

EMERGENCY NUMBERS

Police, Fire, Ambulance 911

Civil Defense: State 733-4300

Poison Control Center 1-800-222-1222

National Suicide Prevention Lifeline 1-800-273-8255

Mental Health Access Line 832-3100

Utilities (to report problems):

Electric - Hawaiian Electric 548-7961

Gas Leaks - Gasco, Inc. 526-0066

Telephone - Hawaiian Telcom 611

Water - Board of Water Supply 748-5010

Sewer Billing 768-3330

OTHER FREQUENTLY CALLED NUMBERS

Aloha United Way 211

Abandoned Vehicles 733-2530

Bulky Item Collection 768-3202

Cesspool 768-7232

Pothole Hotline 768-7777

Recycling Information 768-3200

Refuse Division 768-3401

Road Maintenance 768-3622

Sewer 768-7272

Street Lighting 768-5300

Traffic Signals 768-5333

Tree Trimming 971-7151

Senior Information and Assistance Handbook



Elderly
Affairs
Division

AGE SMART

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

July 2015 edition



MESSAGE FROM MAYOR KIRK CALDWELL



Aloha. I am pleased to present the 2015-2017 edition of the **Senior Information and Assistance Handbook**, a guide for older adults and those who provide care for them.

Many seniors, caregivers, and agencies readily use this book to find services and programs of our local network of providers. The Elderly Affairs Division of the City's Department of Community Services publishes the Handbook and also serves as Honolulu's Area Agency on Aging. I encourage you to call the **Elderly Affairs Helpline** at **768-7700**, with your questions regarding senior services.

This edition is available at Satellite City Halls, American Savings Bank branches on Oahu, and online at www.elderlyaffairs.com.

Mahalo to American Savings Bank for helping to sponsor this publication for more than 30 years through financial support and for distributing it to residents.

Kirk Caldwell

GOVERNMENT NUMBERS

City & County of Honolulu

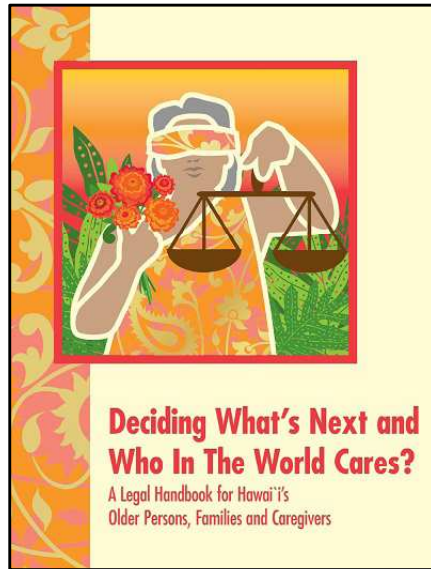
Bus Schedule & Routes	848-5555
Customer Services	TTY 768-3489
(Information)	768-4385
(Complaints)	768-4381
Driver's License & Motor Vehicle Information	532-7700
Elderly Affairs Division	768-7705
Senior Helpline	768-7700
Mayor's Office	768-4141
People's Open Markets	522-7088
Voting Information	768-3800

State

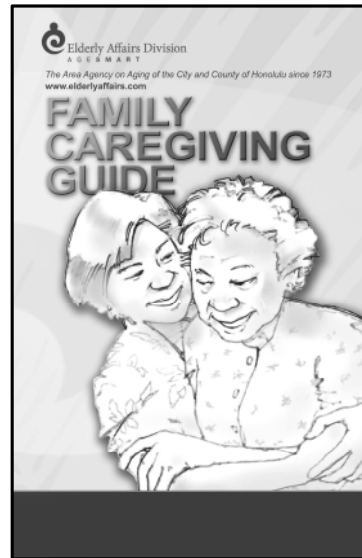
Adult Protective Services	832-5115
Department of Health Information Line	586-4400
Public Assistance Information Line	643-1643
Executive Office on Aging	586-0100
Governor's Office of Information	586-0221
Med-QUEST	587-3521/692-7364
Mental Health Services Eligibility Line	643-2643
State Employees Retirement System	586-1735
State Identification	532-7730
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



Deciding "What's Next and Who In The World Cares?"
Library call number:
H 346.013 Pi



Family Caregiving Guide
Library call number:
H 649.8 Ho

These publications are available for borrow through the Hawaii State Public Library System, www.librarieshawaii.org; or view on our website at www.elderlyaffairs.com.

Also available on www.elderlyaffairs.com:
Oahu Housing Guide (for seniors)



AMERICAN
Savings Bank

Aloha,

American Savings Bank, together with the City & County of Honolulu's Elderly Affairs Division and Mayor Kirk Caldwell, are proud to present the 2015-2017 edition of the **Senior Information & Assistance Handbook**.

For more than 90 years, American Savings Bank has been supporting the needs of our community. Over the years, kupuna, their 'ohana, and caregivers have come to rely on the information presented in this directory. That's why we've supported its publication for more than 30 years.

This handbook connects kupuna and their caregivers with hundreds of community organizations. From family support to in-home assistance, you'll find a wealth of resources addressing the diverse needs of our kupuna, their 'ohana and caregivers.

We trust you will find the information in this directory helpful. Please encourage your 'ohana and friends to pick up their own complimentary copy at any O'ahu branch of American Savings Bank.

Malama Pono,

Rich Wacker

Richard Wacker
President and CEO
American Saving Bank



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

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

WAIKIKI
923-1102
 2255 Kuhio Avenue, Suite
 105
 Mon. - Thu. 8 a.m. - 5 p.m.
 Fri. 8 a.m. - 6 p.m.
 Sat. 9 a.m. - 1 p.m.

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

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

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

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

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

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

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

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

**WINDWARD CITY
 SHOPPING CENTER**
247-6664
 45-480 Kaneohe Bay Drive
 Bldg. D10
 Mon. - Fri. 10 a.m. - 7 p.m.
 Sat./Sun. 10 a.m. - 3 p.m.

PEARL CITY
455-4138
 850 Kamehameha Highway
 Suite 164
 Mon. - Thu. 8 a.m. - 5 p.m.
 Fri. 8 a.m. - 6 p.m.

UH CAMPUS
973-6211
 2445 Campus Road
 Hemenway Hall
 Mon. - Thu. 8 a.m. - 4 p.m.
 Fri. 8 a.m. - 5 p.m.

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

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

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

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



AMERICAN
 Savings Bank
 Member FDIC

92 American Savings Bank Branches

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

ALA MOANA
973-4864
1450 Ala Moana Boulevard
Mon. - Fri. 9 a.m. - 7 p.m.
Sat./Sun./Hol. 9 a.m. - 3 p.m.

KAILUA
262-8102
200C Hamakua Drive
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAPOLEI
674-2288
890 Kamokila Boulevard
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

CHINATOWN
548-5000
99 North King Street
Mon. - Thu. 8 a.m. - 4 p.m.
Fri. 8 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAIMUKI SHOPPING CENTER
734-2266
3221 Waiialae Avenue, B4
Mon. - Thurs. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

LAIE FOODLAND
541-8669
55-510 Kamehameha Highway
Mon. - Fri. 10 a.m. - 7 p.m.
Sat./Hol. 10 a.m. - 3 p.m.

EWA
685-4618
91-1101 Keaunui Drive
Mon. - Fri. 9 a.m. - 7 p.m.
Sat. 9 a.m. - 3 p.m.

KALIHI
846-4600
1851 North King Street
Mon. - Fri. 9 a.m. - 6 p.m.

LILIHA
526-0002
1425 Liliha Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

HALEIWA
637-5042
66-197 Kamehameha Highway
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAMEHAMEHA SHOPPING CENTER
832-4580
1620 North School Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

MAIN
523-6844
1001 Bishop Street
Mon. - Fri. 7:30 a.m. - 5 p.m.

HAWAII KAI
395-2308
333 Keahole Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KANEOHE
233-4570
45-1144 Kamehameha Highway
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.

MAKIKI
591-2255
1209 Piikoi Street
Mon. - Fri. 9 a.m. - 7 p.m.
Sat./Sun./Hol. 9 a.m. - 3 p.m.

HONOLULU WALMART
973-5300
700 Keeaumoku Street
Mon. - Fri. 9 a.m. - 7 p.m.
Sat. 10 a.m. - 4 p.m.
Sun./Hol. 10 a.m. - 3 p.m.

KAPAHULU
733-2910
737 Kapahulu Avenue
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.

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

KAHALA
733-2900
4211 Waiialae Avenue
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 3 p.m.

KAPIOLANI
946-2802
1600 Kapiolani Boulevard
Mon. - Fri. 9 a.m. - 6 p.m.

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

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Emergency Kit Checklist

A good Emergency Kit will have enough supplies to last 5 days or more. Be prepared to be without telephone, power, and/or tap water.

You will need **water for drinking, cooking, and hygiene**. At least **1 gallon per person, per day**, is suggested. Tip: If you receive early warning, fill up pots, large containers, and your bathtub with tap water.

- 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 the following items ready to take with you:

- Medications.
- Sleeping bag, blanket, air mattress, etc.
- Extra clothing, shoes.
- Local maps (if needed).
- 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.

More information online:

www.honolulu.gov/dem and www.ready.gov

90 Fraud & Scams, Emergency Preparedness

the newspaper. Agencies will normally issue warnings on scams to the media.

