



Elderly Affairs Division
A G E S M A R T

The Area Agency on Aging of the City and County of Honolulu since 1973
www.elderlyaffairs.com

FAMILY CAREGIVING GUIDE



HawaiiUSA
FEDERAL CREDIT UNION

HOW TO USE THIS GUIDE

The following suggestions may help you find services available.

- 🕒 The guide is arranged by the stages many caregivers go through:
 - Diagnosing the patient's condition: Geriatric Services
 - Planning for care: Elder Law and Case Management
 - Learning about caregiving: Education/Training and Support Groups
 - Services to support the caregiver: includes Personal Care, Respite, Transportation, etc.
 - Care Away From Home: What happens when care can no longer be provided at home

- 🕒 Some agencies may provide additional services not listed in this book. Ask them if they are able to help in other aspects of your particular situation.

- 🕒 For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings.

- 🕒 Inclusion of an agency in this guide does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.

- 🕒 Information on services, hours, and fees are subject to corrections and may change at anytime. Please call provider for the most current information.

- 🕒 This guide can also be found on our website:
www.elderlyaffairs.com

- 🕒 For more information, call the Elderly Affairs Division, Senior Helpline at 768-7700. We are located at 715 S. King St. #211, Honolulu, Hawaii 96813.

Family Caregiving Guide



Elderly
Affairs
Division
A G E S M A R T

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City and County of Honolulu**

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MESSAGE FROM MAYOR KIRK CALDWELL

Aloha,

I am pleased to present this edition of the Family Caregiving Guide, a guide for family caregivers and the people who support them. I would like to thank HawaiiUSA Federal Credit Union for its support to the Department of Community Service Elderly Affairs Division. Their donation made expanded distribution of this edition possible. Copies of this edition are available at any branch of HawaiiUSA Federal Credit Union or the Elderly Affairs Division. For more information, please visit www.elderlyaffairs.com or call the Senior Helpline at 768-7700.

A handwritten signature in black ink, appearing to read "Kirk Caldwell", with a wavy line underneath.

Kirk Caldwell
Mayor of the City and County of Honolulu

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Caregiver Tips

Who is a caregiver?

If you help an older family member or friend by taking them to medical appointments or to the grocery store, or by helping them with their grooming or household chores, then you are a family caregiver. Too often family members think that only people they hire are caregivers. They don't think of getting assistance for themselves until they "burn out." By using services and getting support early, you can reduce your stress level and keep yourself healthy so that you can continue in your important role.

Caregiver Tip #1 - Where to Start

If the doctor says your loved one needs long term care, do not automatically assume that they need to be placed in a nursing home. There is a wide range of services starting with in-home services such as meals-on-wheels, to supervised care such as adult day care, to residential family-style care homes. An assessment of a person's needs and the family's capabilities is recommended to determine the best course of action.

Caregiver Tip #2 - Unusual Behaviors

When your parent or spouse is forgetful more often, or displays new or unusual behavior, do not shrug it off as-"they are just getting old." It may be a sign of early dementia caused by stroke, alcoholism, disease, or even medication interaction. Take them to a geriatrician for a thorough evaluation so that the causes may be treated; there are even new drugs that can delay the symptoms of Alzheimer's Disease. In any case, it is better to know as early as possible what you will be dealing with so that you can make plans accordingly.

Caregiver Tip #3 - Who Makes the Decisions?

Some caregivers feel they have turned into their parent's parent and must "take over" decision making. Others feel that it's their parent's life and that they need to respect them and their decisions. It's a fine line as to what is appropriate. In general, where the problem is physical, respecting a parent's wishes usually makes sense. However, if there are cognitive problems where thinking, memory, or judgment is impaired, then you need to be more assertive in decision making.

Caregiver Tip #4 - Sharing the Load

Caregiving often falls on one family member - usually the spouse, an unmarried child, or those who live the closest. That person is often overburdened and becomes resentful when others don't "pitch in." Caregiving can be short term but it can also be a difficult long term situation. All family members can contribute in some way, even if they work or live far away. Can one provide money to buy services? Could another take Mom on weekends? Who can handle bill paying? Figuring out what the tasks are and what each can do helps to ease the responsibility.

Caregiver Tip #5 - Resistance to Services

One of the reasons older people often refuse using "outside help" (from non-family members) is that they are afraid that the next step will be placing them in a nursing home. Acknowledge this fear and explain that by using a service, such as Handivan or bath service, they will remain independent and be able to stay at home.

Caregiver Tip #6 - Emotions

Most caregivers are unprepared for the emotions they have. Sadness, fear, anger, and guilt are very common feelings. Many caregivers feel guilty believing that "I'm not doing enough" even though they are trying their best to provide care and coping. Getting enough rest, taking a break, eating well, and seeking help from family members, friends, and community agencies can help you deal with those emotions and stay well so that you can continue to provide the care needed.

Caregiver Tip #7 - Prepare for the Future

Don't wait too long to get paperwork in order. Help your loved one get an advance health care directive (living will) and power of attorney in case they cannot make decisions for themselves next week! And it would be wise to do it for yourself while you are at it; this will save your potential caregivers the trouble.

Caregiver Tip #8 -Using Respite Services

Caregivers are reluctant to "take a break" and have someone else provide care for awhile. Often they keep at it until they "burn out" before they look for help. When you get respite, your loved one benefits as well! When someone comes into your home to help, they get to see a new person and share old

stories. When they go to a program, like adult day care, they can receive stimulation and socialization that is different from what can be provided at home.

Caregiver Tip #9 - Hospitalization

If your loved one is hospitalized, initiate contact with the hospital's social worker or discharge planner early in the hospital stay to discuss what will happen after hospitalization. Services covered by Medicare at home or in a nursing home may be available for a short time after hospitalization depending on the older adult's condition. If you will not be able to care for your loved one at home after discharge due to his/her worsened condition, it is important to express that clearly to the discharge planner. You may want to ask the discharge planner to initiate placement to a long term care facility such as a care home, adult foster care home, or nursing home.

Caregiver Tip #10 - Care Away from Home

If the needs of the one you care for begin to exceed the abilities you and the support network available can provide at home, it may be time to consider alternatives. Care homes, adult foster care homes and nursing homes are usually considered at this step. There are also Medicaid waiver programs for those who are eligible. Consult with your loved one's doctor to determine the "level of care" required. This information will be necessary in determining what type of care facility may be appropriate.

Other Assistance

You can find other services in the *Senior Information and Assistance Handbook*. This handbook and resources such as *Deciding "What's Next?" A Legal Handbook for Hawaii's Caregivers, Families and Older Persons* may be viewed at www.elderlyaffairs.com.

You can also call the Senior Helpline at 768-7700. This is a free public service which provides information and referrals to services. Our office is located at 715 S. King St., #211, Honolulu, Hawaii 96813.

Evaluating & Diagnosing Conditions

GERIATRICIANS

Geriatricians are physicians who receive specialized training to prevent and manage multiple and complex health problems of older adults such as chronic pain, memory loss, and osteoporosis.

Not all older adults need to see a geriatrician. Many family practitioners and internists have experience with older persons. Older adults who are disabled, frail, coping with a number of diseases, or have cognitive deficiencies such as Alzheimer's Disease, could benefit from the specialized training of a geriatrician. Some geriatricians provide consultation services only, which require referral from the older adult's primary care physician. Some go to nursing homes or make home visits.

When possible, caregivers should accompany older patients to their doctor's appointments. Accompanying your loved one will be key in assisting the physician and the team of health care providers in providing the best possible care. It is a good idea to keep a notebook, folder, or calendar containing information such as a list of medications; history of diagnosis, treatments, and hospitalizations; and a record of vital signs and/or noticeable physical or behavioral changes.

You can also use a computer or smartphone to keep records in program such as a spreadsheet. Or use an online system offered by clinics such as Queen's, Kaiser and Straub. Compile a list of questions, concerns, and goals to communicate to the doctor before the appointment and bring something to record notes.

The following clinics have geriatric practitioners for outpatient services. Also look in the yellow pages or ask friends, family, or professionals for recommendations of other doctors. You may also call the customer service phone number on your insurance provider card for referrals. Those with HMSA and Original Medicare may also search for doctors by specialty and location online:

Medicare - www.medicare.gov

HMSA - www.hmsa.org

- **Department of Veterans Affairs**

Spark M. Matsunaga VA Medical & Regional Office Center
459 Patterson Rd., Honolulu, 96819-1522

Phone: 433-0600

Eligible registered veterans can access respite service through their primary care doctor.

