



Elderly Affairs Division
AGESMART

SENIOR

INFORMATION & ASSISTANCE







HANDBOOK

The Area Agency on Aging of the
City and County of Honolulu Since 1973

www.ElderlyAffairs.com

Published as a public service by the City and County of Honolulu
Mayor Kirk Caldwell

HOW TO USE THIS BOOK

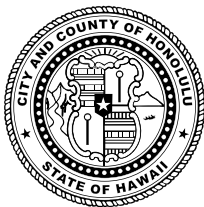
-  To locate services, use the Table of Contents or the Index. For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings, or search online.
-  TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
-  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.
-  This handbook can also be found on our website:
www.elderlyaffairs.com
-  For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.

SENIOR INFORMATION & ASSISTANCE HANDBOOK



Elderly
Affairs
Division
AGE SMART

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



MESSAGE FROM MAYOR KIRK CALDWELL



Aloha. On behalf of the residents of the City and County of Honolulu, I am pleased to present this updated Senior Information and Assistance Handbook, a well-referenced guide to services and support for seniors and the individuals who care for them.

The Department of Community Services, Elderly Affairs Division, has produced this resource directory to serve the community, service providers and our Kūpuna, with the goal of assisting our seniors with aging in their homes and communities for as long as possible.

Copies of this handbook are available at all nine City and County of Honolulu Satellite City Hall offices on O‘ahu. For more information on senior or caregiver issues, please visit www.elderlyaffairs.com or call the Senior Helpline at 768-7700.

A handwritten signature in black ink, appearing to read "Kirk Caldwell".

Kirk Caldwell

Table of Contents

Hawaii Area Agencies on Aging	8
State Unit on Aging.....	8
Other Area Agencies on Aging	8

BASIC NEEDS

Food	9
Food Banks	9
Meals	9
Housing.....	10
Home Improvement.....	10
Household Goods.....	11
Housing Search & Information.....	11
Homelessness & Shelters	12
Transitional Housing	12
Nursing Facilities	12
Residential Care Homes & Adult Foster Homes.....	14
Retirement & Assisted Living Residences	16
Transportation.....	17
Driver & Pedestrian Information	17
Local Transportation & Passes.....	18

COMMUNITY SERVICES

Community Services	19
Information and Referral.....	19
Personal Identification	20
Satellite City Halls.....	21
Senior Centers.....	21
Senior Clubs & Organizations	22
Volunteer Opportunities	23

EDUCATION

Education.....	24
Learning Opportunities	24

FAMILY SUPPORT

Family Support	26
Caregiver Education	26
Case Management	27
Emergency Alert Systems	28
Escort	28
Exercise for Frail & Disabled Elders	29
Respite – Adult Day Care & Day Health	29
Respite – In Home	33
Respite – Other	33
Support Groups	34
Support Groups – Caregivers Only	35
End of Life Services	36
Advance Directives, POLST, CCO, & DNR	36
Bereavement Counseling & Support	37
Funeral & Memorial Services	37
Hospice.....	37
Organ or Body Donation.....	38
In Home Assistance	38
Chore/ Homemaker Services	39
Home Care & Home Health Agencies	39
Personal Care.....	41

HEALTH CARE

Health Care	42
Fall Prevention & Home Safety	42
Health & Safety Education.....	43
Health Information & Referral	44
Hospital Discharge Information	45
Medical & Dental Clinics.....	46
Medicare & Medicaid	47
Medical Equipment.....	49
Mental Health Care & Counseling	49
Prescription Drugs & Medications	50
Public Health Nurses	51

INCOME SECURITY

Income Security	51
Consumer Assistance & Protection	51
Employment & Training Programs	53
Financial Fraud, Exploitation, & Scams	54
Money & Debt Management	55
Social Security & SSI	55
Financial Help	56
Financial Assistance	56
Temporary Financial Aid	56
Utility Assistance	57

LEGAL & ADVOCACY

Legal Services & Advocacy	57
Advocacy	57
Legal Representation & Mediation	58
Immigrant Assistance	59
Taxes	60

SPECIAL GROUPS

Persons with Disabilities	61
Assistive Technology	61
Blind/Visually Impaired	61
Other	62
Other Groups	63
Abuse & Neglect Victims	63
Grandparents	64
Pet Owners	65
Veterans	65
Emergency Preparedness	74
Emergency Kit	75
Frequently Called Government Numbers	76



Elderly Affairs Division

A G E S M A R T

**Department of Community Services
City and County of Honolulu
925 Dillingham Boulevard, Suite 200
Honolulu, Hawaii 96817
Elderly Affairs Helpline: 768-7700
www.elderlyaffairs.com**

The Elderly Affairs Division (EAD) has been the designated **Area Agency on Aging** for Oahu since 1973. 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.

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
- Personal Care
- Homemaker and Attendant Care
- Home Delivered and Congregate Meals
- Housing Information & Assistance

- 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:

- Elderly Affairs Helpline (768-7700)
- Telephone consultation, information, and referral to services
- Assessments of frail and homebound elders
- Speakers, event exhibits, publications, website
- Volunteer opportunities for active seniors (RSVP Program)

With advances in health care and increasing disparity of lifestyles, the frail and the elderly have evolved into a diverse group. Many people in their 50s are now acquiring chronic conditions that require ongoing assistance. Some in their 80s and 90s may still be physically independent, but suffer from dementia or social isolation. Older persons of today now span several generations, each with their own sub-cultures and values. Mixed in with Hawaii's ethnic and cultural diversity, the wide range of complex issues arising are a growing challenge for our **Ageing Network**.

The Ageing Network are the groups, agencies, and providers that serve and advocate for the elderly. Now, more than ever, is their collaboration and innovation needed. **Ageing affects all ages**, and the more each of us understand the aging process, the better we can respond to assist our Kupuna. Having proper knowledge and being prepared can improve quality of life or even prevent a crisis or costly intervention.

Whether you are a grandchild tasked to watch your grandparents, a working adult that takes time off for your parents' medical appointments, a supermarket cashier that frequently assists seniors, or a young college student living next door to retirees, **all of us could benefit from knowing more**. Being able to redirect outbursts and calm an elder with dementia, recognizing the signs of isolation, mental illness, and financial exploitation, knowing what questions to ask when hospitalized, where to go for counseling or a support group, how to make your own Advance Directive, or just knowing who to refer to can make all the difference in the world to **your** family member, neighbor, spouse, or **even you**.

Basic Needs – Food

For **Food Stamps**, see **Financial Assistance**, page 56.

Food Banks

Hawaii Foodbank

For food assistance in your area, call 211.
For information on senior programs, call 954-7889.
2611 Kilihau St. Honolulu 96819

836-3600
www.hawaiifoodbank.org

Honolulu Community Action Program (HCAP)

Federal surplus food distribution for qualified individuals with low income. Call to find closest district.

521-4531
www.hcapweb.org

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, Inc.

Ke Ola Pono No Na Kupuna Project
Group dining and home delivered meals for Native Hawaiian Elders, including recreation and limited transportation.
2969 Mapunapuna Pl. #200 Honolulu 96819

535-6700
www.alulike.org

Arcadia Home Health Services

Home-delivered meals Monday - Friday.
Lower Nuuanu to Hawaii Kai
1660 S. Beretania St. Suite 101 Honolulu 96826

983-5900
www.arcadia.org

Hawaii Meals on Wheels

Home-delivered hot meals in Honolulu, Aiea, Pearl City
Waipahu, Ewa, Mililani, Kaneohe, Kailua, and Waimanalo.

988-6747
www.hmow.org

Keiki to Kupuna

Home-delivered frozen meals.
94-252 Pupuole St. Waipahu 96797

677-0067
www.keikitokupuna.org

Lanakila Meals on Wheels

531-0555

Home-delivered meals island-wide. Group dining at Kupuna Wellness Centers: Pohulani (Kakaako/Downtown), Wahiawa Recreation Center, Waianae District Park, & West Loch Village (Ewa).

1809 Bachelot St. Honolulu 96817

www.lanakilapacific.org

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 Kehauluohi St. Honolulu 96825

Mom's Meals

1-877-508-6667

Chilled meals delivered to your home.

www.momsmeal.com

Palolo Chinese Home

737-2555, ext. 803 or 801

Hot lunch and/or dinner delivered in Palolo and nearby areas.

Convenient frozen meals also available for delivery and pick-up.

2459 10th Ave. Honolulu 96816

www.palolohome.org

Basic Needs – Housing

Most older adults prefer to age in-place and many continue to live in their own homes with added support (see **Family Support**, page 26). Others may choose or find it necessary to live with others or an alternative residence for support, convenience, and/or socialization.

Housing options for the elderly vary greatly. For independent seniors, there are retirement residences and low-income or affordable senior apartments. 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 38) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, options include Skilled Nursing and Intermediate Care Facilities (nursing homes), Expanded ARCHs, or Foster Family Care Homes.

Home Improvement

Home modifications such as walk-in showers, grab bars, enhanced lighting

and lever door handles may allow a person who is increasingly frail to remain in their home independently. When working with building or remodeling professionals, ask about “Universal Design” options. For more information, search for “Universal Design” online or at your library.

City & County Rehabilitation Loans

768-7076

51 Merchant St. Honolulu 96813

www.honolulu.gov/dcs/housing.htm

USDA Rural Development

541-2600 ext 4

Section 504 Repair Loan & Grant Prog.

Grant and loan program-low-income and rural homeowners 62 years and older.

300 Ala Moana Blvd. #1-340 Honolulu 96850

Household Goods

Helping Hands Hawaii

440-3800

Community Clearinghouse

536-7234

Contact to donate items. To receive items, ask a social service agency to apply on your behalf.

2100 N. Nimitz Hwy. Honolulu 96819

www.helpinghandshawaii.org

Kaumakapili Church Free Store

845-0908

Clothes and household items for individuals in need.

Donations accepted. Call for hours.

766 N. King St. Honolulu 96817

www.kaumakapili.org

Housing Search & Information

Start your search early as wait lists for low-income senior housing are extremely long, especially in urban Honolulu. Go to www.elderlyaffairs.com for additional housing information. Please note the Section 8 programs with the State Housing Authority and the City & County of Honolulu are currently not accepting applications due to an extensive waitlist and limited funding.

Catholic Charities Hawaii

527-4730

Housing Assistance Program

www.catholiccharitieshawaii.org

Helps seniors needing affordable rentals.

Hawaii Public Housing Authority

832-5960

New applications on hold for Oahu units (as of October 2018).

1002 N. School St. Building A Honolulu 96817

www.hpha.hawaii.gov

HUD - Dept. of Housing & Urban Development

457-4662

1132 Bishop St. Suite 1400 Honolulu 96813

www.hud.gov/states/hawaii/homeownership/seniors

Homelessness & Shelters

There are different resources for persons experiencing homelessness, however, many programs have specific eligibility criteria. For more information on these programs and a updated list of shelters, go online to: humanservices.hawaii.gov/bessd/home/hp

Waianae Community Outreach

696-5667

PO Box 1912, Waianae, HI 96792

Institute for Human Services (IHS):

www.ihshawaii.org

Women's Shelter

447-2900

546 Kaahi St. Honolulu 96817

Men's Shelter

447-2800

350 Sumner St. Honolulu 96817

Next Step Shelter - Waikiki Health

585-8800

Pier 1, Honolulu 96813

waikikihc.org/locations/nextstep

Transitional Housing

Kulaokahua Senior Apartments

599-5759

1311 Ward Ave. 96814

www.hsiservices.net

Nursing Facilities

Listed below are nursing facilities that provide intermediate and skilled nursing care that may be short-term (rehab) or long-term (for chronic conditions). Concerns about quality of care provided at these facilities 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 online to: www.medicare.gov/nursinghomecompare/search.html

15 Craigsid

523-7000

15 Craigsid Pl. Honolulu 96817

www.arcadia.org

Aloha Nursing & Rehab Centre 45-545 Kamehameha Hwy. Kaneohe 96744	247-2220 www.alohanursing.com
Ann Pearl Nursing Facility 45-181 Waikalua Rd. Kaneohe 96744	247-8558 www.annpearlnursing.com
Arcadia Retirement Residence - Nursing Facility 1434 Punahou St. Honolulu 96822	941-0941 www.arcadia.org
Avalon Care Center – Honolulu, LLC 1930 Kamehameha IV Rd. Honolulu 96819	847-4834 www.avalonhci.com
The Care Center of Honolulu 1900 Bachelot St. Honolulu 96817	531-5302 www.ccoh.us
The Clarence T.C. Ching Villas at St. Francis 2230 Liliha St. Honolulu 96817	524-1955 www.thevillashawaii.com
Hale Ho Aloha 2670 Pacific Heights Rd. Honolulu 96813	524-1955 www.halehoaloha.com
Hale Malamalama 6163 Summer St. Honolulu 96821	396-0537 www.halemalamalamanursing.com
Hale Nani Rehabilitation & Nursing Center 1677 Pensacola St. Honolulu 96822	537-3371 www.avalonhci.com
Hale Ola Kino at One Kalakaua 1314 Kalakaua Ave. 2nd Floor Honolulu 96826	983-4444 www.haleolakino.com
H. & J. Weinberg Care Center at Pohai Nani 45-090 Namoku St. Kaneohe 96744	235-6314 www.pohainani.org
Hiolani Care Center at Kahala Nui 4389 Malia St. Honolulu 96821	218-7001 www.kahalanui.com
Ka Punawai Ola 91-575 Farrington Hwy. Kapolei 96707	674-9262 www.kapunawaiola.com
Kahuku Medical Center 56-117 Pualalea St. Kahuku 96731	293-9221 www.kahuku.hhsc.org
Kalakaua Gardens, LLC 1723 Kalakaua Ave. Honolulu 96826	518-2273 www.kalakauagardens.com