- Say “NO!” to solicitations by phone and mail.
- 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 any 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

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 talk to them about your plan. Designate a meeting place in case you are unable to contact each other, such as a shelter. Keep the information on your emergency contacts in an accessible place, such as a wallet card.

Depending on the type of emergency and where you live, you may be advised to stay where you are 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 yellow pages for other emergency preparedness information and identify the closest shelters to you. If you have pets, plan accordingly as not all shelters will accommodate animals.



Elderly
Affairs
Division

AGE SMART

Department of Community Services
City and County of Honolulu
715 South King Street, Suite 211
Honolulu, Hawaii 96813
Elderly Affairs Helpline: 768-7700
www.elderlyaffairs.com

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

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, and other assistance for frail, homebound elders
- Home Delivered and Congregate Meals
- Housing and Legal Information and Assistance

- Transportation
- Caregiver Respite, Support, and Education
- Health Promotion
- Senior Centers

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

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

With advances in health care, aging is not what it used to be. People live longer and have potential for more fulfilling lives than previous generations. Aging affects everyone, no matter what your age. Understanding the process of aging instead of viewing it as an adverse eventuality allows you to prepare for and enjoy all stages of your life.

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

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

Financial Fraud and Scams

Financial fraud and scams are a growing problem with seniors in Hawaii. Understanding the risks and signs of a scam can help protect you and your loved ones from being victimized. See also **Consumer Assistance & Protection, page 53-55.**

Risks Associated With Scam Victims

- Isolation & Loneliness.
- Memory problems.
- Mental Health Issues.
- Gambling, addictive personalities.

Frequent Types of Scams

- Lottery, inheritance, or investment scams requiring processing fees.
- Undue Influence; family or friends using their relationship status to take advantage of a vulnerable elder.

Warning Signs

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

Signs of Financial Exploitation

- Change in banking habits.
- Missing financial statements.
- Missing valuables.
- New “close friends.”
- Frequent or costly gifts.
- Unpaid bills.

What can you do?

- Keep up with current events by watching the news or reading

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?
- Where can I go for help if family support is inadequate?
- Do you need to take any medications?
- How many and how often do you need to take them?
- Will you need medical equipment? What kind?
- How can you get it?

Learn all the options...

If there are no friends or family who can adequately assist, home health or 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 41** for **In-Home Assistance**. If you only need help during the day, consider **Adult Day Care & Day Health**, pages 32-35.

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 14-17** for information on **Nursing Homes**, **Care Homes**, and **Adult Foster Homes**.

Get a more detailed hospital discharge checklist online at:

www.medicare.gov/pubs/pdf/11376.pdf

Area Agencies on Aging

Hawaii Aging and Disability Resource Center (ADRC)

(All of Hawaii's Agencies on Aging)

www.hawaiiadrc.org **643-2372**

Kauai Agency on Elderly Affairs **1-808-241-4470**

Piikoi Building **FAX 1-808-241-5113**

4444 Rice St. Suite 330 Lihue 96766

www.kauaiadrc.org

Hawaii County Office of Aging **1-808-961-8626**

1055 Kinoaole St. Suite 101 **FAX 1-808-961-8603**

Hilo 96720

Kona **1-808-323-4390**

74-5044 Ane Keohokalole Hwy. **FAX 1-808-323-4398**

Kailua-Kona 96740

www.hcoahawaii.org

Maui County Office on Aging **1-808-270-7774**

2200 Main St. Suite 547 **FAX 1-808-270-7935**

Wailuku 96793

Molokai **1-808-553-5241**

Lanai **1-808-565-6818**

www.mauicountyadrc.org

To find other Area Agencies on Aging, call the

National Eldercare Locator **1-800-677-1116**

www.eldercare.gov

State Unit on Aging

State Executive Office on Aging **586-0100**

No. 1 Capitol District

250 S. Hotel St. Suite 406 Honolulu 96813

hawaii.gov/health/eoa/index.html

Basic Needs - Food

For Food Stamps, see **Financial Assistance** (page 57).

Food Banks

Hawaii Foodbank

836-3600

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

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.

535-6700

Ke Ola Pono No Na Kupuna Project www.alulike.org
Group dining and home delivered for Native Hawaiian Elders,
including recreation and limited transportation.
458 Keawe St. Honolulu 96813

Arcadia Home Health Services

983-5900

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

Hawaii Meals on Wheels

988-6747

Home-delivered hot meals in Honolulu, Aiea, Pearl City www.hmow.org
Waipahu, Ewa, Mililani, Kaneohe, Kailua & Waimanalo.
P.O. Box 61194 Honolulu 96839

Lanakila Meals on Wheels

531-0555

Lanakila Pacific www.lanakilapacific.org
Home-delivered meals island-wide. Group dining at Kupuna
Wellness Centers. Enrollment required to attend group dining.
1809 Bachelot St. Honolulu 96817

Home Safety Checklist

- Avoid clutter. Are your walkways free of hazards?
- Remove or secure loose rugs.
- Keep your telephones easily accessible, such as on a low table or next to your bed.
- Install grab bars and use a shower chair in the bathroom.
- Use a non-slip mat in the shower.
- Keep your home well lit. Use automatic night lights!
- Store items in easy to reach locations.
- If you are alone most of the time, consider an emergency alert system. See **page 30** for **Emergency Alert Systems**.
- Get a home safety assessment from a program such as **Project Dana's Home Safety Program**, see **page 46**.

Online information:

Mountain-Pacific QIO Home Safety Checklist

mpqhf.com/QIO/wp-content/uploads/2015/02/homesafefhome5081.pdf

National Institute on Aging

go4life.nia.nih.gov/sites/default/files/FallProofingYourHome.pdf

Hawaii Department of Health

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

Centers for Disease Control and Prevention

<http://www.cdc.gov/HomeandRecreationalSafety/Falls/index.html>

Hospital Discharge Information

Leaving the Hospital: What you should know

A patient is discharged when a physician has determined his or her condition has stabilized and no longer needs hospital-level care. It does not 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

Fall Prevention Information

Fall Facts:

- Everyone falls, no matter the age, 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.

Reduce your Risks!

Here are some simple things you can do:

- Exercise daily to maintain strength and coordination. **Walking counts!** Tip: Join a program or exercise with friends to make it fun. Check out programs with the **Dept. of Parks and Recreation** and **Senior Centers, page 23**.
- 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.

For additional resources, see **Health & Safety Education, page 45** and **Exercise for Frail & Disabled Elders, page 31**.

Kupuna Wellness Center Sites (Lanakila Pacific)

Honolulu:

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

Leeward/Central:

Hale Mohalu (Pearl City)	352-0288
Kupuna Home O Waiialua	352-0288
Wahiawa Recreation Center	352-0288
Waianae District Park	352-0288
West Loch Village (Ewa)	352-0288

Windward:

Hauula Civic Center	352-0288
Kahaluu Key Project	561-0822
Lani Huli (Kailua)	561-0822
Waimanalo	259-7436

Lunalilo Meal Service

395-1000

Meals delivered in East Oahu area and available for pick up.

Hot lunches and chilled meals for dinner/weekend available.

501 Kekauluohi St. Honolulu 96825

www.lunalilo.org

Palolo Chinese Home Meal Service

739-6031

Meals to Go: Hot lunch or dinner delivered in Palolo and nearby areas.

Frozen Meal Services: Convenient frozen meals 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 are able to live in their own homes with support (see **Family Support**, page 27). Some may choose to live with others in another type of residence for support, convenience, and/or socialization.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences and 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 may include **In Home Assistance** (page 41) or placement in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, placement in a Skilled Nursing or Intermediate Care Facility (also known as nursing homes), Expanded ARCH, or Foster Family Home, may be necessary.

Also refer to the **Services & Housing Options for Seniors on Oahu** (created by Kokua Kalihi Valley) and the **Oahu Housing Guide** at www.elderlyaffairs.com.

Home Improvement

Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. When working with building or remodeling professionals, ask about "Universal Design." 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
Kapolei Branch 768-3240
1000 Uluohia St. Suite 118 Kapolei 96707

USDA Rural Development 483-8600 ext.4
Section 504 Repair Loan & Grant Prog. www.rurdev.usda.gov/hi
Grant and loan program for very low-income and rural homeowners 62 years and older.
99-193 Aiea Heights Dr. Suite 156 Aiea 96701

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Household Goods**Helping Hands Hawaii 440-3800 or 536-7234**

Community Clearinghouse www.helpinghandshawaii.org
 Call to donate. Social service agencies may request items for clients.
 2100 N. Nimitz Hwy. Honolulu 96819

Kaumakapili Church Free Store 845-0908

766 N. King St. Honolulu 96817 www.kaumakapili.org

Housing Search & Information

Start your search as early as possible because wait lists for low-income senior housing are very long, especially for units in urban Honolulu. Visit www.elderlyaffairs.com for the **Oahu Housing Guide**, which includes information on rentals for seniors with low-income.

Section 8 programs with the Hawaii Public Housing Authority and the City & County of Honolulu are currently not accepting applications due to extensive waitlists.