- **Kaiser Permanente**

Geriatric Department

1010 Pensacola St., Honolulu, 96814

Phone: 432-2309

www.kaiserpermanente.org

Inpatient and outpatient geriatric and geropsychiatry consultations. Geriatric care coordination. Geriatric Primary Management. Senior Summit Lecture Series. For Kaiser members only.

- **Kalihi Valley Comprehensive Health Care**

2239 N. School St., Honolulu, 96819

Phone: 791-9410

www.kkv.net

Consultations, home visits, & primary care. Serves Kalihi Valley residents only. Most major medical insurance plans accepted.

- **Geriatrics Clinic at Leahi**

3675 Kilauea Ave., Honolulu, 96816

Phone: 732-9907

Outpatient geriatric consultations provided. Any primary care physician may refer older patients that need an assessment for preventive care, complex medical problems, dementia, use of multiple medications, osteoporosis, fall-risk, incontinence and frailty. Affiliated with the University of Hawaii Dept. of Geriatric Medicine. Most major medical insurance plans accepted.

- **Maluhia Geriatric Physician Services**

1027 Hala Dr., Honolulu, 96817

Phone: 832-6132

www.maluhia.hhsc.org

Comprehensive medical care for elders. Home visits available

to homebound elders in Nuuanu, Kalihi, and Liliha. Serves seniors 55 years or older. Most major medical insurance plans accepted.

- **Straub Clinic and Hospital, Inc.**

Department of Geriatrics & Long-Term Care

888 S. King St., Honolulu, 96813

Phone: 522-3159

www.straubhealth.org

Outpatient consultations and primary care for memory loss and other geriatric syndromes. Nursing home primary care.

Hawaii Kai Clinic: 396-6321

7192 Kalanianaʻole Hwy., Honolulu, 96825

- **Queen's Geriatric Services**

The Queen's Physician Office Building III (POB III)

550 S. Beretania St. Suite 601, Honolulu, 96813

Queen's Outpatient Center: 691-8877

Queen's Community Based Programs: 691-4526

www.queens.org

Comprehensive senior care program that includes primary care, geriatric outpatient and inpatient consultations, house calls, personal response systems, and case management services including placement into nursing homes, foster family homes, or care homes. Most major medical insurance plans accepted.

GERIATRIC MENTAL HEALTH SERVICES

Mild forgetfulness includes things like losing your car keys, forgetting certain words, or taking longer to learn a new skill. Mild forgetfulness is normal. However, you can improve your memory by keeping your mind and body active. This includes learning new skills, volunteering, exercising, socializing, eating healthy, and limiting alcohol. You can also improve your memory by having routines, using calendars and to-do lists, and receiving treatment when feeling depressed or anxious.

Some signs of serious memory problems includes asking the same thing many times, getting lost in familiar places, being confused about time, people, and places, and not eating or bathing.

Alzheimer's disease isn't the only cause of serious memory problems. Other causes include: improper medication management resulting in over-medication or adverse interactions, poor nutrition and diet, alcohol and drug abuse, head injuries from falls or accidents, brain tumors, or problems with your thyroid, kidney, or liver. Those with heart disease or high blood pressure are also at risk of blood clots in the brain (mini strokes) which is also a common cause of dementia.

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, becoming less independent or dealing with an illness can make people sad or anxious - feelings that could develop into depression. Depression is a common problem among older adults and their caregivers, but it is not a normal part of aging. It is a real disease that people cannot simply "snap out of." However, many people can recover if provided the right treatment. Do not be ashamed to ask for help; ignoring the problem will only hurt yourself and your loved ones.

Also see Psychiatry and Neurology under Physicians in the Yellow Pages. Also ask your primary care physician or medical insurance provider for referrals. If you suspect your loved one has dementia ask his/her doctor for an evaluation.

- **Adult Mental Health Division**

Access and Crisis Line

Phone: 832-3100

www.amhd.org

- **Queen's Outpatient Behavioral Health Services**

1374 Nuuanu Ave., Honolulu, HI 96817

www.queensmedicalcenter.net

- **Queen's Counseling Services: 691-4401**

Individual counseling and medication management

- **Queen's Day Treatment Services: 691-4352 or 691-4157**

Therapeutic groups to support life skill development, promote spiritual, physical and mental health needs associated with aging, loss, adjustment to life needs, and crisis. Treatments also address addiction, medication and symptom management, the development of social supports and daily structure.

- **Wahiawa General Hospital**

- **Senior Behavioral Health Unit**

- 128 Lehua St., Wahiawa, Hi 96786-2036

- Phone: 363-1071 or 621-4310

- Short term, inpatient, comprehensive treatment program for seniors suffering from emotional and behavioral problems.

Planning for Care

CASE MANAGEMENT

Case managers help with coordinating care for the needs of an 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. In addition to the listings below, contact The Hawaii Association of Case Managers for private practitioners. Visit them online at www.hacm.net. Many home health or home care agencies also provide “care plans” as part of their service. Look for “Home Care” and/or “Home Health Care” in the Yellow Pages for providers.

- **Department of Health
Public Health Nursing (PHN) Branch**

www.hawaii.gov/health

The Case Management Coordination Program (CMCP) is a Department of Health Public Health Nursing program that assists the frail, vulnerable, elderly 60 years and older with functional limitation providing: nursing assessment, planning of care, coordination of services delivery to meet the needs of the client, caregiver and/or family.

Eligibility:

- Clients must be 60 years of age or older and living at home
- Have chronic medical conditions
- May have no family or caregiver available, or have a caregiver in need of support
- May need assistance in understanding their medical condition and health needs
- May need assistance linking up with appropriate resources in community

Services:

- Meet with client/caregiver to obtain information on health and medical needs

- Jointly plan care with client/family
- Provide health teaching and information
- Assist with medication and treatment management
- Communicate with physician and other providers regarding the health care plan in order to maintain the client in the home
- Assist with coordinated referrals to appropriate health care providers and community services
- Conduct periodic review of service and care provided

Administration Office

1250 Punchbowl St., Honolulu, 96813
 Phone: 586-4620

Central Oahu

860 Fourth St., Room 130, Pearl City, 96782
 Phone: 453-6190

East Honolulu

3627 Kilauea Ave., Room 311, Honolulu, 96816
 Phone: 733-9220

Leeward Oahu

94-275 Mokuola St., Room 101, Waipahu, 96797
 Phone: 675-0073

West Honolulu

1700 Lanakila Ave., Room 201, Honolulu, 96817
 Phone: 832-5757

Windward Oahu

45-691 Kea'ahala Rd., Kaneohe, 96744
 Phone: 233-5450

• **Department of Human Services**

Oahu Adult Protective & Community Services Sections

420 Waiakamilo Rd., Suite 202, Honolulu, 96817
 Phone: 832-5115
www.hawaii.gov/dhs

Serves vulnerable adults by investigating reports of suspected abuse, neglect, or financial exploitation and providing appropriate intervention. Services include adult foster care services and chore services for Medicaid-eligible individuals who do not meet eligibility requirements for the Med-QUEST Division's QExA Program.

- **Ke Ola Mamo**

1505 Dillingham Blvd., Room 205, Honolulu, 96817

Phone: 848-8000

www.keolamamo.org

Health promotion, education, and access to care through outreach and island-wide offices for Native Hawaiians.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Ave., Honolulu, 96819

Phone: 848-0977

www.kkv.net

In-Home assessment of frail elder to link them with needed services and programs that will help the elder remain at home. Paraprofessional support services including counseling, interpreters, advocacy, transportation, and assistance with minor equipment (canes, walkers, shower stools).

For residents of upper Kalihi Valley (census Tracts 61-65) only.

No cost. Donations welcome.

Also offers Support Groups and Respite-In-Home. Services available depending on eligibility.

- **Life Foundation**

677 Ala Moana Blvd., #226, Honolulu, 96813

Phone: 521-2437

www.lifefoundation.org

Medical case management for people with HIV/AIDS.

Education. Free testing for HIV and Hepatitis C.

- **Ohana Care Program**

Honolulu Gerontology Program, Child & Family Service

200 N. Vineyard Blvd., Bldg. B, Honolulu, 96817

www.childandfamilyservice.org

Phone: 543-8468

Provide Case Management and supportive counseling to seniors and their unpaid caregivers. The program provides assessment, care planning and linkages to community services when needed. Also see Support Groups. For Seniors over 60 years and older who have an unpaid caregiver who need assistance to live independently in the community. No Fees, donations are appreciated.

