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
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

Frequently Called Government Numbers

GOVERNMENT NUMBERS

City & County of Honolulu

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<tbody>
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</tr>
<tr>
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<td>TTY 768-3489</td>
</tr>
<tr>
<td>(Information)</td>
<td>768-4385</td>
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<tr>
<td>(Complaints)</td>
<td>768-4381</td>
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<tr>
<td>Driver’s License &amp; Motor Vehicle Information</td>
<td>532-7700</td>
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<tr>
<td>Elderly Affairs Division</td>
<td>768-7705</td>
</tr>
<tr>
<td>Senior Helpline</td>
<td>768-7700</td>
</tr>
<tr>
<td>Mayor’s Office</td>
<td>768-4141</td>
</tr>
<tr>
<td>People’s Open Markets</td>
<td>522-7088</td>
</tr>
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<td>Voting Information</td>
<td>768-3800</td>
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<td>586-4400</td>
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<tr>
<td>Public Assistance Information Line</td>
<td>643-1643</td>
</tr>
<tr>
<td>Executive Office on Aging</td>
<td>586-0100</td>
</tr>
<tr>
<td>Governor’s Office of Information</td>
<td>586-0221</td>
</tr>
<tr>
<td>Med-QUEST</td>
<td>587-3521/692-7364</td>
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<tr>
<td>Mental Health Services Eligibility Line</td>
<td>643-2643</td>
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<td>State Employees Retirement System</td>
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<td>State Identification</td>
<td>532-7730</td>
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<td>State Tax Information</td>
<td>587-4242</td>
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<tr>
<td>Federal Information Center</td>
<td>1-800-688-9889</td>
</tr>
<tr>
<td>TTY 1-800-326-2996</td>
<td></td>
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<tr>
<td>Internal Revenue Service (IRS)</td>
<td>1-800-829-1040</td>
</tr>
<tr>
<td>Medicare Hotline</td>
<td>1-800-633-4227</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>1-800-772-1213</td>
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</table>
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,

Richard Wacker
President and CEO
American Saving Bank
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### American Savings Bank Branches

- **McCULLY**
  - 973-2045
  - 1806 South King Street
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **MILILANI**
  - 623-3300
  - 95-221 Kipapa Drive, Bldg. F
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **MILILANI TOWN CENTER**
  - 623-2878
  - 95-1249 Meheula Parkway, B-9
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **NANAKULI SACK N SAVE**
  - 673-6600
  - 87-2070 Farrington Highway
  - Mon. - Fri. 10 a.m. - 7 p.m.
  - Sat./Sun./Hol. 10 a.m. - 3 p.m.
- **PEARL CITY**
  - 455-4138
  - 850 Kamehameha Highway Suite 164
  - Mon. - Thu. 8 a.m. - 5 p.m.
  - Fri. 8 a.m. - 6 p.m.
- **PEARL CITY FOODLAND**
  - 453-2860
  - 1089 Waimano Home Road
  - Mon. - Fri. 10 a.m. - 7 p.m.
  - Sat./Sun./Hol. 10 a.m. - 3 p.m.
- **PEARL CITY WALMART**
  - 453-2070
  - 1131 Kuualii Street
  - Mon. - Fri. 10 a.m. - 7 p.m.
  - Sat./Sun./Hol. 10 a.m. - 3 p.m.
- **PEARL RIDGE**
  - 483-2455
  - 98-200 Kamehameha Highway
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **QUEEN-WARD**
  - 594-4480
  - 629 Queen Street
  - Mon. - Fri. 9 a.m. - 6 p.m.
- **SALT LAKE SHOPPING CENTER**
  - 833-2751
  - 848 Ala Liliokii Street, Suite 103
  - Mon. - Fri. 9 a.m. - 6 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.
- **UH CAMPUS**
  - 973-6211
  - 2445 Campus Road Hemenway Hall
  - Mon. - Thu. 8 a.m. - 4 p.m.
  - Fri. 8 a.m. - 5 p.m.
- **WAHIAWA**
  - 622-4179
  - 649 California Avenue
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **WAHIAWA FOODLAND**
  - 453-2860
  - 86-120 Farrington Highway
  - Mon. - Fri. 8 a.m. - 6 p.m.
  - Sat. 9 a.m. - 1 p.m.
- **WAIPAHU**
  - 671-1716
  - 94-060 Farrington Highway
  - Mon. - Fri. 9 a.m. - 6 p.m.
  - Sat./Sun. 9 a.m. - 3 p.m.
- **WAIPIO GENTRY FOODLAND**
  - 673-2601
  - 94-1040 Wai'pio Uka Uka
  - Mon. - Fri. 10 a.m. - 7 p.m.
  - Sat./Sun./Hol. 10 a.m. - 3 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.
- **WAIKEHAU**
  - 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.
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.