Catholic Charities Hawaii 527-4777

Senior Housing Assistance Program www.catholiccharitieshawaii.org

Hawaii Public Housing Authority 832-5960

1002 N. School St. Honolulu 96813 www.hcdch.hawaii.gov

Housing & Urban Development (HUD) 457-4662

1132 Bishop St. Suite 1400 Honolulu 96813 www.hud.gov

Kulaokahua Senior Apartments 599-5759

Transitional Senior Housing
 1311 Ward Ave. Honolulu 96814 www.hsiservices.net

Homelessness & Shelters

There are different resources for those facing homelessness. Most programs have specific eligibility criteria. For more information, go online to: humanservices.hawaii.gov/bessd/home/hp

BASIC NEEDS - HOUSING

14 Homeless Shelters, Nursing Facilities

Hope for New Beginnings Shelter 696-5667
Bldg. 50 Bealleau Woods St. Kapolei 96707

Institute for Human Services (IHS)

Hawaii's Homeless Shelter 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

Nursing Facilities

Listed below are nursing facilities that provide intermediate and skilled nursing care that may be short-term (rehab) or long-term. Concerns about care may be discussed with the **Long Term Care Ombudsman** at 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the **Office of Health Care Assurance** at 692-7420. To check ratings of Nursing Homes go to www.medicare.gov click on "Find Nursing Homes."

15 Craigside 523-7000

15 Craigside Pl. Honolulu 96817 www.15craigside.org

Aloha Nursing & Rehab Centre 247-2220

45-545 Kamehameha Hwy. Kaneohe 96744 www.alohanursing.com

Ann Pearl Nursing Facility 247-8558

45-181 Waikalua Rd. Kaneohe 96744 www.annpearlnursing.com

Avalon Care Center - Honolulu 847-4834

1930 Kamehameha IV Rd. Honolulu 96819 www.avalonhci.com

Convalescent Center of Honolulu 531-5302

1900 Bachelot St. Honolulu 96817 www.ccoh.us

Crawford's Convalescent Home 638-8514

58-130 Kamehameha Hwy. Haleiwa 96712

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Hale Ho Aloha	524-1955
2670 Pacific Heights Rd. Honolulu 96813	www.halehoaloha.com
Hale Malamalama	396-0537
6163 Summer St. Honolulu 96821	
Hale Nani Rehabilitation & Nursing Center	537-3371
1677 Pensacola St. Honolulu 96822	www.avalonhci.com
Hale Ola Kino	983-4444
The Health Center at One Kalakaua	www.haleolakino.com
1314 Kalakaua Ave. 2nd Floor Honolulu 96826	
H. & J. Weinberg Care Center at Pohai Nani	236-7823
45-090 Namoku St. Kaneohe 96744	www.pohainani.org
Hiolani Care Center at Kahala Nui	218-7000
4389 Malia St. Honolulu 96821	www.kahalanui.com
Island Nursing Home	946-5027
1205 Alexander St. Honolulu 96826	
Ka Punawai Ola	674-9262
575 Farrington Hwy. Kapolei 96707	www.lcca.com
Kahuku Medical Center	293-9221
56-117 Pualalea St. Kahuku 96731	www.kahuku.hhsc.org
Kaiser FH Malama Ohana Nursing & Rehab Ctr	432-7737
3288 Moanalua Rd. Honolulu 96819	
Kuakini Geriatric Care	547-9741
347 N. Kuakini St. Honolulu 96817	www.kuakini.org
Leahi Hospital Nursing Home	733-8000
3675 Kilauea Ave. Honolulu 96816	www.leahi.hhsc.org
Leeward Integrated Health Services	695-9508
84-390 Jade St. Waianae 96792	www.lihshawaii.com

BASIC NEEDS - HOUSING

16 Nursing Facilities

Liliha Healthcare Center	537-9557
1814 Liliha St. Honolulu 96817	
Maluhia	832-5874
1027 Hala Dr. Honolulu 96817	www.maluhia.hhsc.org
Maunalani Nursing & Rehabilitation Center	732-0771
5113 Maunalani Circle Honolulu 96816	
Nuuanu Hale	595-6311
2900 Pali Hwy. Honolulu 96817	
Oahu Care Facility	973-1900
1808 S. Beretania St. Honolulu 96826	www.hawaiiinursinghomes.com
Palolo Chinese Home	737-2555
2459 10th Ave. Honolulu 96816	www.palolohome.org
Pearl City Nursing Home	453-1919
919 Lehua Ave. Pearl City 96782	www.hawaiiinursinghomes.com
Pu'uwai 'O Makaha	695-9508
84-390 Jade St. Waianae 96792	www.ohanapacific.com
U.S. Dept. of Veterans Affairs	433-0218
Pacific Islands Health Care System	www.hawaii.va.gov
Center for Aging/Community Living Center	
Short-term convalescence & rehab for registered eligible veterans. 459 Patterson Rd. Bldg. 110 Honolulu 96819	
Wahiawa General Hospital Nursing & Rehab	621-8411
128 Lehua St. Wahiawa 96786-2036	www.wahiawageneral.org

Residential Care Homes & Foster Homes

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

ARCH and Expanded ARCH are regulated and licensed by the State

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

When choosing an ARCH it is a good idea to interview the caregivers and residents, observe the condition of the physical and social environment, understand the rules on visiting hours, etc. You should also ask the ARCH operator for the most recent survey/inspection findings done by the Department of Health. For concerns about a facility, see the **Long Term Care Ombudsman** (page 59).

Adult Foster Care Homes, also known as **Community Care Foster Family Homes (CCFFH)**, are regulated by **Community Ties of America**. Placement into a Foster Care Home must be done through a licensed case management agency. For more information go online to: health.hawaii.gov/ohca or comties.com/hawaii.html.

Office of Health Care Assurance **692-7400**
 Department of Health health.hawaii.gov/ohca
 Visit website for a complete list of licensed care homes.
 601 Kamokila Blvd. Room 361 Kapolei 96707

Community Ties of America, Inc. **234-5380**
 Adult Foster Home regulation. www.comties.com/hawaii.html
 45-955 Kamehameha Hwy. Suite 300 Kaneohe 96744

Retirement & Assisted Living Residences

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

BASIC NEEDS - HOUSING

18 Retirement & Assisted Living Residences

15 Craigside	533-5416
Independent living, assisted living, memory care, skilled nursing and rehab available. 15 Craigside Pl. Honolulu 96817	www.arcadia-hi.org
Arcadia Retirement Residence	533-5416
Independent living, assisted living, memory care, skilled nursing and rehab available. 1434 Punahou St. Honolulu 96822	www.arcadia-hi.org
Good Samaritan Society	247-3448
Pohai Nani	toll free 1-866-247-3448
45-090 Namoku St. Kaneohe 96744	www.good-sam.com
Hawaii Kai Retirement and Assisted Living Community	395-9599 396-0720
428 Kawaihae St. Honolulu 96825	www.hawaiiikai1.com
Kahala Nui Life Care Retirement Community	218-7200
Hiolani skilled nursing and dementia care facility on site. 4389 Malia St. Honolulu 96821	www.kahalanui.com
Oceanside Hawaii Assisted Living	293-1100
Overnight respite available. 53-594 Kamehameha Hwy. Hauula 96717	www.oceansidehawaii.com
One Kalakaua Senior Living	983-4400
Contact front desk for availability of rentals. 1314 Kalakaua Ave. Honolulu 96826	
The Plaza	
Assisted living, memory care, and respite care. Independent living available at Punchbowl and Moanalua.	www.plazaassistedliving.com
Punchbowl	792-8800
918 Lunalilo St. Honolulu 96822	
Mililani	626-8807
95-1050 Ukuwai St. Mililani 96789	

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The Plaza (continued)

Moanalua	833-8880
1280 Moanalualani Pl. Honolulu 96819	
Pearl City	455-8808
1048 Kuala St. Pearl City 96782	
Waikiki	955-0800
1812 Kalakaua Ave. Honolulu 96815	

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 **The Hartford** at www.thehartford.com/talkwitholderdrivers and the **AAA Foundation for Traffic Safety** at www.seniordrivers.org.

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 **532-7700**

Division of Motor Vehicles & Licensing

Registration information. www.honolulu.gov/csd

Rehab Hospital Driving Evaluation **544-3310** & Training Program www.rehabhospital.org

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

Local Transportation & Passes

Also see **Escort** (page 30) and refer to the Yellow Pages for taxi

cabs. Some services are for persons who are elderly or disabled who can travel alone; others are for persons who need to be accompanied. Also, you may want to pick up a **Persons with Disabilities Parking Permit** application at any **Satellite City Hall** (page 22) or download form from health.hawaii.gov/dcab.

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 vehicle and building entrance, usually for passengers who are frail or use a wheelchair. Some medical transportation providers also accommodate gurneys and stretchers and may accept Medicaid for qualified medical appointments; these services are non-emergency transportation only.

For Medical Transportation providers, see "Transportation Service" and "Medical Transportation" in the Yellow Pages.

American Cancer Society **595-7544**
Road to Recovery **1-800-227-2345**
 For cancer patients to doctor appointments.

