <b>695-9508</b>  |
| 84-390 Jade St. Waianae 96792                        | <a href="http://www.lihshawaii.com">www.lihshawaii.com</a>                                   |
| <b>Liliha Healthcare Center</b>                      | <b>537-9557</b>  |
| 1814 Liliha St. Honolulu 96817                       |  |
| <b>Maluhia</b>                                       | <b>832-5874</b>  |
| 1027 Hala Dr. Honolulu 96817                         | <a href="http://www.maluhia.hhsc.org">www.maluhia.hhsc.org</a>                               |
| <b>Maunalani Nursing &amp; Rehabilitation Center</b> | <b>732-0771</b>  |
| 5113 Maunalani Circle Honolulu 96816                 |  |
| <b>Nuuanu Hale</b>                                   | <b>595-6311</b>  |
| 2900 Pali Hwy. Honolulu 96817                        |  |
| <b>Oahu Care Facility</b>                            | <b>973-1900</b>  |
| 1808 S. Beretania St.<br>Honolulu 96826              | <a href="http://www.hawaiinursinghomes.com/oahucare">www.hawaiinursinghomes.com/oahucare</a> |

## BASIC NEEDS - HOUSING

### 16 Residential Care Homes & Foster Homes

INDEX 81

**Palolo Chinese Home** 737-2555  
2459 10th Ave. Honolulu 96816 [www.palolohome.org](http://www.palolohome.org)

**Pearl City Nursing Home** 453-1919  
919 Lehua Ave. Pearl City 96782 [www.hawaiinursinghomes.com/pcnh](http://www.hawaiinursinghomes.com/pcnh)

**U.S. Dept. of Veterans Affairs** 433-0218  
**Pacific Islands Health Care System** [www.va.gov/hawaii](http://www.va.gov/hawaii)  
**Center for Aging/Community Living Center**  
Short-term convalescence & rehabilitation  
for registered eligible veterans.  
459 Patterson Rd. Bldg. 110 Honolulu 96819

**Wahiawa General Hospital** 621-8411  
Long-term care facility. [www.wahiawageneral.org](http://www.wahiawageneral.org)  
128 Lehua St. Wahiawa 96786-2036

### Residential Care Homes & Foster Homes

**Adult Residential Care Homes (ARCH), Expanded ARCH, and Foster Family Homes** provide shelter, supervision, and care for persons needing help with daily living activities.

**ARCH and Expanded ARCH** are regulated and licensed by the State Department of Health **Office of Health Care Assurance** (page 17). There are over 400 licensed ARCHs and Expanded ARCHs on Oahu. Most are private homes in residential communities licensed for up to 5 persons. A few of them are large facilities with many residents. Some offer specialized care, such as for persons with Alzheimer's disease. Costs vary greatly depending on amenities and amount of care provided.

When choosing an ARCH it is a good idea to interview the caregivers and residents, observe the condition of the physical and social environment, understand the rules on visiting hours, etc. You should also ask the ARCH operator for the most recent survey/inspection findings done by the Department of Health. For assistance in choosing an ARCH, see **Case Management**, page 31. For concerns about a facility, see the **Long Term Care Ombudsman**, page 64.

**Foster Family Homes**, also known as **Residential Alternatives to Community Care Program (RACC)** homes, are regulated by the State Department of Human Services. Placement into a Foster Family Home

|   |        |
|---|--------|
| Hale Malamalama .....                           | 14     |
| Hale Nani Rehabilitation & Nursing Center ..... | 14     |
| Hale Ola Kino .....                             | 14     |
| Handi Wheelchair Transportation, LLC .....      | 21     |
| Handi-Trans Service, LLC .....                  | 20     |
| Handi-Van, The .....                            | 21     |
| HandiRide Hawaii, LLC .....                     | 20     |
| Harry & Jeanette Weinberg Care Center .....     | 14     |
| Hawaii Association of Case Managers .....       | 32     |
| Hawaii Centers for Independent Living .....     | 71     |
| Hawaii County Office of Aging .....             | 9      |
| Hawaii Disability Rights Center .....           | 64     |
| Hawaii Family Services, Inc. ....               | 73     |
| Hawaii Foodbank .....                           | 10     |
| Hawaii Healthcare Professionals, Inc. ....      | 49     |
| Hawaii Immigrant Justice Center .....           | 65, 72 |
| Hawaii Kai Retirement Community .....           | 18     |
| Hawaii Literacy Inc. ....                       | 28     |
| Hawaii Meals on Wheels .....                    | 10     |
| Hawaii Medical Center East .....                | 15     |
| Hawaii Public Housing Authority .....           | 13     |
| Hawaii Rx Plus .....                            | 57     |
| Hawaii State Bar Association .....              | 65     |
| Hawaii State Hospital .....                     | 56     |
| Hawaiian Humane Society .....                   | 74     |
| Hawaiian Telecom Lifeline/Link-up Service ..... | 63     |
| Health & Safety Education .....                 | 50     |
| Health Education Programs, HMSA .....           | 50     |
| Health Information Phonelines .....             | 51     |
| Health Maintenance Program, KKV .....           | 35     |
| Hearing Aid Helpline .....                      | 52     |
| Hearing, Hard of .....                          | 70     |
| Heart Association, American .....               | 40     |
| Helping Hands Hawaii .....                      | 13, 66 |
| HGEA Retirees Unit .....                        | 26     |
| Hina Mauka .....                                | 41     |
| Hiolani Care Center at Kahala Nui .....         | 15     |

**F**

|  |            |
|--|------------|
| Falling, No Fear of .....                        | 34         |
| Family Caregiver Education .....                 | 30         |
| Federal Information Center .....                 | 95         |
| Federal Internal Revenue Service (IRS) .....     | 67         |
| 15 Craigside .....                               | 17         |
| Financial Assistance .....                       | 62         |
| Financial Help .....                             | 62         |
| Fire Prevention Bureau, Safety & Education ..... | 51         |
| 5 Star Transcare Systems, LLC .....              | 20         |
| Food (Meals) .....                               | 10         |
| Food Banks .....                                 | 10         |
| Food Stamps .....                                | 62         |
| Foster Grandparent Program .....                 | 27         |
| Foster Home Placement .....                      | 17         |
| Franciscan Adult Day Center .....                | 36         |
| Fraud Hotline (Financial) .....                  | 58         |
| Fraud Information Center, National .....         | 60         |
| Friendly Neighbors Program, Waikiki .....        | 27, 39, 47 |
| Friends of Honolulu Hale .....                   | 27         |
| Fukumoto Adult Care, LLC .....                   | 36         |
| Funeral & Memorial Services .....                | 44         |
| Funeral Consumers Alliance of Hawaii .....       | 44         |
| Furukawa Living Treasure Day Care Center .....   | 36         |

**G**

|   |                        |
|---|------------------------|
| Gas - Gasco Inc. ....                   | 96                     |
| GDD Handitrans, LLC .....               | 20                     |
| Gerontology Program .....               | 32, 34, 38, 42, 47, 73 |
| Goodwill Industries of Hawaii Inc. .... | 60                     |
| Governor's Office of Information .....  | 95                     |
| Grandparents .....                      | 73                     |

**H**

|  |        |
|--|--------|
| Hale Ho Aloha .....                      | 14, 39 |
| Hale Kuai Center (Social Security) ..... | 61     |

must be done through a Department of Human Services contracted case management agency. Go online to [www.hawaii.gov/dhs/protection/social\\_services/adult\\_services](http://www.hawaii.gov/dhs/protection/social_services/adult_services) for list of these agencies or call Adult Intake at 832-5115.

Refer to the *Residential Options for Hawaii's Seniors Guidebook*, available online at [www.hacm.net](http://www.hacm.net) for more details about these options.

**Adult Intake Unit** **832-5115**  
 Department of Human Services [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
 Care Home placement  
 420 Waiakamilo Rd. #202 Honolulu 96817

**Office of Health Care Assurance** **692-7400**  
 Department of Health [www.hawaii.gov/health](http://www.hawaii.gov/health)  
 Information on Care Home licensure and vacancies.  
 Visit website for a complete list of care homes:  
 under "Health Topics," click on "Elder Care."  
 601 Kamokila Blvd. Rm. 361 Kapolei 96707

## Retirement & Assisted Living Residences

**Retirement residences** are for independent living, often with amenities such as housekeeping and dining rooms. **Assisted Living residences** add the component of intermittent personal care. Some facilities offer special dementia units and skilled nursing care facilities on the premises.

Units in some facilities such as **Olaloa Retirement Community** and **One Kalakaua Senior Living** are bought and sold by individuals. Contact a realtor for assistance in purchasing these units.

**15 Craigside** **285-5178**  
 Independent living, assisted living [www.15craigside.org](http://www.15craigside.org)  
 & skilled nursing available.  
 15 Craigside Pl. Honolulu 96817

**Arcadia Retirement Residence** **941-0941**  
 Independent living, assisted living [www.arcadia-hi.org](http://www.arcadia-hi.org)  
 & skilled nursing available.  
 1434 Punahou St. Honolulu 96822

## BASIC NEEDS - HOUSING

### 18 Retirement & Assisted Living Residences

|   |   |
|---|---|
| <b>Hawaii Kai Retirement and Assisted Living Community</b><br>428 Kawaihae St. Honolulu 96825   | <b>395-9599</b><br><b>396-0720</b><br>www.hawaiikai1.com                |
| <b>Kahala Nui Life Care Retirement Community</b><br>4389 Malia St. Honolulu 96821   | <b>218-7200</b><br>www.kahalanui.com                                    |
| <b>Plaza At Punchbowl</b><br>Independent living, assisted living, memory care, adult day care, respite care.<br>918 Lunalilo St. Honolulu 96822 | <b>792-8800</b><br>www.punchbowlretirement.com                          |
| <b>Pohai Nani Good Samaritan Retirement Community</b><br>45-090 Namoku St. Kaneohe 96744  | <b>247-3448</b><br><b>toll free 1-866-247-3448</b><br>www.pohainani.org |
| <b>Ponds at Punaluu</b><br>P.O. Box 909 or<br>53-594 Kamehameha Hwy.<br>Hauula 96717  | <b>293-1100 x223</b><br>www.pondsatpunaluu.com                          |



Need more information?  
Call the Senior Helpline  
**768-7700**

### INDEX 79

|  |                |
|--|----------------|
| Dept. of Human Services, Senior Comp. Prog.....          | 27             |
| Dept. of Human Services, Vocational Rehabilitation ..... | 71             |
| Dept. of Parks & Recreation .....                        | 25, 26, 34     |
| Dept. of the Attorney Gen., Medicaid Fraud Control ..... | 59             |
| Dept. of the Prosecuting Attorney .....                  | 59, 65, 72     |
| Dept. of Veterans Affairs .....                          | 16, 39, 44, 74 |
| Diabetes Association, American .....                     | 40             |
| Direct Marketing Association .....                       | 59             |
| Disabilities, Persons with .....                         | 69             |
| Disability Parking Permit .....                          | 21             |
| Disability Rights Center, Hawaii .....                   | 64             |
| Do Not Call Registry, National .....                     | 59             |
| Domestic Violence Action Center .....                    | 62             |
| Donated Dental Services .....                            | 53             |
| Driver and Pedestrian Information .....                  | 19             |
| Driver Education Program .....                           | 19             |
| Driver's License & Motor Vehicle Information .....       | 19, 24, 95     |
| Drugs, Prescription .....                                | 57             |
| Drug and Alcohol Treatment (Hina Mauka) .....            | 41             |

## E

|  |                   |
|--|-------------------|
| Easter Seals Hawaii .....                  | 71                |
| Education .....                            | 28, 50            |
| Elam Sports Oahu .....                     | 34                |
| Elder Abuse Justice Unit .....             | 59, 72            |
| Eldercare Support Group .....              | 42                |
| Elderly Affairs Division .....             | 7, 23, 31, 95     |
| Electric - Hawaiian Electric .....         | 96                |
| Electricity Subsidy .....                  | 63                |
| Emergency Alert Systems .....              | 33                |
| Emergency Management, Dept. of .....       | 50                |
| Employment & Training Programs .....       | 60                |
| Epilepsy Foundation of Hawaii .....        | 40                |
| Escort .....                               | 33                |
| Executive Office on Aging .....            | 9, 55, 59, 64, 95 |
| Exercise for Frail & Disabled Elders ..... | 34                |
| EyeCare Program .....                      | 53                |

|  |        |
|--|--------|
| Consumer Information Line .....                    | 58     |
| Consumer Product Safety Commission .....           | 60     |
| Consumer Protection Office .....                   | 58     |
| Consumer Resource Center .....                     | 58     |
| Convalescent Center of Honolulu .....              | 14     |
| Counseling & Spiritual Care Center of Hawaii ..... | 44, 56 |
| CPR Awareness .....                                | 31     |
| Crawford's Convalescent Home .....                 | 14     |
| Crisis Hotline, PACT Family Peace Center .....     | 73     |
| CSI Inc. ....                                      | 61     |
| Customer Service Dept., Satellite City Halls ..... | 24     |

**D**

|  |            |
|--|------------|
| Day Care .....   | 35         |
| Day Health .....                                       | 35         |
| Deaf Center .....                                      | 70         |
| Deaf/Hard-of-Hearing .....                             | 70         |
| Debt/Money Management .....                            | 61         |
| Dental Clinics & Services .....                        | 52         |
| Dept. of Agriculture .....                             | 12         |
| Dept. of Commerce & Consumer Affairs .....             | 58         |
| Dept. of Community Services .....                      | 23, 27     |
| Dept. of Education .....                               | 28         |
| Dept. of Emergency Management .....                    | 50         |
| Dept. of Health, Adult Mental Health Division .....    | 56         |
| Dept. of Health, Dental Clinics .....                  | 52         |
| Dept. of Health, Information Line .....                | 95         |
| Dept. of Health, Lanakila Health Center .....          | 53         |
| Dept. of Health, Office of Health Care Assurance ..... | 17, 64     |
| Dept. of Health, Public Health Nursing Branch .....    | 31         |
| Dept. of Housing and Urban Development .....           | 13         |
| Dept. of Human Services, Adult Intake Unit .....       | 17, 46, 72 |
| Dept. of Human Services, Benefits .....                | 62         |
| Dept. of Human Services, Foster Grandparent Prog. .... | 27         |
| Dept. of Human Services, Hawaii Rx Plus .....          | 57         |
| Dept. of Human Services, Med-QUEST Division ...        | 44, 55, 62 |
| Dept. of Human Services, Respite Comp. Svc. Prog. .... | 60         |

# Basic Needs - Transportation

## Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the **Driver Education Program** at the Rehabilitation Hospital of the Pacific; see below.