ELDER LAW & ADVANCE DIRECTIVES

Many types of Elder Law concerns such as Estate Planning, Guardianship, Conservatorship, Surrogates, Comfort Care Only & Do Not Resuscitate orders, Advance Health Care Directives, Powers of Attorney, and paying for health care, including long term care are presented in Deciding What's Next (formerly Deciding "Who Cares?"), a publication of the University of Hawaii Elder Law Program (www.hawaii.edu/uhelp). Booklets are available online or for borrow from Hawaii State Public Libraries. Refer to the Senior Information & Assistance Handbook for other legal services offered in the community.

Documents such as Physician's Orders for Life-Sustaining Treatment (POLST) and Comfort Care Only/Do Not Resuscitate (CCO/DNR) I.D. bracelets give instructions to health care personnel in emergencies. Go online to www.kokuamau.org for forms and more information.

- **Kokua Mau**

www.kokuamau.org

Hawaii's Hospice and Palliative Care Organization. Download form for Advance Directives.

- **UHELP: University of Hawaii Elder Law Program**

2515 Dole St., #203, Honolulu, 96822

Phone: 956-6544 Fax: 956-9439

www.hawaii.edu/uhelp

Individual/family legal counseling for socially and economically needy elders. Presentations to inform caregivers of legal aspects of planning for incapacity, death, and long-term care. Donations accepted.

Learning About Caregiving

EDUCATION/TRAINING

The agencies listed here offer information & referral, practical training for caregiving, and education on preparing for the future and reducing risks. Support groups, hospices, and some case management providers also offer educational sessions.

- **Alzheimer's Association - Aloha Chapter**

1050 Ala Moana Blvd., Suite 2610, Honolulu, 96814

Phone: 591-2771

Helpline: 1-800-272-3900

www.alz.org/hawaii

Provides information and referral, presentations, workshops, training, information tables, support groups, telephone helpline, resource library, and Medic Alert + Safe Return Program.

- **American Red Cross**

Phone: 1-800-733-2767

www.redcrossstore.org

Family Caregiving reference guide with companion DVD for self-training at your own pace. Caregivers learn basic caregiving skills, as well as how to reduce stress and balance the demands of work and home. DVD video helps caregivers learn skills such as positioning and transferring a loved one by watching healthcare experts in action. Also available for purchase online. For Nurse Aide Training, call or go to: www.redcross.org/en/takeaclass

- **Department of Health
Developmental Disabilities Services Branch
Neurotrauma Supports**

2201 Waimano Home Rd., Pearl City, 96782

Phone: 453-6151

hawaii.gov/health/disability-services/neurotrauma/index.html

Provides information and referral to access community resources. Promotes prevention, education, and awareness programs for individuals with a neurotrauma injury.

- **Honolulu Fire Department
Training and Research Bureau**

890 Valkenburgh St., Honolulu, 96818

Phone: 723-7014

www.honolulu.gov/hfd/cpr.htm

CPR awareness training. Minimum 30 days notice needed with at least 10 participants per class. Class will be held at the requestor's location. Must provide a TV and DVD player. Free.

- **Kupuna Education Center
at Kapiolani Community College**

4303 Diamond Head Rd., Kopiko 123, Honolulu, 96816

Phone: 734-9108

www.kupunaeducation.com

Workshops specifically for family caregivers interested in learning skills for the care of their elderly parents, spouse or relative. The classes are taught by health care professionals. Topics include personal care skills such as bathing, dressing, oral care, and incontinent care as well as transfer techniques. Information is provided on medication management, nutrition, legal and financial issues, dementia care, end of life care and community resources. Tips on how to take care of the caregiver are included. An Elder Stay@Home training program is also available for home care workers and family caregivers who want more extensive training. Go to our website or call for the latest schedule and more information. For Family Caregivers and anyone preparing to do caregiving.

- **Ohana Care Program**

Honolulu Gerontology Program, Child & Family Service

200 N. Vineyard Blvd., Bldg. B, Honolulu, 96817

www.childandfamilyservice.org

Phone: 543-8468

Powerful Tools for Caregivers: 6 week training course to improve self-care, emotional well being and knowledge of community resources for Family Caregivers.

- **Ohana Caregivers**

www.ctahr.hawaii.edu/ohanacaregivers

Web-based information and resources for family caregivers.

CAREGIVER SUPPORT GROUPS - GENERAL

Support groups provide opportunities for caregivers to learn from each other (such as care techniques or information on services they may have tried) and provide peer emotional support and information about services in the community.

- **Castle Medical Center**

640 Ulukahiki St., Kailua, 96734

Phone: 263-5077

www.castlemed.org

Caregiver support group for caregivers, friends, and family.

Meets monthly. Call for place and times. Includes educational component to address caregiver issues and community resources. Open to anyone who is interested; however, please do not bring care recipient.

- **Central Oahu Caregivers' Support Group**

P.O. Box 84794, Mililani, 96789

Phone: 625-0420

Monthly support group for family caregivers. Meets 2nd Thursday, 7:00-9:00 p.m. at Wahiawa General Hospital.

Anyone interested in topics related to caregiving or presently caring for individuals.

- **Eldercare Support Group**

Phone: 395-9082

Providing support for family caregivers, sharing hints, ideas, and information. Meets last Saturday of each month except December. Call for directions to meeting site.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Ave., Honolulu, 96819

Phone: 848-0977

www.kkv.net

Monthly meetings provide educational sessions, problem solving, and stress reducing activities. Geriatricians are available during sessions. For residents of upper Kalihi Valley (census Tracts 61-65). No cost. Donations welcome.

- **The Caregiver Foundation Support Groups**

Phone: 625-3782

www.thecaregiverfoundation.com

Monthly support groups for family caregivers at various sites including Makiki, Kaneohe, and Aiea.

- **Ohana Care Program**

Honolulu Gerontology Program

Child & Family Service

200 N. Vineyard Blvd., Bldg. B, Honolulu, 96817

www.childandfamilyservice.org

Phone: 543-8468

Ongoing Caregiver Support Groups. The groups provide an educational component and a time to share with other caregivers. Through this sharing, caregivers are able to help find answers to their caregiving questions. The support of others who are going through the same experiences helps to reduce caregiver stress.

For unpaid caregivers including family and friends of seniors over 60 years of age. No fees, donations are appreciated.

- **Project Dana**

Caring for the Caregiver- Support Group

902 University Ave., Honolulu, 96826

Phone: 945-3736

This family caregiver support group has four components per month: educational support, rap session, outing, and exercise. Meetings are held on Wednesday mornings. Funded by the National Family Caregiver Support Program, Title III E. Care recipient must be 60 years old.

- **VA Caregivers Support Group**

VA Spark Matsunaga Medical Center

459 Patterson Rd., Honolulu, 96819

Phone: 433-7646

Caregiver support group held 2nd Monday of each month. The meetings include an educational component to address caregiver issues and provide information about community resources, and time for participants to share experiences and support one another. For caregivers of veterans eligible for VA health care services. No fee for group participation.

CAREGIVER SUPPORT GROUPS - CONDITION SPECIFIC

These groups focus on dealing with a particular condition or disease. They also provide mutual support and education.

- **Alzheimer's Association - Aloha Chapter**

1050 Ala Moana Blvd., Suite 2610, Honolulu, 96814

Phone: 591-2771

Helpline: 1-800-272-3900

www.alz.org/hawaii

Neighborhood support groups (locations island-wide).

- **American Cancer Society, Hawaii Pacific Inc.**

2370 Nuuanu Ave., Honolulu, 96817

Phone: 595-7544

www.cancer.org

Educational sessions, support groups, self-help, and visitations for caregivers, patients, family, and friends.

- **American Diabetes Association**

875 Waimanu St. Suite 601, Honolulu, 96816

Phone: 947-5979 Toll free: 1-888-diabetes (342-2383)

www.diabetes.org

Educational workshops, diabetes resource center, support groups, seminars for healthcare professionals, and advocacy.

- **American Heart Association/American Stroke Association**

677 Ala Moana Blvd., Suite 600, Honolulu, 96813

Phone: 538-7021

www.americanheart.org

Mended Hearts and Stroke Support groups.

- **American Lung Association: Better Breathers Club**

680 Iwilei Rd., Suite 575, Honolulu, 96817

Phone: 537-5966

www.ala-hawaii.org

Education for persons with lung disease and their family members.