Catholic Charities Hawaii **527-4777**
 Transportation services for seniors. www.catholiccharitieshawaii.org

Charley's Taxi and Limousine - MediCab **531-1333**
 1451 S. King St. Suite 300 Honolulu 96814 www.charleystaxi.com

Persons with Disabilities Parking Permit **586-8121**
 Disability & Communication Access Board
 Applications also available at Satellite City Halls.
 919 Ala Moana Blvd. #101 Honolulu 96814 health.hawaii.gov/dcab

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 (page 22) and any TheBus office.

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

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 Ka Punawai Ola..... 15
 Kauai Agency on Elderly Affairs..... 9
 Kaunakapili Church Free Store 13
 Ke Ola Mamo..... 29
 Ke Ola Pono No Na Kupuna Project 10
 KFH - Malama Ohana Nursing & Rehab Ctr 15
 KHON's Action Line 21
 Kidney Foundation of Hawaii..... 38
 Kilohana Adult Day Care Center..... 33
 King Lunalilo Adult Day Care Center 33
 King Lunalilo Home 36
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 Kokua Council for Senior Citizens 24
 Kokua Home Health Agency..... 44
 Kokua Kalihi Valley Caregiver Respite Prog..... 35
 Kokua Kalihi Valley, Caregiver's Support Group 38
 Kokua Kalihi Valley Case Management..... 29
 Kokua Kalihi Valley Comprehensive Family Services 48
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 Kokua Mau 39
 Koolau Caregivers Support Group 38
 Koolauloa Community Health & Wellness Center 48
 Kuakini Adult Day Care..... 33
 Kuakini Geriatric Care 15
 Kupuna Monitoring Systems, Inc..... 30
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Personal Identification

Alzheimer’s Association 1-888-572-8566

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

Available at Driver’s Licensing locations www.stateid.hawaii.gov
 1199 Dillingham Blvd. #A101 Honolulu 96817

Wahiawa - 330 N.Cane St. Wahiawa 96786 **768-4054**

Waianae - 85-670 Farrington Hwy. Waianae **768-4222**

Kapolei - 1000 Ulu’ohi’a St. Kapolei 96707 **768-3100**

Kaneohe - 47-388 Hui Iwa St. #19 Kaneohe 96744 **239-6301**

Satellite City Halls

Customer Service Dept. Information Line 768-3798

Driver’s license and bus pass renewal, motor vehicle registration,
 Persons with Disabilities Parking Permit, and other services. For Satellite
 hours go to www.honolulu.gov/csd/satellite or call 768-3798.

Ala Moana Center

1450 Ala Moana Blvd. #1286 Honolulu 96814

Fort Street (Downtown)

1000 Fort Street Mall Honolulu 96813

Hawaii Kai Corporate Plaza

6600 Kalaniana’ole Hwy. Suite 101 Honolulu 96825

Kalihi - Kapalama City Square

1199 Dillingham Blvd. A109 (Driver’s Licensing A101) 96817

Kaneohe - Windward City Shopping Center

45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

Kapolei Hale

1000 Uluohia St. Kapolei 96707

Pearlridge Shopping Center - Uptown

98-1005 Moanalua Rd. 244B Aiea 96701

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Satellite City Halls (continued)**Wahiawa**

330 N. Cane St. Wahiawa 96786

Waianae Neighborhood Community Center

85-670 Farrington Hwy. Waianae 96792

Senior Centers

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

Catholic Charities Hawaii**847-1322**Lanakila Multi-Purpose Senior Center www.catholiccharitieshawaii.com

Serving Moanalua to Kakaako.

1640 Lanakila Ave. Honolulu 96817

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

45-613 Puohala St. Kaneohe 96744

Kapahulu Center**737-1748**

3410 Campbell Ave. Honolulu 96815

Makua Alii Senior Center**973-7258**

Department of Parks & Recreation

www.honolulu.gov/parks

1541 Kalakaua Ave. Box 3 Honolulu 96826

Moiliili Senior Center**955-1555**

Moiliili Community Center

www.moililicc.org

Serving seniors from Hawaii Kai to Makiki.

Special group program also available for frail elders.

2535 S. King St. Honolulu 96826

ORI Anuenue Hale Inc.**622-3929**

64-1510 Kamehameha Hwy. Wahiawa 96786

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

Senior Clubs & Organizations

Also call Senior Centers (page 23) and ask about ethnic clubs. Call churches and temples and ask for senior groups. Also see "Associations" and "Clubs" in the Yellow Pages.

AARP-Honolulu **545-6024**

Advocacy, education, and services on behalf of older adults.
www.aarp.org/states/hi

Department of Parks & Recreation **973-7258**

Senior Citizens Section www.honolulu.gov/parks
 1541 Kalakaua Ave. Box 3 Honolulu 96826

HGEA-Retirees Unit **543-0054**

Hawaii Government Employees Association www.hgea.org
 888 Mililani St. #601 Honolulu 96813

Honolulu Community College **845-9296**

Emeritus Club: A booster club for the Emeritus College
 874 Dillingham Blvd. Honolulu 96817

HSTA-R **833-2711**

Hawaii State Teachers Association-Retired
 1200 Kapuna St. Honolulu 96819

Kokua Council **540-1928**

Advocacy organization for seniors. kokuacouncil.org
 mail: c/o Harris United Methodist Church
 20 S. Vineyard Blvd. Honolulu 96813

NARFE - National Active & Retired **545-1071**

Federal Employees Association www.narfe.org
 300 Ala Moana Blvd. Room 7-213 Honolulu 96850

Volunteer Opportunities

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

Dept. of Parks & Recreation.....	23, 24, 31
Dept. of the Attorney Gen., Medicaid Fraud Control.....	54
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Education

Learning Opportunities

See Yellow Pages under "Schools-Universities and Colleges" for private colleges. Also see **Senior Centers** and **Senior Clubs and Organizations** (pages 23-24).

Use your library! Not only just for books anymore, libraries provide access to computers and the internet, music and movies, e-books and audio books, educational presentations, performances, community events, etc. **Hawaii State Public Library System** online: www.librarieshawaii.org

Community Education Section **305-9777**

Department of Education
 Community schools for adults island-wide.
 475 22nd Ave. Room 202 Honolulu 96816

Hawaii Literacy Inc. **537-6706**

200 N. Vineyard Blvd. #320 Honolulu 96817 www.hawaiiliteracy.org

Hawaii State Public Library System **www.librarieshawaii.org**

50 locations statewide.

Honolulu Community College **845-9296**

Emeritus College/Honolulu SeniorNet
 Instruction and access to computers for seniors.
 874 Dillingham Blvd. Bldg. 2 #408
 Honolulu 96817 www.honolulu.hawaii.edu/cet

Kapiolani Community College **734-9211**

Continuing Education and Training
 Non-credit courses for enrichment,
 professional development and/or re-careering.
programs.kcc.hawaii.edu

Leeward Community College **455-0477**

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

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a person would need to maintain quality of life, including assistance provided in the home by family members or agencies.

Medical insurance (such as Medicare) will usually only cover skilled nursing care (highest level of care) for a very limited time. LTC insurance may cover additional skilled nursing care and **custodial care** (lower level, non-medical care) which includes assistance with activities of daily living such as bathing, dressing, transferring, and toileting.

Caregiver Education

See also **Support Groups** (page 36) and **Health & Safety Education** (page 45). Go to www.elderlyaffairs.com for the **Family Caregiving Guide**.

Alzheimer's Association

591-2771

Classes, support groups, and information www.alz.org/Hawaii
for caregivers of persons with dementia.
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

CFS Gerontology Program

543-8468

Child & Family Service www.childandfamilyservice.org
Ohana Care Program
Powerful Tools for Caregivers
91-1841 Ft.Weaver Rd. Ewa Beach 96706

CPR Awareness

723-7014

Honolulu Fire Department www1.honolulu.gov/hfd/fireeducr.htm
Training and Research Bureau
Class requires minimum of 10 people, 6 week notice, and
classroom with TV and DVD player.

Elderly Affairs Helpline

768-7700

Information, consultation, and referrals for www.elderlyaffairs.com
seniors, caregivers, businesses, and physicians.

Ohana Caregivers

www.ctahr.hawaii.edu/ohanacaregivers

Web-based information and resources for family caregivers.

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Partners in Development Foundation 524-7633
 Tutu and Me traveling preschool at community www.pidfoundation.org
 sites for grandparents raising children up to five years of age.
 2345 Nuuanu Ave. Honolulu 96817

Pet Owners

Hawaiian Humane Society www.hawaiianhumane.org
Adoptions 356-2218
 Reduced adoption fees for seniors adopting older animals.
Pals Program 356-2217
 Pet foster care during temporary, emergency situations.
 2700 Waialae Ave. Honolulu 96826

Veterans

State Office of Veterans Services 433-0420
 Services to Veterans and their family members.
 459 Patterson Rd., E-Wing, Room 1-A103
 Honolulu 96819

U.S. Department of Veterans Affairs
 459 Patterson Rd. Honolulu 96819 www.va.gov
Veterans Service Center 1-800-827-1000
 Burial benefits, disability, education, home loan
 guaranty, homeless veterans, medical treatment,
 minority veterans, vocational rehabilitation.

VA Caregivers Support Program 433-0371
Caregiver Support Line 1-855-260-3274
 Support, education and information for www.caregiver.va.gov
 Family Caregivers of all Era Veterans.