**AARP: Driver Safety Education** **1-888-227-7669**

Refresher course for drivers 50 years & older. Learn about normal age-related changes and how to adjust your driving to allow for these changes. Classroom or online course are available. To find nearest location, call or visit website: [www.aarp.org/life/drive/drivered](http://www.aarp.org/life/drive/drivered).

**Driver's License & Motor Vehicle** **532-7700**

Registration information.

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

**Older Driver Information Websites**

These websites provide information regarding older persons and safe driving:

**AAA Foundation for Traffic Safety**

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

**American Occupational Therapy Association, Inc.**

[www.aota.org/olderdriver](http://www.aota.org/olderdriver)

**The Hartford**

[www.thehartford.com/talkwitholderdrivers](http://www.thehartford.com/talkwitholderdrivers)

**Rehab Hospital Driving Evaluation** **566-3586****& Training Program**

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

Program to help maintain safe driving skills and determine if you need any adaptive equipment to drive safely. This program is for people with a medical condition that possibly impairs driving ability. 226 N. Kuakini St. Honolulu 96817

**Walk Wise Hawaii**

**768-8329**

Department of Transportation Services  
Pedestrian Safety Campaign

**Local Transportation & Passes**

Also see **Escort**, page 33 and refer to the Yellow Pages for taxi cabs. Some services are for persons who are elderly or disabled who can travel alone; others are for persons who need to be accompanied. Also, you may want to pick up a **Persons with Disabilities Parking Permit** application at any **Satellite City Hall** (page 24) or download form from [www.hawaii.gov/health/dcab](http://www.hawaii.gov/health/dcab).

The following providers offer non-emergency curb-to-curb service. **Curb-to-curb** service is pick up and drop off only. Some may offer door-to-door, escort or other services. **Door-to-door** service includes assistance between vehicle and building entrance, usually for passengers who are frail or use a wheelchair. Some medical transportation providers also accommodate gurneys and stretchers and may accept Medicaid for qualified medical appointments; these services are non-emergency transportation only.

**American Cancer Society** **595-7544**  
**Road to Recovery**

For cancer patients to doctor appointments.

**Catholic Charities Hawaii** **[521-4357]**  
 Transportation services for seniors. [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

**Charley's Taxi and Limousine - MediCab** **531-1333**  
 680 Ala Moana Blvd. Suite 303 Honolulu 96813 [www.charleystaxi.com](http://www.charleystaxi.com)

**CNA Senior Transport, LLC** **735-9500**  
 737 Kaipuu St. #5 Honolulu 96826 [www.cnaseniortransport.com](http://www.cnaseniortransport.com)

**5 Star Transcare Systems, LLC** **456-8457**

**GDD Handitrans, LLC** **265-0507**  
 94-605 Palai St. Waipahu 96797

**Handi-Trans Service, LLC** **258-9251**  
 94-1083 Kuhaulua St. Waipahu 96797

**HandiRide Hawaii, LLC** **486-7433**  
 91-1528 Kaikoi Pl. Ewa Beach 96706 [www.handiride-hi.com](http://www.handiride-hi.com)

Casamina Adult Day Care ..... 36  
 Case Management ..... 31  
 Case Management Coordination Program ..... 31  
 Castle Home Care ..... 41  
 Castle Home Care, Castle Community Care ..... 49  
 Castle Medical Center, Stop Smoking Sup. Grp. .... 40  
 Castle Wellness & Lifestyle Medicine Center ..... 51  
 Catholic Charities Hawaii (CCH) ..... 33  
 CCH Helpline ..... 62, 63  
 CCH Housing Assistance Program ..... 13  
 CCH Immigrant Services ..... 66  
 CCH Lanakila Multi-Purpose Senior Center ..... 25  
 CCH Respite Connection ..... 38  
 CCH Transportation Services ..... 20  
 Center on Aging ..... 29  
 Centers for Independent Living, Hawaii ..... 71  
 Central Oahu Caregivers' Support Group ..... 42  
 Central Oahu Senior Day Care Association ..... 36  
 Central Union Church - Adult Day Health Center ..... 36  
 Cesspool ..... 96  
 CFS Gerontology Program ..... 32, 34, 38, 42, 47, 73  
 Charley's Taxi and Limousine, MediCab ..... 20  
 Child & Family Service ..... 32, 34, 38, 42, 47, 66, 72, 73  
 Citizenship and Immigration Services ..... 67  
 City & County Information ..... 23  
 City & County of Honolulu, Elderly Affairs Div. .... 7, 23, 31  
 City & County Real Property Tax ..... 67  
 City & County Rehabilitation Loans ..... 12  
 City & County Tax Collections ..... 67  
 Civil Defense ..... 50, 96  
 Clubs, Senior ..... 26  
 CNA Senior Transport, LLC ..... 20  
 Commerce & Consumer Affairs ..... 58  
 Community College ..... 28  
 Community Schools for Adults ..... 28  
 Consumer Assistance & Protection ..... 58  
 Consumer Credit Counseling Service ..... 61

Ann Pearl Nursing Facility ..... 14  
 Arc in Hawaii, The ..... 71  
 Arcadia Home Care Services ..... 49  
 Arcadia Home Health Services ..... 10  
 Arcadia Retirement Residence ..... 17  
 Arthritis Foundation, Hawaii Branch ..... 34, 50  
 Assisted Living & Retirement Residences ..... 17  
 Assistive Technology ..... 69  
 ATRC (Assistive Technology Resource Centers of Haw ..... 69  
 Attention Plus Care ..... 49  
 Attorney General, Medicaid Fraud Control Unit ..... 59  
 Audient ..... 52  
 Avalon Care Center ..... 14

**B**

Bathing service ..... 49  
 Bereavement Counseling & Support ..... 43  
 Better Business Bureau of Hawaii Inc. .... 58  
 Better Business Bureau of Hawaii, Inc. .... 23  
 Bilingual Access Line (24-hours) ..... 66  
 Blind/Visually Impaired ..... 69  
 Board of Water Supply ..... 96  
 Body Donation ..... 45  
 Breast Cancer Education & Support Group ..... 41  
 Bristol Hospice Hawaii, LLC ..... 43, 45  
 Bus Pass Office ..... 21

**C**

Cancer Information Service ..... 51  
 Cancer Society, American ..... 20, 40, 43, 51  
 Care Home Complaints ..... 64  
 Care Home Placement ..... 17  
 Caregiver Education ..... 30  
 Caregiver Respite Program, CFS Gerontology ..... 38  
 Caregiver Respite Program, KKV ..... 38  
 CareResource Hawaii ..... 48  
 Caring Designed For the Ageless, LCC ..... 36

**BASIC NEEDS - TRANSPORTATION**

**Handi Wheelchair Transportation, LLC** 946-6666  
 P.O. Box 22428 Honolulu 96823

**JCRG Eldercare and Transervices, LLC** 456-1805  
 1185 Hoolaulea St. Pearl City 96782

**Malama Lima Handi-Trans, LLC** 226-0109  
 P.O. Box 970324 Waipahu 96797

**OhanaCare Transportation Services, LLC** 206-2900  
 P.O. Box 1926 Pearl City 96782

**OHE Transportation Services, Ltd** 426-4500  
 P.O. Box 850 Pearl City 96782 [www.oheservices.com](http://www.oheservices.com)

**Persons with Disabilities Parking Permit** 532-7710  
 City & County of Honolulu  
 Customer Services Department  
 Download parking permit form: [www.hawaii.gov/health/dcab](http://www.hawaii.gov/health/dcab)  
 Or go to any Satellite City Hall (page 24) for application.  
 P.O. Box 30310 Honolulu 96820

**TheBus - Oahu Transit Services, Inc.**  
 811 Middle St. Honolulu 96819 [www.thebus.org](http://www.thebus.org)  
 Medicare beneficiaries are eligible for discounted fares.  
 Show your valid Medicare Card to the bus driver or  
 apply for a Senior Bus Pass at the Middle Street  
 office. Bus pass renewal also available at Satellite  
 City Halls (page 24).

**Bus Pass Office/Lost & Found** 848-4444  
**Customer Service** 848-4500  
**Schedules and Routes** 848-5555

**TheHandi-Van**

**Oahu Transit Services, Inc.**

For persons with disabilities who are unable to use TheBus.

**Applications** [538-0033]  
**Customer Service, Reservations &** 456-5555  
**Cancellations/Late Pick-Up** (TTY) 454-5045

**Transporter 3, LLC** **834-3414**  
1328 Kam IV Rd. Honolulu 96819

**Wheelers Accessible Van Rentals** **735-6365**  
2677 Ipulei Pl. Honolulu 96816 [www.wheelersvanrentals.com](http://www.wheelersvanrentals.com)



**Need more information?  
Call the Senior Helpline  
768-7700**

# Index

## A

- AARP-Honolulu ..... 26
- AARP: 55-Alive Driver Education ..... 19
- Abandoned Vehicles ..... 96
- Abuse & Neglect Victims ..... 72
- Action Line ..... 23
- Adult Day Care & Day Health ..... 35
- Adult Intake Unit ..... 17, 46, 72
- Adult Protective Services ..... 72, 95
- Advance Directives ..... 43
- Advocacy ..... 64
- Affordable Lawyers ..... 65
- Aged to Perfection ..... 36
- Akamai Grocery Shopping & Delivery Service ..... 47
- Alcoholics Anonymous ..... 40
- Aloha Medical Mission Clinic ..... 52
- Aloha Nursing & Rehab Centre ..... 14, 36
- Aloha State Association of the Deaf ..... 70
- Aloha United Way (AUW) 211 ..... 23
- AlohaMeds ..... 57
- Alu Like ..... 10, 50
- Alzheimer’s Association ..... 24, 30, 40, 41, 50
- Alzheimer’s Helpline ..... 51
- American Cancer Society ..... 20, 40, 43, 51
- American Diabetes Association ..... 40
- American Foundation for the Blind ..... 69
- American Heart Association ..... 40
- American Lung Association of Hawaii ..... 40
- American Red Cross ..... 30
- American Sign Language Interpreter Ed. Prog. .... 70
- American Stroke Association ..... 40
- Ann Pearl Adult Day Health ..... 36

## OTHER GROUPS

### 74 Pet Owners, Veterans

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#### **Tutu and Me Traveling Preschool**

Free mobile preschool at community sites for grandparents raising children up to five years of age.  
2345 Nuuanu Ave. Honolulu 96817

**524-7633**

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

### **Pet Owners**

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#### **Hawaiian Humane Society**

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

##### **Adoptions**

Reduced adoption fees for seniors adopting older animals.