Kuakini Geriatric Care 347 N. Kuakini St. Honolulu 96817	536-2236 www.kuakini.org
Leahi Hospital & Nursing Home 3675 Kilauea Ave. Honolulu 96816	733-8000 www.leahi.hhsc.org
Liliha Healthcare Center 1814 Liliha St. Honolulu 96817	537-9557
Maluhia Hospital & Nursing Home 1027 Hala Dr. Honolulu 96817	832-5874 www.maluhia.hhsc.org
Manoa Cottage Kaimuki 748 Olokele Ave. Honolulu 96816	426-7850 manoacottage.com/skilled-nursing-facility
Maunalani Nursing & Rehabilitation Center 5113 Maunalani Circle Honolulu 96816	732-2555 maunalaninursing.org
Nuuanu Hale 2900 Pali Hwy. Honolulu 96817	595-6311
Oahu Care Facility 1808 S. Beretania St. Honolulu 96826	973-1900 oahucarefacility.com
Palolo Chinese Home 2459 10th Ave. Honolulu 96816	737-2555 www.palolohome.org
Pearl City Nursing Home 919 Lehua Ave. Pearl City 96782	453-1919 pearlcitynursinghome.com
Pu'uwai 'O Makaha 84-390 Jade St. Waianae 96792	695-9508 www.ohanapacific.com
Wahiawa General Hospital Nursing & Rehab 128 Lehua St. Wahiawa 96786-2036	621-8411 www.wahiawageneral.org

Residential Care Homes & Adult Foster Homes

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

These homes are regulated by the State Department of Health **Office of Health Care Assurance**. There are over 1000 ARCHs, ExpARCHs, and

CCFFHs on Oahu. Most are private homes in residential communities certified to care for just a few persons. A few are large facilities with many residents. Some offer specialized care, such as for persons with dementia. Costs vary greatly depending on location, amenities, and the amount of care provided.

ARCHs, ExpARCHs, & Adult Foster Homes...

What's the difference?

An ARCH provides 24 hour supervision and assist residents with daily living tasks such as meal preparation, toileting, and bathing. An ExpARCH is an ARCH that has additional certification to provide a higher level of care, known as **Intermediate Care Facility (ICF)** level of care.

Adult Foster Care Homes, also known as **Community Care Foster Family Homes (CCFFH)** only offers ICF Level care and were previously regulated by the Hawaii Department of Human Services. CCFFHs were created as a community-based alternative to traditional Nursing Homes specifically for Medicaid clients. However, ExpARCHs eventually were also allowed to accept Medicaid-covered residents and CCFFHs now have the option to accept some private-pay residents. Placement for ICF level residents must be done through a specialized case management agency licensed by the **Office of Healthcare Assurance**.

What are the advantages and disadvantages?

Costs for a care home are much more affordable than 24 hour care provided in your own home or in a traditional Skilled Nursing Home. For ICF-level patients, they provide an option to remain in a home environment rather than a larger institutional setting.

However, Nursing Homes will have more skilled staff available at any given time because of the larger resident population. Meals are also more regulated for specific diets, and there are usually more options for activities available to the residents.

When considering any one of these homes, it is a good idea to talk to the caregivers and residents, observe the condition of the physical and social environment, and inquire about the visiting hours. You may want to discuss the expectations of the caregiver to provide transportation, meals, and personal care, if needed. Also request to view the most recent survey/inspection findings done by the Department of Health. If you have concerns about a care home, consult with the **Long Term Care Ombudsman** at 586-0100.

Lists of licensed ARCHs, ExpARCHs, CCFFHs, and CCFFH case management agencies are on the **Office of Healthcare Assurance** website: health.hawaii.gov/ohca/state-licensing-section/

Adult Intake Unit

Department of Human Services
Care Home placement for Medicaid or SSI eligible clients.
420 Waiakamilo Rd. #202 Honolulu 96817

832-5115
www.hawaii.gov/dhs

Care Sift

Assistance with placement free of charge.

1-844-559-7624
www.caresift.com

Office of Health Care Assurance

Department of Health
Visit website for a complete list of licensed care homes.
601 Kamokila Blvd. Room 361 Kapolei 96707

692-7400
www.hawaii.gov/health

Retirement & Assisted Living Residences

Retirement residences are for independent seniors, normally 55 and older, that have amenities such as housekeeping, on-site dining and meals, and transportation coordination. Assisted Living residences add the component of intermittent personal care. Some facilities also offer special dementia units and several have skilled nursing facilities on site.

Most of these residences are month to month rentals. In addition to monthly charges, 15 Craigside and Arcadia require entrance fees that guarantees lifetime care in their facilities. Kahala Nui requires a partially refundable deposit in addition to their monthly fees.

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

15 Craigside

Independent living, assisted living, memory care, skilled nursing and rehab available.

533-5416
www.arcadia.org

Arcadia Retirement Residence

Independent living, assisted living, memory care, skilled nursing and rehab available.
1434 Punahou St. Honolulu 96822

533-5416
www.arcadia.org

Good Samaritan Society-Pohai Nani

45-090 Namoku St. Kaneohe 96744

235-6314
toll free 1-866-247-3448
www.good-sam.com

Hawaii Kai Retirement & Assisted Living 428 Kawaihae St. Honolulu 96825	395-9599 or 396-0720 www.hawaiiikai1.com
Kahala Nui Life Care Retirement Community Hiolani skilled nursing and dementia care facility on site. 4389 Malia St. Honolulu 96821	218-7001 www.kahalanui.com
Kalakaua Gardens, LLC 1723 Kalakaua Ave. Honolulu 96826	518-2273 www.kalakauagardens.com
Oceanside Hawaii Assisted Living 53-594 Kamehameha Hwy. Hauula 96717	293-1100 www.oceansidehawaii.com
The Plaza Assisted Living Independent living, assisted living, memory care, and respite care.	www.plazaassistedliving.com
Punchbowl 918 Lunalilo St. Honolulu 96822	792-8800
Mililani 95-1050 Ukuwai St. Mililani 96789	626-8807
Moanalua 1280 Moanalualani Pl. Honolulu 96819	833-8880
Pearl City 1048 Kuala St. Pearl City 96782	455-8808
Waikiki 1812 Kalakaua Ave. Honolulu 96815	955-0800

Basic Needs - Transportation

Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the Driver Evaluation Program at the Rehabilitation Hospital of the Pacific; see below. Also see websites from The Hartford at www.thehartford.com/talkwitholderdrivers and the American Automobile Association at: seniordriving.aaa.com

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 courses are available. To find nearest location, call or visit website: www.aarpdriversafety.org

Driver's License & Motor Vehicle

768-9100

Division of Motor Vehicles & Licensing
Registration information.

www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program 566-3762

For those with a medical condition that could impair their ability to drive. To maintain safe driving skills & learn proper use of adaptive equipment, if needed. Ask your doctor to make a referral.

226 N. Kuakini St. Honolulu 96817

www.rehabhospital.org

Driver Rehab Hawaii

294-3269

Specializes in working with seniors and their family to determine ability to drive safely & independently, with or without the need for adaptive equipment.

4429 Malaai St. Suite 101, Honolulu, 96818

www.driverrehabhawaii.com

Local Transportation & Passes

Some services are for persons who are elderly or disabled that can travel alone; others are for persons who need to be accompanied. Applications for **Persons with Disabilities Parking Permits** are available at any Satellite City Hall (page 21) or download form from www.hawaii.gov/health/dcab. If you have a smart phone, consider using ride share such as Lyft and Uber.

The following providers offer non-emergency curb-to-curb service. **Curb-to-curb service** is pick-up and drop-off only. Some may also offer door-to-door, escort, or other services. **Door-to-door service** includes assistance between the vehicle to the 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 also non-emergency transportation only.

American Cancer Society

595-7544

National Cancer Information Center

1-800-227-2345

Referrals to resources, including the Road to Recovery program to assist with finding transportation to medical appointments.

www.cancer.org

Catholic Charities Hawaii

Transportation services for seniors.

527-4777
www.catholiccharitieshawaii.org**Charley's Taxi and Limousine - MediCab**

1451 S. King St. Suite 300 Honolulu 96814

531-1333
www.charleystaxi.com**Persons with Disabilities Parking Permit**Download parking permit form: www.health.hawaii.gov/dcab**586-8121****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 and TheBus office.

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.

Customer Service, Reservations &**456-5555****Cancellations/Late Pick-Up****TTY 454-5054****TheHandi-Van Eligibility Center**

Application involves interview/assessment at their office.

1100 Ward Ave. Suite 835 Honolulu 96814

538-0033

Community Services

Information and Referral**Action Line**

Weekdays 11 a.m. to 1 p.m.

c/o KHON2 88 Piikoi St. Honolulu 96814

591-0222
www.khon2.com

Aloha United Way **536-1951**
Dial 211 for information and referral for community service resources.
Monday-Friday, 7 a.m. – 5 p.m. excluding holidays. www.auw211.org
200 N Vineyard Blvd # 700 Honolulu 96817

Better Business Bureau of Hawaii, Inc. **536-6956**
Neighbor islands call toll free number. **1-877-222-6551**
1132 Bishop St. Suite 615 Honolulu 96813 www.bbb.org/hawaii

City & County of Honolulu **768-4385**
Information Branch www.honolulu.gov/csd

National Eldercare Locator **1-800-677-1116**
Information and Referral for resources for older adults
and their families in the United States. www.eldercare.gov

Senior Helpline **768-7700**
Elderly Affairs Division www.elderlyaffairs.com
Telephone, personal consultation, information, and referral.

Personal Identification

Alzheimer's Association **1-800-272-3900**
Safe Return + MedicAlert 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

State Identification **532-7730**
Official Hawaii State Identification Card www.honolulu.gov/csd/stateid.html

Available at Driver Licensing Centers:

Kapalama/Honolulu **768-9100**
925 Dillingham Blvd #101

Wahiawa **768-4054**
330 N. Cane St.

Waianae **768-4222**
85-670 Farrington Hwy #3

Driver Licensing Centers, continued:

Kapolei 1000 Uluohia St.	768-3100
Koolau/Kaneohe 47-388 Hui Iwa St. #19	239-6301

Satellite City Halls

Customer Service Dept. Information Line Motor vehicle registration, bus pass sales, Persons with Disabilities Parking Permit, and other services. Information also online at: www.satellitecityhall.com	768-3798
Ala Moana Center 1450 Ala Moana Blvd. #1286 Honolulu 96814	768-4300
Fort Street (Downtown) 1000 Fort Street Mall Honolulu 96813	768-4103
Hawaii Kai Corporate Plaza 6600 Kalanianaʻole Hwy. Suite 101 Honolulu 96825	768-4800
Kalihi – Kapalama Hale 925 Dillingham Blvd. #102 (Driver’s Licensing #101) 96817	768-4500
Kaneohe – Windward City Shopping Center 45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744	768-4100
Kapolei Hale 1000 Uluohia St. Kapolei 96707	768-3400
Pearlridge Shopping Center – Uptown 98-1005 Moanalua Rd. 244B Aiea 96701	768-5000
Wahiawa 330 N. Cane St. Wahiawa 96786	768-4700
Waianae Neighborhood Community Center 85-670 Farrington Hwy. Waianae 96792	768-4900

Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults. Also go online to www.honolulu.gov/parks for Department of Parks & Recreation activities.

Catholic Charities Hawaii **847-1322**
Lanakila Multi-Purpose Senior Center www.catholiccharitieshawaii.org
Serving Ward Ave. to Middle St.
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
1541 Kalakaua Ave. Box 3 Honolulu 96826

Moiliili Senior Center at Moiliili Community Center **955-1555**
Serving seniors from Hawaii Kai to Makiki.
Also offers group dining and special program for frail elders.
2535 S. King St. Honolulu 96826 www.moiliilicc.org

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

Waikiki Community Center **923-1802**
310 Paoakalani Ave. Honolulu 96815 www.waikikicommunitycenter.org

Senior Clubs & Organizations

Also call **Senior Centers**, page 21, and ask about their clubs. Many churches and temples also have senior groups.