VA Crisis Line 1-800-273-8255
 www.veteranscrisisline.net/

**U.S. Vets Transitional Housing
 and Homeless Program** 682-9000
 Help veterans achieve independence.
 P.O. Box 75329 Kapolei 96707
 www.usvetsinc.org

Case Management

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

Case managers may be Licensed Social Workers (LSW), Registered Nurses (RN), etc. Make sure to ask for qualifications when looking to hire one.

Community Case Management Agencies (CCMA) provide placement into **Community Care Foster Family Homes (CCFFH)** for individuals requiring **Intermediate Care Facility (ICF)** or **Skilled Nursing Facility (SNF)** levels of care. For more information go to **Residential Care Homes and Foster Homes** on page 16.

Catholic Charities Hawaii 527-4777
 Premium Senior Services www.premiumseniorservices.com

CFS Gerontology Program 543-8468
 Child & Family Service www.childandfamilyservice.org
 91-1841 Ft. Weaver Rd. Ewa Beach 96706

Ohana Care Program
 Case Management, Counseling & Support for
 Family/unpaid caregivers of elders 60+.

Senior Case Management
 Case Management for frail elders 60+.

Hawaii Association of Case Managers 457-1657
 www.hacm.net

Ke Ola Mamo 848-8000
 Native Hawaiian Health Care System www.keolamamo.org
 Island-wide services for Native Hawaiians.
 1505 Dillingham Blvd. Suite 205 Honolulu 96817

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

FAMILY SUPPORT

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Life Foundation 521-2437
Case management and support services for people with HIV/AIDS.
677 Ala Moana Blvd. #226 Honolulu 96813 www.lifefoundation.org

Emergency Alert Systems

Personal Emergency Alert systems, also known as Personal Emergency Response Systems, attach to a home telephone and will call the number(s) you designated when the wireless unit (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.

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

Kupuna Monitoring Systems, Inc. 721-1201
Landline, cellular, and Mobile-GPS medical alert, Fall Detector pendant, and medication dispensing system. Statewide service.
98-030 Hekaha St. Unit 4 Aiea 96701 www.kupunamonitoring.com

Lifeline Hawaii Services 1-888-409-8449
Statewide service. www.lifelinehawaiiservices.com

Queen's Lifeline 691-4526
1301 Punchbowl St. Honolulu 96813 www.queens.org

Escort

Someone who accompanies and personally assists an elder with a service. Also see **Transportation** (page 19). See Yellow Pages under "Home Health Service."

Catholic Charities Hawaii 527-4777
Escort assistance for seniors. www.catholiccharitieshawaii.org

Project Dana 945-3736
Door-to-door transportation and/or escort assistance for frail elders.
902 University Ave. Honolulu 96826 www.projectdana.org

OTHER GROUPS

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

CFS Gerontology Program - REACH 543-8468
Child & Family Service www.childandfamilyservice.org
Prevention and Case Management for those at risk of Abuse.
91-1841 Ft. Weaver Rd. Ewa Beach 96706

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

Grandparents

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

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

PATCH 839-1988
People Attentive to Children www.patchhawaii.org
Child care resource and referral agency.
560 N. Nimitz Hwy. Suite 218 Honolulu 96817

Queen Liliuokalani Children's Center 235-7613
Support group for grandparents & relative caregivers of minors.
46-316 Haiku Rd. Kaneohe 96744 www.qlcc.org

The Parent Line 526-1222
Support and information for grandparents, **1-800-816-1222**
parents, and other child caregivers. www.theparentline.org
P.O. Box 3102 Honolulu 96802

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 54).

Adult Protective Services

Dept. of Human Services - Adult Intake Unit 832-5115
If you know of a vulnerable adult who is being www.hawaii.gov/dhs
abused or neglected, call this number for assistance.
420 Waiakamilo Rd. Suite 200 Honolulu 96817

Domestic Violence Action Center 531-3771
P.O. Box 3198 Honolulu 96801 www.domesticviolenceactioncenter.org

Elder Abuse Justice Unit 768-7536
Dept. of the Prosecuting Attorney
Prosecutes criminal cases involving victims 60 years and older.

Hawaii Immigrant Justice Center 536-8826
Legal Aid Society of Hawaii 1-877-208-8828
Legal services, community outreach & education, and www.hijcenter.org
advocacy for immigrants. Neighbor islands call toll free.
P.O. Box 3950 Honolulu 96812

Honolulu Domestic Violence Shelter 841-0822
Child & Family Service www.childandfamilyservice.org
Shelter for abused spouses/children.
91-1841 Ft. Weaver Rd. Ewa Beach 96706

Exercise for Frail & Disabled Elders

See also **Education** (page 26), and **Senior Centers** (page 23).
Check also with your health insurance plan, local clinic or hospital to see what they have to offer.

Arthritis Foundation, Hawaii Branch 596-2900
Land exercises, AQUA, and Tai Chi, various locations. www.arthritis.org
2752 Woodlawn Dr. Suite 5-204B Honolulu 96822

CFS Gerontology Program 543-8468
Child & Family Service www.childandfamilyservice.org
91-1841 Ft. Weaver Rd. Ewa Beach 96706

No Fear of Falling

Enhance Fitness Exercise Sites and fall prevention education.

Senior Exercise Group

Arthritis Foundation Exercise Sites and education/support.

Department of Parks & Recreation

Therapeutic Recreation Unit 768-3027
Support for the inclusion www.honolulu.gov/parks/dprtu
of people with disabilities into Parks and Recreation programs.
1000 Ulukouia St. Suite 309 Kapolei 96707

Koia 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

Aqua exercise classes for people with arthritis
and Silver and Fit, land exercise class for seniors. www.ymcahonolulu.org

Kaimuki

4835 Kilauea Ave. Honolulu 96816

Windward

1200 Kailua Rd. Kailua 96734

737-5544

261-0808

Respite - Adult Day Care & Day Health

Adult Day Care (ADC) programs include supervision, recreation, socialization, exercise, meals, and group activities. 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. Fees are typically between \$50-80/day which is much more cost effective than private in-home care. Some provide additional assistance or special services, such as bathing or dementia care, usually for an added cost.

Adult Day Health (ADH) 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.

ADC and ADH are regulated by the **Department of Health, Office of Health Care Assurance**, online at: health.hawaii.gov/ohca. These facilities require TB and medical clearance (physical exam). Some providers may suggest a trial period if they are unsure your family member is appropriate for their program.

- Aged to Perfection** **622-4717**
Central Oahu Senior Day Care Association
1445 California Ave. Wahiawa 96786
- Aloha Nursing & Rehab Centre** **441-9553**
Adult Day Wellness Program www.alohanursing.com
45-545 Kamehameha Hwy. Kaneohe 96744
- Aloha Wellness Center, Inc.** **393-7000**
94-1388 Moaniani St. #203 Waipahu 96797 www.alohawellness.biz
- Beckwith Hillside Adult Day Care** **497-8489**
2375 Beckwith St. Honolulu 96822
- Casamina Adult Day Care** **839-9733**
1426 Ala Napunani St. Honolulu 96818

Other

- Department of Human Services** **586-4824**
Vocational Rehabilitation Division www.hawaii.gov/dhs
Employment services for people with disabilities.
601 Kamokila Blvd. Room 501 Kapolei 96707
- Easter Seals Hawaii** **536-1015**
Services for children and adults with disabilities or special needs. **Fax 536-3765**
www.eastersealshawaii.org
710 Green St. Honolulu 96813
- Access to Independence** **347-7944**
Assistance for persons with disabilities. accesstoindpendence.org
- Aloha Independent Living Hawaii** **1-800-385-2454**
P.O. Box 283 Pearl City 96782 www.alohaihawaii.org
- SECOH (Special Education Center of Hawaii)** **734-0234**
Supporting Exceptional Citizens of Hawaii www.secoh.org
708 Palekua St. Honolulu 96816
- The Arc in Hawaii** **737-7995**
Advocacy and services for people with intellectual or a related developmental disability. www.thearcinhawaii.org
3989 Diamond Head Rd. Honolulu 96816
- University of Hawaii School of Medicine** **692-1370**
Pacific Basin Rehabilitation and Research Center **TTY 692-1370**
Research, training, technical assistance, evaluation for persons with disabilities. manoa.hawaii.edu/pbrrtc
677 Ala Moana Blvd. #202 Honolulu 96813

PERSONS WITH DISABILITIES

64 **Blind/Visually Impaired, Deaf/Hard-of-Hearing**

Library for the Blind and Physically Handicapped

Certified persons unable to use or read regular print due to visual or physical disabilities.