**356-2218**

##### **Pals Program**

Pet foster care during temporary, emergency situations.  
2700 Waiialae Ave. Honolulu 96826

**356-2217**

### **Veterans**

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#### **State Office of Veterans Services**

459 Patterson Rd., E-Wing, Rm. 1-A103  
Honolulu 96819

**433-0420**

#### **U.S. Department of Veterans Affairs**

Veterans Service Center

Burial benefits, disability, education, home loan guaranty, homeless veterans, medical treatment, minority veterans, vocational rehabilitation.  
459 Patterson Rd. Honolulu 96819

**1-800-827-1000**

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

#### **U.S. Vets Transitional Housing and Homeless Program**

Help veterans achieve independence.  
P.O. Box 75329 Kapolei 96707

**682-9000**

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

## COMMUNITY SERVICES

### Information & Referral 23

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# Community Services

## Information & Referral

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#### **Action Line**

Weekdays 11 a.m. to 1 p.m.  
c/o KHON2 88 Piikoi St. Honolulu 96814

**591-0222**

[www.khon2.com](http://www.khon2.com)

#### **Aloha United Way 211 Hotline**

Information and referral for community service resources.  
Monday-Friday, 6 a.m. - 9 p.m. excluding holidays.  
P.O. Box 1096 Honolulu 96808

**211**

**536-1951**

[www.auw211.org](http://www.auw211.org)

#### **Better Business Bureau of Hawaii, Inc.**

Neighbor Islands call toll-free number.  
1132 Bishop St. Suite 615 Honolulu 96813

**536-6956**

**1-877-222-6551**

[www.hawaii.bbb.org](http://www.hawaii.bbb.org)

#### **City & County of Honolulu**

Information Branch

**768-4385**

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

#### **National Eldercare Locator**

Access to more than 4,800 Information and Referral service providers in the United States.

**1-800-677-1116**

#### **Senior Helpline**

Elderly Affairs Division

Department of Community Services

City & County of Honolulu

Telephone and personal consultation, information and referral to services, outreach, speakers, brochures, and lending library.  
715 S. King St. Suite 200 Honolulu 96813

**768-7700**

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

## COMMUNITY SERVICES

### 24 Personal Identification, Satellite City Halls

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#### Personal Identification

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**Alzheimer's Association** **1-888-572-8566**  
Safe Return+MedicAlert [www.alz.org/Hawaii](http://www.alz.org/Hawaii)  
Nationwide emergency response service for individuals with dementia who wander or have a medical emergency.

**MedicAlert** **1-800-432-5378**  
Medical identification bracelets and services. [www.medicalert.org](http://www.medicalert.org)

**State Identification** **587-3111**  
Official Hawaii State Identification Card [www.stateid.hawaii.gov](http://www.stateid.hawaii.gov)  
465 S. King St. Rm. 102 Honolulu 96813

#### Satellite City Halls

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**Customer Service Dept. Information Line** **768-3798**  
Driver's license, motor vehicle registration, bus pass renewal, persons with disabilities parking permit and other services. For Satellite hours and services, go to [www.honolulu.gov/csd/satellite](http://www.honolulu.gov/csd/satellite) or call 768-3798.

**Ala Moana Center**  
1450 Ala Moana Blvd. #1286 Honolulu 96814

**Fort Street (Downtown)**  
1000 Fort Street Mall Honolulu 96813

**Hawaii Kai Corporate Plaza**  
6600 Kalaniana'ole Hwy. Suite 101 Honolulu 96825

**Kailua - Keolu Shopping Center**  
1090 Keolu Dr. Kailua 96734

**Kalihi - Kapalama City Square**  
1199 Dillingham Blvd. A109 (Drivers Licensing A101) 96817

## OTHER GROUPS

### Grandparents 73

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**PACT Family Peace Center** **832-0855**  
**Crisis Hotline** **585-7944**  
Group counseling for domestic violence batterers, victims, and child witnesses. [www.pacthawaii.org](http://www.pacthawaii.org)  
1505 Dillingham Blvd. Suite 208 Honolulu 96817

**REACH** **543-8468**  
**CFS Gerontology Program** [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
Case management for older adults at risk of abuse, neglect, or self-neglect.

**The Sex Abuse Treatment Center** **535-7600**  
Support for victims of sexual assault. **(24 hr Hotline) 524-7273**  
Harbor Court, 55 Merchant St. 22nd Floor [www.satchawaii.com](http://www.satchawaii.com)  
Honolulu 96813

#### Grandparents

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Resources for grandparents raising children. Also visit Generations United at [www.gu.org](http://www.gu.org), and [www.aarp.org/life/grandparents](http://www.aarp.org/life/grandparents).

**Hawaii Family Services, Inc.** **696-3482**  
Programs for grandparents raising grandchildren in Waianae/Leeward area.  
87-227 St. John's Rd. Waianae 96792

**PATCH** **839-1988**  
People Attentive to Children [www.patchhawaii.org](http://www.patchhawaii.org)  
Child care resource and referral agency.  
650 Iwilei Rd. Suite 205 Honolulu 96817

**Queen Liliuokalani Children's Center** **235-7613**  
Support group for grandparents & relative caregivers of minors.  
46-316 Haiku Rd. Kaneohe 96744 [www.qlcc.org](http://www qlcc.org)

**The Parent Line** **526-1222**  
Support and information for grandparents, parents, and other child caregivers. **1-800-816-1222**  
[www.theparentline.org](http://www.theparentline.org)

## Other Groups

### Abuse & Neglect Victims

Abuse can affect people of all ethnic backgrounds and social status. It may include physical, emotional and sexual abuse; neglect; abandonment; and financial exploitation.

Social isolation, mental impairment, or a history of domestic violence may make an older person more susceptible to abuse. Sometimes seniors neglect their own care because of declining health, isolation, dementia, or drug or alcohol dependency.

Financial exploitation is a growing problem. Some people will try to take advantage of vulnerable elders. The perpetrators may be their own caregiver, friend, or even a family member. For agencies that deal with scams and fraud see **Consumer Assistance & Protection**, page 58.

#### Adult Protective Services

**Dept. of Human Services - Adult Intake Unit** 832-5115

If you know of a dependent adult who is being abused or neglected, call this number for assistance. [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
420 Waiakamilo Rd. Suite 300A Honolulu 96817

**Domestic Violence Action Center** 531-3771

P.O. Box 3198 Honolulu 96801 [www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

**Elder Abuse Justice Unit** 768-7536

Dept. of the Prosecuting Attorney  
Prosecutes criminal cases involving victims 60 years and older.

**Hawaii Immigrant Justice Center** 536-8826

Neighbor Islands call toll free 1-877-208-8828  
Legal services, community outreach & education and advocacy for immigrants. [www.hijcenter.org](http://www.hijcenter.org)  
P.O. Box 3950 Honolulu 96812

**Programs for Families** 841-0822

Child & Family Service [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
Shelter for abused spouses/children.

#### Kaneohe - Windward City Shopping Center

45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

#### Kapolei Hale

1000 Uluohia St. Kapolei 96707

#### Pearlridge Shopping Center - Uptown

98-1005 Moanalua Rd. 244B Aiea 96701

#### Wahiawa

330 N. Cane St. Wahiawa 96786

#### Waianae Neighborhood Community Center

85-670 Farrington Hwy. Waianae 96792

### Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults. Go to [www.honolulu.gov/parks/programs](http://www.honolulu.gov/parks/programs) for Department of Parks and Recreation activities.

**CCH Lanakila Multi-Purpose Senior Center** 847-1322

Catholic Charities Hawaii [www.catholiccharitieshawaii.com](http://www.catholiccharitieshawaii.com)  
Serving Moanalua to Kakaako.  
1640 Lanakila Ave. Honolulu 96817

**Kaneohe Community & Senior Center** 233-7317

45-613 Puohala St. Kaneohe 96744

**Kapahulu Center** 737-1748

3410 Campbell Ave. Honolulu 96815

**Makua Alii Senior Center** 973-7258

Department of Parks & Recreation [www.honolulu.gov/parks](http://www.honolulu.gov/parks)  
1541 Kalakaua Ave. Box 3 Honolulu 96826

## COMMUNITY SERVICES

### 26 Senior Clubs & Organizations

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**Moiliili Senior Center** **955-1555**  
Moiliili Community Center [www.moiliilicc.org](http://www.moiliilicc.org)  
Serving seniors from Hawaii Kai to Makiki.  
Special group program also available for frail elders.  
2535 S. King St. Honolulu 96826

**ORI Anuenue Hale Inc.** **622-3929**  
64-1510 Kamehameha Hwy. Wahiawa 96786

**Waikiki Community Center** **923-1802**  
310 Paoakalani Ave. Honolulu 96815 [www.waikikicomunitycenter.org](http://www.waikikicomunitycenter.org)

### Senior Clubs & Organizations

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Call Senior Centers and ask about ethnic clubs. Call churches and temples and ask for senior groups. See "Associations" and "Clubs" in the Yellow Pages.

**AARP-Honolulu** **843-1906**  
**American Association of Retired Persons** **843-1907**  
City Square Center [www.aarp.org/states/hi](http://www.aarp.org/states/hi)  
1199 Dillingham Blvd. A106 Honolulu 96817

**Department of Parks & Recreation** **973-7258**  
Senior Citizens Section [www.honolulu.gov/parks](http://www.honolulu.gov/parks)  
1541 Kalakaua Ave. Box 3 Honolulu 96826

**HGEA-Retirees Unit** **543-0054**  
Hawaii Government Employees Association [www.hgea.org](http://www.hgea.org)  
888 Mililani St. #601 Honolulu 96813

**HSTA-R** **833-2711**  
Hawaii State Teachers Association-Retired  
1200 Kapuna St. Honolulu 96819

**Kokua Council** **540-1928**  
mail: c/o Harris United Methodist Church [kokuacouncil.org](http://kokuacouncil.org)  
20 S. Vineyard Blvd. Honolulu 96813

## PERSONS WITH DISABILITIES

Other 71

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### Other

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**Department of Human Services** **586-5167**  
Vocational Rehabilitation Division [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
Employment services for people with disabilities.  
600 Kapiolani Blvd. Rm. 301 Honolulu 96813

**Easter Seals Hawaii** **536-1015**  
Services for children and adults with **Fax 536-3765**  
disabilities or special needs. [www.eastersealshawaii.org](http://www.eastersealshawaii.org)  
710 Green St. Honolulu 96813

**Hawaii Centers for Independent Living** **522-5400**  
Assistance for persons with disabilities. **TTY 536-3739**  
414 Kuwili St. #102 Honolulu 96817 **Fax 522-5427**

**SECOH (Special Education Center of Hawaii)** **739-2745**  
Supporting Exceptional Citizens of Hawaii [www.secoh.org](http://www.secoh.org)

**The Arc in Hawaii** **737-7995**  
Advocacy and services for people with [www.thearcinhawaii.org](http://www.thearcinhawaii.org)  
intellectual or a related developmental disability.  
3989 Diamond Head Rd. Honolulu 96816

## PERSONS WITH DISABILITIES

70 Deaf/Hard-of-Hearing

### Deaf/Hard-of-Hearing

**Aloha State Association of the Deaf** [www.asadhawaii.org](http://www.asadhawaii.org)  
Non-profit association of and for deaf citizens.  
P.O. Box 88591 Honolulu 96830

**American Sign Language Interpreter Education Program** (V/TTY) 734-9154 Fax 734-9799  
Kapiolani Community College [programs.kcc.hawaii.edu/~noncredit](http://programs.kcc.hawaii.edu/~noncredit)  
Credit and non-credit courses in American Sign Language (ASL).  
4303 Diamond Head Rd.  
Manono Bldg. Rm. 116 Honolulu 96816

**Kapiolani Community College (KCC) Deaf Center** (V/TTY) 734-9210 Fax 734-9238  
Education programs for adults who are deaf or hard-of-hearing, their families and friends. Lending library of books and video tapes for deaf and hard-of-hearing adults.  
4303 Diamond Head Rd.  
Manono Bldg. Rm. 102 Honolulu 96816

**Telecommunications Relay Service (TRS) Text Telephone (TTY) Voice Carry Over (toll free)** 711 1-877-447-5990 1-877-447-5991  
TRS provides a way for those who are deaf, hard-of-hearing, or who have a speech disability to communicate through traditional, internet or video relay services. [www.sprintip.com](http://www.sprintip.com)

## COMMUNITY SERVICES

Volunteer Opportunities 27

**NARFE** 545-1071  
National Active & Retired Federal Employees Association [www.narfe.org](http://www.narfe.org)  
300 Ala Moana Blvd. Rm. 7-213 Honolulu 96850

### Volunteer Opportunities

Add life to years and years to life by volunteering! In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

**Department of Human Services** [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
Adult & Community Care Branch  
**Foster Grandparent Program** 832-5169  
For income-eligible persons 60 years and older, interested in serving children with special needs in schools.  
**Senior Companion Program** 832-0340  
For income-eligible persons 60 years and older interested in serving frail seniors.  
**Retired & Senior Volunteer Program (RSVP)** 832-5163  
For individuals 55 years and older who are interested in volunteer opportunities.  
420 Waiakamilo Rd. Room 202 Honolulu 96817

**Friends of Honolulu Hale** 768-7762  
Department of Community Services  
711 Kapiolani Blvd. Suite 1422 Honolulu 96813

**Project Dana** 945-3736  
Volunteers provide services to frail seniors. [www.moiliilihongwanji.org](http://www.moiliilihongwanji.org)  
902 University Ave. Honolulu 96826

**Waikiki Friendly Neighbors** 926-8032  
Volunteers provide services to frail seniors residing in Waikiki. [www.waikikihc.org](http://www.waikikihc.org)  
277 Ohua Ave. Honolulu 96815

# Education

## Learning Opportunities

See Yellow Pages under "Schools-Universities and Colleges" for private colleges. Also see **Senior Centers**, page 25 and **Senior Clubs and Organizations**, page 26.