AARP-Hawaii **545-6024**
Advocacy, education, and service on behalf of older adults. www.aarp.org/states/hi

Department of Parks & Rec. - Senior Citizen Section **973-7258**
Senior activities, events, and clubs (for 55 years & older).
1541 Kalakaua Ave. Box 3 Honolulu 96826 www.honolulu.gov/parks

HGEA-Retirees Unit **543-0054**
Hawaii Government Employees Association 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
20 S. Vineyard Blvd. Honolulu 96813

kokuacouncil.org

NARFE – National Active & Retired Federal Employees

Refer to website below for local Hawaii Chapters:
sites.google.com/site/narfehi/chapter-information
300 Ala Moana Blvd. Room 7-213 Honolulu 96850

1-800-456-8410

www.narfe.org

Volunteer Opportunities

Share your skills and time by volunteering. In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

Catholic Charities Hawaii

527-4777

Volunteers provide friendly visits,
escort services, and transportation to seniors.

www.catholiccharitieshawaii.org

CFS Gerontology Program

543-8468

Child & Family Service
Seeking volunteers to enhance the quality of seniors.
91-1841 Ft. Weaver Rd., Ewa Beach 96706

www.childandfamilyservice.org

Department of Human Services

Adult & Community Care Branch

www.hawaii.gov/dhs

Foster Grandparent Program

832-5169

For income-eligible persons 55 years & older interested in serving
children with special needs in schools.

Senior Companion Program

832-0340

For income-eligible persons 55 years & older interested in serving frail seniors.

Project Dana

945-3736

Volunteers provide services to frail seniors.
902 University Ave. Honolulu 96826

www.projectdana.org

RSVP Volunteer Program

768-7700

Elderly Affairs Division

Volunteer opportunities for persons 55 years and older.

925 Dillingham Blvd. Suite 200 Honolulu 96813

Long Term Care Ombudsman

586-0100

Executive Office on Aging

www.adrchawaii.org

Volunteers advocate for residents in long term care facilities.

Education

Learning Opportunities

Also see **Senior Centers** and **Senior Clubs and Organizations**, page 22.

Use your library! No longer just for books, public libraries provide access to computers and the internet, music & movie media, e-books and audio books, educational presentations, performances, community events, etc. Check out the **Hawaii State Public Library System** online at: www.librarieshawaii.org

Adult Education Section - Department of Education

305-9777

Community schools for adults island-wide, offering classes for high school diploma equivalency, substitute teacher certification, citizenship, special interests, etc.

www.hawaiipublicschools.org/TeachingAndLearning/AdultEducation

Hawaii Literacy Inc.

537-6706

Adult Literacy program offering free basic English language classes.

245 N Kukui #202 Honolulu 96817

www.hawaiiliteracy.org

Hawaii State Public Library System

586-3500

51 locations statewide.

www.librarieshawaii.org

The Emeritus College at Honolulu Community College **845-9451**

Offers a wide-range of Continuing Education workshops in

computer education for those 55 years & older.

874 Dillingham Blvd. Honolulu 96817

pcatt.org/emeritus

Kapiolani Comm. College - Continuing Ed. & Training 734-9211

Non-credit courses for enrichment, continuing professional development, and/or re-careering. continuinged.kapiolani.hawaii.edu

Kupuna Education Center at Kapiolani Comm. College 734-9108

Training and education for older adults, family caregivers, and community health workers.
4303 Diamond Head Rd. Kopiko 201 Honolulu 96816 kupunaeducation.com

Leeward Community College 455-0477

Office of Continuing Education & Workforce Development
96-045 Ala Ike St. CE-101 Pearl City 96782 www.ocewd.org

University of Hawaii at Manoa

Center on Aging 956-5001

2430 Campus Rd. Gartley Hall #201B Honolulu 96822 www.hawaii.edu/aging

Osher Lifelong Learning Institute 956-0654

Educational opportunities for seniors. www.osher.socialsciences.hawaii.edu
2500 Dole St. Krauss Hall Rm.113 Honolulu 96822

Outreach College Professional Programs 956-9249

Non-credit courses for personal and professional development.
2425 Campus Rd. Sinclair Library Room 310 www.outreach.hawaii.edu

Senior Citizen Visitor Program, Na Kupuna Program 956-4642

Office of Equity, Excellence & Diversity www.hawaii.edu/diversity

Program welcomes Hawaii residents 60 years & older to participate in regular college classes at no-cost (class auditing).

2600 Campus Rd. Student Services Center #413 Honolulu 96822

Take Charge of Your Money! 956-7138

CTAHR Cooperative Extension Service cms.ctahr.hawaii.edu/tcym

Financial education telecourse with internet components.
1955 East-West Rd. #217 Honolulu 96822

University of Hawaii – West Oahu 689-2800

Career and community education
91-1001 Farrington Hwy. Kapolei 96707 www.uhwo.hawaii.edu

Windward Community College 235-7433

Office of Continuing Education, Hale Kuhina
45-720 Keaahala Rd. Kaneohe 96744 windwardcce.org

Family Support

The following are providers that promote quality of life by supplementing the care for frail elders that is generally provided by friends & families. If you help a friend or family member who needs assistance with things like transportation to the doctor, grocery shopping, or help with personal care and grooming, then you are a **Family Caregiver**. It is a common belief that only paid and professionally trained people are caregivers. However, informal & unpaid support from family caregivers consist of a significant portion of all the long-term care services provided in the community.

Family caregivers often don't think of getting help until they burn out or until a crisis occurs. Many do not have sufficient skills and/or understand the legal and financial implications of being a caregiver to an elder. Support groups, counseling, classes, and workshops can help them to better understand their situation, learn appropriate skills, reduce stress, and maintain their health so that they may continue their important role.

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

Medical insurance (such as Medicare) normally only covers a limited amount of skilled nursing care for the purpose of **rehabilitating the health of a patient (to help them get better)**. If the care an elder needs is related to **a chronic condition that is not expected to improve**, then the elder may be considered to need LTC. The prognosis of diagnosed medical conditions is key to understanding if rehab, LTC, or hospice care would be most appropriate.

Caregiver Education

See also **Support Groups**, pages 34-35, and **Health & Safety Education**, page 43. Go to www.elderlyaffairs.com for the Family Caregiving Guide.

Alzheimer's Association

591-2771

Classes, orientation, and information for caregivers of dementia patients.

1130 N Nimitz Hwy, suite A-265 96817

www.alz.org/hawaii

Elderly Affairs Division - Senior Helpline

768-7700

Information, consultation, and referrals for seniors, caregivers, businesses, and physicians.

www.elderlyaffairs.com

Case Management

Most case managers specialize in providing ***specific assistance in certain situations***, such as those facing homelessness or planning hospital discharges. They may work for agencies that ***serve only a certain demographic***, such as frail elders, at-risk youth, or those with developmental disabilities. Or they may only provide a specific task, such as in-home care coordination or facility placement. Case managers that help with coordinating care for frail or disabled elderly persons develop care plans based on individual needs. They may also assist with service delivery, finding resources, and/or monitoring progress.

Some mistakenly believe Case Managers are supposed to help clients with any problem they may have or provide for all client requests. Others may expect them to make decisions for clients, or force clients to do what is appropriate. On the contrary, case managers will have a dialogue with clients to help empower them, set goals to improve their situation, and follow a plan that is achievable. This includes explaining options and the benefits and consequences of each.

The goals are often what the client wants, with the plan encompassing the difficult decisions and effort to reach them. If a client is not dedicated to the plan, goals are often not achieved. It may not be apparent when a client agrees to parts of the plan that may be difficult for them. When clients understand the purpose of their case manager and are honest about their abilities and preferences, they are more likely to succeed in reaching their goals.

Not all case managers are Social Workers. Some may have medical or other social service backgrounds. For placement into Community Care Foster Family Homes (CCFFH) for individuals requiring Intermediate Care Facility (ICF) levels of care, contact a Community Case Management Agencies (CCMA). Refer to **Residential Care Homes & Foster Homes** on page 14 for more information.

Hawaii Health & Harm Reduction Center

521-2437

Case management & support services for people with HIV/AIDS, Smoking Cessation Program, HIV/AIDS testing, wound care, syringe exchange, Hepatitis Care, Transgender Services, & Referral Program to divert low-level offenders into social services.

www.hhhrc.org

677 Ala Moana Blvd. #226 Honolulu 96813

Ho‘okele Health Navigators

Provides assessment, planning, coordination of community resources & monitoring.

820 Mililani St. #711 Honolulu 96813

457-1655

www.hookelehealth.com

Ke Ola Mamo

Native Hawaiian Health Care System

Island-wide services for Native Hawaiians.

1505 Dillingham Blvd. Suite 205 Honolulu 96817

848-8000

www.keolamamo.org

Kokua Kalihi Valley Comprehensive Family Services

Case management for frail elderly in Kalihi Valley.

KKV Elder Center 1846 Gulick Ave. Honolulu 96819

848-0977

www.kkv.net

Emergency Alert Systems

Personal Emergency Alert Systems, also known as **Personal Emergency Response Systems**, are wireless devices that will alert a designated contact when activated. They may be attached to a home telephone or connect to a cellular phone network. 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 devices.

Lifeline Hawaii Services

Statewide service.

1-800-806-8281

www.lifelinehawaiiservices.com

Tunstall Hawaii (formally Kupuna Monitoring)

Medical alert, medication dispensing system monitoring, and Auto Alert fall detector. Statewide service.

98-030 Hekaha St. #4, Aiea 96701

721-1201

www.kupunamonitoring.com

Escort

A type of Attendant Care service that provides personal assistance or supervision for an elder, usually during transportation to and from a location. Also see **Transportation** on page 17 and **Home Health Agencies** on page 39.

Project Dana

902 University Ave. Honolulu 96826

945-3736

www.projectdana.org

Exercise for Frail & Disabled Elders

See also **Education** on page 24, and **Senior Centers** on page 21. Also ask your health insurance plan or doctor for referrals to programs.

Arthritis Foundation, Hawaii Branch

596-2900

Land exercises, AQUA, and Tai Chi offered at various locations.

2752 Woodlawn Dr. Suite 5-204B Honolulu 96822

www.arthritis.org

Dept. of Parks & Recreation - Therapeutic Rec. Unit

768-3027

Support for the inclusion of people with disabilities into

Parks & Recreation programs.

1000 Uluohia St. Suite 309 Kapolei 96707

www.honolulu.gov/parks

Kokua Kalihi Valley (KKV) Elderly Services

Health Maintenance Program

848-0977

For elders residing in Kalihi Valley.

www.kkv.net

KKV Elder Center

1846 Gulick Ave. Honolulu 96819

KPT Community Hall

1475 Linapuni St. Honolulu 96819

YMCA - Exercise Programs

Aqua exercise classes for people with arthritis and

Silver and Fit, a land exercise class for seniors.

www.ymcahonolulu.org

Kalihi - 1335 Kalihi St. Honolulu 96819 (No aquatic classes)

848-2494

Nuuanu - 1441 Pali Hwy. Honolulu 96813

536-3556

Kaimuki - 4835 Kilauea Ave. Honolulu 96816

737-5544

Leeward - 94-440 Mokuola St. Waipahu 96797

691-6495

Mililani - 95-1190 Hikikikaulia St. Mililani 96789

625-1040

Windward - 1200 Kailua Rd. Kailua 96734

261-0808

Respite – Adult Day Care & Day Health

These programs provide day-time respite in a communal environment for an elder that needs supervision. This service is ideal for a caregiver who may work during the day. Activities, amenities, meals, on-site services, and hours of operation vary greatly. A few also offer half-day, weekend, and/or holiday service. Typical prices range from \$50-100/day which is a much more affordable option when compared to in-home care on an hourly basis.

Adult Day Care (ADC) programs include supervision, recreation, socialization, exercise, meals, and group activities. ADC providers are licensed by the Department of Health, **Office of Health Care Assurance, State Licensing Section**. 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, such as assisting with personal care or specialized dementia care, usually for an added cost.

Adult Day Health (ADH) programs offer similar services as ADC but are certified to care for those who require a higher level of care, up to intermediate care facility (ICF) level. Additional services under this higher level could include health assessments, administration of medication, or care coordination. There may also be specialized care that cannot be provided normally under ADC. ADH providers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. ADH Centers are licensed and regulated by the Department of Health, **Office of Health Care Assurance, Medicare Section**.

ADC and ADH providers require 2-step TB testing and medical clearance (physical exam) to participate. Most have a nominal application or assessment fee, require pre-payment that may be non-refundable for missed days, and have a minimal attendance to stay enrolled, usually at least 2 days/week. Some providers will suggest a trial period if there is concern that the applicant may not be appropriate for their program.

