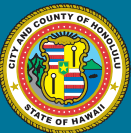


FAMILY CAREGIVING GUIDE



HOW TO USE THIS GUIDE

The following suggestions may help you find services available.

- The guide is arranged by the stages many caregivers go through:
 - Diagnosing the patient's condition: Geriatric Services
 - Planning for care: Elder Law and Case Management
 - Learning about caregiving: Education/Training and Support Groups
 - Services to support the caregiver: Personal Care, Respite, Transportation, etc.
 - Care Away From Home: What happens when care can no longer be provided at home
- Some agencies may provide additional services not listed in this book. Ask them if they are able to help in other aspects of your particular situation.
- For additional listings of companies, do an Internet search or check the yellow pages under similar headings.
- Inclusion of an agency in this guide does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.
- Information on services, hours, and fees are subjected to corrections and may change at any time. Please call the provider for the most current information.
- This guide can also be found on our website:
www.elderlyaffairs.com
- For more information, call the Elderly Affairs Division, Senior Helpline at **768-7700**. We are located at 715 S. King Street, Room 211, Honolulu, Hawaii 96813.

FAMILY CAREGIVING GUIDE



**Elderly
Affairs
Division**
A G E S M A R T

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

Printed by:
Department of Customer Services
Design & Print Center
City and County of Honolulu

May 2016 Edition

TABLE OF CONTENTS

Caregiver Tips.....	3
Evaluating & Diagnosing Condition	7
GERIATRICIANS	7
GERIATRIC MENTAL HEALTH SERVICES	10
Planning for Care	12
CASE MANAGEMENT	12
ELDER LAW & ADVANCE DIRECTIVES	17
Learning About Caregiving	18
EDUCATION/TRAINING	18
CAREGIVER SUPPORT GROUPS — GENERAL.....	21
CAREGIVER SUPP. GROUPS — CONDITION SPECIFIC	24
Services to Support the Caregiver	26
DURABLE MEDICAL EQUIPMENT.....	26
PERSONAL CARE.....	27
HOMEMAKER SERVICES.....	28
HOSPICE	29
LICENSED HOME HEALTH AGENCIES.....	30
RESPIRE — Adult Day Care & Adult Day Health	33
RESPIRE — Out-of-Home, Overnight.....	45
RESPIRE — In-Home.....	48
PERSONAL EMERGENCY RESPONSE SYSTEMS	49
TRANSPORTATION/ESCORT	50
GRANDPARENT CAREGIVERS.....	53
Care Away From Home.....	55
TRANSITION TO A CARE FACILITY	55
Area Agencies on Aging	57
Other Publications.....	59
Online Resources	60
Frequently Called Gov. Numbers.....	62
Emergency Numbers	63

CAREGIVER TIPS

WHO IS A CAREGIVER?

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

CAREGIVER TIP #1 — WHERE TO START

If the doctor says your loved one needs long term care, do not automatically assume that they need to be placed in a nursing home. There is a wide range of services starting with in-home services such as meals-on-wheels, to supervised care such as adult day care, to residential family-style care homes. An assessment of a person's needs and the family's capabilities is recommended to determine the best course of action. Equally as important is for the caregiver to be informed about the role as a caregiver by reading books and articles on websites covering topics such as health/wellness, financial, medical and legal information.

CAREGIVER TIP #2 — UNUSUAL BEHAVIORS

When your parent or spouse is forgetful more often, or displays new or unusual behavior, do not shrug it off as-"they are just getting old." It may be a sign of early dementia caused by stroke, alcoholism, disease, or even medication interaction. Take them to a geriatrician for a thorough evaluation so that the causes may be treated;

there are even new drugs that can delay the symptoms of Alzheimer's disease. In any case, it is better to know as early as possible what you will be dealing with so that you can make plans accordingly.

CAREGIVER TIP #3 — WHO MAKES THE DECISIONS?

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

CAREGIVER TIP #4 — SHARING THE LOAD

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

CAREGIVER TIP #5 — RESISTANCE TO SERVICES

One of the reasons older people often refuse "outside help" (from non-family members) is that they are afraid that the next step will be placing them in a nursing home. Acknowledge this fear and explain that by using a

service, such as Handivan or bath service, they will remain independent and be able to stay at home.

CAREGIVER TIP #6 — EMOTIONS

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

CAREGIVER TIP #7 — PREPARE FOR THE FUTURE

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

CAREGIVER TIP #8 — USING RESPITE SERVICES

Caregivers are reluctant to “take a break” and have someone else provide care for a while. Often they keep at it until they “burn out” before they look for help. When you get respite, your loved one benefits as well! When someone comes into your home to help, they get to see a new person and share old stories. When they go to a program, like adult day care, they can receive stimulation and socialization that is different from what can be provided at home.

CAREGIVER TIP #9 — HOSPITALIZATION

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

CAREGIVER TIP #10 — CARE AWAY FROM HOME

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

OTHER ASSISTANCE

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

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

GERIATRICIANS

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

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

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

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

The following clinics have geriatric practitioners for outpatient services. Also do an internet search or call your insurance provider for referrals. Those with HMSA and Original Medicare may also search for doctors by specialty and location online:

Medicare — www.medicare.gov

HMSA — www.hmsa.org

- **Department of Veterans Affairs**

Spark M. Matsunaga VA Medical and Regional Office
Center

459 Patterson Road, Honolulu 96819-1522

Phone: 433-0600

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

- **Kaiser Permanente**

Geriatric Department

Phone: 432-8000

- **KP Honolulu Medical Office**

1010 Pensacola Street, Honolulu 96814

- **KP Waipio Medical Office**

94-1480 Moaniani Street, Waipahu 96797

www.kaiserpermanente.org

Requires a Kaiser Permanente primary care physician referral for inpatient and outpatient geriatric and geropsychiatry consultation and geriatric care coordination. Geriatric Primary Management. For Kaiser Permanente members only.

- **Kokua Kalihi Valley — Charles Judd Health Care**

2239 N. School Street, Honolulu 96819

Phone: 791-9400

Medical consultations, home visits, and primary care.

- **Geriatrics Clinic at Leahi**

3675, rm-100, Kilauea Avenue, Honolulu 96816

Phone: 732-9907

www.healthgrades.com

Provides outpatient geriatric consultations. Any primary care physician may refer older patients that need an assessment for preventive care, complex medical problems, dementia, take multiple medications, osteoporosis, fall, incontinence and frailty. Most major medical insurance plans accepted.

- **Maluhia Geriatric Physician Services**

1027 Hala Drive, Honolulu 96817

Phone: 832-6132

www.maluhia.hhsc.org

Comprehensive medical care for elders. Home visits available to homebound elders in Nuuanu, Kalihi, and Liliha. Serves seniors 55 years or older. Most major medical insurance plans accepted.

- **Queen's Geriatric Services**

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

550 S. Beretania Street, Suite 601, Honolulu 96813

Queen's Outpatient Center: 691-8877

www.queensmedicalcenter.org

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

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

Department of Geriatrics & Long-Term Care

846 S. Hotel Street, Honolulu 96813

Phone: 532-3159

www.hawaiiipacifichealth.org

Phone: 532-6380

Conducts outpatient consultations and primary care for memory loss and other geriatric syndromes.

GERIATRIC MENTAL HEALTH SERVICES

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

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

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

Life changes that happen as we get older may cause feelings of uneasiness, stress, and sadness. For instance, the death of a loved one, moving from work into retirement, or dealing with an illness can make people sad or anxious-feelings that could develop into depression. Depression is a common problem among older adults, but it is not a normal part of aging. It is a real disease that people cannot simply "snap out of." However, many people can recover if provided the right treatment.

Also see Psychiatry and Neurology under Physicians in the conducting an Internet search. Also ask your primary care physician or medical insurance provider for referrals. If you suspect your loved one has dementia ask his/her doctor (Primary Care Physician) for an evaluation.