Use your library! **Hawaii State Public Library System** online:  
[www.librarieshawaii.org](http://www.librarieshawaii.org)

**Community Education Section** **203-5511**  
 Department of Education  
 Community schools for adults island-wide.  
 475 22nd Ave. Rm. 202 Honolulu 96816

**Hawaii Literacy Inc.** **537-6706**  
 200 N. Vineyard Blvd. #320 Honolulu 96817 [www.hawaiiliteracy.org](http://www.hawaiiliteracy.org)

**Honolulu Community College** **845-9296**  
 Emeritus College/Honolulu SeniorNet [honolulu.hawaii.edu/cet](http://honolulu.hawaii.edu/cet)  
 Instruction and access to computers for seniors.  
 874 Dillingham Blvd. Bldg. 2 #408 Honolulu 96817

**Kapiolani Community College**  
**Continuing Education and Training** **734-9211**  
 Non-credit courses for enrichment, professional development and/or re-careering. [programs.kcc.hawaii.edu](http://programs.kcc.hawaii.edu)  
**Kupuna Education Center** **734-9108**  
 Classes for active seniors, family caregivers, and para-professional training. [www.kupunaeducation.com](http://www.kupunaeducation.com)  
 4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

**Leeward Community College** **455-0479**  
 Office of Continuing Education & Workforce Development [www.ocewd.org](http://www.ocewd.org)  
 96-045 Ala Ike St. CE-10 Pearl City 96782

# Persons with Disabilities

## Assistive Technology

**ATRC** **532-7110**  
 Assistive Technology **TTY 532-7113**  
 Resource Centers of Hawaii **Fax 532-7120**  
 Information on assistive devices and [www.atrc.org](http://www.atrc.org)  
 funding resources.  
 414 Kuwili St. #104 Honolulu 96817

**Island Skill Gathering** **(V/TTY) 732-4622**  
 Assistive listening and alerting devices **Fax 739-5464**  
 for people with disabilities [www.isghawaii.com](http://www.isghawaii.com)  
 including visually and hearing impaired.  
 3472 Kanaina Ave. Honolulu 96815

## Blind/Visually Impaired

**American Foundation for the Blind** [www.afb.org/seniorsite](http://www.afb.org/seniorsite)  
 Senior website

**Hoopono** **(V/TTY) 586-5269**  
 Low Vision Clinic [www.hawaiiivr.org](http://www.hawaiiivr.org)  
 1901 Bachelot St. Honolulu 96817

**Library for the Blind and Physically Handicapped** **(V/TTY) 733-8444**  
**Fax 733-8449**  
 Certified persons unable to use or read [www.librarieshawaii.org](http://www.librarieshawaii.org)  
 regular print due to visual or physical disabilities.  
 402 Kapahulu Ave. Honolulu 96815

**State Tax Information**

Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

**587-4242**[www.hawaii.gov/tax](http://www.hawaii.gov/tax)

Need more information?  
Call the Senior Helpline

**768-7700****University of Hawaii at Manoa****Center on Aging**

1800 East West Rd. Henke Hall 226  
Honolulu 96822

**956-5001**  
[www.hawaii.edu/aging](http://www.hawaii.edu/aging)**Osher Lifelong Learning Institute**

Educational opportunities for seniors.  
PMB460 2440 Campus Rd. Honolulu 96822

**956-8224**  
[www.all.hawaii.edu](http://www.all.hawaii.edu)**Senior Citizen Visitor Program**

Office of Equity, Excellence & Diversity  
Hawaii residents 60 years and older  
can participate in regular classes  
without paying tuition.

**956-9317**  
[www.hawaii.edu/diversity](http://www.hawaii.edu/diversity)

2600 Campus Rd. Student Services Center #413  
Honolulu 96822

**University of Hawaii - West Oahu**

96-129 Ala Ike St. Pearl City 96782

**454-4700**  
[www.uhwo.hawaii.edu](http://www.uhwo.hawaii.edu)**Windward Community College**

Office of Continuing Education and Training  
45-720 Keaahala Rd. Kaneohe 96744

**235-7433**  
[ocet.wcc.hawaii.edu](http://ocet.wcc.hawaii.edu)

Need more information?  
Call the Senior Helpline

**768-7700**

# Family Support

This section describes programs and services that promote quality of life by supplementing the care for frail elders that is generally provided by families.

If you help a friend or family member with trips to the doctor or grocery store, or help with their grooming or household chores, then you are a **family caregiver**. Too often families think that only people they hire are caregivers. They don't think of getting assistance until they burn out. By getting support early, you can reduce your stress level and keep yourself healthy so that you can continue in your important role.

People often think of nursing homes when they hear the term **long-term care (LTC)**. However, LTC includes any type of ongoing service a person would need to maintain quality of life, including assistance provided in the home by family members or agencies.

Medical insurance (such as Medicare) will usually only cover skilled nursing care for a very limited time. LTC insurance may cover additional skilled nursing care and **custodial care** which includes assistance with activities of daily living such as bathing, dressing, and toileting. Refer to **A Shopper's Guide to Long-Term Care Insurance** from the National Association of Insurance Commissioners, online: [www.ltcfeds.com/documents/files/NAIC\\_Shoppers\\_Guide.pdf](http://www.ltcfeds.com/documents/files/NAIC_Shoppers_Guide.pdf).

## Caregiver Education

See also **Support Groups**, page 40 and **Health & Safety Education**, page 50. Go to [www.elderlyaffairs.com](http://www.elderlyaffairs.com) for the **Family Caregiving Guide**.

**Alzheimer's Association** **591-2771**  
 Classes, orientation, and information [www.alz.org/Hawaii](http://www.alz.org/Hawaii)  
 for caregivers of dementia patients.  
 1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

**American Red Cross** **734-2101**  
 Training & Preparedness Section [www.hawaiiiredcross.org](http://www.hawaiiiredcross.org)  
 Family Caregiving reference guide with DVD for self-training at your own pace (stock #653975, \$24.95).  
 For Nurse Aide training, see website or call.  
 4155 Diamond Head Rd. Honolulu 96816

**U.S. Citizenship and Immigration Services** **532-2701**  
 Honolulu District Office [www.uscis.gov](http://www.uscis.gov)  
 595 Ala Moana Blvd. Honolulu 96813

## Taxes

During tax season **AARP's Tax-aid** program can provide simple income tax assistance to seniors. For locations, call the **Senior Helpline** at 768-7700.

**City & County Real Property Assessment Branch Exemption Program** [www.honolulupropertytax.com](http://www.honolulupropertytax.com)  
 A Real Property Tax *Exemption* lowers the taxable value of your home. The amount exempted is based on age and certain disabilities.

**Honolulu Office** **768-3799**  
 842 Bethel St. Honolulu 96813  
**Kapolei Office** **768-3169**  
 1000 Uluohia St. Suite 206 Kapolei 96707

**City & County Tax Collections** [www.honolulu.gov/budget/treasury\\_division.htm](http://www.honolulu.gov/budget/treasury_division.htm)  
**Current Collections** **768-3980**

Questions on tax payments.  
 530 S. King St. Room 115 Honolulu 96813  
**Homeowner's Tax Relief** **768-3205**  
 A Real Property Tax *Credit* is based on the homeowner's income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner's income.  
 715 S. King St. Rm. 505 Honolulu 96813

**Federal Internal Revenue Service (IRS)** **1-800-829-1040**  
[www.irs.gov](http://www.irs.gov)

**Taxpayer Advocate Service** **[566-2950]**  
 Handles taxpayer problems not resolved through normal IRS channels. [\[www.irs.gov/advocate\]](http://www.irs.gov/advocate)  
**[MSH2200, 1099 Alakea St. Floor 22 Honolulu 96813]**

**UHELP** **956-6544**  
 University of Hawaii Elder Law Program [www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

**Volunteer Legal Services Hawaii** **528-7046**  
 Free or reduced cost services for needy clients. [www.vlsh.org](http://www.vlsh.org)  
 545 Queen St. #100 Honolulu 96813

## **Immigration Assistance**

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications.

**Bilingual Access Line (24-hours)** **526-9724**  
 Helping Hands Hawaii [www.helpinghandshawaii.org](http://www.helpinghandshawaii.org)  
 Interpreter and translation services.  
 2100 N. Nimitz Hwy. Honolulu 96819

**CCH Immigrant Services** **528-5233**  
 Catholic Charities Hawaii [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)  
 Assistance for low-income immigrants.

**Lanakila Easy Access Project** **832-5685**  
 Referrals for immigrants living in U.S. less than a year.  
 1700 Lanakila Ave. Suite 104 Honolulu 96817

**Pacific Gateway Center** **851-7010**  
 Helping immigrants, refugees, and [www.pacificgatewaycenter.org](http://www.pacificgatewaycenter.org)  
 low-income residents to self-sufficiency.  
 83 N. King St. Honolulu 96817

**Refugee/Immigrant Program** **543-8447**  
 Child & Family Service  
 Help with job search, filling out forms, and English training.  
 200 N. Vineyard Blvd. Bldg. B Honolulu 96817

**Susannah Wesley Community Center** **847-1535**  
 Refugee Service Program [susannahwesley.org](http://susannahwesley.org)  
 1117 Kaili St. Honolulu 96819

**CPR Awareness** **422-0827 ext. 242**  
 Honolulu Fire Department [www.honolulu.gov/HFD/cpr.htm](http://www.honolulu.gov/HFD/cpr.htm)  
 Training and Research Bureau  
 Charles H. Thurston Training Center  
 890 Valkenburgh St. Honolulu 96818

**Elderly Affairs Division** **768-7700**  
 Information, consultation and referrals for [www.elderlyaffairs.com](http://www.elderlyaffairs.com)  
 seniors, caregivers, businesses, and physicians.

**Kupuna Education Center** **734-9108**  
 Kapiolani Community College [www.kupunaeducation.com](http://www.kupunaeducation.com)  
 Regularly scheduled family caregiver  
 training series taught by health care professionals.  
 4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

**ORI Anuenue Hale Inc.** **622-3929**  
 Caregiver training and information.  
 64-1510 Kamehameha Hwy. Wahiawa 96786

## **Case Management**

**Case managers** help with coordinating care for the needs of a frail or disabled elderly person. They develop care plans based on individual needs, coordinate service delivery, and monitor progress. Some also specialize in helping elders get placed into long-term care facilities. It is a good option for long distance caregivers and those who have limited time.

Case managers may be Licensed Social Workers (LSW), Registered Nurses (RN), etc. Make sure to ask for qualifications when looking to hire one. Also look for "Home Health Service" in the Yellow Pages for other private companies.

**Case Management Coordination Program**  
**Department of Health, Public Health Nursing Branch**

**Administration** **586-4620**  
 1250 Punchbowl St. Rm. 210 Honolulu 96813

**Central Oahu** **453-6190**  
 860 Fourth St. Rm. 130 Pearl City 96782

**Public Health Nursing Branch (continued)**

**Leeward** **675-0073**  
 94-275 Mokuola St. Rm. 101 Waipahu 96797

**East Honolulu** **733-9220**  
 3627 Kilauea Ave. Rm. 311 Honolulu 96816

**West Honolulu** **832-5757**  
 1700 Lanakila Ave. Rm. 201 Honolulu 96816

**Windward** **233-5450**  
 45-691 Keaahala Rd. Kaneohe 96744

**CFS Gerontology Program**

Child & Family Service [www.childandfamilyservice.org](http://www.childandfamilyservice.org)

**Ohana Care Program** **543-8468**  
 Case management and counseling for unpaid caregivers and their elderly care receivers.