For the most updated list of ADC and ADH providers, go online to the **Office of Healthcare Assurance** website: health.hawaii.gov/ohca

Aged to Perfection Adult Day Care Centers **622-4717**
94-330 Mokuola St. Waipahu 96707
1445 California Ave. Wahiawa 96786 www.agedtoperfectionhawaii.com

Aloha Wellness Center, Inc. - Adult Day Care **393-7000**
94-1388 Moaniani St. #203 Waipahu 96797

Ann Pearl Adult Day Health **247-8558**
45-181 Waikalua Rd. Kaneohe 96744 www.annpearlnursing.com

Beckwith Hillside Adult Day Care **953-9642**
2373 Beckwith St. Honolulu 96822 www.beckwithhillside.com

Casamina Adult Day Care 1426 Ala Napunani St. Honolulu 96813	839-9733
Central Union Church - ADC & ADH Center 1660 S. Beretania St. Honolulu 96826	983-5910 arcadia.org
The Ethnic Adult Day Care Center 1313 Pensacola St. Honolulu 96814	219-1767
Evergreen Adult Day Care Centers 1500 Kapiolani Blvd. Suite 102E Honolulu 96814 825 Keeaumoku St. Suite 113 Honolulu 96814	372-8257 or 796-7059
Franciscan Adult Day Center 2715 Pamoia Rd. Honolulu 96822	988-5678 www.stfrancishawaii.org
Fukumoto Adult Care, LLC 98-779 Kaamilo St. Aiea 96701	487-7528
Furukawa Living Treasure Day Care Centers Japanese language services available at all 3 sites.	
Kapalama 1449 Brigham St. Honolulu 96817	842-5175
Palolo & Pearl City 1647 Palolo Ave. Honolulu 96816 858 2nd St. Pearl City 96782	737-4345
Hale Hauoli Hawaii - Adult Day Care 98-1247 Kaahumanu St. Suite 207 Aiea 96701	798-8706 www.halehauolihawaii.org
Hulu Makua, Inc. - Adult Day Care 1029 Kapahulu Ave. Suite 408 Honolulu 96816	729-9086 www.hulumakua.com
Kilohana Senior Enrichment Center - ADC & ADH 5829 Mahimahi St. Honolulu 96821	373-2700 arcadia.org
King Lunalilo Home - Adult Day Care 501 Kekauluohi St. Honolulu 96825	395-4065 www.lunalilo.org
Kuakini Adult Day Care at St. Timothy's Church 98-939 Moanalua Rd. Aiea 96701	487-1586 www.kuakini.org

- Leahi - Adult Day Health** **733-7955**
Day Health only, no Day Care www.leahi.hhsc.org
3675 Kilauea Ave. Honolulu 96816
- Live Well at Iwilei by Kahala Nui - Adult Day Care** **218-7777**
888 Iwilei Rd. Suite 105 Honolulu 96817 www.livewellhi.org
- Lotus Adult Day Care Center** **486-5050**
99-186 Puakala St. Aiea 96701
- Malama Adult Day Care** **946-9672**
1208 Artesian St. Honolulu 96826 malamaadultdaycare.com
- Maluhia - Adult Day Health** **832-6130**
Day Health only, no Day Care. maluhia.hhsc.org
1027 Hala Dr. Honolulu 96817
- Mililani Hale - Adult Day Care** **306-5194**
95-257 Kaloapau St. Mililani 96789 www.wcchc.com
- Nakasato Adult Day Care Center** **389-8514**
3010B Papali St. Honolulu 96782
- Palolo Chinese Home- Adult Day Care** **748-4907**
Open to all, 7 days a week & most holidays. www.palolohome.org
2459 10th Ave. Honolulu 96816
- St. Francis Adult Day Care Center** **681-0100**
91-1758 O'ohao Street Ewa Beach 96706 www.stfrancis.org
- St. Francis Adult Day Care at Diamond Head** **734-0234**
708 Palekaua St. Honolulu 96816 www.secoh.org
- Sakura House - Adult Day Care** **536-1112**
Japanese language services available. www.sakurahousehawaii.com
1666 Mott Smith Dr. Honolulu 96822
- Salvation Army - Adult Day Care & Day Health** **521-6553**
296 N. Vineyard Blvd. Honolulu 96817 hawaii.salvationarmy.org/hawaii/adhs
- Seagull Schools Adult Day Center** **674-1160**
Provides unique intergenerational program with adjoining preschool.
91-531 Farrington Hwy. Kapolei 96707 www.seagullschools.com

Waipahu Hongwanji Mission - Adult Day Care **678-1770**
94-821 Kuhaulua St. Waipahu 96797 waipahuhongwanji.org/adult-day-care

Windward Seniors Adult Day Care - Hope Center **261-4947**
77 N. Kainalu Dr. Kailua 96734 www.windwardseniordaycarecenter.org

Respite – In Home

Temporary relief for caregivers provided in their home. Also see **In Home Assistance** on page 38.

Kokua Kalihi Valley Elderly Services **848-0977**
Caregiver Respite Program for Kalihi Valley residents. www.kkv.net

Ho‘okele Care at Home **457-1655**
Also provides other services such as companion & respite.
820 Mililani St. #711 Honolulu 96813 www.hookelehealth.com

Project Dana **945-3736**
Services provided by volunteers. www.projectdana.org

St. Anthony of Padua Outreach **266-2227**
148-A Makawao St. Kailua 96734 www.stanthonykailua.org

Respite – Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Plan reservations as far in advance as possible as providers are often at capacity. Many **Nursing Homes, Care Homes**, and **Assisted Living Residences** also provide respite care (page 16).

Care Sift **1-844-559-7624**
Assists with finding respite facilities. www.caresift.com

Lunalilo Home **395-1000**
501 Kekauluohi St. Honolulu 96825 www.lunalilo.org

Hale Ho Aloha **524-1955**
2670 Pacific Heights Rd. Honolulu 96813 www.halehoaloha.com

Palolo Chinese Home **737-2555**
PCH Respite Center- Day & overnight service available. www.palolohome.org
2459 10th Ave. Honolulu 96816

Respite Nanea, Inc.

542-9073

Short term respite in care homes & licensed facilities.
P.O. Box 1285 Pearl City 96782

U.S. Department of Veterans Affairs

433-0218 or 433-0219

VA Center for Aging - Respite Program for eligible veterans. www.va.gov/hawaii
459 Patterson Rd. Bldg. 110 Honolulu 96819

Support Groups

Also see **Caregiver Support Groups**, page 35, or call 211.

Alcoholics Anonymous

946-1438

call or check online for meeting locations and times. www.oahucentraloffice.com

Alzheimer's Association

1-800-272-3900

1130 N. Nimitz Hwy. Suite A-265 Honolulu 96817

www.alz.org/hawaii

American Diabetes Association - Hawaii

947-5979

National Call Center

1-800-342-2383

900 Ft. St. Mall #940 Honolulu 96813

www.diabetes.org/hawaii

American Heart Association & Stroke Association

337-6630

Mended Hearts and Stroke Support groups.

677 Ala Moana Blvd. Suite 600 Honolulu 96813

www.americanheart.org

American Lung Association of Hawaii

537-5966

Support group for people with lung disease.

www.ala-hawaii.org

Every 4th Thursday/month at 10 a.m. - 12 p.m.

810 Richards St. Suite 750 Honolulu 96813

Castle Medical Center - Wellness Center

263-5400

Live Well Tobacco Free program.

www.castlemed.org

642 Ulukahiki St. Kailua 96734

Epilepsy Foundation of Hawaii

528-3058

Support groups for people with

toll free: 1-866-528-3058

Epilepsy & their caregivers.

200 N. Vineyard Blvd. Suite B259 Honolulu 96817

www.EpilepsyHawaii.org

Hina Mauka

Drug and alcohol treatment services.
45-845 Pookela St. Kaneohe 96744

236-2600www.hinamauka.org**Kuakini Medical Center - Education Services Dept.****547-9562**

“Us Too!” Prostate Cancer Support Group
Breast Cancer Education & Support Group
347 N. Kuakini St. Honolulu 96817

www.kuakini.org**Hawaii Parkinson Association****219-8874**

P.O. Box 1312 Kailua 96734

www.parkinsonhawaii.org**Muscular Dystrophy Association – Hawaii****593-4454**

1221 Kapiolani Blvd. Suite 220 Honolulu 96814

www.mda.org**National Kidney Foundation of Hawaii****593-1515**

1314 S. King St. Suite 1555 Honolulu 96814

www.kidneyhi.org**Overeaters Anonymous****505-891-2664**

Call for a meeting near you.

Support Groups – Caregivers Only

Castle Caregiver Support Group**263-5400**

For caregivers, friends, and family. Meets monthly.

Hale Hauoli Hawaii - Caregiver Support Group**292-4665**

Open to all. Meets first Monday of the month from 6:30 p.m. to 8:30 p.m.

Respite is available on location during the meeting at no cost

(Adult Day level of care only).

98-1247 Kaahumanu St. Suite 207 Aiea 96701

www.halehauolihawaii.org**Kokua Kalihi Valley Elderly Services****848-0977**

Caregiver Support Groups

www.kkv.net**Caregiver Foundation Support Groups****625-3782**

Various sites.

www.thecaregiverfoundation.org**Project Dana****945-3736**

Caring for the Caregiver Support Group

www.projectdana.org

VA Caregivers Support Group

Support group held once a month.

433-7646

459 Patterson Rd. Honolulu 96819

Windward Seniors Day Care - CG Support Group

261-4947

Open to all. Meets second Saturday of the month from 9:00 a.m. to 11:00 a.m.

Respite is available on location during the meeting at no cost

(Adult Day level of care only).

77 N. Kainalu Dr. Kailua 96734

www.windwardseniordaycarecenter.org

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.

Advance Directives, POLST, CCO, & DNR

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, attorneys’ offices or from UHELP.

Other documents, including **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. Forms may be obtained online at www.kokuamau.org.

Kokua Mau

Hawaii’s Hospice and Palliative Care Organization

585-9977

www.kokuamau.org

University of Hawaii Elder Law Program (UHELP)

William S. Richardson School of Law

2515 Dole St. #201 Honolulu 96822

956-6544

www.hawaii.edu/uhelp

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker or contact your own religious organization. Also see **Support Groups**, page 34, **Hospice**, page 37, and **Mental Health & Counseling**, page 49.

Funeral & Memorial Services

When looking for private pay services, make sure to shop around as options and prices can vary greatly.

Funeral Consumers Alliance

Non-profit funeral planning, consumer advocate.
Many helpful publications online.

1-802-865-8300

www.funerals.org

Med-QUEST Division

Department of Human Services

Will determine eligibility for funeral payments. Must be Medicaid eligible.

801 Dillingham Blvd. 3rd Floor Honolulu 96817

587-3521

medquest.hawaii.gov

U.S. Department of Veterans Affairs

Veterans Service Center

Burial benefits for veterans.

P.O. Box 29040 Honolulu 96820

1-800-827-1000

www.cem.va.gov/cem/burial_benefits/index.asp

Hospice

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

500 Ala Moana Blvd. Suite 4-547 Honolulu 96813

536-8012

www.bristolhospice.com

Hospice Hawaii

860 Iwilei Rd. Honolulu 96817

924-9255

www.hospicehawaii.org

Islands Hospice

1301 Young St. Suite 300 Honolulu 96814

550-2552

www.islandshospice.com

St. Francis Hospice

2226 Liliha St. Honolulu 96817

595-7566

www.stfrancishawaii.org

Organ or Body Donation

Lions Eye Bank and Makana Foundation

405 N. Kuakini St. Suite 801 Honolulu 96817

536-7416

www.hlebmf.org

Legacy of Life Hawaii

(Formerly Organ Donation Center of Hawaii)

only organ donation, not body donation.

405 N. Kuakini St. Suite 810 Honolulu 96817

599-7630

www.legacyoflifehawaii.org

University of Hawaii School of Medicine

Willed Body Program, body donation to science.

651 Ilalo St. BSB 110 Honolulu 96813

jabsom.hawaii.edu/donors/willedbody

692-1445

In Home Assistance

Older adults are often reluctant to accept in-home assistance. They may not want strangers in their home, deny the need, or fear that admitting they need help means the next step is being placed in a nursing home. On the contrary, this assistance may actually 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 sometimes 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-sponsored programs. Home health agencies provide more medically oriented services than home care agencies. As with all services, it would be wise to check qualifications and references, especially if hiring independent providers.

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 with the services available.

Medicaid clients should contact their **QUEST Integrated (QI)** 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.

Adult Intake Unit

832-5115

Department of Human Services

For low income, SSI, and Medicaid eligible.

420 Waiakamilo Rd. Suite 300A Honolulu 96817

Ho'okele Care at Home

457-1655

Also provides other services such as companion & respite.

820 Mililani St. #711 Honolulu 96813

www.hookelehealth.com

Palolo Chinese Home - Home Cleaning Service

748-7994

Serving seniors island-wide.

www.palolohome.org

Home Care & 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 Healthcare Assurance is required.

Home Care Agencies provide custodial care services which are non-medical such as housekeeping, meal preparation, and ongoing assistance with personal care. The Department of Health is currently in the process of licensing Home Care Agencies. Home Care Agency services are not covered by regular Medicare plans; services are private pay. To check the license status of a Home Care Agency, go to: health.hawaii.gov/ohca/state-licensing-section/hcal/agencies/.

Home Health Agencies may only provide Medicare-ordered services (doctor ordered, usually for short-term after hospitalization), private-duty services (private-pay, usually for long-term), or both. **Home Care Agencies** are private-pay services, however, some also work with **QUEST Integrated** plans. For private-duty 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. 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. These specially trained staff, may be referred to as “**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** (page 29) which is a much more affordable option.

When searching for any service that brings workers 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. It is highly recommended to put away and secure ALL valuables before services begin to prevent any unfounded misunderstandings or accusations, especially if the care-recipient has a cognitive impairment.

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: health.hawaii.gov/ohca. For reviews of Medicare certified Home Health Agencies, go to: www.medicare.gov.