- **Lupus Foundation of America - Hawaii Chapter**

700 Bishop St., Suite 444, Honolulu, 96813

Phone: 538-1522 Neighbor Islands: 1-866-975-8787

www.lupushawaii.org

Support group and educational programs for patients, family members, and loved ones. Call for locations.

- **Muscular Dystrophy Association**

Hawaii Chapter

1221 Kapiolani Blvd. Suite 220, Honolulu, 96814

Phone: 593-4454

www.mda.org

Support groups, diagnostic and follow up care through the MDA Clinic, annual funding for durable medical equipment repairs, a summer camp program, research and education

- **National Kidney Foundation of Hawaii**

1314 S. King St., Suite 305, Honolulu, 96814

Phone: 593-1515

www.kidneyhi.org

Education programs and support groups

Services to Support the Caregiver

DURABLE 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 DMEs with a prescription.

Tips: 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 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 (and accept assignment). Also, go to 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 with your standard copayment amount as payment in full. Ask friends, social workers, and medical professionals for advice and referrals. Call Sage PLUS for additional information.

PERSONAL CARE

Health-related services provided in the home. See “Home Health” or “Home Care” in the Yellow Pages for additional providers. For Medicaid and Nursing Home eligible, call your QExA plan provider to see if you qualify for services under their plans. Also see Licensed Home Health Agencies and Respite In-Home.

- **St. Francis Health Services for Senior Citizens**

P.O. Box 29700, Honolulu, 96820

Phone: 547-6121

www.stfrancishawaii.org

Assisting elders and their family caregivers by providing safe and therapeutic care to ensure the comfort and dignity of each frail elder, such as bath and shampoo in bed, tub, or shower.

Assist with related care, such as oral hygiene, grooming, and shaving. Change bed linen as necessary.

For seniors 60 years or older, in need of assistance with bathing, and ineligible for private Home Health Care covered by insurance reimbursement. Families are encouraged to make contributions as best they can.

HOMEMAKER SERVICES

May include housekeeping, shopping, and assistance with errands. See “House Cleaning” in the Yellow Pages for businesses that do cleaning. Some Home Health and Home Care agencies also offer housekeeping.

- **Akamai Grocery Shopping & Delivery Service**

Phone: 672-7347

www.akamaidelivery.com

Save time by having someone else do your grocery shopping. Fee is 20% of total bill + fuel charge; minimum \$10 fee per delivery.

- **Catholic Charities Hawaii - Premium Senior Services**

Phone: 527-4777

www.premiumseniorservices.com

Personal home assistance, including housekeeping, shopping, and errands.

- **Child & Family Service - Kupuna Concierge**

Phone: 543-8423

www.kupunaconcierge.com

Chore, homemaker, respite, and personal assistance in the home.

- **Palolo Chinese Home - Home Cleaning Service**

Phone: 748-7994

www.palolohome.org

In-home cleaning service for seniors from Kalihi to Hawaii Kai. Fee is \$70 per cleaning. Limited financial aid available for low-income seniors.

HOSPICE

Hospice care is specialized, compassionate health care and emotional support for people facing the advancing stages of cancer, heart disease, kidney disease, or other terminal illness. It provides a milieu in which patients may spend their last days free of pain, preferably in the comfort of their own home. When this is not feasible, hospice services are also available to patients who live in nursing homes or other residential settings.

Registered nurses, social workers, dieticians, home health aides, homemakers, chaplains, volunteers, bereavement counselors, durable medical equipment, medications, medical supplies, and laboratory services are often included in hospice services. Nurses are on call 24-hours a day and respite care may also be provided. Hospice services are covered under Medicare; however, room and board in a hospice home is paid out of pocket. Other related services are paid with other types of insurance the patient may have or charitable funds from the provider.

- **Bristol Hospice Hawaii, LLC**

500 Ala Moana Blvd. Suite 4-547, Honolulu, 96813

Phone: 536-8012

www.bristolhospice.com

- **Hospice Hawaii**

860 Iwilei Rd., Honolulu, 96817-5018

Phone: 924-9255

www.hospicehawaii.org

- **Islands Hospice**

560 N. Nimitz Hwy., Suite 204, Honolulu, 96817

Phone: 550-2552

www.islandshospice.com

- **St. Francis Hospice**

2226 Liliha St. 5th Floor, Honolulu, 96817

Phone: 595-7566

www.stfrancishawaii.org

LICENSED 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 certified which means that they can provide services that are covered by Medicare. Medicare certification is voluntary. State licensing of home health agencies by the Office of Health Care Assurance is required.

Home *Health* Agencies are not to be confused with Home *Care* Agencies which provide non-medical custodial care 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 in the future. Home care agency services are not covered by Medicare; services are private pay or may be covered under long term care insurance or Medicaid. To find home care agencies, see “Home Health Care” in the Yellow Pages.

Some home health agencies provide only Medicare covered services (doctor ordered, usually for short-term after hospitalization) while others will provide private duty services (private pay, including custodial care, usually for long-term). For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive on-going services, typically a minimum of once or twice a week. Some offer temporary respite, live-in care, and/or travel assistance/escort.

Home Health and Home Care services normally require an assessment by the agency to determine the level of care needed (care plan). The lowest level of care typically starts at \$18-24 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 by specially

trained staff, usually by “personal care assistants,” “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 (next section) which is 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 Agencies statewide, go to the Office of Health Care Assurance website at www.hawaii.gov/health, and under “Health Topics,” click on “Elder Care.” For reviews of Medicare certified Home Health Agencies, go to www.medicare.gov and under “Resource Locator” click on “Home Health Compare.”

- **Arcadia Home Care Services (Private Duty)**

1660 S. Beretania St. Rm. 203, Honolulu, 96826

Phone: 440-3041

www.arcadia-hi.org

- **Attention Plus Care (Private Duty)**

1580 Makaloa St., Suite 1060, Honolulu 96814

Phone: 739-2811

www.attentionplus.com

- **Bayada Home Health Care (Private Duty)**

615 Piikoi St., Suite 600, Honolulu 96814

Phone: 591-6050

www.bayadahomehealth.com

- **CareResource Hawaii (Medicare covered & Private Duty)**

680 Iwilei Rd., Suite 660, Honolulu 96817

Phone: 599-4999

www.careresourcehawaii.org

- **Castle Community & Home Care**
 46-001 Kamehameha Hwy., Suite 212, Kaneohe 96744
 Phone: 263-5078 (private duty); 263-5077 (Medicare covered)
www.castlemed.com/home_care.htm
- **Kokua Nurses** (Medicare covered & Private Duty)
 1210 Artesian St., Suite 201, Honolulu 96826
 Phone: 594-2326
www.kokuanurses.com
- **Lou's Quality Home Health Care Services, LLC**
 (Private Duty)
 P.O. Box 893224, Mililani 96789
 Phone: 623-7109 or 754-3934
www.lousqualcare.com
- **Prime Care Services of Hawaii, Inc.** (Medicare covered)
 3375 Koapaka St. Suite I-570, Honolulu 96819
 Phone: 531-0050
www.primecarehawaii.com
- **St. Francis Home Care Services** (Medicare covered)
 P.O. Box 29700, Honolulu 96820
 Phone: 534-0777
www.stfrancishawaii.org
- **Wahiawa General Hospital Home Health** (Medicare covered)
 128 Lehua St. Wahiawa 96786
 Phone: 621-4438
www.wahiawageneral.org
- **Wilson Homecare** (Private Duty)
 1221 Kapiolani Blvd., Suite 940
 Honolulu, Hawaii 96814
 Phone: 596-4486
www.wilsonhomecare.net

RESPIRE- Out-of-Home, Adult Day Care & Adult Day Health

Adult Day Care programs include supervision, recreation, arts & crafts, socialization, exercise, meals, and other 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.

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.

Some things to consider when looking for a provider are the types services and activities offered, quantity and qualifications of staffing, meals, and operating hours as they can vary greatly. These facilities require TB and medical clearance (physical exam). Some providers will suggest a trial period if they are unsure your loved one is appropriate for their program. Please note that most providers have a non-refundable intake or application fee and have a minimum attendance to stay enrolled in their program.

• Aloha Nursing & Rehab Center

Adult Day Wellness Program

45-545 Kamehameha Hwy., Kaneohe, 96744

Phone: 247-2220 ext 536

www.alohanursing.com

Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

Includes breakfast, lunch and a snack.