**KAIULU**
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 Waialae 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.

**EAWA**
685-4618
91-1101 Keaunui Drive
Mon. - Fri. 9 a.m. - 7 p.m.
Sat. 9 a.m. - 1 p.m.

**KALIHI**
846-4600
1851 North King Street
Mon. - Fri. 9 a.m. - 7 p.m.
Sat. 9 a.m. - 1 p.m.

**HIVEIWA**
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.

**LILIHA**
526-0002
1425 Lilina 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.

**KANEHO**
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 Pilikoi Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat./Sun./Hol. 9 a.m. - 3 p.m.

**Hawaii Kai**
395-2308
333 Kealohalani Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat 9 a.m. - 1 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.

**KAHULA**
733-2900
4211 Waialae Avenue
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 3 p.m.

**KAPIOLANI**
946-2802
2833 Kapiolani Boulevard
Mon. - Fri. 9 a.m. - 6 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**MARKET CITY FOODLAND**
733-6655
2939 Harding Avenue
Mon. - Fri. 9 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:
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/boa/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.

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 & 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:

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

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
Piliolo 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 Kinoole 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

Get a more detailed hospital discharge checklist online at:
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 therapeu-
tic 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, Hospital Discharge

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 45.

Online information:
Mountain-Pacific QIO Home Safety Checklist
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
other 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.
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 Kaliihi 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/hawaii
Grant and loan program for very low-income and rural homeowners 62 years and older.
99-193 Aiea Heights Dr. Suite 156 Aiea 96701
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
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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
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

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

Aloha Nursing & Rehab Centre 247-2220
45-545 Kamehameha Hwy. Kaneohe 96744

Ann Pearl Nursing Facility 247-8558
45-181 Waikalua Rd. Kaneohe 96744

Avalon Care Center - Honolulu 847-4834
1930 Kamehameha IV Rd. Honolulu 96819

Convalescent Center of Honolulu 531-5302
1900 Bachelot St. Honolulu 96817

Crawford’s Convalescent Home 638-8514
58-130 Kamehameha Hwy. Haleiwa 96712

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

Hale Malamalama
6163 Summer St. Honolulu 96821
396-0537

Hale Nani Rehabilitation & Nursing Center
1677 Pensacola St. Honolulu 96822
537-3371 www.avalonhci.com

Hale Ola Kino
The Health Center at One Kalakaua
1314 Kalakaua Ave. 2nd Floor Honolulu 96826
983-4444 www.haleolakino.com

H. & J. Weinberg Care Center at Pohai Nani
45-090 Namoku St. Kaneohe 96744
236-7823 www.pohainani.org

Hiolani Care Center at Kahala Nui
4389 Malia St. Honolulu 96821
218-7000 www.kahalanui.com

Island Nursing Home
1205 Alexander St. Honolulu 96826
946-5027

Ka Punawai Ola
575 Farrington Hwy. Kapolei 96707
674-9262 www.lcca.com

Kahuku Medical Center
56-117 Pualalea St. Kahuku 96731
293-9221 www.kahuku.hhsc.org

Kaiser FH Malama Ohana Nursing & Rehab Ctr
3288 Moanalua Rd. Honolulu 96819
432-7737