Home Health Agencies

Adventist Health - Castle Home Care 46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744	263-5077 www.castlemed.com
Arcadia Home Health Services 1660 S. Beretania St. Honolulu 96826	983-5900 www.arcadia.org
Attention Plus Care 1580 Makaloa St. # 1060 Honolulu 96814	739-2811 www.attentionplus.com
Bayada Home Health Care 615 Piikoi St. Suite 600 Honolulu 96814	591-6050 www.bayadahomehealth.com
Care Resource Hawaii 680 Iwilei Rd. Suite 660 Honolulu 96817	599-4999 www.careresourcehawaii.org
Kaiser Home Health Agency 2828 Paa St. #2048 Honolulu 96819	432-5688

Lou's Quality HHC Services, LLC 95-212 Wailawa St. Mililani 96789	623-7109 or 754-3934 www.lousqualcare.com
Mastercare Homecare & Healthcare 1314 S. King St. #424 Honolulu 96814	597-1564
Oahu Home Healthcare, LLC 560 N. Nimitz Hwy #114b Honolulu 96817	492-1403
Prime Care Services of Hawaii, Inc. 3375 Koapaka St. # I-570 Honolulu 96819	531-0050 www.primecarehawaii.com
Kokua Nurses Home Health 1210 Artesian St. # 201 Hon. 96826	594-2326 www.hawaiiinursinghomes.com
Safe Harbor Homecare, INC. 99-080 Kauhale St. #C-16 Aiea 96701	488-8826 http://www.safeharborhomecare.net/
SeniorCare Foundation 94-1035 Leihaku St. Waipahu 96797	626-5968 seniorcarefoundation.org
Wahiawa General Hospital Home Health Serves Mililani to North Shore area. 128 Lehua St. Wahiawa 96786	621-4438 www.wahiawageneral.org
Wilson Homecare 1221 Kapiolani Blvd. #940 Honolulu 96814	596-4486 www.wilsonhomecare.net

Personal Care

Health-related services provided in the home, including bathing and grooming. Also see **Home Health Agencies**, page 39. For hospice eligible clients, see **Hospice**, page 37.

St. Francis Health Services for Senior Citizens Bathing service for frail seniors 60 years and older in their home. P.O. 2228 Liliha St. #408 Honolulu 96817	547-6121
Ho'okele Care at Home Also provides other services such as companion & respite. 820 Mililani St. #711 Honolulu 96813	457-1655 www.hookelehealth.com

Health Care

Fall Prevention & Home Safety

No matter what your age, everyone is at risk of falling. However, older persons are more likely to be severely injured from a fall. Falls among older adults are the leading cause of fatal and nonfatal injuries. Each year, one out of three older adults falls, resulting in emergency room visits and hospitalizations.

Simple things you can do to reduce your risk:

- Exercise daily to maintain strength and coordination. Walking counts! Tip: Join a program or exercise with friends for mutual support. Check out **Dept. of Parks and Recreation** and **Senior Centers**, page 21.
- Have your eyes checked yearly. Tell your eye doctor of any changes immediately.
- Visit your doctor regularly and ask about your risk of falling.
- Talk to your doctor or pharmacist to understand your medication side effects and potential interactions, such as dizziness or nausea.
- Don't rush! Being late is better than a being hospitalized. Pace yourself when getting up from sitting or lying down.
- Drink lots of water throughout the day. At least 5 cups a day are recommended for older adults.
- Eat healthy and practice good nutrition habits.
- Wear comfortable shoes and check the tread and traction every few months.
- Understand your physical limitations. Use a walking aid, such as a cane or walker, if needed. Hold on to railings when using steps.
- Walk only where there is a safe pathway. Avoid wet and uneven surfaces.

When at Home:

- Avoid the clutter bug. Are your walkways free of hazards?
- Remove or secure loose rugs.
- Keep your telephone easily accessible and nearby. Or get a wireless or cellular phone to put in your pocket, especially if you are alone most of the time. Also consider an emergency alert system, page 28.
- Install grab bars, get a shower chair, and learn how to properly use them.
- Use a non-slip mat in the shower.
- Keep your home well lit. Use automatic night lights.
- Store items in easy to reach locations.

For additional resources, see **Health & Safety Education**, page 43, **Exercise for Frail & Disabled Elders**, page 29, and **Assistive Technology**, page 61.

More information online:

Mountain-Pacific QIO Home Safety Checklist:

mpqhf.com/QIO/wp-content/uploads/2015/02/homesafehome5081.pdf

National Institute on Aging:

go4life.nia.nih.gov/preventing-falls

Hawaii Department of Health:

health.hawaii.gov/injuryprevention/home/preventing-falls/information

Centers for Disease Control and Prevention:

www.cdc.gov/HomeandRecreationalSafety/Falls/index.html

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.

Also see **Exercise for Frail Seniors** (page 29), **Support Groups** (page 34), **Education** (page 24), and **Caregiver Education** (page 26).

Alzheimer's Association

Maintain Your Brain: How to live a brain healthy lifestyle.

591-2771

www.alz.org/hawaii

Arthritis Foundation, Hawaii Branch

Free arthritis education and wellness brochures.

596-2900

www.arthritis.org/hawaii

CFS Gerontology Program

Child & Family Service

Health maintenance program

91-1841 Ft. Weaver Rd., Ewa Beach 96701

543-8468

www.childandfamilyservice.org

Department of Emergency Management

Classes on emergency preparedness.

650 S. King St. Basement Honolulu 96813

723-8960

www.oahudem.org

Kokua Kalihi Valley (KKV) Elderly Services **848-0977**
Health Maintenance Program
For elders residing in Kalihi Valley. www.kkv.net

Honolulu Police Department **529-3111**
Community Affairs - Crime prevention and safety tips. www.honoluluupd.org
801 S. Beretania St. Honolulu 96813

Kaiser Permanente **432-2260**
Senior Summit Lecture Series
1010 Pensacola St. Honolulu 96814 www.kaiserpermanente.org

Kapiolani Women's Health Center **535-7000**
Women's health classes www.kapiolani.org

Project Dana Fall Prevention Program **945-3736**
Home is assessed to identify hazards to
frail elders; provides fall prevention education and recommendations. www.projectdana.org

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

Health Information & Referral

To find a doctor, ask your insurance provider for referrals.

Alzheimer's Association **1-800-272-3900**
24-hour Helpline www.alz.org/hawaii

American Cancer Society **1-800-227-2345**
24-Hour Referral and Information www.cancer.org

Audient **1-866-956-5400**
Program for affordable hearing aids. www.audientalliance.org

Dental Lifeline Network **1-888-449-9670**
(Formerly Donated Dental Services) www.nfdh.org

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

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

Poison Control Center

Information for poison emergencies or prevention.

1-800-222-1222

www.rmpdc.org

Quit Line, Hawaii Tobacco

To stop smoking

1-800-784-8669

www.callitquitshawaii.org

Seniors EyeCare Program

Website only

www.eyecareamerica.org

CDC Information

Centers for Disease Control & Prevention

1-800-232-4636

www.cdc.gov

Hospital Discharge Information

What you should know when leaving the hospital:

A patient is discharged when a physician has determined his condition has stabilized and no longer needs hospital-level care. ***It does not necessarily mean the patient has fully recovered.*** This time can be especially stressful because of the urgency and high level of care required by the patient.

Ask Questions!

It is important to consult with doctors, nurses and social workers on a discharge plan ***while the patient is still in the hospital.*** Family members may be assigned tasks such as changing wound dressings, dispensing medications, and/or transferring the patient in the home while he or she is recovering. Those responsible must understand their role and make it clear to the discharge staff if they feel they need assistance or cannot adequately perform the tasks.

Some Questions you may want to ask:

- Who is in charge of the patient's discharge from the hospital?
- How long will it take for the patient to recover?
- What tasks will someone need to do for the patient?
- Do the tasks require special training?
- Who will provide the training?
- Who can help if family support is inadequate?
- Does the patient need to take any medications?
- How many and how often does the patient need to take them?
- Does the patient need medical equipment?
- Where will it come from?

Learn all the options...

If there are no friends or family who can adequately assist, other in-home services may be needed. Ask if the patient's condition makes him or her eligible for in-home care covered under insurance. In some cases, the hospital physician can order these services before discharge. Also consider other options, such as private-pay services. See page 38 for **In-Home Assistance**. If you only need help during the day, consider **Adult Day Care & Day Health**, page 29.

Care Facility Placement?

If the patient needs long-term care that cannot be provided at home, ask the discharge planner for assistance with placement into a care facility such as a care home, adult foster home, or nursing home. **Consider this option before the patient's discharge plan is finalized.** See pages 12-14 for information on **Nursing Homes, Care Homes, and Adult Foster Homes**.

Many organizations provide information on what you should expect during hospital discharge and the questions you should ask. Search "**Hospital Discharge**" online for more information.

Medical & Dental Clinics

For list of **Geriatricians** (doctors that specialize in older adults) see the Family Caregiving Guide online at www.elderlyaffairs.com. Also ask your health insurance provider or primary care provider for referrals.

Aloha Medical Mission - Dental clinic

847-3400

Serves the uninsured. Call for appointment.

810 N. Vineyard Blvd. Honolulu 96817

www.alohamedicalmission.org

Dept. of Health – Lanakila Health Center

1700 Lanakila Ave. Honolulu 968

www.health.hawaii.gov

Dental Clinics (Priority to Medicaid eligible persons)

832-5710

Tuberculosis Testing Center

832-5731

Tuberculosis Information Line

832-5738

Kalihi Palama Health Center

845-8578

915 N. King St. Honolulu 96817

www.kphc.org

Dental

845-0686

Optometry

792-5599

Behavioral Health

841-7981

Kokua Kalihi Valley

Comprehensive Family Services Geriatric Medicine

Consultation & Dental services for residents of Kalihi Valley.

www.kkv.net

Main clinic

2239 N. School St. Honolulu 96819

791-9400

KKV Elder Center

1846 Gulick Ave. Honolulu 96819

848-0977

Koolauloa Community

Health & Wellness Center

www.koolauloachc.org

Hauula

54-316 Kamehameha Hwy. Hauula 96717

293-9216

Kahuku

56-119 Pualalea St. Kahuku 96731

293-9231

Queen Emma Clinics

1301 Punchbowl St. Honolulu 96813

www.queens.org

Adult Medicine

691-4970

Queen's Medical Center Dental Clinic

691-4292

Queen's Medical Center

Geriatric Services

550 S. Beretania St. #601 Honolulu 96813

691-8877

www.queens.org

University of Hawaii at Manoa Dental Hygiene Clinic **956-8229**

Basic dental hygiene services available at a reduced cost.

2445 Campus Rd. Hemenway Hall

Room 200 Honolulu 96822

nursing.hawaii.edu/dental-hygiene-clinic

Waikiki Health Center

935 Makahiki Way Honolulu 96826

922-4787

www.waikikihc.org

Waimanalo Health Center

41-1347 Kalaniana'ole Hwy. Waimanalo 96795

259-7948

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 – 2018 monthly premium is \$134 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.** If you receive medical coverage outside of Medicare, consult with that provider before making any changes to your Medicare coverage.

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.

Call **Hawaii SHIP (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, otherwise you may have to pay a penalty or have a gap in 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. Services are provided through the managed care program **QUEST Integration (QI)**.

Centers for Medicare & Medicaid Services

Medicare Information

Online information on Medicare & Medicaid.

1-800-633-4227

www.medicare.gov

Executive Office on Aging

Hawaii SHIP

Hawaii-based Medicare health insurance counseling.

Senior Medicare Patrol (SMP)

Volunteers trained to give presentations about Medicare/Medicaid fraud, waste, abuse and provide counseling on how to read medical statements.

www.hawaiiadrc.org

586-7299

toll free 1-888-875-9229

www.hawaiiiship.org

586-7281

toll free 1-800-296-9422

www.smphawaii.org

Med-QUEST Division

Honolulu

801 Dillingham Blvd. 3rd Floor

Kapolei

601 Kamokila Blvd. Room 415

medquest.hawaii.gov

587-3521

692-7364

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 **Hawaii SHIP (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 go to www.medicare.gov and click on “Find suppliers of medical equipment & supplies.”

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 Hawaii SHIP 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 and anxiety are common problems among older adults, but they are not a normal part of aging. These are real diseases that people cannot simply “snap out of.” However, many people do recover when provided proper treatment. This could include psychotherapy, group counseling, and/or medication. Ask your insurance provider or primary care physician for referrals.

Adult Mental Health Division **586-4686**
Access and Crisis Line **832-3100**
Department of Health www.health.hawaii.gov/amhd
1250 Punchbowl St. #256 Honolulu 96813

Samaritan Counseling Center Hawaii **545-2740**
1020 S. Beretania St. Honolulu 96814 www.samaritancounselingcenterhawaii.org

Kahi Mohala Behavioral Health **671-8511**
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 www.kahimohala.org

Mental Health America of Hawaii **521-1846**
For persons with mental health concerns regarding access, treatment, and service. www.mentalhealth-hi.org
1136 Union Mall, #510 Honolulu 96813

The Queen’s Health Systems www.queens.org
Behavioral Health Services (Outpatient) **691-4352**
Family Treatment Center **691-4221**

Safe Haven – Puuhonua **524-7233**
Support and services www.mhkhawaii.weebly.com/safe-haven.html
for mentally ill homeless persons.
126 N. Pauahi St. Honolulu 96813

Prescription Drugs & Medications

Also see **Medicare & Medicaid**, page 47.