402 Kapahulu Ave. Honolulu 96815

Voice/TTY 733-8444

Fax 733-8449

www.librarieshawaii.org

Deaf/Hard-of-Hearing

Aloha State Association of the Deaf

Non-profit association of and for deaf citizens.

www.asadhawaii.org

American Sign Language Interpreter Education Program

Kapiolani Community College programs.kcc.hawaii.edu/~noncredit
Credit and non-credit courses in American Sign Language (ASL).
4303 Diamond Head Rd.
Manono Bldg. Room 116 Honolulu 96816

Voice/TTY 734-9154

Fax 734-9893

Kapiolani Community College (KCC) Deaf Center

Education programs for adults who are deaf or hard-of-hearing, their families, and friends. Lending library of books and video tapes for deaf and hard-of-hearing adults.
4303 Diamond Head Rd.
Manono Bldg. Room 102 Honolulu 96816

Voice/TTY 734-9210

Fax 734-9893

Telecommunications Relay Service (TRS)

711

Text Telephone (TTY)

1-877-447-5990

Voice Carry Over (toll free)

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

manoa.hawaii.edu/csd/uhsdc

677 Ala Moana Blvd. #202 Honolulu 96813

FAMILY SUPPORT

Respite - Adult Day Care & Day Health 33

Central Union Church

983-5910

Adult Day Care & Day Health Center
1660 S. Beretania St. Honolulu 96826

www.arcadia-hi.org

Franciscan Adult Day Center

988-5678

2715 Pamoia Rd. Honolulu 96822

www.franciscanadultday.com

Fukumoto Adult Care, LLC

487-7528

98-779 Kaamilo St. Aiea 96701

Furukawa Living Treasure Day Care Centers

842-5175

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

Hulu Makua Adult Day Care

218-7828

1029 Kapahulu Ave. Suite 408 Honolulu 96816

Jass Adult Day Care

737-8998

828 18th Ave. Honolulu 96816

Kilohana Senior Enrichment Center

373-2700

5829 Mahimahi St. Honolulu 96821

www.arcadia-hi.org

King Lunalilo Adult Day Care Center

395-4065

501 Kekauloahi St. Honolulu 96825

www.lunalilo.org

Kuakini Adult Day Care

547-9534

347 N. Kuakini St. Honolulu 96817

www.kuakini.org

Aiea

98-939 Moanalua Rd. Aiea 96701

487-1586

Pali

1727 Pali Hwy. Honolulu 96813

528-4621

Leahi Adult Day Health Center

733-7955

Day Health only, no Day Care.
3675 Kilauea Ave. Honolulu 96816

www.hhsc.org/oahu/leahi

Lotus Adult Day Care Center

486-5050

99-186 Puakala St. Aiea 96701

Refugee/Immigrant Program 543-8447

Child & Family Service www.childandfamilyservice.org
 Help with job search, filling out forms, and English training.
 91-1841 Ft. Weaver Rd. Ewa Beach 96706

Susannah Wesley Community Center 440-5824

Refugee Service Program susannahwesley.org
 1117 Kaili St. Honolulu 96819

U.S. Citizenship & Immigration Services 1-800-375-5283

500 Ala Moana Blvd. Honolulu 96813 www.uscis.gov

Taxes

AARP's Tax Aide Program provides simple income tax assistance to seniors during tax season. (www.aarp.org/money/taxes/aarp_taxaide)
 For locations, call the Elderly Affairs Helpline at 768-7700.

City & County Real Property Assessment Div.

Exemption Program www.realpropertyhonolulu.com

A Real Property Tax *Exemption* lowers the taxable value of your home. The amount exempted is based on age and certain disabilities.

Honolulu Office 768-3799

842 Bethel St. Honolulu 96813

Kapolei Office 768-3169

1000 Uluohia St. Suite 206 Kapolei 96707

City & County Tax Collections - Treasury Div.

www.qpublic.net/hi/honolulu/

Current Collections 768-3980

Questions on tax payments.
 530 S. King St. Room 115 Honolulu 96813
 mail payments to: P.O. Box 4200 Honolulu 96812-4200

Homeowner's Tax Relief 768-3205

A Real Property Tax *Credit* is based on the home-owner's income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner's income.

Federal Internal Revenue Service (IRS) 1-800-829-1040

www.irs.gov

Waianae Coast Comprehensive Health Center Day Care Programs 542-9073

Helemano Hale
 64-1488 Kamehameha Hwy. Wahiawa 96786

Mililani Hale
 95-257 Kaloapai St. Mililani 96789

Nanakuli Hale
 89-188 Farrington Hwy. Waianae 96792

Pearl City Hale
 858 2nd St. Pearl City 96782

Waipahu Hongwanji Mission 678-1770

Adult Day Care Center www.waipahuhongwanji.org
 94-821 Kuhaulua St. Waipahu 96797

Windward Seniors Day Care - Hope Center 261-4947

77 N. Kainalu Dr. Kailua 96734

Respite - In Home

Temporary relief for caregivers provided in the home. Also see **In Home Assistance** (page 41) and "Home Health" in the Yellow Pages.

Kokua Kalihi Valley Elderly Services 848-0977

Caregiver Respite Program www.kkv.net
 For Kalihi Valley residents.

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.stanthonyaskailua.org

Waikiki Friendly Neighbors 926-8032

Services provided by volunteers. www.waikikihc.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. Some **Nursing Homes, Care Homes, and Assisted Living Residences** also provide respite care (pages 14-18).

King 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 www.PaloloHome.org
Open to all - day and overnight services.
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**
VA Center for Aging - Respite Program www.va.gov/hawaii
For eligible veterans.
459 Patterson Rd. Bldg. 110 Honolulu 96819

Support Groups

Also see **Caregiver Support Groups** (page 38) or call 211.

Alcoholics Anonymous **946-1438**
1188 Bishop St. #3406 Honolulu 96813 www.oahucentraloffice.org

Alzheimer's Association **591-2771**
Support groups meet island-wide. www.alz.org/Hawaii
1050 Ala Moana Blvd. Bldg. Suite 2610 Honolulu 96814

Mediation Center of the Pacific **521-6767**
Mediation services. www.mediatehawaii.org
680 Iwilei Rd., Suite 530 Honolulu 96817

UHELP **956-6544**
University of Hawaii Elder Law Program www.hawaii.edu/uhelp

Volunteer Legal Services Hawaii **528-7046**
Free or reduced cost services for needy clients. www.vlsh.org
545 Queen St. #100 Honolulu 96813

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 56).

Bilingual Access Line **526-9724**
Helping Hands Hawaii www.helpinghandshawaii.org
Interpreter and translation services.
2100 N. Nimitz Hwy. Honolulu 96819

Catholic Charities Hawaii **524-HOPE (524-4673)**
Immigrant Services www.catholiccharitieshawaii.org
Assistance for low-income immigrants.

Goodwill Industries of Hawaii Inc. **836-0313**
2610 Kilihau St. Honolulu 96819 www.higoodwill.org

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

Pacific Gateway Center **851-7010**
Helping immigrants, refugees, and www.pacificgatewaycenter.org
low-income residents to self-sufficiency.
723 C Umi St. Honolulu 96819

LEGAL & ADVOCACY

60 **Advocacy, Legal Representation & Mediation**

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

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

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

UHELP 956-6544
University of Hawaii Elder Law Program
www.hawaii.edu/uhelp

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

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/immigrant-justice-center.html

Lawyer Referral & Information Service 537-9140
Hawaii State Bar Association
<http://hawaiilawyerreferral.com>

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

Affordable Lawyers Project 527-8027
Affordable services for those who do not qualify for LASH.
924 Bethel St. Honolulu 96813

FAMILY SUPPORT

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American Diabetes Association - Hawaii 947-5979
Monthly support group. 1-888-342-2383
900 Ft. St. Mall #940 Honolulu 96813
www.diabetes.org

American Heart Association & American Stroke Association 538-7021
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.
Every 4th Thursday/month at 10 a.m. - 12 p.m.
810 Richards St. Suite 750 Honolulu 96813
www.ala-hawaii.org

Castle Medical Center 263-5400
Breathe free plan to stop smoking.
642 Ulukahiki St. Suite 105 Kailua 96734
www.castlemed.org

Epilepsy Foundation of Hawaii 528-3058
Support groups for people with epilepsy and their caregivers. toll free 1-866-528-3058
1050 Ala Moana Blvd. Suite 2550 Honolulu 96814
www.hawaiiepilepsy.com

Hina Mauka 236-2600
Drug and alcohol treatment services.
45-845 Pookela St. Kaneohe 96744
www.hinamauka.org

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

Hawaii Parkinson Association 528-0935
3375 Koapaka St. Suite I-540 Honolulu 96819
www.parkinsonhawaii.org

Lupus Foundation of America - Hawaii 538-1522
745 Ft. Street Mall Honolulu 96813
www.lupushawaii.org

FAMILY SUPPORT

38 Support Groups, Caregiver Support Groups

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 737-3469
Call for a meeting near you.

Support Groups - Caregivers Only

Alzheimer's Association 591-2771
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814 www.alz.org/Hawaii

Castle Caregiver Support Group 263-5077
For caregivers, friends, and family. Meets monthly.

Central Oahu Caregivers' Support Group 625-0420
Group meets monthly at Wahiawa General Hospital. 621-6467
P.O. Box 84794 Mililani 96789 www.wvpress.com/care

Eldercare Support Group 395-9082
Meets monthly except in December.

Kokua Kalihi Valley Elderly Services Caregiver Support Groups 848-0977
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 433-7646
Support group held once a month.
459 Patterson Rd. Honolulu 96819

FINANCIAL HELP, LEGAL SERVICES

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Honolulu Community Action Program (HCAP) 521-4531
Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP). www.hcapweb.org
Applications accepted only once a year. Call to find office near you.

Legal Services & Advocacy

Many types of Elder Law concerns are presented in *Deciding What's Next? and Who In The World Cares?*, a publication of the University of Hawaii Elder Law Project (www.hawaii.edu/uhelp). Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call number: H346.013Pi.