- **Adult Mental Health Division, State of Hawaii —
Department of Health**
Access and Crisis Line Phone: 832-3100
Adult Mental Health Phone: 643-2643 (AMHD)
www.amhd.org
- **Queen’s Outpatient Behavioral/Mental Health Services**
1374 Nuuanu Avenue, Honolulu 96817
www.queensmedicalcenter.net
- **Queen’s Counseling Services: 691-4401**
Conducts assessments, psychological testing, neuropsychological testing, individual and group counseling, and interpersonal learning, medical management, and education.
- **Queen’s Day Treatment Services**
Screening Line: 691-4352 or 691-4157
Offers therapeutic groups to support life skill development, promote spiritual, physical and mental health needs associated with aging, loss, adjustment to life needs, and crisis. Treatments also address addiction, medication and symptom management, the development of social supports and daily structure.
- **Wahiawa General Hospital —
Senior Behavioral Health Unit**
128 Lehua Street, Wahiawa 96786-2036
Phone: 621-4310
Phone: 621-4254
Provides short term, inpatient, and comprehensive treatment program for seniors suffering from emotional and behavioral problems.

CASE MANAGEMENT

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

Case managers may be a Licensed Social Workers (LSW) or Registered Nurses (RN). To make an informed decision, we recommend you ask for qualifications and references when looking to hire one. Many home health or home care agencies also provide "care plans" as part of their service. In your Internet search for potential providers, please check under "Home Care" and/or "Home Health Care".

- **Department of Health
Public Health Nursing (PHN) Branch**
www.hawaii.gov/health

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

Eligibility:

- Clients must be 60 years of age or older and living at home
- Have chronic medical conditions
- May have no family or caregiver available, or have a caregiver in need of support

- May need assistance in understanding their medical condition and health needs
- May need assistance linking up with appropriate resources in community Services:
 - Meet with client/caregiver to obtain information on health and medical needs
 - Jointly plan care with client/family
 - Provide health teaching and information
 - Assist with medication and treatment management
 - Communicate with physician and other providers regarding the health care plan in order to maintain the client in the home
 - Assist with coordinated referrals to appropriate health care providers and community services
 - Conduct periodic review of service and care provided

Locations:

- Administration Office
1700 Lanakila Avenue, Room 201, Honolulu 96817
Phone: 832-3773
- Central Oahu
860 Fourth Street, Room 130, Pearl City 96782
Phone: 453-6190
- East Honolulu
3627 Kilauea Avenue, Room 311, Honolulu 96816
Phone: 733-9220
- Leeward Oahu
94-275 Mokuola Street, Room 101, Waipahu 96797
Phone: 675-0073

- Waianae Community Services Center — Satellite
910 California Avenue, Wahiawa 96786
Phone: 622-6445
- West Honolulu
1700 Lanakila Avenue, Room 201, Honolulu 96817
Phone: 832-5757
- Windward Oahu
45-691 Kea'ahala Road, Kaneohe 96744
Phone: 233-5450
- **Department of Human Services**
Adult Protective & Community Services Sections — Oahu
420 Waiakamilo Road, Suite 202, Honolulu 96817
Phone: 832-5115
www.hawaii.gov/dhs

Serves vulnerable adults by investigating reports of suspected abuse, neglect, or financial exploitation and providing appropriate intervention. Services include adult foster care services and chore services for Medicaid-eligible individuals who do not meet eligibility requirements for the Med-QUEST Division's Quest Integration Program.
- **Ke Ola Mamo**
1505 Dillingham Boulevard, Room 205, Honolulu 96817
Phone: 848-8000
www.keolamamo.org

Health promotion, education, and access to care through outreach and island-wide offices for Native Hawaiians.
- **Kokua Kalihi Valley Elderly Services Program**
1846 Gulick Avenue, Honolulu 96819
Phone: 848-0977
www.kkv.net

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

For residents only of upper Kalihi Valley (census Tracts 61-65). No cost. Donations welcome. Also offers Support Groups and Respite-In-Home. Services available depending on eligibility.

- **Life Foundation**

677 Ala Moana Boulevard. 226, Honolulu 96813

Phone: 521-2437

www.lifefoundationhawaii.org

Medical case management for people with HIV/AIDS.

Education free testing for HIV and Hepatitis C. Also

mobility testing is available through an email appointment at testingtogo@lifefoundation.org.

- **Ohana Care**

Gerontology Program

Child & Family Service

91-1841 Fort Weaver Road, Ewa Beach 96701-1909

www.cfsgerontology@cfs-hawaii.org

Phone: 543-8468 Fax: 543-8475

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

- **REACH Senior Case Management**

- **Gerontology Program**

- Child & Family Service

- 91-1841 Fort Weaver Road, Ewa Beach 96701-1909

- www.cfsgerontology@cfs-hawaii.org

- Phone: 543-8468 Fax: 543-8475

- For eligibility and to apply for services, call the Senior Helpline at 768-7700

- Provides case management to prevent elder abuse, neglect and self-neglect situations. The program provides assessment, care planning and linkages to needed services.

- **Senior Case Management**

- **Gerontology Program**

- Child & Family Service

- 91-1841 Fort Weaver Road, Ewa Beach 96701-1909

- www.cfsgerontology@cfs-hawaii.org

- Phone: 543-8468 Fax: 543-8475

- For eligibility and to apply for services, call the Senior Helpline at 768-7700

- Provides case management and supportive counseling to seniors. Provides assessment, care planning, and arranging for community services. For seniors 60 years and older who are living independently in the community, have impairments in 2 ADLs or IADLs and an unmet need in one of these. No fees, donations are appreciated.

ELDER LAW & ADVANCE DIRECTIVES

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

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

- **Kokua Mau**

Phone: 585-9977

www.kokuamau.org

Assists with Hawaii's Hospice and Palliative Care Organization. Download form for Advance Directives at website.

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

2515 Dole Street, Room 201, Honolulu 96822

Phone: 956-6544 Fax: 956-9439

www.hawaii.edu/uhelp

Provides individual and family legal counseling for socially and economically needy elders. Conducts presentations to inform caregivers of legal aspects of planning for incapacity, death, and long-term care. Donations accepted.

LEARNING ABOUT CAREGIVING

EDUCATION/TRAINING

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

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

1130 N. Nimitz Highway, Suite A-265, Honolulu 96817

Helpline: 1-800-272-3900

www.alz.org/hawaii

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

- **American Red Cross, Hawaii State Chapter**

4155 Diamond Head Road, Honolulu 96816-4417

Phone: 734-2101

www.redcross.org/hawaii

The American Red Cross recommends that senior citizens create a personal support network made up of several individuals who will check in on you in an emergency, to ensure your wellness and to give assistance if needed. This network can consist of friends, roommates, family members, relatives, personal attendants, co-workers and neighbors. Ideally, a minimum of three people can be identified at each location where you regularly spend time, for example at work, home, school or volunteer site.

Seven important items to discuss and implement with a personal support network:

1. Make arrangements, prior to an emergency, for your support network to immediately check on you after a disaster and, if needed, offer assistance.
2. Exchange important keys.
3. Show them where you keep emergency supplies.
4. Share copies of your relevant emergency documents, evacuation plans and emergency health information card.
5. Agree on and practice methods for contacting each other in an emergency. Do not count on the telephones working.
6. You and your personal support network should always notify each other when you are going out of town and when you will return.
7. The relationship should be mutual. You have a lot to contribute! Learn about each other's needs and how to help each other in an emergency. You might take responsibility for food supplies and preparation, organizing neighborhood watch meetings and interpreting, among other things.

- **Department of Health**

Developmental Disabilities Services Branch

Neurotrauma Supports

3627 Kilauea Ave, rm-411, Honolulu, Hi, 96816

Phone: 733-2147, Helpline – 733-2155

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

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

- **Honolulu Fire Department**

Training and Research Bureau

890 Valkenburgh Street, Honolulu 96818

Phone: 723-7139

www.honolulu.gov/hfd/cpr.htm

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

- **Ohana Care Program**

Honolulu Gerontology Program, Child and Family Service

91-1841 Fort Weaver Road, Ewa Beach 96701-1909

www.cfsgerontology@cfs-hawaii.org

Phone: 543-8468 Fax: 543-8475

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

- **Ohana Caregivers**

www.ctahr.hawaii.edu/ohanacaregivers

Web-based information and resource for family caregivers.