Fees: \$1250 flat monthly rate. \$25 application fee plus \$100 deposit. \$25/shower service. Extended time of up to half an hour is available before or after regular hours. Cost is \$15 per 30 minutes (scheduled) or \$15 per 15 minutes (unscheduled).

Beautician services available for additional cost.

- **Aloha Wellness Center, Inc.**

94-1388 Moaniani St. #203, Waipahu, 96797 (by Waipio Costco)

Phone: 393-7000

www.alohawellness.biz

Hours: Monday - Saturday, 8:00 a.m. - 5:00 p.m.

Includes lunch and 2 snacks.

Fees: 3 levels- \$62, \$72, and \$82/day. Excursions provided monthly. Minimum 2 days/week attendance. Shower service available for additional cost. Also provides in-home companion services in leeward area.

- **Ann Pearl Nursing Facility**

Adult Day Health Program

45-181 Waikalua Rd., Kaneohe, 96744

Phone: 247-8558 or 754-4111

www.annpearlnursing.com

Hours: Monday - Friday, 7:00 a.m. - 5:30 p.m.

Adult Day Health provider. Includes lunch and 2 snacks.

Monthly rates: \$635 for 2 days/week, \$955 for 3 days/week, \$1270 for 4 days/week, \$1590 for 5 days/week. \$35 application fee. \$5 for additional meal (breakfast or dinner).

Skilled Nursing Facility provides overnight respite per night starting at \$295 for ICF, \$305 for Alzheimer's/dementia care, and \$380 for SNF (minimum 1 week).

- **Beckwith Hillside Adult Day Care**

2375 Beckwith St., Honolulu, 96822 (Manoa)

Phone: 497-8489

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m.

Includes lunch and 2 snacks.

Small group, residential home environment.

Fees: \$65/day, paid in advance. \$25 additional for shower.

\$10 for RN services including wound care, diabetic monitoring, tube feeding, and oxygen assistance. Overnight respite also available.

- **Casamina Adult Day Care Home**

1426 Ala Napunani St., Honolulu, 96818 (Salt Lake/Aliamanu)
Phone: 839-9733

Hours: Monday - Friday, 7:00 a.m. - 5:30 p.m.;

Saturday & Sunday, 8:00 a.m. - 4:00 p.m.

Small group, residential home environment.

Overnight respite available.

Fees: \$60 and up per day, dependent on level of care.

Overnight respite available.

- **Central Oahu Senior Day Care Association
Aged to Perfection**

1445 California Ave., Wahiawa, 96786

Phone: 622-4717

Hours: Monday - Friday, 6:00 a.m.- 5:30 p.m.;

Saturday, 8:00 a.m. - 4:00 p.m.

Includes breakfast, lunch and snack. Special dietary meals are available daily. Program includes 3 levels (ambulatory to wheelchair bound) of exercise 2 times/day, music therapy 2 times/month and outings(excursions) 2-3 times/month.

Individualized program that tracks clients' abilities and behavior to encourage personalized progress. Monthly chart reviews of clients by a M.D. Intergenerational program that integrates contact with children from preschool through high school and RN students from UH School of Nursing.

Fees: \$59/day, \$69 for those needing assistance with eating and toileting. \$50 application fee. \$18/shower. Minimum 1 day/week attendance. \$6 additional for late pick up until 6 p.m.

- **Central Union Church Adult Day Care and Day Health**

1660 S. Beretania St., Honolulu, 96826 (Makiki/Punahou)

Phone: 440-3020

www.arcadia-hi.org

Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

Adult Day Health provider. Includes 2 meals and a snack.

Fees: \$70/day for Day Care, \$80/day for level 1 Day Health, \$90/day for level 2. \$50 application fee. \$15 for early drop off or late pickup (up to half an hour). \$5.25 for third meal.

- **Franciscan Adult Day Center**

2715 Pamoia Rd., Honolulu, 96822 (Manoa)

Phone: 988-5678

www.franciscanadultday.com

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m.

Includes continental breakfast, lunch and a snack.

Fees: \$60/day, minimum 2 days/week. \$1250/month for 5 days/week. \$30 registration fee.

- **Fukumoto Adult Care, LLC**

98-779 Kaamilo St., Aiea, 96701

Phone: 487-7528

Hours: Monday - Friday, 7:30 a.m. - 5:00 p.m.

Small group, residential home environment. Includes lunch and 2 snacks.

Fees: \$63/day, minimum 2 days/week attendance. \$180 deposit.

- **Furukawa Living Treasure Day Care Centers**

1449 Brigham St., Honolulu, 96817 (Kapalama)

1647 Palolo Ave., Honolulu, 96816 (Palolo Valley)

Phone: 842-5175

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m.

Includes lunch and 2 snacks. Japanese speaking staff available.

Fees: \$59/day, minimum 2 days/week attendance. \$80 registration fee.

- **Hulu Makua**

1029 Kapahulu Ave. Suite 408, Honolulu, 96816 (Kapahulu)

Phone: 218-7828

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m.,

Saturday 8:00 a.m. - 4:00 p.m.

Includes breakfast, lunch and a snack.

Fees: \$64/day, \$75 for Saturday. No minimum attendance. \$50 application fee.

- **Kilohana Adult Day Care Center**

5829 Mahimahi St., Honolulu, 96821 (Niu Valley/Hawaii Kai)

Phone: 373-2700

www.arcadia-hi.org

Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

Includes 2 meals and a snack. Extended assistance program includes proactive toilet program, redirection/engagement program and assistance with feeding.

Fees: \$66/day. \$76/day with Proactive Toileting. \$86/day with Extended Assistance Program. \$50 registration fee. \$5.25 for 3rd meal. \$5 fee for mechanically altered meals. \$21 for shower service. No minimum attendance. Incontinence assistance: \$18 per incident. Early drop off or late pick up available for additional fee.

- **King Lunalilo Adult Day Care Center**

501 Kekauluohi St., Honolulu, 96825 (Hawaii Kai)

Phone: 395-4065

www.kinglunaliloadc.org

Hours: Monday - Friday, 6:30 a.m. - 6:30 p.m.

Includes 2 meals and 2 snacks.

Fees: \$73/day. \$50 application fee. Incontinence care: \$25 per incident. Behavior and/or Medication Management: \$25 additional per day. \$6.50 for third meal. \$25/bath. Minimum 8 days/month attendance.

- **Kuakini Adult Day Care Centers**

Phone: 547-9534

www.kuakini.org

347 N. Kuakini St., Honolulu, 96817

Pali Satellite Phone: 528-4621

1727 Pali Hwy., Honolulu, 96813 (Nuuanu)

Aiea Satellite Phone: 487-1586

98-939 Moanalua Rd., Aiea, 96701

Hours: Monday - Friday, 6:45 a.m. - 5:15 p.m.

Includes lunch and a snack.

Fees: \$62/day on same scheduled day of the week. \$1030/month for full time. \$50 intake fee.

- **Leahi Adult Day Health Center**

Hawaii Health Systems Corporation
3675 Kilauea Ave., Honolulu, 96816 (Kaimuki/Daimond Head)
Phone: 733-7955
www.hhsc.org/oahu/leahi

Hours: Monday - Friday, 7:00 a.m. - 5:30 p.m.;
Saturday, 8 a.m. - 4 p.m.

Adult Day Health (no day care) providing therapeutic services and treatments which include nursing and health care, group activities, recreational therapy and social services for individuals who require supervision to live safely in the community.

To be eligible for the program, Primary Physician has determined that person requires intermediate care (ICF); and the person is able to participate in an activity program and is able to bear weight during transfers.

Fees: \$80/day for level 1. \$87 for level 2, \$98 for level 3.
Minimum 2 days/week attendance. \$30/shower.

- **Lotus Adult Day Care Center**

99-186 Puakala St., Aiea, 96701
Phone: 486-5050

Hours: Monday - Friday, 6:45 a.m. - 5:30 p.m. Includes 1 meal and 2 snacks. Provide a supervised and safe environment, opportunities for socialization, and physical and mental stimulation.

Fees: \$50/day. \$750/month for full time. \$25 intake fee.

- **Adult Day Health at Maluhia**

Hawaii Health Systems Corporation
1027 Hala Dr., Honolulu, 96817 (Kalihi/Liliha)
Phone: 832-6130
www.maluhia.hhsc.org

Hours: Monday - Friday, 6:45 a.m. - 5:30 p.m. Saturday, 8:00 a.m. - 4:30 p.m.