**Senior Case Management** **543-8497**  
 200 N. Vineyard Blvd. Bldg. B Honolulu 96817

**HMSA** **948-5711**  
 Integrated Case Management Services **1-800-365-7665**  
 HMSA and HPH members only. [www.hmsa.com](http://www.hmsa.com)  
 818 Keeaumoku St. Honolulu 96808

**Hawaii Association of Case Managers** [www.hacm.net](http://www.hacm.net)

**Ke Ola Mamo** **848-8000**  
 Native Hawaiian Health Care System [www.keolamamo.org](http://www.keolamamo.org)  
 Island-wide services for Native Hawaiians.  
 1505 Dillingham Blvd. Suite 205 Honolulu 96817

**Kokua Kalihi Valley Comprehensive Family Services (KKV)** **848-0977**  
[www.kkv.net](http://www.kkv.net)  
 Case management for frail elderly in Kalihi Valley.  
 KKV Elder Center 1846 Gulick Ave. Honolulu 96819

**Life Foundation** **521-2437**  
 Case management and support services for people with HIV.  
 677 Ala Moana Blvd. #226 Honolulu 96813 [www.lifefoundation.org](http://www.lifefoundation.org)

**Office of the Public Guardian** **534-6100**  
 Guardianship for incapacitated adults of the state.  
 P.O. Box 2495 Honolulu 96804-2445

**State Office of the Ombudsman** **587-0770**  
 Complaints about executive branch agencies **(TTY) 587-0774**  
 of state and county governments. [www.ombudsman.hawaii.gov](http://www.ombudsman.hawaii.gov)  
 465 S. King St. 4th Floor Honolulu 96813

**UHELP** **956-6544**  
 University of Hawaii Elder Law Program [www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

**Victim Witness Kokua Services** **768-7401**  
 Department of the Prosecuting Attorney **768-7400**  
 Assistance to victims of criminal offenses.  
 1060 Richards St. 9th Floor Honolulu 96813

**Legal Representation & Mediation**

**Hawaii Immigrant Justice Center** **536-8826**  
 Neighbor Islands call toll free **1-877-208-8828**  
 Legal services, community outreach & education [www.hijcenter.org](http://www.hijcenter.org)  
 and advocacy for immigrants.  
 P.O. Box 3950 Honolulu 96812

**Lawyer Referral & Information Service** **537-9140**  
 Hawaii State Bar Association [www.hawaiilawyerreferral.com](http://www.hawaiilawyerreferral.com)

**Legal Aid Society of Hawaii (LASH)** **536-4302**  
 Income eligible service, locations island-wide.

**Affordable Lawyers Project** **527-8027**  
 Affordable services for those who [www.legalaidhawaii.org](http://www.legalaidhawaii.org)  
 do not qualify for LASH.  
 924 Bethel St. Honolulu 96813

**Mediation Center of the Pacific** **521-6767**  
 Mediation services. [www.mediatehawaii.org](http://www.mediatehawaii.org)  
 680 Iwilei Rd., Suite 530 Honolulu 96817

## Legal Services & Advocacy

Many types of Elder Law concerns are presented in *Deciding “Who Cares?”*, a publication of the University of Hawaii Elder Law Project ([www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)). Available at Hawaii State Public Libraries ([www.librarieshawaii.org](http://www.librarieshawaii.org)) with call # H346.013Pi.

### Advocacy

For **Guardianship Pro-se Packet** go to [[www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf](http://www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf)]. This packet describes the steps necessary to establish guardianship of an incapacitated person.

#### Office of Health Care Assurance

Department of Health

**Care Home complaints** **692-7400**

601 Kamokila Blvd. Rm. 361 Kapolei 96707

**Hospital & Nursing Home complaints** **692-7420**

601 Kamokila Blvd. Rm. 395 Kapolei 96707

**Hawaii Disability Rights Center** **949-2922**

For persons with disabilities. [www.hawaiidisabilityrights.org](http://www.hawaiidisabilityrights.org)  
900 Fort St. Mall Suite 1040 Honolulu 96813

**Legal Aid Society of Hawaii** **536-4302**

Non-profit law firm assisting the low to moderate-income community. [www.legalaidhawaii.org](http://www.legalaidhawaii.org)  
924 Bethel St. Honolulu 96813

**Long Term Care Ombudsman  
Executive Office on Aging** **586-0100**

For nursing, care home and assisted living residents.

**Mental Health America of Hawaii** **521-1846**

For persons with mental health concerns regarding access, treatment, and service. [www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)  
1124 Fort St. #205 Honolulu 96813

**Queen’s Medical Center** **547-4652**  
Queen’s Community Based Programs [www.queens.org](http://www.queens.org)  
1301 Punchbowl St. Honolulu 96813

### Emergency Alert Systems

Personal Emergency Alert systems attach to a home telephone and will call your designated number when the wireless unit (that is worn on the person) is activated. Such devices may be useful for elders who live alone.

Also consider the **Carrier Alert Program**. If enrolled, mail carriers report seniors who have not picked up mail in a while. Call the Senior Helpline at 768-7700 for registration.

**Kupuna Monitoring Systems, Inc.** **721-1201**  
Statewide service. [www.kupunamonitoring.com](http://www.kupunamonitoring.com)  
P.O. Box 2247 Aiea 96701

**Lifeline Hawaii Services** **1-888-409-8449**  
Serving all islands. [www.lifelinehawaiiservices.com](http://www.lifelinehawaiiservices.com)

**Queen’s Lifeline** **537-7585**  
1301 Punchbowl St. Honolulu 96813 [www.queens.org](http://www.queens.org)

**Hawaii HealthCare Professionals Lifeline** **531-8177**  
377 Keahole St. E106 Honolulu 96825 [www.hhcpcaring.com](http://www.hhcpcaring.com)

**St. Francis Lifeline** **547-6120**  
2251 Mahalo St. Honolulu 96817 [www.stfrancishawaii.org](http://www.stfrancishawaii.org)

### Escort

Someone who accompanies and personally assists an elder with a service. Also see **Transportation**, page 20. See Yellow Pages under “Home Health Service.”

**Catholic Charities Hawaii** **595-0077**  
Escort assistance for seniors. [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

## FAMILY SUPPORT

### 34 Exercise for Frail Elders

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#### Project Dana

945-3736

Door-to-door transportation and/or  
escort assistance for frail elders.  
902 University Ave. Honolulu 96826

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

### Exercise for Frail & Disabled Elders

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See also **Education**, page 28, and **Senior Centers**, page 25. Check also with your health insurance plan or local clinic or hospital to see what they have to offer.

#### Arthritis Foundation, Hawaii Branch

596-2900

Land exercises, AQUA, and Tai Chi, various locations.  
615 Piikoi St. #1109 Honolulu 96814

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

#### CFS Gerontology Program

543-8421

##### No Fear of Falling

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

Exercise and education groups for  
older adults at risk for falls, 2 locations.

##### Senior Exercise Group

Health support groups, exercise & socializing, 7 locations.  
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

#### Department of Parks & Recreation

##### Therapeutic Recreation Unit

768-3027

Support for the inclusion  
of people with disabilities  
into Parks and Recreation programs.  
1000 Uluohia St. Suite 309 Kapolei 96707

[www.honolulu.gov/parks/programs/trunit.htm](http://www.honolulu.gov/parks/programs/trunit.htm)

#### Elam Sports Oahu

674-9595

Physical and aqua therapy.  
No extra charge for home visit.

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

1001 Kamokila Blvd. Suite 111 Kapolei 96707  
425 Kamehameha Hwy. #2B Pearl City 96782

#### Kaiser Permanente Lifestyle Program

432-2270

1010 Pensacola St. Honolulu 96814

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

## INCOME SECURITY - FINANCIAL HELP

### Utility Assistance 63

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#### Salvation Army

[841-5565]

Rental Assistance for persons facing  
eviction or homelessness.

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

Food pantry, Clothing voucher.

320 Ward Ave. Suite 109 Honolulu 96814

#### Waianae Community Outreach

696-5667

Services for persons experiencing homelessness.

P.O. Box 1912 (87-132 Farrington Hwy.)

Waianae 96792

### Utility Assistance

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#### Catholic Charities Hawaii

521-4357

Helpline

(521- HELP)

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

#### Hawaiian Telecom Lifeline/Link-up Service

643-3456

Telephone subsidies for qualified individuals.

P.O. Box 2200 Honolulu 96814

[www.hawaiiantel.com/pdfs/Lifeline\\_Application\\_2009.pdf](http://www.hawaiiantel.com/pdfs/Lifeline_Application_2009.pdf)

#### Honolulu Community Action Program (HCAP)

521-4531

Subsidies for electric bills through the Low-Income  
Home Energy Assistance Program (LIHEAP).

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

Applications accepted only once a year. Call to find  
office near you.

# Financial Help

## Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

### Benefit, Employment & Support Services

Department of Human Services

Welfare and Food Stamp programs.

**Public Assistance Information Line** **643-1643**

For eligibility information and application locations. [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

### Med-QUEST Division

Department of Human Service

Medical assistance for eligible persons.

Applications available from the offices below.

[www.med-quest.us](http://www.med-quest.us)

**Honolulu** **587-3521**

801 Dillingham Blvd. 3rd Floor

**Kapolei** **692-7364**

601 Kamokila Blvd. Room 415

## Temporary Financial Aid

**Catholic Charities Hawaii** **521-4357**

Helpline **(521- HELP)**

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

**Domestic Violence Action Center** **531-3771**

For victims of intimate partner abuse.

P.O. Box 3198 Honolulu 96801 [www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

**Jewish Community Services** **258-7121**

Counseling, referrals and resources.

2550 Pali Hwy. Honolulu 96817

### Kokua Kalihi Valley (KKV) Elderly Services

Health Maintenance Program

For elders residing in Kalihi Valley.

**848-0977**

[www.kkv.net](http://www.kkv.net)

#### KKV Elder Center

1846 Gulick Ave. Honolulu 96819

#### KPT Community Hall

1475 Linapuni St. Honolulu 96819

**Therapists and Home Care On Call, Inc.** **247-2472**

Therapists will go to homebound.

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

46-310 Hoana St. Kaneohe 96744

### YMCA

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

Aqua exercise classes for people with arthritis

and Silver and Fit, land exercise class for seniors.

#### Kaimuki

4835 Kilauea Ave. Honolulu 96816

**737-5544**

#### Windward

1200 Kailua Rd. Kailua 96734

**261-0808**

## Respite - Adult Day Care & Day Health

**Adult Day Care** programs include supervision, recreation, socialization, exercise, meals, and group activities. Facilities are licensed by the **Department of Human Services, Adult & Community Care Services Branch**. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently and transfer with little or no assistance. Some provide additional assistance or special services, usually for an added cost.

**Adult Day Health** programs are for those who require a higher level of care, usually intermediate care facility (ICF) level. Services could include health assessments, administration of medication, or care coordination. There may also be specialized care such as programs for dementia patients. Adult Day Health Centers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. Facilities are licensed by the **Department of Health, Office of Health Care Assurance**. These facilities require TB and medical clearance (physical exam). Some providers will suggest a trial period if they are unsure your family member is appropriate for their program.

## FAMILY SUPPORT

### 36 Adult Day Care & Day Health

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#### **Aged to Perfection** 622-4717

Central Oahu Senior Day Care Association  
1445 California Ave. Wahiawa 96786

#### **Aloha Nursing & Rehab Centre** 441-9536

45-545 Kamehameha Hwy. Kaneohe 96744 [www.alohanursing.com](http://www.alohanursing.com)

#### **Ann Pearl Adult Day Health** 247-8558

45-181 Waikalua Rd. Kaneohe 96744 [www.annpearlnursing.com](http://www.annpearlnursing.com)

#### **Caring Designed For the Ageless, LCC** 536-1539

1130 Nimitz Hwy. #C-260 Honolulu 96817

#### **Casamina Adult Day Care** 839-9733

1426 Ala Napunani St. Honolulu 96818

#### **Central Union Church** 440-3020

Adult Day Care & Day Health Center [www.arcadia-hi.org](http://www.arcadia-hi.org)  
1660 S. Beretania St. Honolulu 96826

#### **Hulu Makua Adult Day Care** 218-7828

1029 Kapahulu Ave. Suite 408 Honolulu 96816

#### **Franciscan Adult Day Center** 988-5678

2715 Pamoia Rd. Honolulu 96822 [www.franciscanadultday.com](http://www.franciscanadultday.com)

#### **Fukumoto Adult Care, LLC** 487-7528

98-779 Kaamilo St. Aiea 96701

#### **Furukawa Living Treasure Day Care Centers** 842-5175

1449 Brigham St. Honolulu 96817  
1647 Palolo Ave. Honolulu 96816

#### **Ka Hale O Kupuna, LLC [Jass Adult Day Care]** 737-8998

828 18th Ave. Honolulu 96816

#### **Kilohana Senior Enrichment Center** 373-2700

5829 Mahimahi St. Honolulu 96821 [www.arcadia-hi.org](http://www.arcadia-hi.org)

## INCOME SECURITY

### Money & Debt Management, Social Security & SSI 61

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#### **Money & Debt Management**

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For help with budgeting and bill paying.

#### **Consumer Credit Counseling** 532-3225

#### **Service of Hawaii** 1-800-388-2227

Non-profit community service agency offering credit counseling. [www.cccshawaii.org](http://www.cccshawaii.org)  
1164 Bishop St. Suite 1614 Honolulu 96813

#### **CSI Inc. (Comfort, Security, Independence)** 538-0353

49 S. Hotel St. Suite 310 Honolulu 96813 [www.csihawaii.org](http://www.csihawaii.org)

#### **Take Charge of Your Money!** 956-7212

University of Hawaii [www2.ctahr.hawaii.edu/tcyour\\$](http://www2.ctahr.hawaii.edu/tcyour$)  
Cooperative Extension Service  
Financial education workshops.  
1955 East-West Rd. #217 Honolulu 96822

#### **Social Security & SSI**

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#### **Social Security Administration** 1-800-772-1213

Medicare, retirement, survivors, disability benefits. [www.ssa.gov](http://www.ssa.gov)

#### **Hale Kuai Center**

563 Farrington Hwy. Suite 201 Kapolei 96707

#### **Honolulu Office**

300 Ala Moana Blvd. Rm. 1-114 Honolulu 96850

#### **SSI - Supplemental Security Income** 1-800-772-1213

Federal income supplement program for eligible persons: 65 years or older, Blind, and /or Disabled. [www.ssa.gov/ssi](http://www.ssa.gov/ssi)

**National Fraud Information Center** [www.fraud.org](http://www.fraud.org)  
 Information referral services for telemarketing and internet fraud.