Partnership for Prescription Assistance **1-888-477-2669**
Information on Patient Assistance Programs for those who qualify. www.pparx.org

Medicare Part D **1-800-633-4227**
For eligibility, information, and help choosing a plan call Hawaii SHIP at 586-7299. www.medicare.gov

Public Health Nurses

The Public Health Nursing Branch provides services by registered nurses Statewide with home visits for frail, vulnerable elders with complex health conditions and limited resources; and provides health consultation to groups and organizations on emergency preparedness, control of communicable disease, and health and wellness related to elders.

Administration 1700 Lanakila Ave #201 Honolulu 96817	832-3773
Central Oahu 860 Fourth St. #130 Pearl City 96782	453-6190
Leeward 94-275 Mokuola St. #101 Waipahu 96797	675-0080
East Honolulu 3627 Kilauea Ave. #311 Honolulu 96819	733-9220
West Honolulu 1700 Lanakila Ave. #200 Honolulu 96816	832-5757
Windward 45-691 Keaahala Rd. Kaneohe 96744	233-5450

Income Security

Consumer Assistance & Protection

For information from the Federal Trade Commission on identity theft, visit www.consumer.gov/idtheft. Financial Fraud and Scams

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

Dept. of Commerce & Consumer Affairs	www.hawaii.gov/dcca
Office of Consumer Protection	586-2630
Consumer Information Line	587-1234
Pre-recorded information on common consumer issues.	
Consumer Resource Center	587-4272
Check status of a business or licensee.	
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 information and presentations on investment products, current scams, and how to avoid fraud.	www.investing.hawaii.gov
Securities Fraud Hotline	587-2267
Call to report securities violations like fraud.	
Direct Marketing Association	1-212-768-7277
Register your home address with DMA's Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as "junk mail") you receive.	www.dmaconsumers.org/cgi/offmailinglist
1111 19th St. NW Suite 1100 Washington, DC 20036	
Elder Abuse Justice Unit	768-7400
Dept. of the Prosecuting Attorney	www1.honolulu.gov/prosecuting
Prosecutes criminal cases involving victims 60 years and older. Community presentations about elder abuse and prevention.	
Dept. of the Attorney General	586-1058
Medicaid Fraud Control Unit – Criminal Justice Div. Also investigates abuse of dependent adults committed by Medicaid providers, care facilities, and paid caregivers.	
333 Queen St. 10th Floor Honolulu 96813	www.hawaii.gov/ag
Honolulu Police Department	723-3704
White Collar Crime – Criminal Investigation Div.	723-3609
Investigates telemarketing or investment fraud.	www.honoluluupd.org
801 S. Beretania St. CID Honolulu 96813	

Inspector General's Office

1-800-447-8477

Hot line operation on 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

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.

U.S. Consumer Product Safety Commission

1-800-638-2772

Report product safety hazards. Obtain recall information
575 Cooke St. Suite A #2208 Honolulu 96813

www.cpsc.gov

Employment & Training Programs

For assistance for immigrants see **Immigrant Assistance**, page 59.

Goodwill Industries of Hawaii Inc.

836-0313

2610 Kilihau St. Honolulu 96819

www.higoodwill.org

Honolulu Community Action Program (HCAP)

521-4531

Senior Community Service Employment Program (SCSEP) www.hcapweb.org
Part time, paid employment training and job search services for seniors.

Oahu WorkLinks

768-5600

Career planning, job search assistance, and for qualified individuals, training opportunities. For employer assistance with recruitment, referrals, employee training, and tax credits, call 220-5619.

Pacific Gateway Center

851-7010

Helping immigrants, refugees, and low-income residents to self-sufficiency.

723-C Umi Street Honolulu, Hawaii 96819

www.pacificgatewaycenter.org

Respite Companion Service Program

832-5236 or 832-5235

Department of Human Services

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

Financial Fraud, Exploitation, & Scams

Financial fraud, exploitation, and scams are a growing problem with seniors in Hawaii. Understanding the risks and being able to identify signs of a scam can help protect you and your loved ones from being victimized. Elders with the highest risk are frequently alone or isolated, have memory or mental health issues, and have histories of addictive or risky behavior.

Are you being scammed? Here are some warning signs:

- The perpetrator demands an immediate response, says offer will expire, or tries to **threaten or scare you** into participating.
- The perpetrator **refuses to give contact information** or send written terms of the opportunity.
- The perpetrator promises an easy reward in exchange for a fee.
- The perpetrator still contacts you after you have requested they stop.

Is an elder you know being exploited? Look for these signs:

- Change in banking habits; frequent withdrawals or large transfers.
- Missing financial statements; no recollection of where statements went.
- Missing valuables, especially those of personal importance to the elder.
- When on social outings, elder often has no cash for minor expenses.
- Frequent purchases of unneeded items or costly gifts.
- Unpaid bills and collection notices.
- Noticable changes after meeting a new “love interest” or “friend.” Includes reduced participation in social activities and changes in moods or habits.
- The new “friend” escorts elder everywhere, speaks on their behalf, and supervises elder’s conversations with others.

What can you do?

- Keep up with current events by watching the news or reading the newspaper. Agencies will issue warnings on new scams to the media.
- Say “NO” to solicitations by phone and mail.
- Be cautious of those who try to befriend you, especially if they are aware of your income, assets, or other valuables.
- Do not fill out contest or prize application forms.
- Never give out your personal information to unknown persons.
- Maintain regular contact with friends and family who are vulnerable and at risk of victimization.
- Report suspected exploitation or abuse to APS.

- Keep a detailed record of frequent suspicious activity.
- File a police report when you know a scam has occurred.

More information online:

Financial Fraud Enforcement Task Force: www.stopfraud.gov

Honolulu Prosecuting Attorney:
honoluluprosecutor.org/elder-abuse-justice-unit/

Hawaii’s Fraud Prevention & Resource Guide:
health.hawaii.gov/eoa/files/2013/04/Fraud.pdf

Money & Debt Management

CSI Inc. (Comfort, Security, Independence) **538-0353**
 1164 Bishop St. Suite 1505 Honolulu 96813 www.csihawaii.org

Take Charge of Your Money! **956-7290**
 University of Hawaii - Cooperative Extension Service
 Financial education telecourse with internet components.
www.ctahr.hawaii.edu/site/extprograms.aspx

Social Security & SSI

Supplemental Security Income (SSI) is a federal income supplement for very low income persons 65 years or older, blind, and/or disabled.

Social Security Administration **1-800-772-1213**
 Medicare, retirement, survivors, and disability benefits. www.socialsecurity.gov

Honolulu Office
 300 Ala Moana Blvd. #1-114 Honolulu 96850

Kapolei Halekuai Center
 563 Farrington Hwy, #201 Halekuai Center Kapolei 96707

Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

Benefit, Employment & Support Services Division (BESSD)

Department of Human Services - Welfare & Food Stamp programs.

Public Assistance Information Line

1-855-643-1643

For eligibility information and application locations.

www.hawaii.gov/dhs

Med-QUEST Division

Department of Human Services

medquest.hawaii.gov

Medical assistance for eligible persons. Applications also available online.

Honolulu

587-3521

801 Dillingham Blvd. 3rd Floor

Kapolei

692-7364

601 Kamokila Blvd. Room 415

Temporary Financial Aid

Catholic Charities Hawaii

Helpline

521- HELP (521-4357)

www.catholiccharitieshawaii.org

Domestic Violence Action Center

531-3771

For victims of intimate partner abuse.

P.O. Box 3198 Honolulu 96801

www.domesticviolenceactioncenter.org

Jewish Community Services

258-7121

Counseling, referrals, and resources for the Jewish community

2550 Pali Hwy. Honolulu 96817

Kealahou West Oahu

696-5667

Services for persons experiencing homelessness.

P.O. Box 1912 (87-132 Farrington Hwy.) Waianae 96792

Salvation Army

841-5565

Rental Assistance for persons facing eviction or homelessness. Food pantry, Clothing voucher.

296 N. Vineyard Blvd Honolulu 96819

www.salvationarmyhawaii.org

Utility Assistance

Honolulu Community Action Program (HCAP)

Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP). Applications accepted only once a year.

521-4531

www.hcapweb.org

Lifeline - Federal Telephone Subsidy

For qualified individuals. Go online for list of other participating companies: cca.hawaii.gov/dca/telecommunications/lifeline

www.lifelinesupport.org

Hawaiian Telecom Lifeline

643-3456

www.hawaiiantel.com

Legal Services & Advocacy

Many types of Elder Law concerns are presented in Deciding What's Next and Trying to Remember... a publication of the University of Hawaii Elder Law Program. Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call number: H346.013Pi.

Advocacy

The **Guardianship Pro-se Packet** describes the steps necessary to establish guardianship of an incapacitated person. Available online:

www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf

Office of Health Care Assurance - Department of Health

Care Home complaints

601 Kamokila Blvd. Room 361 Kapolei 96707

692-7400

Hospital & Nursing Home complaints

601 Kamokila Blvd. Room 395 Kapolei 96707

692-7420

Hawaii Disability Rights Center

1132 Bishop St. Suite 2102 Honolulu 96813

949-2922

www.hawaiidisabilityrights.org

Legal Aid Society of Hawaii

Non-profit law firm assisting the low to moderate-income community.

924 Bethel St. Honolulu 96813

536-4302

www.legalaidthawaii.org

Long Term Care Ombudsman

Executive Office on Aging

For nursing, care home, assisted living,
and community care foster family home residents.

586-0100

www.hawaiiadr.org

Mental Health America of Hawaii

For persons with mental health concerns
regarding access, treatment, and service.

1124 Fort St. #205 Honolulu 96813

521-1846

www.mentalhealth-hi.org

Office of the Public Guardian

Guardianship for incapacitated adults of the state.

P.O. Box 1200 Honolulu 96807-1200

534-6100

State Office of the Ombudsman

Complaints about executive branch agencies
of state and county governments.

465 S. King St. 4th Floor Honolulu 96813

587-0770

TTY 587-0774

www.ombudsman.hawaii.gov

UHELP

University of Hawaii Elder Law Program

956-6544

www.hawaii.edu/uhelp

Victim Witness Kokua Services

Department of the Prosecuting Attorney

Assistance to victims of criminal offenses.

1060 Richards St. 9th Floor Honolulu 96813

768-7400

honoluluprosecutor.org

Legal Representation & Mediation

Hawaii Immigrant Justice Center

536-8826

Legal Aid Society of Hawaii

1-877-208-8828

Legal services, community outreach & education, and
advocacy for immigrants. Neighbor islands call toll free.

P.O. Box 3950 Honolulu 96812

www.legalaidhawaii.org

Lawyer Referral & Information Service

537-9140

Hawaii State Bar Association

hawaiilawyerreferral.com

Legal Aid Society of Hawaii (LASH)

536-4302

Income eligible service, locations island-wide.

924 Bethel St. Honolulu 96813

www.legalaidhawaii.org

Affordable Lawyers Project

Affordable services for those who do not qualify for LASH.

527-8027

Mediation Center of the Pacific

Mediation services.

245 N. Kukui St. Suite 206 Honolulu 96817

521-6767
www.mediatehawaii.org

Volunteer Legal Services Hawaii

Free or reduced cost services for needy clients.

545 Queen St. #100 Honolulu 96819

528-7046

Immigrant Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications. Also see **Employment & Training Programs**, page 53.

Bilingual Access Line (24-hours)

Helping Hands Hawaii

Interpreter and translation services.

2100 N. Nimitz Hwy. Honolulu 96819

526-9724
www.helpinghandshawaii.org

Catholic Charities Hawaii

Immigrant Services

Assistance for low-income immigrants.

524-HOPE (524-4673)
www.catholiccharitieshawaii.org

Goodwill Industries of Hawaii Inc.

2610 Kilihau St. Honolulu 96819

836-0313
www.higoodwill.org

Lanakila Easy Access Project

Referrals for immigrants living in U.S. less than a year.

1700 Lanakila Ave. Suite 104 Honolulu 96817

832-5685

Pacific Gateway Center

Helping immigrants, refugees, and low-income residents to self-sufficiency.

723 C Umi St. Honolulu 96819

851-7010
www.pacificgatewaycenter.org

Employment Core Services for Refugees

Child & Family Service

Help with job search, filling out forms, and English training.

91-1841 Ft. Weaver Rd Ewa Beach Hi 96706

543-8436

www.childandfamilyservice.org

Susannah Wesley Community Center

Refugee Service Program
1117 Kaili St. Honolulu 96819

847-1535
susannahwesley.org

U.S. Citizenship & Immigration Services

500 Ala Moana Blvd. Honolulu 96813

1-800-375-5283
www.uscis.gov

Taxes

AARP Tax Aide Program provides simple income tax assistance to seniors during tax seasons. For locations, go to:
www.aarp.org/money/taxes/aarp_taxaide

City & County - Real Property Assessment Division

Real Property Tax Exemption

Lowers the taxable value of your home.

Based on age and certain disabilities.

www.realpropertyhonolulu.com

Honolulu Office

842 Bethel St. Honolulu 96813

768-3799

Kapolei Office

1000 Uluohia St. Suite 206 Kapolei 96707

768-3169

City & County Tax Collections

Treasury Division

www.qpublic.net/hi/honolulu

Current Collections

Questions on tax payments.