Adult Day Health (no day care) that includes daily exercise, recreation, support services, counseling and referrals. Doctor appointments available on-site to participants from Maluhia's Physician. Pharmacy service delivers pre-ordered medications to center. Meal options available, including tube feeding. Chilled special diet and/or textured meals can be ordered to take home (Express Meals).

Fees: Age 55 years or older and needing assistance during the day. \$87/day, minimum 1 day/month attendance, \$30/bath, \$7.25/Express Meal.

- **Palolo Chinese Home**

2459 10th Ave., Honolulu, 96816 (Palolo Valley)

Phone: 737-2555

www.palolohome.org

Hours: open 7 days/week, 7:30 a.m.-5:30 p.m.

Includes 2 meals plus snacks.

Fees: \$55 application fee. Minimum attendance- 4 days/month.

Basic service: \$71/day, \$73/day for weekends; \$1346/month

For weekdays only, \$1492/month for weekdays + Sat. or Sun.,

\$1638/month for everyday.

Special service (adds nursing services, medication

administration, modified diets, behavior management, etc.):

\$82/day, \$84/day for weekends; \$1638/month For weekdays

only, \$1727/month for weekdays + Sat. or Sun., \$1871/month

for everyday.

Bath/shower- \$29. Additional meals- \$5. Prepared takeout

meals- \$5.50. Planned late pick up- \$20/hr for Basic service,

\$24/hour for Special service. Unplanned early drop off (before

7:30 a.m.) or late pick up (after 5:30 p.m.)- \$6/15 minutes.

Holiday attendance- additional \$27/day.

- **Sakura House**

1666 Mott Smith Dr., Honolulu, 96822 (Makiki/Tantalus)

Phone: 536-1112

www.sakurahousehawaii.com

Hours: Monday - Friday, 7:30 a.m. - 5:30 p.m.

Includes breakfast, lunch and snacks. Provides Japanese-

English bilingual service.

Fees: \$65/day. Minimum one day/week attendance. \$25

registration fee. Full time rate (5 days/week): \$1200 for 4

weeks. 4 days/week rate: \$980/4 weeks. 3 days/week rate:

\$750/4 weeks.

- **Seagull School at Kapolei**

531 Farrington Hwy., Kapolei, 96707

Phone: 674-1160

www.seagullschools.com

Hours: Monday - Friday, 6:00 a.m. - 5:00 p.m. Saturday, 8:00 a.m. - 4:30 p.m.

Includes 2 meals and 2 snacks. Specializing in an intergenerational program with adjoining preschool.

Fees: \$55/day, minimum 2 days/week attendance. 3 levels for full time: \$750, \$800, and \$1000 per month. Financial aid available for those who qualify.

- **SECOH (Special Education Center of Hawaii) Senior Center**

708 Palekaua St., Honolulu, 96816 (Diamond Head/Kahala)

Phone: 739-2745

www.secoh.org

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m.;

Saturday, 7:30 a.m. - 4:00 p.m.

Includes a meal and 2 snacks (for full day clients). Provides a stimulating, caring, and individually tailored environment; includes arts and crafts, exercise, reading, regular rest periods, and visits to various points of interest in the community. A licensed nurse is available as needed.

Fees: \$60/day for over 5 hours, \$40 for less than 5 hours.

Service is on prepaid and contract basis.

- **The Salvation Army**

Adult Day Health Services

296 N. Vineyard Blvd., Honolulu, 96817 (Liliha)

Phone: 521-6553

www.salvationarmyhawaii.org

Hours: Monday - Friday, 6:30 a.m. - 6:00 p.m.

Designed to provide respite for caretakers and a safe program for aging older adults who require daily supervision, socialization, nursing services, and/or rehabilitation services.

The goal of the program is to prevent and delay placement into institutionalized care and allow seniors to remain at home and in the community longer. Program includes recreational and social activities, weights, walking & circuit training exercise program, fall risk intervention program, weekly pet therapy, monthly therapeutic massage sessions, pharmacy services, and caregiver support group. Includes continental breakfast, lunch and a snack.

Fees: \$45/day min 2 days/week \$900/month. AD Health- Level 1-\$53/day, \$1060/month. Level 2- \$68/day, \$1360. \$83/day, \$1660/month. \$50 application fee. Baths- \$25, Haircuts- \$10. Temporary Respite Services- \$95/day, minimum one week period. Scholarships & Financial Aid available for qualifying participants.

• **Waianae Coast Comprehensive Health Center Day Care**
- **Various locations on Oahu**

Phone: 542-9073

• **Hale Kakoo**

1816 Alewa Dr., Honolulu, 96817

Overnight respite available.

• **Helemano Hale**

64-1488 Kamehameha Hwy., Wahiawa, 96786

• **Mililani Hale**

95-257 Kaloapau St., Mililani, 96789

• **Nanakuli Hale**

89-1888 Farrington Hwy., Waianae, 96792

• **Pearl City Hale**

858 Second St., Pearl City, 96782

Also open weekends & holidays, 8:00 a.m. - 5:00 p.m.

All centers open Monday - Friday, 8:00 a.m. - 5:00 p.m. and includes 2 meals and one snack. Only breakfast provided on weekends.

Fees: \$60/day. No application fee or minimum attendance. \$23.24/shower, available at some locations.

• **Waipahu Hongwanji Mission Adult Day Care Center**

94-821 Kuhaulua St., Waipahu, 96797

Phone: 678-1770

www.waipahuhongwanji.org

Hours: Monday - Friday, 6:45 a.m. - 5:00 p.m.

Includes lunch and a snack. Exercise, music, crafts, and social interaction.

Fees: \$55/day, minimum 1 day/week attendance. \$900/month for full time. \$25 intake fee.

• **Windward Senior Day Care Center - Hope Center**

77 N. Kainalu Dr., Kailua, 96734

Phone: 261-4947

Hours: Monday - Friday, 7:00 a.m. - 5:00 p.m., with extended hours until 7:00 p.m. Saturday, 8:30 a.m. - 4:30 p.m.

Includes meal and 2 snacks.

Fees: \$65/day. \$12 additional for extended hours. \$45 application fee. Scholarship available based on eligibility.

RESPIRE - Out-of-Home, Overnight

Over-night short-term respite offered in a care facility. These facilities require TB and medical clearance (recent physical exam). Allow ample time in advance when making reservations as certain facilities are often at capacity. Some Nursing Homes, Care Homes, and Assisted Living Residences also provide respite care (short-term & private-pay). For lists of these facilities, go to www.hawaii.gov/health and click on "Elder Care" under "Health Topics." Typical prices range from about \$100-250/night for Care Home level and \$250-400/night for ICF/SNF levels. Registration/intake fees may also apply.

- **Ann Pearl Nursing Facility**

45-181 Waikalua Rd., Kaneohe, 96744

Phone: 247-8558 or 754-4111

www.annpearlnursing.com

Overnight respite: \$295/night for ICF level, \$305/night for Alzheimer's/dementia care, and \$380/night for Skilled Nursing level. Minimum 1 week stay.

- **Hale Ho Aloha**

2670 Pacific Heights Rd., Honolulu, 96813

Phone: 524-1955

Respite in nursing home setting.

Fees: Private pay. Cost per night: \$220 ward, \$230 semi-private, \$275 private, minimum 1 week stay.

- **Lunalilo Home**

501 Kekauluohi St., Honolulu, 96825

Phone: 395-1000

Respite in care home setting.

Fees: Private pay. \$150/night.

- **Palolo Chinese Home**

2459 10th Ave., Honolulu, 96816

Phone: 737-2555

www.palolohome.org

Respite in care home setting.

Fees: \$85 registration fee. Overnight respite, 5 levels. \$192 to \$238 per night.

- **Respite Nanea, Inc.**

P.O. Box 1285, Pearl City, 96782

Phone: 524-2575 (Leave message with Physician's Exchange)

Short term respite in Care Homes and licensed facilities. Also provides assistance finding private duty services.

- **The Plaza Assisted Living**

www.theplazaassistedliving.com

- **Punchbowl**

- Phone: 792-8800

- 918 Lunalilo St., Honolulu, 96822

- **Mililani**

- Phone: 626-8807

- 95-1050 Ukuwai St., Mililani, 96789

- **Moanalua**

- Phone: 833-8880

- 1280 Moanalualani Pl., Honolulu, 96819

- Overnight Respite, subject to availability; Independent living, assisted living, memory care.

- Minimum 30 day stay for respite. Cost is regular monthly rate + 10%.