Kuakini Geriatric Care
347 N. Kuakini St. Honolulu 96817
547-9741 www.kuakini.org

Leahi Hospital Nursing Home
3675 Kilauea Ave. Honolulu 96816
733-8000 www.leahi.hhsc.org

Leeward Integrated Health Services
84-390 Jade St. Waianae 96792
695-9508 www.lihshawaii.com
BASIC NEEDS - HOUSING  
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.hawaiinursinghomes.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.hawaiinursinghomes.com

Pu’uawai ‘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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Residential Care Homes & Foster Homes

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
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
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Retirement & Assisted Living Residences

15 Craigside 533-5416
Independent living, assisted living, memory care, www.arcadia-hi.org
skilled nursing and rehab available.
15 Craigside Pl. Honolulu 96817

Arcadia Retirement Residence 533-5416
Independent living, assisted living, memory care, www.arcadia-hi.org
skilled nursing and rehab available.
1434 Punahou St. Honolulu 96822

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 395-9599
Assisted Living Community 396-0720
428 Kawaihae St. Honolulu 96825 www.hawaiikai1.com

Kahalu Nui Life Care 218-7200
Retirement Community www.kahalanui.com
Hiolanli skilled nursing and dementia care facility on site.
4389 Malia St. Honolulu 96821

Oceanside Hawaii Assisted Living 293-1100
Overnight respite available. www.oceansidehawaii.com
53-594 Kamehameha Hwy. Hauula 96717

One Kalakaua Senior Living 983-4400
Contact front desk for availability of rentals.
1314 Kalakaua Ave. Honolulu 96826

The Plaza 792-8800
Punchbowl
918 Lunalilo St. Honolulu 96822
Millani 626-8807
95-1050 Ukuwai St. Millani 96789

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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.aarppersafetys.org/.

Driver’s License & Motor Vehicle 532-7700
Division of Motor Vehicles & Licensing www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program 544-3310
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.

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Maluhia Adult Day Health Center ........................34
Mastercare Homecare & Healthcare ..................44

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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

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Driver’s License & Motor Vehicle 532-7700
Division of Motor Vehicles & Licensing www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program 544-3310
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

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

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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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COMMUNITY SERVICES

**TheHandi-Van - Oahu Transit Services, Inc.**
For persons with disabilities who are unable to use TheBus.

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

**TheHandi-Van Eligibility Center**
Application involves interview/assessment at their office.
1100 Ward Ave. Suite 835 Honolulu 96814

**Community Services**

**Information & Referral**

- **Action Line** 591-0222
  Weekdays 11 a.m. to 1 p.m.
  c/o KHON2 88 Piikoi St. Honolulu 96814
  www.khon2.com

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

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

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

- **National Eldercare Locator** 1-877-222-6551
  Neighbor islands call toll free number.
  1132 Bishop St. Suite 615 Honolulu 96813
  www.eldercare.gov

- **Elderly Affairs Helpline** 768-7700
  Elderly Affairs Division
  www.elderlyaffairs.com
  Telephone and personal consultation, information
  and referral to services, outreach, speakers, and brochures.
**Personal Identification**

**Alzheimer’s Association** 1-888-572-8566
Safe Return+MediAlert www.alz.org/Hawaii
Nationwide emergency response service for individuals with dementia who wander or have a medical emergency.

**MediAlert** 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 Kalanianaole 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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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
Lanakila Multi-Purpose Senior Center www.catholiccharitieshawaii.com
1640 Lanakila Ave. Honolulu 96817

Kaneohe Community & Senior Center
45-613 Puohala St. Kaneohe 96744

Kapahulu Center
3410 Campbell Ave. Honolulu 96815

Makua Alii Senior Center
Department of Parks & Recreation www.honolulu.gov/parks
1541 Kalakaua Ave. Box 3 Honolulu 96826

Moiliili Senior Center
Moiliili Community Center www.moiliilicc.org
Serving seniors from Hawaii Kai to Makiki. Special group program also available for frail elders.
2535 S. King St. Honolulu 96826

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

Waikiki Community Center
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.
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
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Catholic Charities Hawaii
Volunteers provide friendly visits, escort services, and transportation to seniors. Also seeking volunteer pharmacists to provide medication presentations and medication screenings.