CAREGIVER SUPPORT GROUPS — GENERAL

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

- **Castle Medical Center**

640 Ulukahiki Street, Kailua 96734

Phone: 263-5500

www.castlemed.org

Provide caregiver support group for caregivers, friends, and family (Call for meeting's place and times). Includes educational component to address caregiver issues and community resources. Open to anyone who is interested; however, please do not bring care recipient.

- **Department of Veteran Affairs (VA)**

- **VA Caregivers Support Group**

VA Spark Matsunaga Medical Center

459 Patterson Road, Honolulu 96819

Phone: 433-7646

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

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Avenue, Honolulu 96819

Phone: 848-0977

www.kkv.net

Provide monthly meetings provide educational sessions, problem solving, and stress reducing activities. Geriatricians are available during sessions. Restriction: service for Kalihi Valley residents only (census Tracts 61-65). No cost. Donations welcome.

- **Ohana Care Program**

- **Gerontology Program**

- Child & Family Service

- 91-1841 Fort Weaver Road, Ewa Beach 96701-1909

- Phone: 543-8468 Fax: 543-8475

- www.cfsgerontology@cfs-hawaii.org

- Provide caregiver support groups. The groups provide an educational component and a time to share with other caregivers. Through this sharing, caregivers are able to help find answers to their caregiving questions. The support of others who are going through the same experiences helps to reduce caregiver stress. For unpaid caregivers including family and friends of seniors over 60 years of age. No fees, donations are appreciated.

- **Project Dana**

- Caring for the Caregiver — Support Group

- 902 University Avenue, Honolulu 96826

- Phone: 945-3736

- www.projectdana.org

- The family caregiver support group has three components per month: educational support, rap session, and outings. Meetings are held on 2nd, 3rd and 4th Wednesdays mornings. Funded by the National Family Caregiver Support Program, Title III E. Care recipient must be 60 years old. Additional Services: Respite for caregivers.

- **The Caregiver Foundation**

1034 Kilani Avenue, Suite 104, Wahiawa 96786

Phone: 625-3782 Text: 722-1903

www.thecaregiverfoundation.org

Provides seniors, disabled adults and their caregivers with monthly support group and training (caregiving, aging and financial management). Please call to verify dates/times of support group and meetings at various locations (island-wide). Discuss topics related to caregiving planning or presently caring for individuals.

- **Windward Seniors Day Care Support Group**

77. N. Kainalu Drive, Kailua 96734

Phone: 262-1067

Email: takeyak001@hawaii.rr.com

This is listed online as a private Day Care Program ONLY!
No other information available.

- **Central Oahu Caregivers' Support Group**

P.O. Box 84794, Mililani, 96789

Phone: 625-3782

Monthly support group for family caregivers. Meets 2nd Thursday, 7:00-9:00 p.m. at Wahiawa General Hospital. Anyone interested in topics related to caregiving or presently caring for individuals.

CAREGIVER SUPPORT GROUPS — CONDITION SPECIFIC

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

- **Alzheimer’s Association — Aloha Chapter**

1130 N. Nimitz Highway, Suite A-265, Honolulu 96817

Helpline: 1-800-272-3900;

www.alz.org/hawaii

Neighborhood support groups (locations island-wide).

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

2370 Nuuanu Avenue, Honolulu 96817

Phone: 595-7500

www.cancer.org

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

- **American Diabetes Association Hawaii**

Pioneer Plaza, 900 Fort Street Mall, Suite 940,

Honolulu 96813

Phone: 947-5979

www.diabetes.org

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

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

677 Ala Moana Boulevard, Suite 600, Honolulu 96813

Phone: 538-7021

www.heart.org

Offers support group for family members (caregivers), stroke survivors and people with heart and/or blood vessels problems. Resources cover caregiving, medication

management, nutrition, and exercise. Topics chosen in response to group interest. For heart patients and their families.

- **American Lung Association in Hawaii**

810 Richards Street, Suite 750, Honolulu 96813

Phone: 537-5966

www.lung.org

Education, for persons with lung disease and their family members (caregivers).

- **Muscular Dystrophy Association — Hawaii Chapter**

1221 Kapiolani Boulevard, Suite 220, Honolulu 96814

Phone: 593-4454 Fax: 597-1716

www.mda.org

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

- **National Kidney Foundation of Hawaii**

1314 S. King Street, Suite 1555, Honolulu 96814

Phone: 593-1515

www.kidneyhi.org

Education programs, screening service and support groups.

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

745 Fort Street Mall, Suite 303, Honolulu 96813

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

www.lupushawaii.org

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

SERVICES TO SUPPORT THE CAREGIVER

DURABLE MEDICAL EQUIPMENT

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

Tips: In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a counselor at Hawaii SHIP (586-7299) 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 you can utilize Internet search topic under "Medical Equipment" or "Medical Supplies" and ask if they accept Medicare (and accept assignment). Also, go to www.medicare.gov, look under "Search Tools" and click on "Find Suppliers of Medical Equipment in Your Area." You can also call 1-800-MEDICARE (1-800-633-4227) to speak to a Medicare representative.

Look for dealers that accept "assignment" which means they accept Medicare's payment in full. Ask friends, social workers, and medical professionals for advice and referrals. Call Hawaii SHIP for additional information.

PERSONAL CARE

Health-related services provided in the home. To find providers through an Internet search or, Yellow Pages, see “Home Health” or “Home Care”. For Medicaid and Nursing Home eligible, call your Quest Integration plan provider to see if you qualify for services under their plans. Also see Licensed Home Health Agencies and Respite In-Home.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Avenue, Honolulu 96819

Phone: 848-0977

www.kkv.net

For eligibility and to apply for services, call the Senior Helpline at 768-7700

Provides bathing services for eligible seniors. For residents of upper Kalihi Valley (census Tracts 61-65). For seniors 60 years or older, in need of assistance with bathing, and ineligible for private Home Health Care covered by insurance reimbursement. No cost. Donations welcome.

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

P.O. Box 29700, Honolulu, 96820

Phone: 547-6500

www.stfrancishawaii.org

For eligibility and to apply for bathing services, call the Senior Helpline at 768-7700.

Assists elders and their family caregivers by providing safe and therapeutic care to ensure the comfort and dignity of each frail elder, such as bath and shampoo in bed, tub, or shower. Assists with related care, such as oral hygiene, grooming, and shaving. Changes bed linen as necessary. For seniors 60 years or older, in need of assistance with bathing, and ineligible for private Home Health Care covered by insurance reimbursement. Families are encouraged to make contributions as best they can.

HOMEMAKER SERVICES

Homemaker services include housekeeping, shopping, preparing meals, doing light housework and assisting with errands. Some Home Health and Home Care agencies also offer housekeeping.

- **Akamai Grocery Shopping & Delivery Service**

Phone: 672-7347

Please call for all your shopping needs. We can help with all sorts of shopping and pick-up and delivery.

Fee for delivery is 23% plus a \$5 gas fee. Minimum
www.akamaidelivery.com

- **Catholic Charities Hawaii**

1822 Keeaumoku Street, Honolulu 96822

Phone: 527-4777

For eligibility and to apply for services, call the Senior Helpline at 768-7700

www.catholiccharitieshawaii.org

- **Kokua Kalihi Valley — Elderly Services Program**

1846 Gulick Avenue, Honolulu 96819

Phone: 848-0977 www.kkv.net

For eligibility and to apply for services, call the Senior Helpline at 768-7700.

Restriction: Only serve residents in Kalihi Valley area (Census Tracts 61-65).