- **Oceanside Hawaii Assisted Living**

- 53-594 Kamehameha Hwy.

- P.O. Box 909, Hauula, 96717

- Phone: 293-1100

- www.oceansidehawaii.com

- Overnight respite for a few days to a few months for independent living, assisted living, and beginning stage dementia.

- 4 levels ranging from \$100-200/night.

RESPIRE - In-Home

Temporary relief for caregivers provided in the home. Also see Licensed Home Health Agencies. See “Home Health” or “Home Care” in the yellow pages for other agencies.

- **Catholic Charities Hawaii - Respite Connection**

1822 Keeaumoku St., Honolulu, 96822
www.catholiccharitieshawaii.org
Phone: 527-4777

Provides information on how to hire a private hire, linkage to possible private hires, and para-professional counseling. Either caregiver or care recipient must be 60 years or older. No fee for information and private hire referrals; donations are welcome. Family pays private hire worker directly.

- **Honolulu Gerontology- Caregiver Respite Program**

Child & Family Service
200 N. Vineyard Blvd., Bldg. B, Honolulu, 96817
www.childandfamilyservice.org
Phone: 543-8468

For unpaid caregivers of seniors 60 years and older who are in need of respite. No fees for the linkage; however, the caregivers are paid directly by the family or client.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Ave., Honolulu, 96819
Phone: 848-0977
www.kkv.net

Assistance for residents of upper Kalihi Valley

- **Project Dana**

902 University Ave., Honolulu, 96826
www.projectdana.org
Phone: 945-3736

Services provided by volunteers.

- **Waikiki Friendly Neighbors**

www.waikikihc.org
Phone: 926-8032

Volunteers providing services in Waikiki area.

PERSONAL EMERGENCY RESPONSE SYSTEMS

Also known as Personal Emergency Alert Systems, these devices attach to a home telephone and will call the number(s) you designated when the wireless unite (that is worn on the person) is activated. Such devices may be useful for persons who live alone or are alone for long periods of time. Some also offer fall detection technology and medication dispensing and/or reminding. Look for systems with no long term contracts.

• Kupuna Monitoring Systems

P.O. Box 2247, Aiea, 96701

www.kupunamonitoring.com

Phone: 721-1201

Uses lifeline equipment. AutoAlert fall detector automatically notifies monitoring center when a fall is detected. Medication Dispenser System dispenses medications in pill containers at scheduled times. If not taken, calls are made to family caregivers and the monitoring center. Statewide service. Fees: \$50 enrollment fee. \$37/month. \$47/month for medication and /or health wellness reminder services. \$75/month for the Medication Dispenser. \$13/month for fall detector pendant.

• Lifeline Hawaii Services

www.LifelineHawaiiServices.com

Phone: 1-888-409-8449

• Queen's Lifeline

1301 Punchbowl St., Honolulu, 96813

www.queens.org

Phone: 691-7585

Eligibility/fees: \$43 activation fee. \$43 per month.

• St. Francis Lifeline

2228 Liliha St. Room 408, Honolulu, 96817

www.stfrancishawaii.org

Phone: 547-6120

TRANSPORTATION/ESCORT

Some services are for elderly or disabled persons who can travel alone; others are for people who need to be accompanied. To obtain a **Persons with Disabilities Parking Permit**, pick up an application from any Satellite City Hall or download form from www.hawaii.gov/health/dcab/home.

The following providers offer **non-emergency curb-to-curb** service which includes pick-up and drop-off only. Some may also offer door-to-door, escort, or other additional 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 (“para-transit”) providers also accommodate gurneys and stretchers and may accept Medicaid for qualified medical appointments.

For Medical transportation providers, see “Transportation Service” and “Medical Transportation” in the Yellow Pages.

- **Catholic Charities Hawaii
Transportation Services for Seniors**

Phone: 527-4777

www.catholiccharitieshawaii.org

Provides shared-ride transportation on specific routes by appointment. For seniors 60 years or older. No fee, donations are welcome.

- **Charley’s Taxi and Limousine - MediCab**

Phone: 531-1333

www.charleystaxi.com

Door-to-door escort and wheelchair accessible van available.

- **Persons with Disabilities Parking Permit**

C&C of Honolulu - Customer Services Dept.

Phone: 532-7710

Download parking permit form: www.hawaii.gov/health/dcab

Or pick up application from any Satellite City Hall.

- **TheBus - Oahu Transit Services, Inc.**

811 Middle St., Honolulu, 96819

www.thebus.org

For discounted fare show your valid Medicare card to the bus driver or apply for a monthly or annual Senior Bus

Pass at the Middle Street office. Monthly renewal stickers available at Satellite City Halls.

Bus Pass Office/Lost & Found 848-4444

Customer Service 848-4500

Schedules and Routes 848-5555

- **TheHandi-Van - Oahu Transit Services, Inc.**

Customer Service, Reservations & Cancellations/Late Pick-Up

Phone: 456-5555; TTY: 454-5054

For persons with disabilities who are unable to use TheBus.

- **TheHandi-Van Eligibility Center**

1100 Ward Ave. Suite 835, Honolulu, 96814

Phone: 538-0033

Application involves interview/assessment at their office.

GRANDPARENT CAREGIVERS

Resources for grandparents raising children. Also visit Generations United at www.gu.org, and www.aarp.org/life/grandparents for additional information.

- **Hawaii Family Services, Inc.**

87-227 St. John's Rd., Waianae, 96792

Phone: 696-3482

Support group, outreach, and advocacy for grandparents who are raising or provide care for grandchildren age 18 and under in the Waianae/Leeward area.

- **PATCH**

People Attentive to Children

Phone: 839-1988

www.patchhawaii.org

Child care resource and referral agency.

- **Queen Liliuokalani Children's Center**

Grandparent and Relative Caregivers

Ko'olau Poko Unit

46-316 Haiku Rd., Kaneohe, HI 96744

Phone: 235-7613

www.qlcc.org

Support groups for grandparents and relatives providing care to minors.

- **The Parent Line**

Phone: 526-1222

www.theparentline.org

Support, information, and referral for parenting issues.

- **Partners in Development Foundation**

Tutu and Me Traveling Preschool

2345 Nuuanu Ave, Honolulu, 96817

Phone: 524-7633

www.pidfoundation.org

Mobile preschool meets at various community sites for children up to five years of age.

Care Away From Home

TRANSITION TO A CARE FACILITY

If your loved one's level of care increases beyond what you and your support network can provide in the home, you may have to consider other options. Placement into a long-term care (LTC) facility such as a Care Home, Adult Foster Home, or Nursing Home should be considered at this step. These living arrangements offer 24 hour supervision, room and board, and support from experienced and trained professionals that are licensed by the state.

Who pays?

Adult children of elders often are concerned that they cannot afford the cost of their parent's care. Unless some kind of legal agreement was made beforehand, children are not financially liable to pay for this care. Persons with incomes not high enough to pay for a LTC facility may apply for assistance for Supplemental Security Income (SSI) for Adult Residential Care Homes (ARCH); or for higher levels of care, Medicaid in an Intermediate Care or Skilled Nursing Facility (ICF and SNF).

For persons receiving a subsidy to pay for a LTC facility, their entire income (if they have any) is usually applied to the cost of the facility except for a "personal allowance" of \$50 a month. The remaining balance owed is paid by SSI or Medicaid (also known as "cost-sharing").

Adult Residential Care Homes

For 2012, SSI covers up to \$1349 for a type-1 care home or \$1457 for a type-2 care home. Persons with incomes above those amounts would not be eligible for SSI. Those people would have to negotiate a rate with the care home that ideally would not exceed the persons' total income as payment. Care homes are not required to take the SSI rate and there are no limits on how much they may charge.

There are hundreds of licensed care homes on Oahu. Most require private payment with rates typically around \$3000 to \$4000 a month, which is substantially higher than the SSI rate. Therefore, when SSI payment will be used, allow ample time to search for a care home that is willing to accept the SSI

rate. Inquire with the Social Security Administration for more information on SSI for LTC in an ARCH.

Adult Foster Homes and Nursing Homes

Medicaid payment for ICF and SNF level facilities will vary depending on the type of facility. Adult Foster Homes are required to take Medicaid payments and placement must be done by a case management agency that is licensed by the Department of Human Services. Most Nursing Homes will take a limited amount of Medicaid clients and they are often at capacity.