CFS Gerontology Program
Child & Family Service Seeking volunteers to enhance the quality of seniors’ lives. 91-1841 Ft. Weaver Rd. Ewa Beach 96706

Department of Human Services
Adult & Community Service Branch www.hawaii.gov/dhs
Foster Grandparent Program 832-5169 For income-eligible persons 55 years and older interested in serving children with special needs in schools.
Senior Companion Program 832-0340 For income-eligible persons 55 years and older interested in serving frail seniors.

Honolulu Community College Emeritus College 845-9296

Long Term Care Ombudsman 586-0100 Executive Office on Aging www.adrchawaii.org Volunteers advocate for residents in long term care facilities.

Project Dana 945-3736 Volunteers provide services to frail seniors. www.projectdana.org 902 University Ave. Honolulu 96826

RSVP Volunteer Program 768-7700 Elderly Affairs Division Volunteer opportunities for persons 55 years and older. 715 S. King St. Suite 211 Honolulu 96813

Waikiki Friendly Neighbors 926-8032 Volunteers provide services to frail seniors residing in Waikiki. www.waikikihc.org 935 Makahiki Way Honolulu 96826
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:

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 wwwlibrarieshawaii.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 Continuing Education and Training 734-9211
Non-credit courses for enrichment, professional development and/or re-careering.

Leeward Community College 455-0477
Office of Continuing Education & Workforce Development
96-045 Ala Ike St. CE-101 Pearl City 96782

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Family Support

The following are providers that promote quality of life by supplementing the care for frail elders that is generally provided by families.

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

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

Medical insurance (such as Medicare) will usually only cover skilled nursing care (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 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 seniors, caregivers, businesses, and physicians.

Ohana Caregivers www.ctahr.hawaii.edu/ohanacaregivers
Web-based information and resources for family caregivers.

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American Diabetes Association .......................................37
American Foundation for the Blind ...................................63
American Heart Association ..............................................37
American Lung Association of Hawaii ...............................37
Partners in Development Foundation 524-7633
Tutu and Me traveling preschool at community 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 Family Caregivers of all Era Veterans.
VA Crisis Line 1-800-273-8255
www.veteranscrisisline.net/

Veterans Service Center 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.
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Caregiver Support Line 1-855-260-3274
Support, education and information for Family Caregivers of all Era Veterans.
VA Crisis Line 1-800-273-8255
www.veteranscrisisline.net/

Veterans

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

<table>
<thead>
<tr>
<th>Life Foundation</th>
<th>521-2437</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case management and support services for people with HIV/AIDS.</td>
<td></td>
</tr>
<tr>
<td>677 Ala Moana Blvd. #226 Honolulu 96813</td>
<td><a href="http://www.lifefoundation.org">www.lifefoundation.org</a></td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Kupuna Monitoring Systems, Inc.</th>
<th>721-1201</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landline, cellular, and Mobile-GPS medical alert, Fall Detector pendant, and medication dispensing system. Statewide service.</td>
<td></td>
</tr>
<tr>
<td>98-030 Hekaha St. Unit 4 Aiea 96701</td>
<td><a href="http://www.kupunamonitoring.com">www.kupunamonitoring.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lifeline Hawaii Services</th>
<th>1-888-409-8449</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statewide service.</td>
<td><a href="http://www.lifelinehawaiiservices.com">www.lifelinehawaiiservices.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Queen’s Lifeline</th>
<th>691-4526</th>
</tr>
</thead>
<tbody>
<tr>
<td>1301 Punchbowl St. Honolulu 96813</td>
<td><a href="http://www.queens.org">www.queens.org</a></td>
</tr>
</tbody>
</table>