- **Palolo Chinese Home**

2459 10th Avenue, Honolulu 96816

Phone: 748-4911 Fax: 748-7998

Non-licensed aides helping with light house cleaning and organization around the home.

www.palolohome.org

- **Waikiki Friendly Neighbors — Waikiki Health Center**

935 Makahiki Way, Honolulu 96826

Phone: 926-8032

For eligibility and to apply for services, call the Senior Helpline at 768-7700

<https://waikikihc.org/patients/services/senior-assistance>

HOSPICE

Hospice care is specialized, compassionate health care and emotional support for people facing the advancing stages of cancer, heart disease, kidney disease, or other terminal illness. It provides a milieu in which patients may spend their last days free of pain, preferably in the comfort of their own home. When this is not feasible, hospice services are also available to patients who live in nursing homes or other residential settings. Registered nurses, social workers, dietitians, home health aides, homemakers, chaplains, volunteers, bereavement counselors, durable medical equipment, medications, medical supplies, and laboratory services are often included in hospice services. Nurses are on call 24-hours a day. Respite care may also be provided. Hospice services are covered under Medicare; however, room and board in a hospice home is paid out of pocket. Other related services, are paid out of pocket by other types of insurance the patient may have or charitable funds from the provider.

- **Bristol Hospice Hawaii, LLC**
500 Ala Moana Boulevard, Suite 4-547, Honolulu 96813
Phone: 536-8012
www.bristolhospice.com
- **Hospice Hawaii**
860 Iwilei Road, Honolulu 96817-5018
Phone: 924-9255
www.hospicehawaii.org
- **Islands Hospice**
1301 Young Street, Suite 300, Honolulu 96814
Phone: 550-2552
www.islandshospice.com
- **St. Francis Hospice**
2226 Liliha Street, 5th Floor, Honolulu 96817
Phone: 595-7566
www.stfrancishawaii.org

LICENSED HOME HEALTH AGENCIES

Home Health Agencies are organizations which provide in-home skilled nursing services and other therapeutic services ordered by a physician to homebound seniors. A home health agency can be Medicare certified which means that they can provide services that are covered by Medicare. Medicare certification is voluntary. State licensing of home health agencies by the Office of Health Care Assurance is required.

Home Health Agencies are not to be confused with the Home Care Agencies which provide non-medical custodial care such as housekeeping, meal preparation and ongoing assistance with personal care. Home care agencies are not currently licensed by the State of Hawaii.

Home care agency services are not covered by Medicare; services are private pay or may be covered under long term care insurance or Medicaid. To find home care agencies, search on the Internet under "home health care".

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

Home Health and Home Care services normally require an assessment by the agency to determine the level of care needed (care plan). The lowest level in-home care from a licensed Home Health Agency typically costs about \$22–30 an hour include services such as companionship, housekeeping, and light meal preparation provided by staff often referred to as "companion aides" or "home helpers."

Rates are higher when "hands-on" services such as help with transferring, bathing, and toileting are provided by certified

trained staff, usually by “personal care assistants,” “home health aides” or Certified Nursing Assistants (CNA). Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost \$35–75 an hour or more. If loved one could benefit from a social setting, also consider Adult Day Care and Day Health (next section) which is a more affordable option.

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

Listed below are licensed Home Health Agencies on Oahu. For a complete list of licensed Home Health Agencies statewide, go to the Office of Health Care Assurance website at health.hawaii.gov/ohca/medicare-facilities/ click on “Home Health Agencies.” For reviews of Medicare certified Home Health Agencies, go to www.medicare.gov and under “Resource Locator” click on “Home Health Compare.”

- **Arcadia Home Health Services (Private Duty)**
1660 S. Beretania Street, Room 201, Honolulu 96826
Phone: 983-5900 • www.arcadia.org

Offers personal care and companionship services, limited health services, housekeeping, and meal services for seniors who wish to receive assistance in their own home.
- **Attention Plus Care (Private Duty)**
1580 Makaloa Street, Suite 1060
Honolulu, Hawaii 96814
Phone: 739-2811 Fax: 739-0169
- **BAYADA Home Health**
(Medicare Covered & other insurances)
Phone: 591-6068
15 Piikoi Street, Suite 600 & 601
(in the order listed above), Honolulu 96814
www.bayadahomehealth.com

- **CareResource Hawaii**
 (Medicare covered and Private Duty)
 680 Iwilei Road, Suite 660, Honolulu 96817
 Phone: 599-4999 • www.careresourcehawaii.org
- **Castle Home Care** (Medicare Covered)
 Phone: 263-5077
- **Kokua Nurses, Inc.** (Medicare Covered and Private Duty)
 1210 Artesian Street, Suite 201, Honolulu 96826
 Phone: 594-2326 Fax: 592-1248 • www.kokuanurses.com
- **Lou’s Quality Home Health Care Services, LLC**
 (Private Duty)
 P.O. Box 893224 (95-212 Wailawa Street) Mililani 96789
 Phone: 623-7109 or 754-3934 • www.lousqualcare.com
- **Palolo Chinese Home — Home Health Agency**
 (Private Duty)
 2459 10th Avenue, Honolulu 96816
 Phone: 748-4911 • www.palolohome.org

Personal care assistance — hands on care with activities of daily living including bathing, toileting, mobility, and eating
- **Prime Care Services of Hawaii, Inc.** (Medicare covered)
 3375 Koapaka Street, Suite 1-570, Honolulu 96819
 Phone: 531-0050 • www.primecarehawaii.com
- **Safe Harbor Homecare, Inc.** (Private Duty)
 99-080 Kauhale Street, Suite C-16, Aiea, Hawaii 96701
 Phone: 488-8826 • www.safeharborhomecare.net
- **St. Francis Health Services for Seniors**
 (Medicare covered)
 2226 Liliha Street, Suite 227, Honolulu 96817
 Phone: 547-6121 • www.stfancishawaii.or
- **Wilson Homecare** (Private Duty)
 1221 Kapiolani Boulevard, Suite 940, Honolulu 96814
 Phone: 596-4486 • www.wilsonhomecare.net

RESPIRE — OUT-OF-HOME, ADULT DAY CARE & ADULT DAY HEALTH

Adult Day Care programs include supervision, recreation, arts & crafts, socialization, exercise, meals, and other group activities. Facilities are licensed by the Department of Human Services, Adult & Community Care Services Branch. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently and transfer with little or no assistance.

Adult Day Health programs are for those who require a higher level of care, usually intermediate care facility (ICF) level. Services could include health assessments, administration of medication, or care coordination. There may also be specialized care such as programs for dementia patients. Adult Day Health Centers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. Facilities are licensed by the Department of Health, Office of Health Care Assurance.

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

- **Aloha Wellness Center, Inc.**

94-1388 Moaniani Street, Suite 203, Waipahu 96797 (by Waipio Costco)

Phone: 393-7000

www.alohawellness.biz

Hours: Monday – Saturday 8:00 a.m. – 5:00 p.m.

Includes lunch and 2 snacks

Fees: Depend on Level of Care — \$65 and up with minimum of 2 days/week attendance. Additional fees may apply for drop off or pick up beyond center hours

- **Beckwith Hillside Adult Day Care**

2375 Beckwith Street, Honolulu 96822

Phone: 497-8489 (Beverley Young) or 953-9642

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

Includes light breakfast, lunch and 2 snacks

Fees: \$75/day. \$25 for shower/bathing. Other fees may apply.

Welcome to a home atmosphere setting to care for a loved one.

- **Casamina Adult Day Care Home**

1426 Ala Napunani Street, Honolulu, 96818

Phone: 839-9733 or 282-2033 (cellular) Fax: 839-9733

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

Saturday starting at 8:00 a.m. – 4:00 p.m., and

Sunday – available by appointment

Adult Day Care licensed for 6. Meals included 1 hot meal lunch and 2 snacks (mid-morning and afternoon)

Fees: \$65 and up per day, depend on Primary Care Physician (PCP) required level of care of the person.

- **Central Oahu Senior Day Care Association**

Aged to Perfection (3 facilities)

1445 California Avenue, Wahiawa 96786

Phone: 622-4717

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

Adult Day Care I staffed with Registered and Licensed Nurses. A medical doctor comes in once a month to review client charts. Light breakfast, hot lunch, and a light afternoon snacks. Choice of entrees at lunch, all special dietary meals are available daily. Program has lots of intergenerational activities, exercise, outside groups, and spiritual groups of any adult day care (Choice of two or three activities during our activity times)

Eligibility/fees: Age 55 years or older. Ambulatory seniors start as low as \$62 a day for ambulatory; those with walker /cane, as low as \$67, those in a wheelchair needing one person assistance with eating and toileting as low as \$74. \$ 25 application fee. \$21/shower.