**U.S. Consumer Product Safety Commission** **1-800-638-2772**  
**594-4574**  
 Report product safety hazards. Obtain recall information. [www.cpsc.gov](http://www.cpsc.gov)  
 575 Cooke St. Suite A #2208 Honolulu 96813

**Employment & Training Programs**

Also, see "Employment" in the Yellow Pages.

**Goodwill Industries of Hawaii Inc.** **836-0313**  
 2610 Kilihau St. Honolulu 96819 [www.higoodwill.org](http://www.higoodwill.org)

**Honolulu Community Action Program (HCAP)** **521-4531**  
 Senior Community Service [www.hcapweb.org](http://www.hcapweb.org)  
 Employment Program (SCSEP)  
 Part time, paid employment training and job search services for seniors.  
 33 S. King St. Suite 300 Honolulu 96813

**Oahu WorkLinks** **592-8620**  
 Career planning, job search assistance, and for qualified individuals, training opportunities. [www.hirenethawaii.com](http://www.hirenethawaii.com)  
 For employer assistance with recruitment, referrals, employee training and tax credits, call 221-4174.

**Respite Companion Service Program** **832-5236**  
 Department of Human Services [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
 Part-time employment and training program for income eligible persons 55 years and older.  
 420 Waiakamilo Rd. #202 Honolulu 96819

**Winners at Work dba Abilities Unlimited** **532-2100**  
 Employment services for people with disabilities.  
 414 Kuwili St. Suite 103 Honolulu 96817 [www.abilitiesunlimitedhi.org](http://www.abilitiesunlimitedhi.org)

**King Lunalilo Adult Day Care Center** **395-4065**  
 501 Kekauluohi St. Honolulu 96825 [www.kinglunaliloadc.org](http://www.kinglunaliloadc.org)

**Kuakini Adult Day Care** **547-9534**  
 347 N. Kuakini St. Honolulu 96817 [www.kuakini.org](http://www.kuakini.org)  
**Aiea** **487-1586**

98-939 Moanalua Rd. Aiea 96701  
**Pali** **528-4621**  
 1727 Pali Hwy. Honolulu 96813

**Leahi Adult Day Health Center** **733-7958**  
 3675 Kilauea Ave. Honolulu 96816 [www.hhsc.org/oahu/leahi](http://www.hhsc.org/oahu/leahi)

**Lotus Adult Day Care Center** **486-5050**  
 99-186 Puakala St. Aiea 96701

**Maluhia Adult Day Health Center** **832-6130**  
 1027 Hala Dr. Honolulu 96817 [www.hhsc.org/oahu/maluhia](http://www.hhsc.org/oahu/maluhia)

**Palolo Chinese Home** **737-2555**  
 Open to all, 7 days a week. [www.PaloloHome.org](http://www.PaloloHome.org)  
 2459 10th Ave. Honolulu 96816

**Sakura House** **536-1112**  
 Bilingual (Japanese & English) services. [www.sakurahousehawaii.com](http://www.sakurahousehawaii.com)  
 1666 Mott Smith Dr. Honolulu 96822

**Salvation Army - Adult Day Health Services** **521-6551**  
 296 N. Vineyard Blvd. Honolulu 96817 [www.salvationarmyhawaii.org](http://www.salvationarmyhawaii.org)

**Seagull Schools Adult Day Center of Seagull Schools Inc.** **674-1160**  
[www.seagullschools.com](http://www.seagullschools.com)  
 Intergenerational activities provided.  
 91-531 Farrington Hwy. Kapolei 96707

**SECOH Senior Center** **739-2745**  
 Special Education Center of Hawaii [www.secoh.org](http://www.secoh.org)  
 708 Palekaua St. Honolulu 96816

**Waianae Coast**

**Comprehensive Health Center** [www.wcchc.com](http://www.wcchc.com)

**Pearl City Hale** **456-4490**

858 2nd St. Pearl City 96782

**Waipahu Hale** **676-5280**

94-830 Hikimoe St. Waipahu 96797

For other locations please call 227-2178.

**Waipahu Hongwanji Mission** **678-1770**

Adult Day Care Center [www.waipahuhongwanji.org](http://www.waipahuhongwanji.org)

94-821 Kuhaulua St. Waipahu 96797

**Windward Seniors Day Care** [www.windwardseniordaycare.org](http://www.windwardseniordaycare.org)

**Hope Center** **261-4947**

77 N. Kainalu Dr. Kailua 96734

**[Leedham Center** **261-5027]**

**[1276 Kailua Rd. Kailua 96734]**

**Respite - In Home**

Temporary relief for caregivers provided in the home. Also see **In Home Assistance**, page 46 and "Home Health Service" in the Yellow Pages for other agencies.

**CCH Respite Connection** **595-0077**

Catholic Charities Hawaii [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

**CFS Gerontology Program** **543-8405**

Caregiver Respite Program

**Jewish Community Services** **258-7121**

Counseling, referrals and resources.

2550 Pali Hwy. Honolulu 96817

**Kokua Kalihi Valley Elderly Services** **848-0977**

Caregiver Respite Program [www.kkv.net](http://www.kkv.net)

For Kalihi Valley residents.

**Department of the Attorney General** **586-1058**

Medicaid Fraud Control Unit

333 Queen St. 10th Floor Honolulu 96813

**Direct Marketing Association** **1-212-768-7277**

Register your home address [www.dmaconsumers.org/cgi/offmailinglist](http://www.dmaconsumers.org/cgi/offmailinglist)

with DMA's Mail Preference Service to decrease

the amount of national advertising mail (commonly

referred to as "junk mail") you receive.

P.O. Box 282 Carmel, NY 10512

**Elder Abuse Justice Unit** **768-7536**

Dept. of the Prosecuting Attorney

Prosecutes criminal cases involving victims

60 years and older. Community presentations

about elder abuse and prevention.

1060 Richards St. Honolulu 96813

**Executive Office on Aging** **586-7281**

SMP (formally SageWatch) [www4.hawaii.gov/eoa/programs](http://www4.hawaii.gov/eoa/programs)

Volunteers trained to give presentations about

Medicare/Medicaid waste, fraud, and abuse.

**Honolulu Police Department** **529-3015**

White Collar Crime **529-3115**

Criminal Investigation Division [www.honolulu.gov](http://www.honolulu.gov)

Investigates telemarketing or investment fraud.

801 S. Beretania St. CID Honolulu 96813

**Inspector General's Office** **1-800-447-8477**

Medicare, Medicaid, or health care fraud.

**National Do Not Call Registry** **toll free 1-888-382-1222**

Federal Trade Commission Registry to [www.donotcall.gov](http://www.donotcall.gov)

stop most telemarketing calls. If you often

get calls from the same business or organization,

tell them to remove your number from their call list.

By law, they are obligated to comply.

## Income Security

Government, social service agencies, and businesses may provide assistance to protect, maintain, and supplement your income. They can also help find benefits for which you are eligible. Homeowners may want to consider housesharing, home equity loans, or reverse mortgages.

### Consumer Assistance & Protection

For information from the Federal Trade Commission on identity theft, visit [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). Also refer to *Hawaii's Fraud Prevention and Resource Guide*, online at [www.hawaii.gov/health/eoa/Docs/Fraud.pdf](http://www.hawaii.gov/health/eoa/Docs/Fraud.pdf). Also available at Hawaii State Public Libraries, call # H364.163Ha.

**Better Business Bureau of Hawaii Inc.** **536-6956**  
 Neighbor Islands call toll free. **1-877-222-6551**  
**Senior Scam Hotline** **628-3950**  
 1132 Bishop St. Suite 615 Honolulu 96813 **1-888-333-1593**  
[www.hawaii.bbb.org](http://www.hawaii.bbb.org)

### Department of Commerce & Consumer Affairs

[www.hawaii.gov/dcca](http://www.hawaii.gov/dcca)

**Office of Consumer Protection** **586-2630**

235 S. Beretania St. Rm 801 Honolulu 96813

**Consumer Information Line** **587-1234**

Pre-recorded consumer messages:  
 Press 1 for Landlord-Tenant Information  
 Press 2 for Consumer Dial Messages

**Consumer Resource Center** **587-3222**

**Landlord-Tenant Information** **586-2634**

Monday - Friday 8 a.m. - 12 p.m.

**Insurance Fraud Unit Hotline** **587-7416**

Insurance fraud complaints.

**Investor Education Program** **587-7400**

Free educational materials and help to consumers on investor protection and securities fraud.

**Securities Fraud Hotline (24 hours)** **587-2267**

Call to report securities violations and fraud.

### Project Dana

Services provided by volunteers.  
 902 University Ave. Honolulu 96826

**945-3736**

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

### St. Anthony of Padua Outreach

148-A Makawao St. Kailua 96734

**266-2226**

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

### Waikiki Friendly Neighbors

Services provided by volunteers.  
 277 Ohua Ave. Honolulu 96815

**926-8032**

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

## Respite - Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Allow ample time in advance when making reservations at a respite center as they fill up quickly. Some **Care Homes** also provide respite care, see page 16.

### King Lunalilo Home

501 Kekauluohi St. Honolulu 96825

**395-1000**

### Hale Ho Aloha

2670 Pacific Heights Rd. Honolulu 96813

**524-1955**

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

### Palolo Chinese Home

PCH Respite Center

Open to all - day and overnight services.  
 2459 10th Ave. Honolulu 96816

**737-2555**

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

### Ponds at Punaluu

53-594 Kamehameha Hwy. Laie 96762

**293-1100**

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

### Respite Nanea, Inc.

P.O. Box 1285 Pearl City 96782

**524-2575**

### U.S. Department of Veterans Affairs

VA Center for Aging - Respite Program  
 For eligible veterans.

459 Patterson Rd. Bldg. 110 Honolulu 96819

**433-0218**

[www.va.gov/hawaii](http://www.va.gov/hawaii)

**Support Groups**

Call 211 to find more organizations. For **Caregiver Support Groups**, see page 41.

**Alcoholics Anonymous** **946-1438**  
1110 University Ave. #205 Honolulu 96826 [www.oahucentraloffice.org](http://www.oahucentraloffice.org)

**Alzheimer’s Association** **591-2771**  
Support groups meet island-wide. [www.alz.org/Hawaii](http://www.alz.org/Hawaii)  
1050 Ala Moana Blvd. Bldg. Suite 2610 Honolulu 96814

**American Cancer Society** **595-7544**  
Support for grievers, caregivers, and patients. [www.cancer.org](http://www.cancer.org)  
2370 Nuuanu Ave. Honolulu 96817

**American Diabetes Association - Hawaii** **947-5979**  
1500 S. Beretania St. Suite 111 Honolulu 96826 **1-888-342-2383**  
[www.diabetes.org](http://www.diabetes.org)

**American Heart Association & American Stroke Association** **538-7021**  
[www.americanheart.org](http://www.americanheart.org)  
Mended Hearts and Stroke Support groups.  
677 Ala Moana Blvd. Suite 600 Honolulu 96813

**American Lung Association of Hawaii** **537-5966**  
Support group for people with lung disease. [www.ala-hawaii.org](http://www.ala-hawaii.org)  
Every 4th Thursday/month at 10 a.m. - 12 p.m.  
680 Iwilei Rd. Suite 575 Honolulu 96817

**Castle Medical Center** **263-5400**  
Breath free plan to stop smoking. [www.castlemed.org](http://www.castlemed.org)  
642 Ulukahiki St. Suite 105 Kailua 96734

**Epilepsy Foundation of Hawaii** **528-3058**  
Support groups for people with **toll free 1-866-528-3058**  
epilepsy and their caregivers. [www.hawaiiepilepsy.com](http://www.hawaiiepilepsy.com)  
1240 Ala Moana Blvd. Suite 225 Honolulu 96814

**Mental Health America of Hawaii** **521-1846**  
For persons with mental health concerns [www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)  
regarding access, treatment, and service.  
1124 Fort St. #205 Honolulu 96813

**Queen’s Medical Center** **547-4401**  
**Counseling and Clinical Services**

**Safe Haven - Puuhonua** **524-7233**  
Support and services for mentally ill homeless persons.  
41 S. Beretania St. Honolulu 96813

**Senior Behavioral Health Care Unit** **621-4310**  
Wahiawa General Hospital [www.wahiawageneral.org](http://www.wahiawageneral.org)  
Provides in-patient Geriatric Psychiatry and  
Geriatrician follow-up for the elderly.

**Prescription Drugs & Medications**

Also see **Medicare & Medicaid**, page 54. To check credentials of online pharmacies, go to the National Association of Boards of Pharmacy at [www.nabp.net](http://www.nabp.net).