530 S. King St. Room 115 Honolulu 96813

768-3980

Real Property Tax Credit

Based on the homeowner's income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner's income.

768-3205

Federal Internal Revenue Service (IRS)

1-800-829-1040

www.irs.gov

State Tax Information

587-4242

Information on billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

1-800-222-3229

www.hawaii.gov/tax

Taxpayer Advocate Service

566-2950

Handles taxpayer problems not resolved through normal IRS channels.

MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

Persons with Disabilities

Assistive Technology

ATRC

532-7110

Assistive Technology Resource Centers of Hawaii

TTY 532-7113

Information on assistive devices and funding resources.

Fax 532-7120

200 N Vineyard Blvd #430 Honolulu 96817

www.atrc.org

ISG, Inc.

Voice/TTY 732-4622

Support services and product sales of blind/low vision, deaf/hard of hearing, & other disability assistive technology.

Fax 739-5464

3472 Kanaina Ave. Honolulu 96815

www.isghawaii.com

Blind/Visually Impaired

Aloha State Association of the Deaf

808-371-0020

Non-profit association of and for deaf citizens.

www.deafaloha.org

American Foundation for the Blind

Senior website

www.afb.org/seniorsite

American Sign Language Education

Voice/TTY 792-3704

Kapiolani Community College

Fax 734-9791

Credit and non-credit courses in American Sign Language (ASL).

4303 Diamond Head Rd. Manono Bldg. Room 111D Honolulu 96816

Deaf Center at Kapiolani Comm. College

Voice/TTY 734-9210

Education programs for adults who are

Video Phone 447-3189

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. Room 102 Honolulu 96816

Hoopono

Voice/TTY 586-5269

Individualized vocational rehabilitation services.

1901 Bachelot St. Honolulu 96817 humanservices.hawaii.gov/vr/hoopono/about

Library for the Blind and Physically Handicapped

Voice/TTY 733-8444

For persons unable to use or read
regular prints due to visual or physical disabilities.

402 Kapahulu Ave. Honolulu 96815

Fax 733-8449

www.librarieshawaii.org

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

University of Hawaii School of Medicine

692-1580

Speech hearing clinic

677 Ala Moana Blvd. #625 Honolulu 96813

manoa.hawaii.edu/csd/uhshc

Vocational Rehabilitation Division

586-4824

Department of Human Services

Employment services for people with disabilities.

600 Kapiolani Blvd #305 Honolulu 96813

www.hawaii.gov/dhs

Other

Access to Independence

369-9521

Assistance for persons with disabilities.

200 N. Vineyard Suite 508 Box 4 Honolulu 96817

1-800-976-2776

Fax 425-4254

accesstoindpendence.org/location/hawaii

University of Hawaii School of Medicine

692-1370

Pacific Disabilities Center

Research, evaluation, technology for business.

651 Ilalo St. #104 Honolulu 96813

manoa.hawaii.edu/pbrrtc

Easter Seals Hawaii

Services for children and adults with disabilities or special needs.
710 Green St. Honolulu 96813

536-1015
Fax 536-3765
www.eastersealshawaii.org

The Arc in Hawaii

Advocacy and services for people with intellectual or a related developmental disability.
3989 Diamond Head Rd. Honolulu 96816

737-7995
www.thearcinhawaii.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. Perpetrators are often a caregiver, friend, or even a family member. For agencies that deal with scams and fraud see also **Consumer Assistance & Protection**, page 51.

Adult Protective Services

Dept. of Human Services – Adult Intake Unit

If you know of a dependent adult who is being abused or neglected, call this number for assistance.
420 Waiakamilo Rd. Suite 202 Honolulu 96817

832-5115
www.hawaii.gov/dhs

Domestic Violence Action Center

P.O. Box 3198 Honolulu 96801

531-3771
www.domesticviolenceactioncenter.org

Elder Abuse Justice Unit

Department of the Prosecuting Attorney

Prosecutes criminal cases involving victims 60 years and older.

768-7536

Honolulu Domestic Violence Shelter

Child & Family Service

Shelter for abused spouses/children.
91-1841 Ft. Weaver Rd., Ewa Beach 96706

841-0822
www.childandfamilyservice.org

Hawaii Immigrant Justice Center

Legal Aid Society of Hawaii

Legal services, community outreach & education, and advocacy for immigrants. Neighbor islands call toll free.
P.O. Box 3950 Honolulu 96812

536-8826
1-877-208-8828
www.legalaidhawaii.org

PACT Family Peace Center

Crisis Hotline

Group counseling for domestic violence batterers, victims, and child witnesses.
1505 Dillingham Blvd. Suite 208 Honolulu 96817

832-0855
585-7944
www.pacthawaii.org

The Sex Abuse Treatment Center

Support for victims of sexual assault.
Harbor Court, 55 Merchant St. 22nd Floor
Honolulu 96813

535-7600
24 hr Hotline 524-7273
www.satchawaii.com

Grandparents

Resources for grandparents raising children. Visit Generations United at www.gu.org, and AARP-Hawaii at: www.aarp.org/life/grandparents.

Hawaii Family Services, Inc.

Programs for grandparents raising grandchildren in Waianae/Leeward area.
86-906 Alamihi Pl. Waianae 96792

450-4158

PATCH

People Attentive to Children

Child care resource and referral agency.
560 N. Nimitz Hwy. Suite 218 Honolulu 96817

839-1988
www.patchhawaii.org

Queen Liliuokalani Trust

Support group for grandparents & relative caregivers of minors.
46-316 Haiku Rd. Kaneohe 96744

235-7613
www.onipaa.org

The Parent Line

Support and information for grandparents,
parents, and other child caregivers.
P.O. Box 3102 Honolulu 96802

526-1222
1-800-816-1222
www.theparentline.org

Partners in Development Foundation

Tutu and Me - traveling preschool at community sites for
grandparents raising children up to five years of age.
2345 Nuuanu Ave. Honolulu 96817

524-7633
www.pidfoundation.org

Pet Owners

Hawaiian Humane Society

Adoptions

Reduced adoption fees for seniors adopting older animals.
2700 Waialae Ave. Honolulu 96826

356-2200
356-2218
www.hawaiianhumane.org

Veterans

State Office of Veterans Services

Services to Veterans and their family members.
459 Patterson Rd., E-Wing, Room 1-A103 Honolulu 96819

433-0420

U.S. Department of Veterans Affairs

459 Patterson Rd. Honolulu 96819

www.va.gov

Veterans Service Center

Burial benefits disability, education, home loan guaranty, homeless veterans,
medical treatment, minority veterans, and vocational rehabilitation.

1-800-827-1000

VA Caregivers Support Program

Caregiver Support Line

Support, education and information for
Family Caregivers of all Era Veterans.

433-0371
1-855-260-3274
www.caregiver.va.gov

VA Crisis Line

1-800-273-8255
www.veteranscrisisline.net

U.S. Vets Transitional Housing & Homeless Program **682-9000**

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

www.usvetsinc.org

Index

A

AARP: Driver Safety Education	18
AARP- Senior Organizations	22
AARP Tax Aide	60
Access to Independence	62
Action Line	19
Adult Mental Health Division	50
Adult Protective Services	63
Adventist Health - Castle Home Care	40
Affordable Lawyers Project	59
Aged to Perfection Adult Day Care Centers	30
Alcoholics Anonymous	34
Aloha Medical Mission - Dental Clinic	46
Aloha Nursing & Rehab Centre	13
Aloha State Association of the Deaf	61
Aloha United Way	20
Aloha Wellness Center, Inc. - Adult Day Care	30
Alu Like, Inc.	9
Alzheimer's Association - 24 hour Helpline	44
Alzheimer's Association - Education and Support	26
Alzheimer's Association - Education & Training	43
Alzheimer's Association - Safe Return + MedicAlert	20
Alzheimer's Association - Support Groups	34
American Cancer Society - 24 hour Helpline	44
American Diabetes Association	34
American Heart Association & American Stroke Association	34
American Lung Association of Hawaii	34

American Sign Language Education	61
Ann Pearl Adult Day Health	30
Ann Pearl Nursing Facility	13
The Arc in Hawaii	63
Arcadia Home Health Services	9,40
Arcadia Retirement Residence	16
Arcadia Retirement Residence - Nursing Facility	13
Arthritis Foundation, Hawaii Branch	29,43
ATRC	61
Attention Plus Care	40
Audient - Program for affordable Hearing Aids	44
Avalon Care Center Honolulu, LLC	13

B

Bayada Home Health Care	40
Beckwith Hillside Adult Day Care	30
Benefit, Employment & Support Services (DHS BESSD)	56
Better Business Bureau of Hawaii Inc.	51
Better Business Bureau of Hawaii, Inc.	20
Bilingual Access Line	59
Bristol Hospice Hawaii, LLC	37

C

American Cancer Society - Transportation	18
The Care Center of Honolulu	13
Caregiver Foundation Support Groups	35
Care Resource Hawaii	40
Care Sift	16,33
Casamina Adult Day Care	31
Adventist Health - Castle Home Care	40

Castle Caregiver Support Group	35
Castle Medical Center - Health Information	44
Castle Medical Center - Wellness Center	34
Catholic Charities Hawaii - Helpline	56
Catholic Charities Hawaii - Housing Assistance Program	11
Catholic Charities Hawaii - Immigrant Services	59
Catholic Charities Hawaii - Transportation	19
Catholic Charities Hawaii - Volunteer Opportunities.....	23
CCO/DNR - Comfort Care Only/ Do Not Resuscitate Orders ...	36
Center on Aging	25
Centers for Disease Control & Prevention	45
Centers for Independent Living	63
Central Union Church - Adult Day Care & Day Health Center	31
CFS Gerontology Program - Health Maintenance Program	43
CFS Gerontology Program - Volunteer Opportunities.....	23
Charley's Taxi and Limousine - MediCab	19
Child & Family Service - Immigrant Assistance	59
City & County of Honolulu - Information	20
City & County Real Property Assessment Division	60
City & County Rehabilitation Loans	11
City & County Tax Collections - Treasury Division.....	60
Consumer Information Line.....	52
Consumer Product Safety Commission	53
CSI Inc. (Comfort, Security, Independence)	55

CTAHR Cooperative Extension Service - Tack Charge of Your Money!	25
--	----

D

Deaf Center at Kapiolani Community College	61
Dental Lifeline Network	44
Department of Education - Community Schools for Adults	24
Department of Emergency Management	43
Department of Human Services - Medicaid burial benefit	37
Department of Human Services - Medicaid/SSI eligible placement.....	16
Department of Parks & Recreation - Senior Citizen Section.....	22
Dept. of Commerce & Consumer Affairs	52
Dept. of Health – Lanakila Health Center	46
Dept. of Parks & Recreation - Therapeutic Recreation Unit	29
Dept. of the Attorney General ...	52
Direct Marketing Association.....	52
Disabilities Parking Permit	21
Hawaii Disability Rights Center	57
DNR/CCO - Do Not Resuscitate/ Comfort Care Only Orders	36
Domestic Violence Action Center	56,63
Do Not Call Registry	53
Driver Licensing Centers.....	20
Driver Rehab Hawaii	18
Driver's License & Motor Vehicle.....	18

E

Easter Seals Hawaii.....	63
National Eldercare Locator	20

Elder Abuse Justice Unit	52,63
The Emeritus College at Honolulu Community College	24
Epilepsy Foundation of Hawaii..	34
The Ethnic Adult Day Care Center	31

F

Federal Trade Commission	53
15 Craigside	12,16
Foster Grandparent Program	23
Foundation for the Blind	61
Franciscan Adult Day Center	31
Fukumoto Adult Care, LLC	31
Funeral Consumers Alliance	37
Furukawa Living Treasure Day Care Centers	31

G

CFS Gerontology Program - Volunteer Opportunities	23
Goodwill Industries of Hawaii Inc.	53,59
Guardianship Pro-se Packet	57

H

Hale Hauoli Hawaii - Adult Day Care	31
Hale Hauoli Hawaii - Caregiver Support Group	35
Hale Ho Aloha	13
Hale Ho Aloha - Respite (in Facility)	33
Hale Malamalama	13
Hale Nani Rehabilitation & Nursing Center	13
Hale Ola Kino	13
Hawaiian Humane Society	65
Hawaii Centers for Independent Living	63
Hawaii Disability Rights Center	57
Hawaii Family Services, Inc.	64
Hawaii Foodbank	9

Hawaii Health & Harm Reduction Center	28
Hawaii Immigrant Justice Center	58,64
Hawaii Literacy Inc.	24
Hawaii Meals on Wheels	9
Hawaii Parkinson Association ...	35
Hawaii Public Housing Authority (HPHA)	11
Hawaii SHIP	49
Hawaii State Public Library System	24
Hearing Aid Helpline	44
Helping Hands Hawaii	59
Helping Hands Hawaii - Community Clearinghouse	11
HGEA-Retirees Unit	22
Hina Mauka	35
Hiolani Care Center at Kahala Nui	13
Honolulu Community Action Program (HCAP)	9
Honolulu Community Action Program (HCAP) - Electric Bill Subsidy	57
Honolulu Community Action Program (HCAP) SCSEP	53
Honolulu Domestic Violence Shelter	64
Ho'okele Care at Home ...	33,39,41
Ho'okele Health Navigators	28
Hoopono	62
HSTA-Retirees	23
HUD - Dept. of Housing & Urban Development	12
Hulu Makua, Inc. - Adult Day Care	31
Humane Society, Hawaiian	65