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

1660 S. Beretania Street, Honolulu 96826

Phone: 983-5910 • www.arcadia-hi.org

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

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

Fees: \$77/day for Adult Day Care. \$89–\$100 range/day for Adult Day Health (depend on level of care). Additional fees may apply for services such as bathing, third meal, and drop off or pickup outside of center hours.

- **Franciscan Adult Day Center**

2715 Pamoia Road, Honolulu 96822 (On the same campus as St. Francis School)

Phone: 988-5678 Fax: 988-1179

www.stfrancishawaii.org

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

Adult Day Care licensed for 35. Includes continental breakfast, lunch and a snack.

Fees: \$68/day, minimum 2 days/week. \$30 registration fee.

- **Fukumoto Adult Care Corp.**

98-779 Kaamilo Street, Aiea 96701

Phone: 487-7528

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

Small group home, residential home environment.

Includes lunch and 2 snacks.

Fees: \$66 plus tax/day with minimum 2 days/week attendance. \$180 deposit (refundable). Also provides one bathing service for \$20.

- **Furukawa Living Treasure Day Care Centers**

1449 Brigham St., Honolulu 96817 • Phone: 842-5175

1647 Palolo Ave., Honolulu 96816 • Phone: 737-4345

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

Small group settings. Includes lunch and snacks.

Bi-Lingual speaking staff available.

Fees: \$64/day, minimum 2 days/week attendance.

- **Hale Hau’oli Adult Day Care, Inc.**

98-1247 Kaahumanu Street, Suite 207, Aiea, HI 96701

Phone: 798-8706 • www.HHaduldaycare.com

Hours: Monday – Sunday, 8:00 a.m. – 5:00 p.m. early drop off as early as 6:00 a.m. and late pick up until 7:00 p.m.

Licensed Adult Day Care for 40. Includes 1 meal and 2 snacks. Provide supervised and safe, home-like environment, opportunities for socialization, and physical and mental stimulation.

Fees: \$65/week day, \$85/Sat and Sun, \$50 application fee

- **Kilohana Adult Day Care Center**

5829 Mahimahi Street, Honolulu 96821

Phone: 373-2700 Fax: 373-2733

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

Licensed Adult Day Care and Day Health Program. Daily fees for all levels include 2 meals and a snack. Features

cognitive learning, social engagement, physical activities, art, and entertainment.

Day Care Fees: \$77/day (independent). Day Health Level 1: \$89/day (standby assistance). Day Health Level 2: \$100/day (extended assistance with feeding, toileting and transfers). \$50 Registration Fee. \$7.00 for optional 3rd meal. \$21 for optional shower service. \$15 for incontinence (per incident). No charge for special diets (low salt, no concentrated sweets, etc., or altered textures). No minimum attendance. Optional early drop off or late pick up available for \$15 fee per day.

- **Kuakini Aiea Satellite Adult Day Services**

Aiea Satellite 98-939 Moanalua Road, Aiea 96701

Phone: 487-1586

Hours: Monday – Friday, 6:45 a.m. – 5:15 p.m.;
closed on designated holidays
www.kuakini.org

Adult Day Care licensed for 42. Includes lunch and a snack.

Fees: \$50 intake fee. Daily rate \$73–\$95 (depending on level of care). Monthly rate/plan has a 10% discount off of the monthly invoice (services used for 12 or more days during a month)

- **Leahi Adult Day Health Center**

Hawaii Health Systems Corporation

3675 Kilauea Ave., Honolulu 96816

Phone: 733-7953 Fax: 733-9802

www.hhsc.org/oahu/leahi

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

Adult Day Health providing therapeutic services and treatments which include nursing and health care, group education skills, recreational therapy and social services for individuals who require supervision to live safely in the community.

Eligibility/fees: Primary Physician has determined that person requires intermediate care (ICF). Person is able to participate in an activity program and is able to stand during transfers. Cost: \$80/day for level 1; \$87 for level 2; \$98 for level 3. Minimum 2 days/week attendance. \$30/shower.

- **Live Well At Iwilei**

888 Iwilei Road, Suite 105, Honolulu 96817

Phone: 218-7777

Email: wwong@kahalanui.com or Iwong@kahalanui.com

www.livewellhi.org

Hours: 7:30 a.m. – 5:30 p.m. (Extended hours available)

Meal/Snacks Count: Continental breakfast, hot lunch and 2 snacks. Program features: 1) provides a continental breakfast, a delicious hot lunch, and snacks, 2) conducts exercise, socialization and cognitive stimulation activities, and 3) offers Wi-Fi, exercise equipment, and recliners for quite periods. Licensed by the State of Hawaii as an adult day care center for seniors.

Eligibility/Fees: Fees vary depend on Level of Care and duration of stay. Offer full day services (start at \$75/day) and half day services (start at \$50/day). \$50 for application fee.

- **Lotus Adult Day Care Center**

99-186 Puakala Street, Aiea 96701

Phone: 486-5050

Hours: Monday – Friday, 6:45 a.m. – 5:30 p.m.

Adult Day Care licensed for 33. Includes 1 meal and 2 snacks. Provides a supervised and safe environment, opportunities for socialization, and physical and mental stimulation. Fees: \$55/day. \$850/month for full time. \$25 intake fee.

- **King Lunalilo Home Adult Day Care Center**

501 Kekauluohi Street, Honolulu 96825

Phone: 395-4065 Fax: 395-8487

www.lunaliloadc.org

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

Saturday, 8:00 a.m. – 4:30 p.m.

Adult Day Care licensed for 44. M–F includes

2 meals and 2 snacks, Saturday includes lunch

and 2 snacks

Fees: \$78/day. \$50 application fee. Incontinence care: \$30.

Behavior and/or Medication Management: \$30. \$7.20

for a third meal. Minimum 8 days/month attendance.

- **Malama Adult Day Care**

1208 Artesian Street, Honolulu 96826

Phone: 946-9672 or 489-5259

www.malamaadultdaycare.com

Hours: Monday – Friday, 6:30 am – 6:30 pm

Meal/Snacks Count: 2meals (full day) and 1 meal (half) and snacks. Provides pet therapy, games, arts and craft, and interactive group activities.

Eligibility: A senior who is highly functioning (able to independently feed themselves and used the toilet independently. Also need to have a TB Clearance and Physical Testing Required

- **Maluhia Adult Day Health Center**

Hawaii Health Systems Corporation

1027 Hala Drive, Honolulu 96817

Phone: 832-5874 Fax: 832-1932

www.hhsc.org

Hours: Monday – Friday, 6:45 a.m. – 5:30 p.m.

Saturday, 8:00 a.m. – 4:30 p.m.

Adult Day Health that includes daily exercise, recreation, support services, counseling and referrals. Doctor appointments available on-site to participants from Maluhia's Physician. Pharmacy service delivers pre-ordered medications to center. Meal options available, including tube feeding. Chilled special diet and/or textured meals can be ordered to take home (Express Meals). Eligibility/
Fees: Age 55 years or older, need assistance during the day.
\$87/day for ADH, minimum 1 day/month attendance,
\$30/bath, \$10.00/Express Meal

- **Palolo Chinese Home — Senior Day Care**

2459 10th Avenue, Honolulu 96816

Phone: 748-4907 Fax: 748-7998

www.palolohome.org

Hours: open 7 days/week, Weekdays 7:00 a.m. – 5:30 p.m.,
Weekends 7:30am – 5:30pm, open most holidays.

Breakfast, Lunch and snacks included. Offering 1 day free trial. Price based on level of care. Additional services can be included such as Bath/shower, special diets, and field trips.