**AlohaMeds** **1-888-477-2669**  
Partnership for Prescription Assistance [www.alohameds.org](http://www.alohameds.org)  
Information on Patient Assistance Programs for  
those who qualify.

**Hawaii Rx Plus** **692-7999**  
Department of Human Services [www.hawaii.gov/dhs/rx\\_plus](http://www.hawaii.gov/dhs/rx_plus)  
Prescription drug discount program.  
For application download from website,  
or pick up from DHS Med-QUEST or AARP Hawaii.

**Medicare Part D** **1-800-633-4227**  
For eligibility, information, and help [www.medicare.gov](http://www.medicare.gov)  
choosing a plan call Sage PLUS at 586-7299.

responsible for repairs and/or replacement. Be sure to get information in writing on warranty coverage BEFORE purchasing the equipment.

To find a DME supplier look in the Yellow Pages under "Medical Equipment" or "Medical Supplies" and ask if they accept Medicare. Also, go to [www.medicare.gov](http://www.medicare.gov), look under "Search Tools" and click on "Find Suppliers of Medical Equipment in Your Area." You can also call 1-800-MEDICARE (1-800-633-4227) to speak to a Medicare representative.

Look for dealers that accept "assignment" which means they accept Medicare's payment amount as payment in full (not including plan copayment). Ask friends, social workers, and medical professionals for advice and referrals. Call Sage PLUS for additional information.

## Mental Health Care & Counseling

Life changes that happen as we get older may cause feelings of uneasiness, stress, and sadness. For instance, the death of a loved one, moving from work into retirement, or dealing with an illness can leave people feeling sad or anxious - feelings that could develop into depression.

Depression is a common problem among older adults, but it is not a normal part of aging. It is a real disease that people cannot simply "snap out of." It is highly treatable and 80% recover when provided the right treatment.

**Adult Mental Health Division** **586-4686**  
**Access and Crisis Line (24 hours)** **832-3100**  
 Department of Health [www.amhd.org](http://www.amhd.org)  
 1250 Punchbowl St. Honolulu 96813

**Counseling & Spiritual Care Center of Hawaii** **545-2740**  
 1020 S. Beretania St. Honolulu 96814 [www.cscch.org](http://www.cscch.org)

**Hawaii State Hospital** **247-2191**  
 45-710 Keaahala Rd. Kaneohe 96744 [www.hawaii.gov/health](http://www.hawaii.gov/health)

**Kahi Mohala Behavioral Health** **671-8511**  
 24 Hour Call Center **677-2512**  
 91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 [www.kahimohala.org](http://www.kahimohala.org)

**Hina Mauka** **236-2600**  
 Drug and alcohol treatment services. [www.hinamauka.org](http://www.hinamauka.org)  
 45-845 Pookela St. Kaneohe 96744

**Kuakini Medical Center** **547-9562**  
 "Us Too!" Prostate Cancer Support Group &  
 Breast Cancer Education & Support Group  
 347 N. Kuakini St. Honolulu 96817

**Kuakini Parkinson Disease Information** **528-0935**  
**Center and Hawaii Parkinson Association 1-800-570-1101**  
 National Parkinson Foundation [www.hawaiiparkinson.org](http://www.hawaiiparkinson.org)  
 Neighbor islands call toll free.  
 347 N. Kuakini St. Honolulu 96817

**Lupus Foundation of America** **538-1522**  
 Hawaii Chapter **1-800-201-1522**  
 700 Bishop St. Suite 444 Honolulu 96813

**Muscular Dystrophy Association** **593-4454**  
 Hawaii Chapter [www.mda.org](http://www.mda.org)  
 1221 Kapiolani Blvd. Suite 220 Honolulu 96814

**National Kidney Foundation of Hawaii** **593-1515**  
 1314 S. King St. Suite 305 Honolulu 96814 [www.kidneyhi.org](http://www.kidneyhi.org)

**Overeaters Anonymous** **737-3469**  
 Call for a meeting near you.

## Support Groups - Caregivers Only

**Alzheimer's Association** **591-2771**  
 1050 Ala Moana Blvd. Suite 2610 Honolulu 96814 [www.alz.org/Hawaii](http://www.alz.org/Hawaii)

**Castle Home Care** **247-2828**  
 Caregiver support group for caregivers,  
 friends, and family. Meets monthly.  
 640 Ulukahiki St. Kailua 96734

**Central Oahu Caregivers' Support Group 625-0420**

Group meets monthly at Wahiawa General Hospital.  
P.O. Box 893711 Mililani 96789 [www.wvpress.com/care](http://www.wvpress.com/care)

**CFS Gerontology Program 543-8468**

Ohana Care Program [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
Groups for caregivers of chronically ill elders.

**Eldercare Support Group 395-9082**

710 Ahukini St. Honolulu 96825

**Kokua Kalihi Valley Elderly Services 848-0977**

**Caregiver Support Groups** [www.kkv.net](http://www.kkv.net)

**Koolau Caregivers Support Group 625-3782**

Group meets monthly at Koolau Golf Clubhouse.  
[www.thecaregiverfoundation.com](http://www.thecaregiverfoundation.com)

**Project Dana 945-3736**

Caring for the Caregiver Support Group [www.moililihongwanji.org](http://www.moililihongwanji.org)

**VA Caregivers Support Group 433-7646**

Support group held once a month.  
459 Patterson Rd. Honolulu 96819

Call **Sage PLUS** (586-7299) if you need help understanding your options and choosing a Medicare plan. It is important to sign up for Medicare as soon as you become eligible. Contact the Social Security Administration three months before you turn 65 or become eligible for Medicare, otherwise you may have to pay a penalty or delay your coverage if you miss your initial enrollment period.

**Medicaid** is a State-administered health insurance program for persons with certain disabilities/medical conditions and persons 65 years and older who have very low incomes and limited assets. In Hawaii, the Medicaid program is run by the Department of Human Services Med-QUEST Division.

**Centers for Medicare & Medicaid Services**

**Medicare Hotline 1-800-633-4227**

Online information on Medicare & Medicaid. [www.medicare.gov](http://www.medicare.gov)

**Executive Office on Aging www4.hawaii.gov/eoa**

**Sage PLUS 586-7299**

Health insurance and Medicare **toll free 1-888-875-9229**

counseling. [www.hawaiiiship.org](http://www.hawaiiiship.org)

**SMP (formerly SageWatch) 586-7281**

Volunteers trained to give presentations **toll free 1-800-296-9422**  
about Medicare/Medicaid waste, fraud and abuse.

**Med-QUEST Division 587-3521**

Department of Human Services [www.med-quest.us](http://www.med-quest.us)

Provides medical assistance to Medicaid eligible persons.

801 Dillingham Blvd. 3rd Floor Honolulu 96817

**Medical Equipment**

Medical equipment also known as **durable medical equipment (DME)** includes items such as walkers, wheelchairs, and hospital beds. Medicare will cover certain types of DME with a prescription.

In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a **Sage PLUS** (586-7299) counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit, you may be

**Tzu Chi Medical Clinic** 550-8608  
Chinese speakers available. www.tzuchi.org  
100 N. Beretania St. Suite 122 Honolulu 96817

**Waianae Coast Comprehensive Health Center** 696-7081

**Waikiki Health Center** 922-4787  
277 Ohua Ave. Honolulu 96815 www.waikikihc.org

**Waimanalo Health Center** 259-7948  
41-1347 Kalanianaʻole Hwy. Waimanalo 96795 www.waimanalohc.org

## Medicare & Medicaid

**Medicare** is a federal health insurance plan available to seniors 65 years and older and certain people with disabilities. It does not pay for all medical costs. Beneficiaries are responsible for deductibles, copays, premiums, and non-covered services. Medicare does not pay for long-term care; skilled nursing facility care provided by Medicare is limited to less than 100 days, depending on the beneficiary's condition.

**Part A**, Hospital coverage, limited skilled nursing facility & home health, and hospice - No premium for those who worked longer than 10 years or covered by a spouse.

**Part B**, Doctor visits, outpatient, and other medical care - 2009 monthly premium is \$96.40 for most beneficiaries.

**Part D**, Drug coverage - plans and premiums vary.

**Part C**, also referred to as Medicare Advantage Plans, combines Part A and B plans into PPO (Preferred Provider Organization), HMO (Health Maintenance Organization), PFFS (Private Fee for Service), Cost Plans, Special Needs Plans and Medical Savings Accounts. For a description of the plans available in Hawaii, check your current **Medicare and You Handbook**.

Each of these plans have their own unique advantages and limitations. Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.

**Medigap** plans are Medicare Supplemental Insurance plans provided by insurance companies to fill the "gaps" in coverage that may not be provided by Original Medicare.

## End of Life Services

The following programs address end of life issues. Also see **Kokua Mau**, a partnership of agencies and organizations for improving care at the end of life at [www.kokuamau.org](http://www.kokuamau.org).

## Advance Directives

Formerly known as "Living Wills." You can let your family and physician know what kind of treatment you want in the event you cannot speak for yourself. You can also designate someone to make decisions for you if you become incapacitated. Forms may be obtained from most hospitals, healthcare organizations, many attorneys' offices or from UHELP. Also refer to **Deciding "Who Cares?"** publication from UHELP, available at [www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp).

Other documents, including **Comfort Care Only/Do Not Resuscitate** I.D. bracelets or necklaces, give instructions to health care personnel in emergencies. Forms may be obtained from the **Emergency Medical Services Section, State Department of Health** at 733-9210 or download at [www.hawaii.gov/health/family-child-health](http://www.hawaii.gov/health/family-child-health).

**University of Hawaii Elder Law Program (UHELP)** 956-6544  
[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)  
William S. Richardson School of Law  
2515 Dole St. #203 Honolulu 96822

## Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Also, contact your own religious organization or see listings for "Counselors", "Psychologists," and "Psychotherapists" in the Yellow Pages.

**American Cancer Society** 595-7544  
Make Today Count, Honolulu [www.cancer.org](http://www.cancer.org)

**Bristol Hospice Hawaii, LLC** 536-8012  
500 Ala Moana Blvd. Suite 4-547 [www.bristolhospice.com](http://www.bristolhospice.com)  
Honolulu 96813

**Counseling & Spiritual Care Center of Hawaii**      **545-2740**  
 1020 S. Beretania St. Honolulu 96814      [www.cscch.org](http://www.cscch.org)

**Hospice Hawaii**      **924-9255**  
 860 Iwilei Rd. Honolulu 96817      [www.hospicehawaii.org](http://www.hospicehawaii.org)

**St. Francis Hospice**  
**Maurice J. Sullivan Center**      **678-7580**  
 91-2127 Ft. Weaver Rd. Ewa Beach 96706  
**Sister Maureen Keleher Center**      **595-7580**  
 24 Puiwa Rd. Honolulu 96817

**Funeral & Memorial Services**

Also see Yellow Pages "Funeral Directors."

**Funeral Consumers Alliance of Hawaii**      **638-5580**  
 Non-profit funeral planning, consumer advocate.      [www.funerals.org](http://www.funerals.org)  
 Many useful publications online, including updated  
 price comparisons of local mortuaries.  
 P.O. Box 11949 Honolulu 96828

**Med-QUEST Division**      **587-3521**  
 Department of Human Services      [www.med-quest.us](http://www.med-quest.us)  
 Will determine eligibility for funeral payments.  
 Must be Medicaid eligible.  
 801 Dillingham Blvd. 3rd Floor Honolulu 96817

**U.S. Department of Veterans Affairs**      **1-800-827-1000**  
 Veterans Service Center      [www.cem.va.gov/CEM/bbene\\_burial.asp](http://www.cem.va.gov/CEM/bbene_burial.asp)  
 Burial benefits for veterans.  
 P.O. Box 29040 Honolulu 96820

**Donated Dental Services**      **1-888-449-9670**  
 National Foundation of Dentistry for the Handicapped  
 P.O. Box 1154 Helena, MT 59624      [www.nfdh.org](http://www.nfdh.org)

**Kalihi Palama Health Center**  
 Dental      **845-0686**  
 Optometry      **792-5599**  
 915 N. King St. Honolulu 96817

**Kokua Kalihi Valley**  
 Comprehensive Family Services  
 Geriatric Medicine consultation & Dental service  
 for residents of Kalihi Valley.      [www.kkv.net](http://www.kkv.net)  
**Main clinic**      **791-9400**  
 2239 N. School St. Honolulu 96819  
**KKV Elder Center**      **848-0977**  
 1846 Gulick Ave. Honolulu 96819

**Lanakila Health Center**  
 Tuberculosis Control Branch  
**TB Testing Center**      **832-5731**  
**TB Information Line**      **832-5738**  
 1700 Lanakila Ave. Honolulu 96817      [www.hawaii.gov/health](http://www.hawaii.gov/health)

**Queen Emma Clinics**  
 1301 Punchbowl St. Honolulu 96813      [www.queens.org](http://www.queens.org)  
**Adult Medicine**      **547-4970**  
**Queen's Medical Center Dental Clinic**      **547-4292**

**Queen's Medical Center**      [www.queens.org](http://www.queens.org)  
 Outpatient Center Senior Care Clinic      **585-5494**  
 1301 Punchbowl St. Honolulu 96813

**Seniors EyeCare Program**      **1-800-222-3937**  
 For seniors 65+ who meet program criteria.      [www.eyecareamerica.org](http://www.eyecareamerica.org)  
 P.O. Box 429098 San Francisco, CA 94142

## HEALTH CARE

### 52 Medical & Dental Clinics

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**Hearing Aid Helpline** 1-800-521-5247  
International Hearing Society www.ihsinfo.org

**Honolulu County Medical Society** 536-6988  
www.hcmsonline.org

**Kapiolani Health Connection** 535-7000  
www.kapiolani.org

**Poison Control Center** 1-800-222-1222  
Information for poison emergencies or prevention. www.rmpdc.org

**Quit Line (to stop smoking)** 1-800-784-8669  
www.callitquitshawaii.org

**Senior EyeCare Program** 1-800-222-3937  
www.eyecareamerica.org

**STD & AIDS Hotlines** 1-800-232-4636  
Centers for Disease Control & Prevention www.cdc.gov

### Medical & Dental Clinics

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For list of **Geriatricians** (doctors that specialize in older adults) see the Yellow Pages or the **Family Caregiving Guide** online at [www.elderlyaffairs.com](http://www.elderlyaffairs.com).