I

Hawaii Immigrant Justice Center	58
Inspector General's Office	53
Institute for Human Services (IHS)	12

Insurance Fraud Unit Hotline	52
Internal Revenue Service (IRS)	60
Investor Education Program	52
ISG, Inc.	61
Islands Hospice.....	37

J

Jewish Community Services	56
---------------------------------	----

K

Kahala Nui Life Care Retirement Community	17
Kahi Mohala Behavioral Health.....	50
Kahuku Medical Center.....	13
Kaiser Home Health Agency	40
Kaiser Permanente - Senior Summit Lecture Series	44
Kalakaua Gardens, LLC.....	13
Kalakaua Gardens - Residence	17
Kalihi Palama Health Center.....	46
Kaneohe Community & Senior Center	22
Kapahulu Center	22
Kapiolani Community College - Continuing Education Program	25
Kapiolani Women's Health Center - Health Classes	44
Ka Punawai Ola	13
Kaumakapili Church Free Store	11
Kealahou West Oahu - Homelessness program	56
Keiki to Kupuna	9
Ke Ola Mamo - Native Hawaiian Health Care System	27
Ke Ola Pono No Na Kupuna Project	9
Kilohana Senior Enrichment Center - ADC & ADH	31
King Lunalilo Home - Adult Day Care	31
Kokua Council.....	23

Kokua Kalihi Valley - Caregiver Respite Program	33
Kokua Kalihi Valley - Caregiver Support Group.....	35
Kokua Kalihi Valley - Case Management	28
Kokua Kalihi Valley - Geriatric Medicine.....	47
Kokua Kalihi Valley - Health Maintenance Program.....	29,44
Kokua Mau.....	36
Kokua Nurses Home Health	41
Koolauloa Community Health & Wellness Center	47
Kuakini Adult Day Care at St. Timothy's Episcopal Church..	31
Kuakini Geriatric Care	14
Kuakini Medical Center - Education Services Dept.....	35
Kulaokahua Senior Apartments	12
Tunstall Hawaii (formally Kupuna Monitoring)	28
Kupuna Education Center at Kapiolani Community College	25

L

Lanakila Easy Access Project	59
Lanakila Meals on Wheels	10
Lanakila Multi-Purpose Senior Center	22
Landlord-Tenant Information	52
Lawyer Referral & Information Service	58
Leahi - Adult Day Health	32
Leahi Hospital & Nursing Home	14
Leeward Community College - Office of Continuing Education	25
Legacy of Life Hawaii.....	38
Legal Aid Society of Hawaii.....	57
Legal Aid Society of Hawaii (LASH)	58
Library for the Blind and Physically Handicapped	62

Hawaii Health & Harm Reduction Center (formally Life Foundation).....	28
Lifeline Hawaii Services.....	28
Lifeline/Link-up Service (Telephone Subsidy)	57
Liliha Healthcare Center	14
Lions Eye Bank and Makana Foundation	38
Live Well at Iwilei by Kahala Nui - Adult Day Care.....	32
Long Term Care Ombudsman.....	24,58
Lotus Adult Day Care Center	32
Lou's Quality Home Health Care Services, LLC.....	41
Lunalilo Home - Respite (in facility)	33
Lunalilo Meal Service.....	10

M

Makua Alii Senior Center	22
Malama Adult Day Care	32
Maluhia - Adult Day Health	32
Maluhia Hospital & Nursing Home.....	14
Manoa Cottage Kaimuki.....	14
Mastercare Homecare & Healthcare.....	41
Maunalani Nursing & Rehabilitation Center.....	14
Mediation Center of the Pacific .	59
MediCab - Charley's Taxi and Limousine.....	19
MedicAlert.....	20
Med-QUEST Division.....	49,56
Adult Mental Health Division	50
Mental Health America of Hawaii	50,58
Mililani Hale - Adult Day Care ...	32
Moiliili Senior Center - Moiliili Community Center	22
Muscular Dystrophy Association – Hawaii	35

N

Nakasato Adult Day Care Center	32
NARFE – National Active & Retired Federal Employees...	23
National Eldercare Locator	20
National Kidney Foundation of Hawaii	35
Next Step Shelter - Waikiki Health.....	12
Nuuanu Hale	14

O

Oahu Care Facility	14
Oahu Home Healthcare, LLC....	41
Oahu WorkLinks	53
Oceanside Hawaii Assisted Living.....	17
Office of Health Care Assurance	16,57
Office of the Public Guardian	58
Ohana Caregivers - Online Education Program	27
State Office of the Ombudsman	58
ORI Anuenue Hale Inc.	22
Osher Lifelong Learning Institute.....	25
Outreach College Professional Programs.....	25
Overeaters Anonymous	35

P

Pacific Disabilities Center	62
Pacific Gateway Center	53
Pacific Gateway Center - Immigrant Assistance	59
PACT Family Peace Center	64
Palolo Chinese Home- Adult Day Care	32
Palolo Chinese Home - Home Cleaning Service	39

Palolo Chinese Home - Meals Program	10
Palolo Chinese Home - Nursing Facility	14
Palolo Chinese Home - Respite (in Facility)	33
Disabilities Parking Permit	21
Partners in Development Foundation	65
PATCH (People Attentive to Children)	64
Pearl City Nursing Home	14
The Plaza Assisted Living	17
H. & J. Weinberg Care Center at Pohai Nani	13
Pohai Nani - Residences	16
Poison Control Center	45
Police Department - Education	44
Police Department - White Collar Crime	52
POLST - Physician's Orders for Life-Sustaining Treatment	36
Prime Care Services of Hawaii, Inc.	41
Project Dana - Caregiver Respite	27
Project Dana - Caregiver Support Group	35
Project Dana - Escort Service ...	28
Project Dana Fall Prevention Program	44
Project Dana - Volunteer Opportunities	23
Office of the Public Guardian	58
Pu'uwai 'O Makaha	14

Q

Queen Emma Clinics	47
Queen Liliuokalani Trust	64
Queen's Behavioral Health Services	50
Queen's Medical Center Dental Clinic	47

Queen's Medical Center - Geriatric Services	47
Quit Line, Hawaii Tobacco	45

R

Real Property Tax Credit	60
Rehab Hospital Driving Evaluation & Training Program	18
Respite Companion Service Program	53
Respite Nanea, Inc. - Respite (in Facility)	34
RSVP Volunteer Program	24

S

Safe Harbor Homecare, INC.	41
Safe Haven – Puuhonua	50
Sakura House - Adult Day Care	32
Salvation Army - Adult Day Care & Day Health	32
Salvation Army - Rental Assistance Program	56
Samaritan Counseling Center Hawaii	50
Satellite City Halls	21
Seagull Schools Adult Day Center	32
Securities Fraud Hotline	52
SeniorCare Foundation	41
Senior Citizen Visitor Program ..	25
Senior Companion Program	23
Senior Medicare Patrol (SMP) ..	49
Seniors EyeCare Program	45
Quit Line, Hawaii Tobacco	45
St. Anthony of Padua Outreach	33
State Identification	20
State Office of the Ombudsman	58
State Office of Veterans Services	65
State Tax Information	60

St. Francis Adult Day Care Center	32
St. Francis Health Services for Senior Citizens	41
St. Francis Hospice	37
Susannah Wesley Community Center	60

T

Take Charge of Your Money! - Financial Education Program	25,55
Taxpayer Advocate Service	61
Telecommunications Relay Service (TRS)	62
TheBus - Oahu Transit Services, Inc.	19
TheHandi-Van - Oahu Transit Services, Inc.	19
The Parent Line	65
The Sex Abuse Treatment Center	64
Quit Line, Hawaii Tobacco	45
Tuberculosis Testing Center	46
Tunstall Hawaii (formally Kupuna Monitoring)	28
Tutu and Me	65

U

University of Hawaii Elder Law Program	58
University of Hawaii Elder Law Program (UHELP)	36
University of Hawaii School of Medicine	62
University of Hawaii - West Oahu Community Education Program	25
USDA Rural Development	11
U.S. Department of Veterans Affairs - Respite Program	34
U.S. Vets Transitional Housing	65

V

VA Caregivers Support Group ...	36
VA Caregivers Support Program	65
VA Crisis Line	65
State Office of Veterans Services	65
Veterans Affairs - Burial Benefit	37
Veterans Service Center	65
Victim Witness Kokua Services	58
The Clarence T.C. Ching Villas at St. Francis	13
Vocational Rehabilitation Division	62
Volunteer Legal Services Hawaii	59

W

Wahiawa General Hospital Home Health	41
Wahiawa General Hospital Nursing & Rehab	14
Waianae Community Outreach	12
Waikiki Community Center	22
Waikiki Health Center	47
Waimanalo Health Center	47
Waipahu Hongwanji Mission - Adult Day Care	33
Willed Body Program, body donation to science	38
Wilson Homecare	41
Windward Community College - Office of Continuing Education	25
Windward Seniors Adult Day Care	33
Windward Seniors Day Care - Caregiver Support Group	36
Winners at Work	53
Oahu WorkLinks	53

Y

YMCA - Exercise opportunities	29
-------------------------------------	----

My Notes

Emergency Preparedness

After a disaster such as a hurricane, tsunami, or earthquake, it may be a while before the government can respond. A little planning and preparing on your part could make a big difference when a disaster strikes.

Think about what you would need in different situations and **create a plan**. **Identify who you would contact** and discuss your plan with them. **Designate a meeting place** in case you are unable to contact each other, such as a nearby shelter. **Keep the information on your emergency contacts** in one easily accessible place, such as on a card on your refrigerator or next to your telephone.

Depending on the type of emergency and where you live, you may be advised to stay where you are (shelter in place) rather than evacuate. If you live in an apartment or condo, **make sure you familiarize yourself with any safe zones and/or evacuation plans**.

Look in the phone book for other emergency preparedness information and identify the closest shelters to you. If you have pets, plan accordingly as shelters may have specific requirements.

Making Your Plan:

Identify who could help you:

What they would do for you:

Places near me identified as potential shelters:

Your Emergency Kit

Prepare enough supplies to last 14 days or more. Expect to be without telephone, power, and tap water. You will need **water for drinking, cooking, and hygiene**. At least **1 gallon per person, per day**, is suggested.

- Water, at least 14 gallons per person. Tip: If you receive early warning, fill up pots, large containers, buckets, and/or your bathtub with tap water.
- Food, non-perishable, enough to last 14 days.
- If you have a vehicle, top off your gas tank.

Keep on hand:

- Portable radio with extra batteries.
- Flashlight with extra batteries.
- A whistle, to signal for help.
- Dust mask.
- Candles and matches/lighter.
- Nonperishable food, manual can opener, etc.
- Disposable tableware, utensils, paper towels, plastic bags, etc.
- First aid kit with antiseptic, bandages, etc.

If you need to evacuate, have these items ready to go:

- Medications.
- Sleeping bag, blanket, air mattress, etc.
- Extra clothing, shoes.
- Personal care items such as toothbrush and toothpaste, toilet paper, moist towelettes/wipes, hand sanitizer, soap, etc.
- Assistive devices such as walkers, eyeglasses, hearing aides, etc.
- List of your emergency contacts, doctors, allergies, medications & health conditions, etc. Tip: carry a Wallet Card with this information.

What other things would you specifically need in an emergency?









For more tips & information go online:

www.honolulu.gov/dem

www.ready.gov

Frequently Called Government Numbers

City & County of Honolulu

TheBus Schedule & Routes	848-5555
TheHandi-Van - Reservations	456-5555/ TTY 454-5045
City Public Information Center	768-9311
City Complaints	768-4381
Driver's License & State ID Information	768-9100
Motor Vehicle Registration Information	768-4325
Elderly Affairs Division - Senior Helpline	768-7700
Mayor's Office	768-4141
People's Open Markets	768-9299
Office of the City Clerk (City Council, Public Hearings, Elections)	768-3810
Board of Water Supply	748-5000
Neighborhood Commission Office (Neighborhood Boards)	768-3710
Environmental Services - Refuse Division	768-3200
(Information on Recycling, disposal of household hazardous waste, etc.)	

State of Hawaii

Adult Protective Services	832-5115
Adult Mental Health Division Crisis Line	832-3100
Public Assistance Information Line	1-855-643-1643
Executive Office on Aging	586-0100
Long Term Care Ombudsman	586-7268
Med-QUEST Division	587-3540 or 692-7364
State Employees Retirement System (ERS)	586-1735
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

This publication was paid for in part by the taxpayers of the City & County of Honolulu, and Federal Title III funding through the Hawaii State Department of Health, Executive Office on Aging.

MY IMPORTANT INFORMATION

Name:

Phone/Address:

EMERGENCY CONTACTS

Name & Relationship:

Phone:

OTHER INFORMATION

Allergies, Medical Conditions, Medications, language spoken, doctor & clinic, location of Advance Healthcare Directive, POLST, CCO/DNR, etc.

Call the Senior Helpline
for help or information
about Senior Services

768-7700