- **Puluma Na Kupuna Enrichment Center**

1320 Kalani Street, Suite 288, Honolulu 96817

Phone: 688-3466

Hours: Monday – Friday, 6:45 a.m. – 6:30 a.m.
includes 2 Meals, 2 snacks

Provides a safe and stimulating environment for the elderly who lives in the east side of Honolulu. Provides social and related support services in a safe and comfortable home setting during any part of the work day (a pleasant, comfortable and safe home environment and on a more personalized level outside of an institutional setting). Assists participants to remain in the community and promote the individuals maximum

level of independence through social and psychological stimulation to mainstream and prevent further deterioration. Enables participants to develop relationships outside of family in a socially stimulating setting; reintroduces participants or allow them time to adjust to group interaction; and reduces or prevents physical and emotional withdrawal or isolation that can result when elders live alone or are left alone for long periods of time. Provides family caregiver(s) with time and opportunity to care for their own needs or pursue their own interests by providing care and supervision outside of the caregiver's own home.

Eligibility/Fees: Need to be walking or walking with cane or walker. Private Pay, Long Term Care Insurance

- **Sakura House — Adult Day Care Program**

1666 Mott Smith Drive, Honolulu 96822

Phone: 536-1112 Fax: 536-1116

www.sakurahousehawaii.com

Hours: Monday – Friday, 7:30 a.m. – 5:30 p.m.,
except recognized holidays

Adult Day Care licensed for 35. Includes breakfast, lunch and snacks. Provides Japanese-English bilingual service.

Fees: \$65/day. Minimum one day/week attendance. \$25 registration fee (non-refundable). Discount rates: Full time rate (5 days/week): \$1200 for 4 weeks. 4 days/week rate: \$980/4 weeks. 3 days/week rate: \$750/4 weeks.

- **Seagull School Adult Day Center**

91-531 Farrington Highway, Kapolei 96707

Phone: 674-1160 Fax: 674-1167

www.seagullschools.com

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

Adult Day Care licensed for 50. Includes 2 meals and 2 snacks. Specializing in an intergenerational program with adjoining preschool.

Fees: \$60/day, minimum 2 days/week attendance. 3 levels for full time: \$825, \$880, and \$1100 per month.

- **SECOH (Supporting Exceptional Citizens of Hawaii) Adult Day Center**

708 Palekaua Street, Honolulu 96816

Phone: 734-0234

www.secoh.org

Hours: Monday – Friday, 7:00 a.m. – 5:00 p.m.,
Saturday, 8:00 a.m. – 4:00 p.m.
(only with 5 or more people to have services)

Adult Day Care licensed for 20. Includes a meal and 2 snacks (for full day clients). Provides a stimulating, caring, and individually tailored environment; includes arts and crafts, exercise, reading, regular rest periods, and visits to various points of interest in the community. A licensed nurse is available as needed.

Fees: Rate depends on the Level of Care (LOC) — start at 72\$/day for over 5 hours, \$80 for less than 5 hours. Service is on pre-paid and contract basis.

- **St. Francis Intergenerational Center**

91-1758 O’ohao Street, Ewa Beach 96706

Phone: 681-0100

Hours: Monday – Friday, 6:30 a.m. to 5:30 p.m.

Fees: \$68/day, minimum 2 days/week. \$30 registration fee. Most Medicaid insurances are accepted.
www.stfrancishawaii.org

- **The Salvation Army**

Adult Day Health Services

296 N. Vineyard Boulevard, Honolulu 96817

Phone: 521-6553 Fax: 521-9955

www.hawaii.salvationarmy.org/hawaii/adhs

Hours: Monday – Friday, 6:30 a.m. – 5:30 p.m.

Designed to provide respite for caretakers and a safe program for aging older adults who require daily supervision, socialization, nursing services, and/or rehabilitation services. The goal of the program is to prevent and delay placement into institutionalized care and allow seniors to remain at home and in the community longer. Program includes recreational and social activities, weights, walking and circuit training exercise program, monthly pet therapy, monthly hair stylist visits, weekly Instructor led classes (Ikebana, paper crafts, cooking, and art classes) and quarterly caregiver support group. Includes continental breakfast, lunch and afternoon snack.

Fees: 2 days/week minimum. Day Care – \$57/day, \$1140/month. Adult Day Health – Level 1 – \$72/day, \$1440/month. Level 2 – \$88/day, \$1760/month. \$50 application fee. Baths – \$25 and Haircuts –\$15

- **Waianae Coast Comprehensive Health Center (WCCHC)**

Day Care Centers

86-260 Farrington Highway, Waianae 96792

WCCHC Main Campus Phone: 697-3300

Phone: 456-4490 (Admissions)

www.wcchc.com

- **Mililani Hale Adult Day Care**

95-257 Kaloapau Street, Mililani 96789

Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.

Monday – Friday includes 2 meals and one snack.

Fees: \$65/day. No minimum attendance. \$23.24/shower.

- **Pearl City Hale Adult Day Care**

858 Second Street, Pearl City 96782

Hours: open 7 days & holidays, 8:00 a.m. – 5:00 p.m.
Monday – Friday includes 2 meals and one snack.
Only snacks provided on weekends.

Fees: \$65/day. No minimum attendance. \$23.24/shower.

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

94-821 Kuhaulua Street, Waipahu 96797

Phone: 678-1770

www.waipahuhongwanji.org

Hours: Monday – Friday, 6:45 a.m. – 5:00 p.m.
Includes lunch and 2 snacks. Exercise, music, crafts,
and social interaction.

Fees: \$70/day, minimum 2 day/week attendance. \$1150/
month for full time. \$25 intake fee.

- **Windward Seniors Day Care Center**

77 N. Kainalu Drive, Kailua 96734

Phone: 261-4947 Fax: 261-2446

www.windwardseniordaycarecenter.org

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

Adult Day Care licensed for 44. Includes meal and 2 snacks.

Fees: \$65/day, minimum 2-3 days/week attendance. \$12
additional for extended hours. \$45 application fee.

RESPIRE — OUT-OF-HOME, OVERNIGHT

Overnight short-term respite offered in a care facility. These facilities require TB and Medicare clearance (physical exam). Allow ample time in advance when making reservations as these facilities are often at full capacity. Some Care Homes may be willing to care for your loved one on a short term basis. For list of Care Homes go to health.hawaii.gov/ohca/state-licensing-section/ and click on "Combined ARCH Expanded ARCH Vacancy Report – By Area."

- **Furukawa Residential Retreat**

Phone: 737-4375

Provides 24 hour care, respite care and/or long term care services

- **Hale Ho Aloha**

2670 Pacific Heights Road, Honolulu 96813

Phone: 524-1955 Fax: 537-5418

An ICF/SNF facility that does NOT work with Medicare/ Medicaid and is contracted with all four hospices on the island as well as the Veteran Administration (VA). Respite in nursing home setting and provide respite services for a minimum of 7 days.

Eligibility/fees: Shared Room \$250 – \$253/day, Small Semi Private: \$28 – \$290/day, Large Semi Private: \$330 – \$335/day, and Private Room: \$315/day. Respite rates vary.

- **Lunalilo Home — Respite Services**

501 Kekauluohi Street, Honolulu 96825

Phone: 395-1000 Fax: 395-8487

www.lunaliho.org

Requires a Primary Care Physician (PCP) to conduct a Level of Care (LOC) evaluation. Offers Respite Care services for a duration between 2 to 30 consecutive days. Fee range from \$225 – 275 per night, plus a one-time \$50 application fee.

- **Oceanside Hawaii Assisted Living and Memory Care**
 53-594 Kamehameha Highway, Hauula 96717 (Physical Location)
 P.O. Box 909, Hauula 96717 (Mailing address)
 Phone: 293-1100 Fax: 293-2773
www.oceansidehawaii.com
 Designed to assist families who desire a respite from caring for a loved one. Our Short Stay Respite Program is designed for Vacation Coverage, Special Event Coverage or to relieve caregiver's stress.
- **ASSISTED LIVING RESPITE SERVICES**
 \$195 per Night
 Fully Furnished Room with Assisted Living Care, Level of Care to be determined by an RN Assessment
 All Basic Assisted Living Amenities Included
- **MEMORY CARE RESPITE SERVICE (SHARED ROOM)**
 \$250 per Night
 Fully Furnished Room with Memory Care Services, Level of Care to be determined by an RN Assessment
 All Medication Administration based upon Physician's Orders
 All Basic Memory Care Amenities Included
- **Palolo Chinese Home Respite Care**
 2459 10th Avenue, Honolulu 96816
 Phone: 748-4911
www.palolohome.org
 E-mail: cbrink@palolohome.org
 Contact: Ms. Crystal Brink, Admissions Coordinator
 Eligibility/fees: Varies by level of care
 Provide overnight respite through temporary stay, few days/nights to several weeks. Includes all 3 meals/snack, activities, and 24 hour nursing care.