Advocacy

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

Office of Health Care Assurance

Department of Health

Care Home complaints 692-7400

601 Kamokila Blvd. Room 361 Kapolei 96707

Hospital & Nursing Home complaints 692-7420

601 Kamokila Blvd. Room 395 Kapolei 96707

Hawaii Disability Rights Center 949-2922

For persons with disabilities. www.hawaiiidisabilityrights.org
1132 Bishop St. Suite 2102 Honolulu 96813

Legal Aid Society of Hawaii 536-4302

Non-profit law firm assisting the low to moderate-income community. www.legalaidhawaii.org
924 Bethel St. Honolulu 96813

Long Term Care Ombudsman 586-0100

Executive Office on Aging

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

Med-QUEST Division

Department of Human Service
Medical assistance for eligible persons. www.med-quest.us
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 521- HELP (521-4357)
Helpline 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

Salvation Army 841-5565
Rental Assistance for persons facing
eviction or homelessness. Food pantry, Clothing voucher.
www.salvationarmyhawaii.org
1931 N. King St. Honolulu 96819

Waianae Community Outreach 696-5667
Services for persons experiencing homelessness.
P.O. Box 1912 (87-132 Farrington Hwy.) Waianae 96792

Utility Assistance

Hawaiian Telecom Lifeline/Link-up Service 643-3456
Telephone subsidies for qualified individuals. www.hawaiiantel.com
On website click on "Residential," then "Home Phone,"
then "Lifeline Program Recommendation"
P.O. Box 2200 Honolulu 96814

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

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

Kokua Mau 585-9977
Hawaii's Hospice and Palliative Care Organization www.kokuamau.org

University of Hawaii Elder Law Program (UHELP) 956-6544
www.hawaii.edu/uhelp
William S. Richardson School of Law
2515 Dole St. #201 Honolulu 96822

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Contact your own religious organization or see listings for "Counselors," "Psychologists," "Psychotherapists," and "Physicians - Psychiatrists" in the Yellow Pages. Also see **Support Groups** (page 36), **Hospice** (page 40) and **Mental Health & Counseling** (page 51).

Funeral & Memorial Services

Also see "Funeral Directors" in the Yellow Pages. When looking for private pay services, make sure to shop around as options and prices can vary greatly.

Funeral Consumers Alliance **1-802-865-8300**
Non-profit funeral planning, consumer advocate.
Many helpful publications online. www.funerals.org

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

U.S. Department of Veterans Affairs **1-800-827-1000**
Veterans Service Center
Burial benefits for veterans.
P.O. Box 29040 Honolulu 96820
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 **536-8012**
500 Ala Moana Blvd. Suite 4-547 www.bristolhospice.com
Honolulu 96813

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

Islands Hospice **550-2552**
560 N. Nimitz Hwy. Suite 204 Honolulu 96817 www.islandshospice.com

St. Francis Hospice **595-7566**
2226 Liliha St. 5th Floor Honolulu 96817 www.stfrancishawaii.org

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

Take Charge of Your Money! **956-7138**
University of Hawaii www2.ctahr.hawaii.edu/tcym
Cooperative Extension Service
Financial education telecourse with internet components
1955 East-West Rd. #217 Honolulu 96822

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, www.socialsecurity.gov
and disability benefits.

Honolulu Office

300 Ala Moana Blvd. Room 1-114 Honolulu 96850

Kapolei Pacific Center

970 Manawai St. 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 and Food Stamp programs.

Public Assistance Information Line **643-1643**
For eligibility information and application locations. www.hawaii.gov/dhs

Employment & Training Programs

Also see "Employment" in the Yellow Pages. For employment assistance for immigrants see **Immigrant Assistance** (page 61).

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 www.hcapweb.org
Employment Program (SCSEP)
Part time, paid employment training and job search services for seniors.
33 S. King St. Suite 300 Honolulu 96813

Oahu WorkLinks **768-5600**
Career planning, job search assistance, www.owib.org
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 www.pacificgatewaycenter.org
low-income residents to self-sufficiency.
723-C Umi St. Honolulu 96819

Respite Companion Service Program **832-5236 or**
Department of Human Services **832-5235**
Part-time employment and training program for www.hawaii.gov/dhs
income eligible persons 55 years and older.
420 Waiakamilo Rd. #202 Honolulu 96817

Winners at Work dba Abilities Unlimited **532-2100**
Employment services for people with disabilities.
414 Kuwili St. Suite 103 Honolulu 96817 www.abilitiesunlimitedhi.org

Money & Debt Management

Consumer Credit Counseling Service of Hawaii **532-3225**
Non-profit agency offering credit counseling. **1-800-801-5999**
1164 Bishop St. Suite 1614 Honolulu 96813 www.cccsofhawaii.org

Organ or Body Donation

Lions Eye Bank and Makana Foundation **536-7416**
405 N. Kuakini St. Suite 810 Honolulu 96817 www.hlebmf.org

Legacy of Life Hawaii **599-7630**
(Formerly Organ Donation Center of Hawaii) www.legacyoflifehawaii.org
Only organ donation, not body donation.
405 N. Kuakini St. Suite 810 Honolulu 96817

University of Hawaii School of Medicine **692-1445**
Willed Body Program www.jabsom.hawaii.edu/donors/willedbody
Body donation to science.
651 Ilalo Street, BSB 110 Honolulu, HI 96813

In-Home Assistance

It is sometimes difficult for older adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is a nursing home. However, this assistance may 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 may need supplementing. "Formal" assistance is provided by non-profit organizations, privately hired independent providers (nurses, therapists, aides, homemakers, and companions), home care agencies, home health agencies, and government programs. Home health agencies provide more medically oriented services than home care agencies. As with all services, it would be wise to check qualifications and references if hiring independently.

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

Medicaid clients should contact their QUEST plan provider to see if they are eligible for services. For more information and referrals for assistance in the home, call the Elderly Affairs Helpline at 768-7700.

Chore/Homemaker Services

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

Adult Intake Unit **832-5115**
Department of Human Services
For low income, SSI, and Medicaid eligible.
420 Waiakamilo Rd. Suite 300A Honolulu 96817

Akamai Grocery Shopping & Delivery Service **672-7347**
Serves Downtown to Kahala. www.akamaidelivery.com

Catholic Charities Hawaii **527-4777**
Premium Senior Services www.premiumseniorservices.com
Personal home assistance, including housekeeping, shopping, and errands.

Palolo Chinese Home - Home Cleaning **748-7994**
Serving seniors islandwide www.palolohome.org

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

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. Home care agencies are not currently

Elder Abuse Justice Unit **768-7536**
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.
1060 Richards St. Honolulu 96813

Senior Medicare Patrol - SMP Program **586-7281**
Volunteers trained to give presentations www4.hawaii.gov/eoa/programs
about Medicare/Medicaid waste, fraud, abuse, and provide counseling on how to read medical statements.

Honolulu Police Department **723-3704**
White Collar Crime - Criminal Investigation Div. **723-3609**
Investigates telemarketing or investment fraud. www.honolulu.gov
801 S. Beretania St. CID Honolulu 96813

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

National Fraud Information Center www.fraud.org
Information referral services for telemarketing and internet fraud.

Senior Medicare Patrol (SMP Hawaii) **586-7281**
Volunteers trained to give presentations about Medicare/Medicaid waste, fraud, abuse, and provide counseling on how to read medical statements. www.smphawaii.org

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

tion & Resource Guide, online at health.hawaii.gov/eoa/files/2013/04/Fraud.pdf, and available for borrow at Hawaii State Public Libraries with call number: H364.163Ha.

Better Business Bureau of Hawaii Inc. **536-6956**
Senior Scam Hotline **628-3950**
 1132 Bishop St. Suite 615 Honolulu 96813 www.hawaii.bbb.org

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

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 **587-3222**
 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 www.investing.hawaii.gov
 investment products, current scams, and how to avoid fraud.
Securities Fraud Hotline **587-2267**
 Call to report securities violations like fraud.

Direct Marketing Association **1-212-768-7277**
 Register your home address www.dmaconsumers.org/cgi/offmailinglist
 with DMA's Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as "junk mail") you receive.
 1111 19th St. NW Suite 1100 Washington, DC 20036

licensed by the state of Hawaii, but under legislation passed in 2009, will be required to be licensed in the future. Home care agency services are not covered by Medicare; services are private pay. To find home care agencies, see "Home Health Care" in the Yellow Pages.

Some home health agencies provide only Medicare covered services (doctor ordered, usually for short-term after hospitalization) while others will provide **private duty services** (private pay, usually for long-term). For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive on-going services, typically a minimum of once or twice a week. Some offer temporary respite, live-in care, and/or travel assistance/escort. The lowest level of care typically starts at \$18-24 an hour and includes services such as companionship, housekeeping, and light meal preparation provided by staff often referred to as "companion aides" or "home helpers."

Rates are higher when hands-on services such as help with transferring, bathing, and toileting are provided by specially trained staff, usually by "personal care assistants," "home health aides" or Certified Nursing Assistants (CNA). Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost \$35-60 an hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (page 32) which is a more affordable option.