There is no specific income threshold to be eligible for Medicaid for LTC, but generally the cost of the nursing facility will have to exceed the person's income and ability to pay the full amount. Form DHS 1147 is used to determine if a person requires ICF or SNF level care which may make them eligible for cost-sharing with Medicaid for LTC.

There are other eligibility criteria for these programs such as a limit on the value of assets a person may have. Also, certain conditions and exceptions may apply, such as income allowances for a community spouse (not institutionalized), and possible placement of a lien on the care recipient's home.

For more information, check out these resources online:

Supplemental Security Income program:

www.ssa.gov/pgm/ssi.htm

Adult Res. Care Homes licensed by the Dept. of Health:

hawaii.gov/health/elder-care/health-assurance/licensing/index.html

Med-QUEST Division (Hawaii Medicaid) forms:

med-quest.us/mqdfirms.html

Dept. of Human Services Adult Foster Home program:

hawaii.gov/dhs/social_services/adult_services/

List of Nursing Homes regulated by the Dept. of Health:

hawaii.gov/health/elder-care/health-assurance/health-assurance/medicare-facilities/index.html

***Deciding What's Next?* Legal handbook, see Chapter 3:**

www.hawaii.edu/uhelp/files/DecidingWhatsNext_2011.pdf

Area Agencies on Aging

Area Agencies on Aging (AAA) are entities created from the Older Americans Act to develop and support programs that serve the specific needs of older adults. No matter where you are in the United States, there is an AAA assigned to your area. In Hawaii, there are 4 distinct county-level agencies.

- **Elderly Affairs Division (EAD)**

Department of Community Services
City and County of Honolulu
715 S. King St., Suite 200, Honolulu, 96813
Phone: 768-7700 Fax: 527-6895
www.elderlyaffairs.com

EAD is Oahu's Area Agency on Aging. It develops and coordinates services for the elderly and their caregivers, which include: Senior Helpline (768-7700) for phone consultations; information and referral to services; contracting services for the elderly; and publications such as this one.

- **Kauai Agency on Elderly Affairs**

Piikoi Building
4444 Rice St. Suite 330 Lihue 96766
Phone: 1-808-241-4470 Fax: 1-808-241-5113
www.kauaiadrc.org

- **Hawaii County Office of Aging**

1055 Kinoole St. Suite 101
Hilo 96720
Phone: 1-808-961-8626 Fax: 1-808-961-8603

Kona Office

74-5044 Ane Keohokalole Hwy.
Kailua-Kona 96740
Phone: 1-808-323-4390 Fax: 1-808-323-4398
www.hcoahawaii.org

- **Maui County Office on Aging**

2200 Main St. Suite 547
Wailuku 96793
Phone: 1-808-270-7774 Fax: 1-808-270-7935

Molokai

Phone: 1-808-553-5241

Lanai

Phone: 1-808-565-6818

www.mauicountyadrc.org

To find other Area Agencies on Aging, call the

• **National Eldercare Locator**

Phone: 1-800-677-1116

www.eldercare.gov

State Unit on Aging

• **State Executive Office on Aging**

No. 1 Capitol District

250 S. Hotel St. Suite 406 Honolulu 96813

Phone: 586-0100

hawaii.gov/health/eoa/index.html

• **Hawaii Aging and Disability Resource Center (ADRC)**

(All of Hawaii's Agencies on Aging)

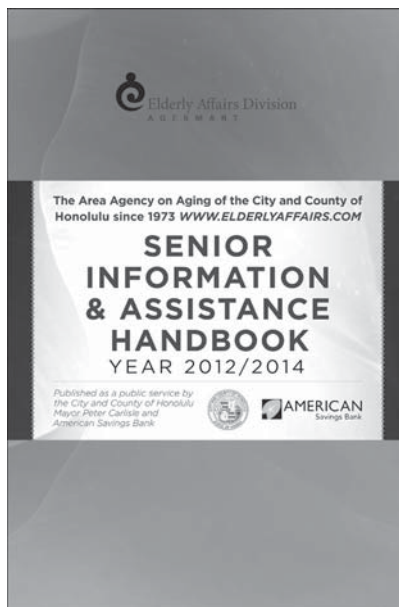
Statewide phone: 643-2372

www.hawaiiadrc.org

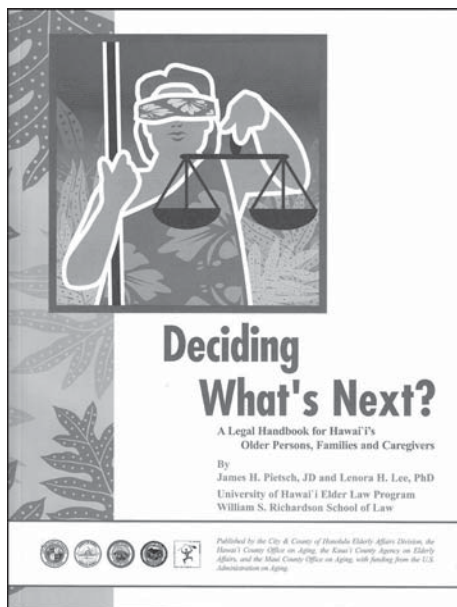
Other Publications

These publications are available to borrow through the Hawaii State Public Library System: www.librarieshawaii.org

Or view on our website: www.elderlyaffairs.com



Senior Information & Assistance Handbook
Library Call Number:
H 362.63 HONS
Copies also available
at Satellite City Halls and
American Savings Bank
branches on Oahu



Deciding "What's Next?"
Library Call Number:
H 346.013 Pi
www.hawaii.edu/uhelp

Online Resources

These websites offer a range of information and resources including newsletters, research articles, tips & advice, educational opportunities and information on agencies and programs that provide caregiver support services.

If you do not have a computer and internet access, the Hawaii State Public Library System offers free use of their computers to valid card holders. Inquire at your local public library regarding computer use policies (www.librarieshawaii.org).

Local Websites

www.elderlyaffairs.com

Elderly Affairs Division, City and County of Honolulu

www.hawaii.gov/health/eoa/CG.html

Executive Office on Aging, click on Family Caregiver Newsletter

www.kupunaeducation.com

Kupuna Education Center at Kapiolani Community College. Listing of current caregiver training workshops

National Websites

www.aarp.org

AARP

www.aoa.gov

Administration on Aging

www.caregiver.org

Family Caregiver Alliance, National Center on Caregiving

www.familycareamerica.com

National Caregivers Library

www.caps4caregivers.org

Children of Aging Parents

www.caregiver.com

Today's Caregiver magazine

www.caregiving.org

National Alliance for Caregiving

www.medicare.gov

Official U.S. government site for people with Medicare

www.nia.nih.gov

Institute on Aging, National Institute of Health

www.nlm.nih.gov/medlineplus

MedlinePlus, National Library of Medicine

www.thefamilycaregiver.org

National Family Caregivers Association

www.strengthforcaring.com

Johnson & Johnson Caregiver Initiative

www.wellspouse.org

Well Spouse Association

Frequently Called Government Numbers

City & County of Honolulu

Bus Schedule & Routes	848-5555
Customer Services	TTY 768-3489
(Information)	768-4385
(Complaints)	768-4381
Driver's License & Motor Vehicle Info.	532-7700
Elderly Affairs Division	768-7705
Senior Helpline	768-7700
Mayor's Office	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
Med-QUEST	587-3521
State Employees 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

Emergency Numbers

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

OTHER FREQUENTLY CALLED NUMBERS

Aloha United Way	211
Abandoned Vehicles	733-2530
Bulky Item Collection	768-3202
Cesspool	768-7232
Pothole Hotline	768-7777
Recycling Information	768-3200
Refuse Division	768-3401
Road Maintenance	768-3622
Sewer	768-7272
Street Lighting	768-5300
Traffic Signals	768-5333
Tree Trimming	971-7151

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My important information

Caregiver Name: _____

Phone/address: _____

Doctor info, medical conditions, medications, allergies, etc.:

Care recipient Name: _____

Phone/address: _____

Doctor info, medical conditions, medications, allergies, etc.:

Emergency Contacts

Name/relation:

Phone:

Location of Advance Healthcare Directive, POLST, CCO/DNR, etc.:

In case of emergency, keep this information in an accessible place,
such as on your refrigerator or in your purse/wallet.

Call the

Senior Helpline

For Help or Information
About Senior Services

768-7700

www.elderlyaffairs.com

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DEPARTMENT OF COMMUNITY SERVICES
CITY AND COUNTY OF HONOLULU