- **Respite Nanea Services Inc.**

Phone: 542-9073

PO Box 1285, Pearl City, HI 96782

(24/7 available to call) or 524-2575 (Physician's Exchange)

Provides short term respite and long term care placement in Care Homes and licensed facilities. Also provides assistance with regular and expanded care home placement. No upfront cost, payment will be charged based on actual placement of the elder/care-recipient.

- **The Plaza Assisted Living**

Phone: 377-5292

www.plazaassistedliving.com

Provides overnight respite, subject to availability of room; Independent living, assisted living, memory care.

Eligibility/fees: Please call to inquire availability and cost.

Mililani Phone: 626-8800

Moanalua Phone: 626-8807

Punchbowl Phone: 792-8800

Pearl City Phone: 455-8808

Waikiki Phone: 955-0800

- **The Salvation Army**

296 N. Vineyard Boulevard, Honolulu 96817

Phone: 521-6553

Fax: 521-9955

www.hawaii.salvationarmy.org/hawaii/adhs

Contact: Ms. Jerlene Kawasaki, Program Coordinator or Ms. Stacy Honma, Administrator

Temporary Respite Services — \$95/day, minimum one week stay period.

RESPIRE — IN-HOME

Temporary relief for caregivers provided in the home. If your loved one is not able to leave the house, you will have to bring someone in to care for the elder in your absence. Not only will this give you peace of mind, but it will also allow them to interact with a new visitor. Also see Licensed Home Health Agencies. See "Home Health" or "Home Care" in the yellow pages for other agencies.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Avenue, Honolulu, 96819

Phone: 848-0977 Fax: 848-8689

www.kkv.net

E-mail: mcompton@kkv.net

Contact: Merlita Compton, MPH, Coordinator

Description/fees: Resident of upper Kalihi Valley (census Tracts 61-65). No fees.

- **Palolo Chinese Home-Respite — In Home**

2459 10th Avenue, Honolulu, 96816

Phone: 748-4911 Fax: 748-4916

www.palolohome.org

Companion assistance — Assist with meals, socialization/leisure activities, reminders, light housecleaning, errands

PERSONAL EMERGENCY RESPONSE SYSTEMS

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

- **Kupuna Monitoring Systems**

98-030 Hekaha Street, Unit 4, Aiea 96701

www.kupunamonitoring.com

Phone: 808-721-1201 Fax: 808-356-1907

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

- **Lifeline Hawaii**

Home Health Care Service

www.lifeline-hawaii.com

(888) 409-8449

- **Queen's Lifeline**

1301 Punchbowl St., Honolulu 96813

www.queens.org

Phone: 691-7585

TRANSPORTATION/ESCORT

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

The following providers offer non-emergency curb-to-curb service which includes pick-up and drop-off only. Some may also offer door-to-door, escort, or other additional services. Door-to-door service includes assistance between vehicle and building entrance, usually for passengers who are frail or use a wheelchair. Some medical transportation (“para-transit”) providers also accommodate gurneys and stretchers and may accept Medicaid for qualified medical appointments.

For Medical transportation providers, see “Transportation Service” and “Medical Transportation” to find more providers through an Internet search.

- **Catholic Charities Hawaii**

Transportation Services for seniors

Clarence T. C. Ching Campus

1822 Keeaumoku Street

(808) 521-4357

www.catholiccharitieshawaii.org

For eligibility and to apply for services, call the Senior Helpline at 768-7700

Provides transportation by appointment.

Eligibility/fees: 60 years or older. No fee, donations are welcome.

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

1451 S. King Street, Suite 300, Honolulu 96814

Phone: 531-1333 Fax: 531-1161

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

Eligibility/fees: Mandatory requirement to call 24 hours in advance of intended pick up time for need of wheelchair accessible service. Meter rate plus \$5 for escort and wheelchair accessible service.

- **Kokua Kalihi Valley Elderly Services Program**

1846 Gulick Avenue, Honolulu 96819

Phone: 848-0977 Fax: 848-8689

www.kkv.net

E-mail: mcompton@kkv.net

Contact: Merlita Compton, MPH, Coordinator

For eligibility and to apply for services, call the Senior Helpline at 768-7700

Only for residents of upper Kalihi Valley (census Tracts 61-65)

- **Persons with Disabilities Parking Permit**

City & County of Honolulu, Customer Services Department

Phone: 532-7710

www.hawaii.gov/health/dcab/home (forms) or go to any Satellite City Hall

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

811 Middle Street, Honolulu 96819

www.thebus.org

For discounted fare show your valid Medicare card to the bus driver or apply for a monthly or annual Senior Bus Pass at the Middle Street Office. Monthly renewal stickers available at Satellite City Halls.

Bus Pass Office/Lost and Found

Phone: 848-4444

Customer Service

Phone: 848-4500

Schedules and Routes

Phone: 848-5555

- **The HandiVan Eligibility Center**

1100 Ward Avenue, Suite 835, Honolulu 96814

Phone: 538-0033

Application involves interview/assessment at their office.

- **The HandiVan – Oahu Transit Services, Inc.**

811 Middle Street, Honolulu 96819

Customer Service, Reservations and Cancellations/Late
Pick-Up

Phone: 456-5555; TTY-454-5045

Download form online: www.thebus.org

Curb-to-curb service. The HandiVan is the City and County of Honolulu's para-transit service for persons with disabilities who are unable to ride TheBus.

Eligibility/fees: Application must be completed by Health Care Professional.

GRANDPARENT CAREGIVERS

Resources for grandparents raising children. Also visit Generations United at www.gu.org and www.aarp.org/life/ grandparents for research papers, policy briefs and practice tools on child welfare topics.

- **Hawaii Family Services, Inc.**

89-234 Waiea Place Waianae 96792

Phone: 371-6920

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

Eligibility/fees: None.

- **PATCH**

People Attentive to Children

560 North Nimitz Highway, Suite 218, Honolulu 96817

Phone: 839-1988

www.patchhawaii.org

Provide child care resource and referral agency

- **Queen Liliuokalani Children's Center**

Grandparent and Relative Caregivers

Koolau Poko Unit

46-316 Haiku Rd. Kaneohe, HI 96744

Phone: 235-7613

www.qlcc.org

Provide support groups to help family caregivers maintain a safe, stable, and loving environment for minor children. Programs are offered at 5 different locations, please call for clarification about services.

Eligibility/fees: Any relative caretaker of a minor child. No fees.

- **The Parent Line**

Phone: 526-1222

www.theparentline.org

Provide support, information, and referral for parenting issues and children's development concerns

- **Tutu and Me Traveling Preschool**

2345 Nuuanu Avenue, Honolulu 96817

Phone: 524-7633

www.pidfoundation.org

Email: info@pidfoundation.org

Provide mobile preschool meets at various community sites for family-child interactive learning. Call for locations and times.

Eligibility/fees: Grandparents, parents or other caregivers caring for children (birth to 5 yrs. Old-Free)

CARE AWAY FROM HOME

TRANSITION TO A CARE FACILITY

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

WHO PAYS?

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

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

ADULT RESIDENTIAL CARE HOMES

For 2016, SSI covers up to \$1,384.90 for a type-1 care home or \$1492.90 for a type-2 care home. Persons with incomes above those amounts would not be eligible for SSI. Those people would have to negotiate a rate with the care home that ideally would not exceed the persons' total income as payment. Care homes are not required to take the SSI rate and there are no limits on how much they may charge.