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

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

Home Health Agencies - Medicare covered services only

Kaiser Home Health Agency **432-5688**
 2828 Paa St. #2048 Honolulu 96819

Prime Care Services of Hawaii, Inc. **531-0050**
 3375 Koapaka St. Suite I-570 www.primecarehawaii.com
 Honolulu 96819

Wahiawa General Hospital Home Health **621-4438**
Serves Mililani to North Shore area. www.wahiawageneral.org
128 Lehua St. Wahiawa 96786

Home Health Agencies - Medicare covered & private duty

Bayada Home Health Care **591-6050**
615 Piikoi St. Suite 600 www.bayadahomehealth.com
Honolulu 96814

CareResource Hawaii **599-4999**
680 Iwilei Rd. Suite 660 Honolulu 96817 www.careresourcehawaii.org

Castle Home Care (Medicare covered) **263-5077**
Castle Personal Care (Private duty) **263-5078**
46-001 Kamehameha Hwy. www.castlemed.com
Suite 212 Kaneohe 96744

Kokua Nurses Home Health **594-2326**
1210 Artesian St. Ste. 201 Hon. 96826 www.hawaiiinursinghomes.com

Home Health Agencies - Private duty services only

Arcadia Home Health Services **440-3041**
1660 S. Beretania St. Room 203 Honolulu 96826 www.arcadia-hi.org

Arcadia At Home **983-5929**
Ability to stay in your own home www.arcadia.org

Attention Plus Care **739-2811**
1580 Makaloa St. Suite 1060 Honolulu 96814 www.attentionplus.com

Lou's Quality Home Health Care Services, LLC **623-7109 or 754-3934**
95-212 Wailawa St. Mililani 96789 www.lousqualcare.com

Mastercare Homecare & Healthcare **597-1564**
1314 S. King St. Suite 410 Honolulu 96814

Oahu Home Healthcare, LLC **492-1403**
1301 Young St. 2nd Floor Honolulu 96813

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

Public Health Nurses

The Public Health Nursing Branch provides services by registered nurses: a) Statewide home visiting for frail, vulnerable elders with complex health conditions and limited resources, b) health consultation to groups and organizations on emergency preparedness, control of communicable disease, and health and wellness related to elders. Online at: health.hawaii.gov/phnb/

Department of Health, Public Health Nursing Branch

Administration **832-3773**

1700 Lanakila Ave. Room 201 Honolulu 96817

Central Oahu **453-6190**

860 Fourth St. Room 130 Pearl City 96782

Leeward **675-0073**

94-275 Mokuola St. Room 101 Waipahu 96797

East Honolulu **733-9220**

3627 Kilauea Ave. Room 311 Honolulu 96816

West Honolulu **832-5757**

1700 Lanakila Ave. Room 201 Honolulu 96816

Windward **233-5450**

45-691 Keaahala Rd. Kaneohe 96744

Income Security

Government, social service agencies, and businesses may provide assistance to protect, maintain, and supplement your income. Homeowners may want to consider housesharing, home equity loans, or reverse mortgages.

Consumer Assistance & Protection

For information from the Federal Trade Commission on identity theft, visit www.consumer.gov/idtheft. Also refer to **Hawaii's Fraud Preven-**

Hawaii State Hospital **247-2191**
45-710 Keaahala Rd. Kaneohe 96744 www.hawaii.gov/health

Kahi Mohala Behavioral Health **671-8511**
24 Hour Call Center **677-2512**
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 www.kahimohala.org

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

Queen's Medical Center
Queen's Counseling services **691-4401**
Day treatment and counseling to
promote spiritual, physical, and mental needs.
1374 Nuuanu Ave. Honolulu 96817 www.queensmedicalcenter.net

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

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

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

Prescription Drugs & Medications

Also see **Medicare & Medicaid** (page 49). To check credentials of
online pharmacies, go to the National Association of Boards of Pharmacy
at www.nabp.net.

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

Safe Harbor Homecare, INC. **488-8826**
99-080 Kauhale St. Suite C-16 Aiea 96701

Wilson Homecare **596-4486**
1221 Kapiolani Blvd. Suite 940 www.wilsonhomecare.net
Honolulu 96814

Personal Care

Health-related services provided in the home, including bathing and
grooming. Also see **Home Health Agencies** (page 42) and "Home
Health" in the Yellow Pages for more agencies. For hospice eligible
clients, see **Hospice** (page 40).

St. Francis Health Services for Senior Citizens **547-6121**
Bathing service for frail seniors 60 years and older in their home.
2228 Liliha St. #408 Honolulu 96817

Health Care

Health & Safety Education

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

Also see **Exercise for Frail Seniors** (page 31), **Support Groups**
(page 36), **Education** (page 26), and **Caregiver Education** (page 28).

Alzheimer's Association **591-2771**
Maintain Your Brain: How to live a brain www.alz.org/Hawaii
healthy lifestyle.

Arthritis Foundation, Hawaii Branch **596-2900**
Free arthritis education and wellness brochures. www.arthritis.org

CFS Gerontology Program 543-8468

Child & Family Service www.childandfamilyservice.org
 Chronic Disease Self-Management Program
 91-1841 Ft. Weaver Rd. Ewa Beach 96706

Department of Emergency Management 723-8960

(Formally Oahu Civil Defense) www.oahudem.org
 Classes on emergency preparedness.
 650 S. King St. Basement Honolulu 96813

Kokua Kalihi Valley (KKV) Elderly Services 848-0977

Health Maintenance Program www.kkv.net
 For elders residing in Kalihi Valley.

Honolulu Police Department 723-3475

Community Affairs www.honolulupd.org
 Crime prevention and safety tips.
 801 S. Beretania St. Honolulu 96813

Kaiser Permanente 432-2260

Senior Summit Lecture Series www.kaiserpermanente.org
 1010 Pensacola St. Honolulu 96814

Kapiolani Women's Health Center 535-7000

Women's health classes www.kapiolani.org

Project Dana Home Safety Program 945-3736

Home is assessed to identify hazards to www.projectdana.org
 frail elders; provides safety education
 and recommendations.

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, clinic, or look under "Physicians" in the Yellow pages.

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 look in the Yellow Pages under "Medical Equipment" or "Medical Supplies" and ask if they accept Medicare. 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 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 or primary care physician for referrals. Also see "Counselors," "Psychologists," "Psychotherapists," and "Physicians - Psychiatrists" in the Yellow Pages.

Adult Mental Health Division 586-4686

Access and Crisis Line 832-3100

Department of Health www.amhd.org
 1250 Punchbowl St. Honolulu 96813

Counseling & Spiritual Care Center of Hawaii 545-2740

1020 S. Beretania St. Honolulu 96814 www.cscch.org

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. Contact the Social Security Administration three months before you turn 65 or become eligible for Medicare, otherwise you may have to pay a penalty or delay your coverage if you miss your initial enrollment period.

Medicaid is a State-administered health insurance program for persons with 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 QUEST managed-care programs.

Centers for Medicare & Medicaid Services

Medicare Hotline **1-800-633-4227**
 Online information on Medicare & Medicaid. www.medicare.gov

Executive Office on Aging www.hawaiiadrc.org
Hawaii SHIP (formerly Sage PLUS) **586-7299**
 Medicare health insurance **toll free 1-888-875-9229**
 counseling. www.hawaiiiship.org
Senior Medicare Patrol (SMP) **586-7281**
 Volunteers trained to give presentations **toll free 1-800-296-9422**
 about Medicare/Medicaid fraud, waste,
 abuse and provide counseling on how to read
 medical statements.

Med-QUEST Division www.med-quest.us
Honolulu **587-3521**
 801 Dillingham Blvd. 3rd Floor
Kapolei **692-7364**
 601 Kamokila Blvd. Room 415

Medical Equipment

Medical equipment also known as **durable medical equipment (DME)** includes items such as walkers, wheelchairs, and hospital beds.

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

Cancer Information Service **1-800-422-6237**
 National Cancer Institute www.cancer.gov

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

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

Seniors EyeCare Program www.eyecareamerica.org
 Website only

CDC Information **1-800-232-4636**
 Centers for Disease Control & Prevention www.cdc.gov

Medical & Dental Clinics

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

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

Dept. of Health - Lanakila Health Center
 1700 Lanakila Ave. Honolulu 96817 www.hawaii.gov/health

Dental Clinics **832-5710**

Priority to Medicaid eligible persons.

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 service
 for residents of Kalihi Valley. www.kkv.net

Main clinic **791-9400**

2239 N. School St. Honolulu 96819

KKV Elder Center **848-0977**

1846 Gulick Ave. Honolulu 96819

Koolauloa Community Health & Wellness Center www.koolauloachc.org

Hauula **293-9216**

54-316 Kamehameha Hwy. Hauula 96717

Kahuku **293-9231**

56-119 Pualalea St. Kahuku 96731

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 **691-8877**
 550 S. Beretania St. #601 Honolulu 96813 www.queens.org

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

Waianae Coast Comprehensive Health Center **696-7081**
 86-260 Farrington Hwy. Waianae 96792 www.wcchc.com

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

Waimanalo Health Center **259-7948**
 41-1347 Kalaniana'ole Hwy. Waimanalo 96795 www.waimanalohc.org

Medicare & Medicaid

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

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

Part B, Doctor visits, outpatient, and other medical care - 2015 monthly premium is \$104.90 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.