**Aloha Medical Mission Clinic** 841-4489  
(Medical & Dental) www.alohamedicalmission.org  
Serves the uninsured. Call for appointment.  
810 N. Vineyard Blvd. Honolulu 96817

**Audient** 1-877-283-4368  
Program for affordable hearing aids. www.audientalliance.org  
221 Yale Ave. N. Suite 450 Seattle, WA 98109-5490

**Department of Health Dental Clinics** 832-5710  
Priority to Medicaid eligible person.  
1700 Lanakila Ave. Rm. 203 Honolulu 96817

## FAMILY SUPPORT - END OF LIFE

### Hospice, Organ or Body Donation 45

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#### Hospice

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Medicare covered services include pain control, comfort and counseling for those facing the advancing stages of terminal illnesses. Care is provided in the patient's home and other settings and may include respite for caregivers.

**Bristol Hospice Hawaii, LLC** 536-8012  
500 Ala Moana Blvd. Suite 4-547 www.bristolhospice.com  
Honolulu 96813

**Hospice Hawaii** 924-9255  
860 Iwilei Rd. Honolulu 96817 www.hospicehawaii.org

**St. Francis Hospice**  
**Maurice J. Sullivan Center** 678-7580  
91-2127 Ft. Weaver Rd. Ewa Beach 96706  
**Sister Maureen Keleher Center** 595-7580  
24 Puiwa Rd. Honolulu 96817

#### Organ or Body Donation

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**Lions Eye Bank and Makana Foundation** 536-7416  
614 South St. Suite 101 Honolulu 96813 www.hlebmf.org

**Organ Donor Center of Hawaii** 599-7630  
Only organ donation, not body donation. www.organdonorhawaii.com  
1149 Bethel St. Honolulu 96813

**University of Hawaii School of Medicine** 692-1445  
[jabsom.hawaii.edu/JABSOM/community/WilledBody.php](http://jabsom.hawaii.edu/JABSOM/community/WilledBody.php)

**Willed Body Program**  
Body donation to science.  
651 Ilalo St. Honolulu 96813

## In Home Assistance

It is sometimes difficult for older adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is a nursing home. However, this assistance may delay or avoid institutionalization, allowing them to remain at home longer.

Assistance in the home comes in various forms. Traditionally, most care is provided by relatives, friends, and neighbors. However, this “informal” care may need supplementing. “Formal” assistance is provided by non-profit organizations, privately hired independent providers (nurses, therapists, aides, homemakers and companions), home care agencies, home health agencies and government programs. Home health agencies provide more medically oriented services than home care agencies. As with all other services, it would be wise to check qualifications and references if hiring independently.

**Medicare** covers only certain in-home services for a limited period of time; it does not provide long-term care. When hospitalized, talk to the doctor, and ask to speak to the social worker or discharge planner to identify the family’s realistic role in caring for the patient at home and services available.

**Medicaid** clients should contact their plan provider to see if they are eligible for service covered under their plan.

For more information and referrals for assistance in the home, call the Senior Helpline at 768-7700.

## Chore/Homemaker Services

May include housekeeping, shopping, and errands. See “House Cleaning” in the Yellow Pages for other businesses that do cleaning. Some agencies listed under “Home Health Care” in the Yellow Pages may also provide housekeeping.

**Adult Intake Unit** **832-5115**

Department of Human Services

For low income, SSI and Medicaid eligible.

420 Waiakamilo Rd. Suite 300A Honolulu 96817

**Honolulu Fire Department** **723-7168**  
 Fire Prevention Bureau, Safety & Education Section  
 636 South St. Honolulu 96813

**Honolulu Police Department** **529-3351**  
 Community Affairs [www.honolulu.police.hawaii.gov](http://www.honolulu.police.hawaii.gov)  
 Crime prevention and safety tips.  
 801 S. Beretania St. Honolulu 96813

**Kaiser Permanente**  
**Senior Summit Lecture Series** **432-2235**  
**Lifestyle Program** **432-2270**  
**AARP Senior Driver Program** **432-2260**  
 1010 Pensacola St. Honolulu 96814 [www.kaiserpermanente.org](http://www.kaiserpermanente.org)

**Kapiolani Women’s Health Center** **535-7000**  
 Women’s health classes [www.kapiolani.org](http://www.kapiolani.org)

**Project Dana Home Safety Program** **945-3736**  
 Home is assessed to identify hazards to frail elders; provides safety education and recommendations. [www.moiliilihongwanji.org](http://www.moiliilihongwanji.org)

**Wellness and Lifestyle Medicine Center** **263-5050**  
 Castle Medical Center  
 642 Ulukahiki St. Suite 105 Kailua 96734

## Health Information Phonelines

**Alzheimer’s Association** **1-800-272-3900**  
**24/7 Helpline** [www.alz.org/Hawaii](http://www.alz.org/Hawaii)

**American Cancer Society** **1-800-227-2345**  
 24-Hour Referral and Information [www.cancer.org](http://www.cancer.org)

**Cancer Information Service** **1-800-422-6237**  
 National Cancer Institute [www.cancer.gov](http://www.cancer.gov)

## Health Care

### Health & Safety Education

One out of three older adults falls each year. **Falls** are the most common cause of injuries that can make it difficult to get around and limit independent living. The risk can be reduced by exercise that increases strength and improves balance, medication review to reduce side effects and interactions, eye checks once a year, improved home lighting, and reduction of hazards in the home that can lead to falls. Tips on falling and other health related topics can be found at the U.S. National Library of Medicine's **MedlinePlus** at [www.medlineplus.gov](http://www.medlineplus.gov).

For local sources of information, see **Support Groups**, page 40, and **Education**, page 28.

**Alu Like, Inc.** **535-6700**  
Chronic Disease Self-Management Program [www.alulike.org](http://www.alulike.org)  
458 Keawe St. Honolulu 96813

**Alzheimer's Association** **591-2771**  
Maintain Your Brain: How to live a brain healthy lifestyle. [www.alz.org/Hawai](http://www.alz.org/Hawai)

**Arthritis Foundation, Hawaii Branch** **596-2900**  
Free arthritis education and wellness brochures. [www.arthritis.org](http://www.arthritis.org)

**Department of Emergency Management** **723-8960**  
(Formally Oahu Civil Defense) [www.oahudem.org](http://www.oahudem.org)  
Classes on emergency preparedness.  
650 S. King St. Basement Honolulu 96813

**HMSA**  
**Customer Service** **948-6111**  
**Health Education Programs** **948-6398**  
Hawaii Medical Service Association (HMSA) [www.hmsa.com/akamai](http://www.hmsa.com/akamai)  
818 Keeaumoku St. Honolulu 96814

**Akamai Grocery Shopping & Delivery Service** **672-7347**  
Serves Downtown to Kahala. [www.akamaidelivery.com](http://www.akamaidelivery.com)  
92-650 Aoloko St. Kapolei 96707

**CFS Gerontology Program** **543-8497**

**Waikiki Friendly Neighbors** **926-8032**  
Volunteers assist isolated elderly persons in [www.waikikihc.org](http://www.waikikihc.org)  
Waikiki by helping with errands, shopping, light housework, and provide respite for caregivers.  
277 Ohua Ave. Honolulu 96815

### Home Health Agencies

**Home health agencies** are organizations which provide skilled nursing services and other therapeutic services ordered by a physician to homebound patients. A home health agency can be Medicare and/or Medicaid certified which means that they can provide services that are covered by Medicare and/or Medicaid. Medicare certification is voluntary. State licensing of home health agencies by the **Office of Healthcare Assurance** is required.

**Home care agencies** provide custodial services which are non-medical such as housekeeping, meal preparation and ongoing assistance with personal care. Home care agencies are not currently licensed by the state of Hawaii but under legislation passed in 2009, will be required to be licensed. Home care agency services are not covered by Medicare; services are private pay.

Some home health agencies provide only Medicare covered services while others will provide **private duty services**. For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive ongoing services, typically a minimum of once or twice a week. Some offer live-in care and travel assistance/escort. The lowest level of care typically costs \$20-30 an hour and includes services such as companionship, housekeeping and light meal preparation provided by staff often referred to as "companion aides" or "home helpers."

Rates are higher when hands-on services such as help with transferring, bathing and toileting are provided usually by "home health aides" or "Certified Nursing Assistants (CNA)." Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost \$35-60 an

hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (page 35), which may be a more affordable option.

When looking for any agency that provides employees who work in your home, make sure to inquire what kind of safeguards they have established to prevent adverse events. This would include things like insurance, bonding, background checks, accreditations, and certifications.

Listed below are licensed Home Health Agencies on Oahu. For a complete list of licensed Home Health Care Agencies statewide, go to the Office of Health Care Assurance website at [www.hawaii.gov/health](http://www.hawaii.gov/health), click on “Elder Care” under “Health Topics.” For reviews of Medicare certified Home Health Agencies, go to [www.medicare.gov](http://www.medicare.gov) and click on “Compare Home Health Agencies in Your Area” under the “Search Tools.”

See “Home Health Service” in the Yellow Pages for other agencies that provide in-home assistance.

**Home Health Agencies - Provides Medicare covered services**

**Kaiser Home Health Agency 432-4829**

**Prime Care Services of Hawaii, Inc. 531-0050**  
3375 Koapaka St. Suite I-570 [www.primecarehawaii.com](http://www.primecarehawaii.com)  
Honolulu 96819

**St. Francis Home Care Services 534-0777**  
P.O. Box 29700 Honolulu 96820 [www.stfrancishawaii.org](http://www.stfrancishawaii.org)

**Wahiawa General Hospital Home Health 621-4438**  
Serves Mililani to North Shore area. [www.wahiawageneral.org](http://www.wahiawageneral.org)  
128 Lehua St. Wahiawa 96786

**Home Health Agencies - Medicare covered and/or private duty services.**

**CareResource Hawaii 599-4999**  
680 Iwilei Rd. Suite 660 Honolulu 96817 [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

**Castle Home Care (Medicare covered) [247-2828]**  
**Castle Community Care (Private duty) 234-7142**  
46-001 Kamehameha Hwy. [www.castlemed.com](http://www.castlemed.com)  
Suite 212 Kaneohe 96744

**Kokua Home Health Agency 594-2326**  
210 Ward Ave. Suite 118 Honolulu 96814 [www.kokuanurses.com](http://www.kokuanurses.com)

**Home Health Agencies - Private duty services only**

**Arcadia Home Care Services 440-3041**  
1660 S. Beretania St. Rm. 203 Honolulu 96826 [www.arcadia-hi.org](http://www.arcadia-hi.org)

**Attention Plus Care 739-2811**  
1580 Makaloa St. Suite 1060 Honolulu 96814 [www.attentionplus.com](http://www.attentionplus.com)

**Hawaii Healthcare Professionals, Inc. 531-8177**  
707 Richards St. Suite 526 Honolulu 96813 [www.hhcpcaring.com](http://www.hhcpcaring.com)

**Lou’s Quality Home 754-3934**  
**Health Care Services, LLC** [www.lousqualcare.com](http://www.lousqualcare.com)  
P.O. Box 893224 Mililani 96789

**Wilson Homecare 596-4486**  
1221 Kapiolani Blvd. Suite 940 [www.wilsonhomecare.net](http://www.wilsonhomecare.net)  
Honolulu 96814

**Personal Care**

Health-related services provided in the home, including bathing and grooming. See “Home Health Service” in the Yellow Pages for other agencies. For hospice eligible clients, see **Hospice** on page 45.

**St. Francis Health Services for Senior Citizens 547-8065**  
Bathing service for frail seniors 60 years and older in their home.  
2251 Mahalo St. Honolulu 96817