There are hundreds of licensed care homes on Oahu. Most require private payment with rates typically around \$4,000 to \$8,000 a month (depending on the location of the home/facility and total number to be served), which is substantially higher than the SSI rate. Therefore, when SSI payment will

be used, allow ample time to search for a care home that is willing to accept the SSI rate. Inquire with the Social Security Administration for more information on SSI for LTC in an ARCH.

ADULT FOSTER HOMES AND NURSING HOMES

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

There is no specific income threshold to be eligible for Medicaid for LTC, but generally the cost of the facility will have to exceed the person's income and ability to pay. Medicaid will determine if the person requires ICF or SNF level care from an evaluation using form DHS 1147.

There are other eligibility criteria for these programs such as a limit on the value of assets a person may have. Also, certain conditions and exceptions may apply, such as income allowances for a spouse, and possible placement of a lien on the care recipient's home.

For more information, check out these resources online:

Supplemental Security Income program:

www.ssa.gov/pgm/ssi.htm

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

health.hawaii.gov/ohca/state-licensing-section/

Adult Foster Home program (CommunityTies of America, Inc):

comties.com/hawaii.html

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

health.hawaii.gov/ohca/medicare-facilities/skilled-nursingintermediate-care-facilities/

Deciding What's Next and Who in the World Cares? A Legal Handbook for Hawai'i's Older Persons, Families and Caregivers (Fall 2014)

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

AREA AGENCIES ON AGING

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

- **Elderly Affairs Division (EAD)**

Department of Community Services

City and County of Honolulu

715 S. King Street, Suite 211, Honolulu 96813

Phone: 768-7700 Fax: 527-6895

www.elderlyaffairs.com

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

- **Kauai Agency on Elderly Affairs**

Piikoi Building

4444 Rice Street, Suite 330, Lihue 96766

Phone: 1-808-241-4470 Fax: 1-808-241-5113

www.kauaiadrc.org

- **Hawaii County Office of Aging**

Hilo Office

1055 Kinoole Street, Suite 101, Hilo 96720

Phone: 1-808--961-8626 Fax: 1-808-961-8603

Kona Office

74-5044 Ane Keohokalole Highway, Kailua-Kona 96740

Phone: 1-808-323-4390 Fax: 1-808-323-4398

www.hcoahawaii.org

- **Maui County Office on Aging**

788 Pauoa Street Suite 103. Lahaina, HI 96761

Phone: 1-800-270-7774 Fax: 1-808-270-7935

Molokai Phone: 1-808-553-5241

Lanai Phone: 1-808-565-6818

www.mauicountyadrc.org

To find other Area Agencies on Aging, call the National Eldercare Locator

- **National Eldercare Locator**

Phone: 1-800-677-1116

www.eldercare.gov

State Unit on Aging

- **State Executive Office on Aging**

No. 1 Capitol District

250 S. Hotel Street, Suite 406, Honolulu 96813

Phone: 586-0100

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

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

(All of Hawaii's Agencies on Aging)

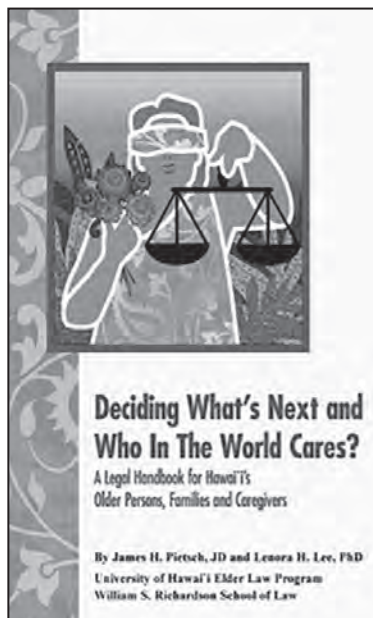
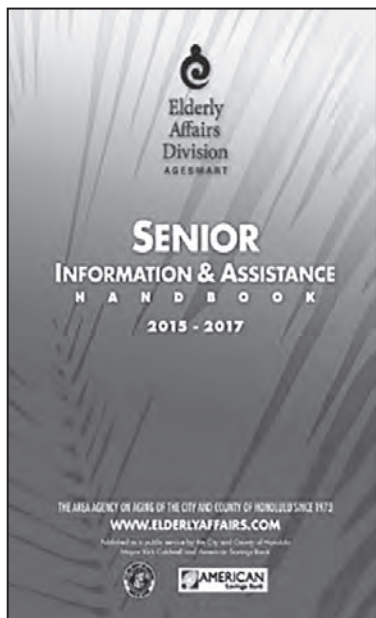
Phone: 643-2372

www.hawaiiadrc.org

OTHER PUBLICATIONS

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

Or, view on our website: www.elderlyaffairs.com



ONLINE RESOURCES

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

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

LOCAL WEBSITES

www.elderlyaffairs.com — Elderly Affairs Division, City and County of Honolulu

www.hawaii.gov/health/eoa/CG.html — Executive Office on Aging, click on Family Caregiver Newsletter

NATIONAL WEBSITES

www.aarp.org — AARP

www.ageinplace.org — The National Aging in Place Council

www.alzheimers.gov — government's resource for Alzheimer's disease and related dementias

www.aoa.gov — Administration on Aging

www.caregiver.org — Family Caregiver Alliance, National Center on Caregiving

www.caregiverstress.com — Home Instead's resource and information

www.cdc.gov — STEADI's Initiative to prevent fall, healthy brain & caregiving data/information

www.familycareamerica.com — National Caregivers Library

www.caps4caregivers.org — Children of Aging Parents

www.caregiver.com — Today's Caregiver magazine

www.caregiver.va.gov — Resource for caregiver and Veterans as well support group

www.caregiving.org — National Alliance for Caregiving

www.medicare.gov — Official U.S. government site for people with Medicare

www.nsc.org — National Safety Council

www.nia.nih.gov — Institute on Aging, National Institute of Health

www.nlm.nih.gov/medlineplus — MedlinePlus, National Library of Medicine

www.thefamilycaregiver.org — National Family Caregivers Association

www.strengthforcaring.com — Johnson & Johnson Caregiver Initiative

www.wellspouse.org — Well Spouse Association

FREQUENTLY CALLED GOVERNMENT NUMBERS

CITY & COUNTY OF HONOLULU

Bus Schedule & Routes	848-5555
Customer Services	TTY 768-3489
(Information).....	768-4385
(Complaints).....	768-4381
Driver's License	532-7730
Motor Vehicle Information.....	532-4325
Elderly Affairs Division	768-7705
Senior Helpline.....	768-7700
Mayor's Office	768-4141
People's Open Markets.....	522-7088
Voting Information.....	768-3800

STATE

Adult Protective Services.....	832-5115
Department of Health Information Line	586-4400
Public Assistance Information Line.....	643-1643
Executive Office on Aging	586-0100
Governor's Office of Information.....	586-0221
Med-QUEST (Honolulu).....	587-3521
Med-QUEST (Kapolei).....	692-7364
State Employees Retirement System.....	586-1735
State Identification	532-7730
State Tax Information.....	587-4242
Vital Records and Statistics	586-4539

FEDERAL

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

EMERGENCY NUMBERS

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

OTHER FREQUENTLY CALLED NUMBERS

Aloha United Way	211
Abandoned Vehicles.....	733-2530
Bulky Item Collection	768-3202
Cesspool	768-7232
Pothole Hotline	
City Roads.....	768-7777
State Roads.....	536-7852
HART Roads.....	566-2299
Recycling Information	768-3200
Refuse Division.....	768-3401
Road Maintenance	768-3622
Sewer	768-7272
Street Lighting	768-5300
Traffic Signals	768-5333
Tree Trimming Issues.....	971-7151

MY IMPORTANT INFORMATION

Caregiver Name: _____

Phone/Address: _____

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

Care Recipient Name: _____

Phone/Address: _____

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

EMERGENCY CONTACTS

Name/Relation

Contact Number

_____	_____
_____	_____
_____	_____

Documents:

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

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

Call the

Senior Helpline

For Help or Information
About Senior Services

768-7700

www.elderlyaffairs.com

Paid for by the Taxpayers of the City & County of Honolulu and funding from the Hawaii State Department of Health, Executive Office on Aging, Title III Older Americans Act.