**Escort**

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

<table>
<thead>
<tr>
<th>Catholic Charities Hawaii</th>
<th>527-4777</th>
</tr>
</thead>
<tbody>
<tr>
<td>Escort assistance for seniors.</td>
<td><a href="http://www.catholiccharitieshawaii.org">www.catholiccharitieshawaii.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project Dana</th>
<th>945-3736</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door-to-door transportation and/or escort assistance for frail elders.</td>
<td><a href="http://www.projectdana.org">www.projectdana.org</a></td>
</tr>
</tbody>
</table>

**OTHER GROUPS**

<table>
<thead>
<tr>
<th>PACT Family Peace Center</th>
<th>832-0855</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Hotline</td>
<td>585-7944</td>
</tr>
<tr>
<td>Group counseling for domestic violence and batterers, victims, and child witnesses.</td>
<td><a href="http://www.pacthawaii.org">www.pacthawaii.org</a></td>
</tr>
<tr>
<td>1505 Dillingham Blvd. Suite 208 Honolulu 96817</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CFS Gerontology Program - REACH</th>
<th>543-8468</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child &amp; Family Service</td>
<td><a href="http://www.childandfamilyservice.org">www.childandfamilyservice.org</a></td>
</tr>
<tr>
<td>Prevention and Case Management for those at risk of Abuse.</td>
<td></td>
</tr>
<tr>
<td>91-1841 Ft. Weaver Rd. Ewa Beach 96706</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Sex Abuse Treatment Center</th>
<th>535-7600</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support for victims of sexual assault. 24 hr Hotline 524-7273</td>
<td><a href="http://www.satchawaii.com">www.satchawaii.com</a></td>
</tr>
<tr>
<td>Harbor Court, 55 Merchant St. 22nd Floor Honolulu 96813</td>
<td></td>
</tr>
</tbody>
</table>

**Grandparents**


<table>
<thead>
<tr>
<th>Hawaii Family Services, Inc.</th>
<th>696-3482</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs for grandparents raising grandchildren in Waianae/Leeward area.</td>
<td></td>
</tr>
<tr>
<td>87-227 St. John’s Rd. Waianae 96792</td>
<td></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>PATCH</th>
<th>839-1988</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Attentive to Children</td>
<td><a href="http://www.patchhawaii.org">www.patchhawaii.org</a></td>
</tr>
<tr>
<td>Child care resource and referral agency.</td>
<td></td>
</tr>
<tr>
<td>560 N. Nimitz Hwy. Suite 218 Honolulu 96817</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Queen Liliuokalani Children’s Center</th>
<th>235-7613</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support group for grandparents &amp; relative caregivers of minors.</td>
<td><a href="http://www.qlcc.org">www.qlcc.org</a></td>
</tr>
<tr>
<td>46-316 Haiku Rd. Kaneohe 96744</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Parent Line</th>
<th>526-1222</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support and information for grandparents, parents, and other child caregivers.</td>
<td><a href="http://www.theparentline.org">www.theparentline.org</a></td>
</tr>
<tr>
<td>P.O. Box 3102 Honolulu 96802</td>
<td>1-800-816-1222</td>
</tr>
</tbody>
</table>
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 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 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 of people with disabilities into Parks and Recreation programs.
1000 Uluohia St. Suite 309 Kapolei 96707

Kokua Kaliihi Valley (KKV) Elderly Services
Health Maintenance Program 848-0977
For elders residing in Kaliihi Valley.

KKV Elder Center
1846 Gulick Ave. Honolulu 96819

KPT Community Hall
1475 Linapuni St. Honolulu 96819

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

Kaimuki 737-5544
4835 Kilauea Ave. Honolulu 96816

Windward 261-0808
1200 Kailua Rd. Kailua 96734
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.

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. accesstoinddependence.org

Aloha Independent Living Hawaii 1-800-385-2454
P.O. Box 283 Pearl City 96782 www.alohalhhawaii.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
Pacifi c Basin Rehabilitation and Research Center TTY 692-1370
Research, training, technical assistance, evaluation for persons with disabilities. manoa.hawaii.edu/pbrtct
677 Ala Moana Blvd. #202 Honolulu 96813
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

Deaf/Hard-of-Hearing

Aloha State Association of the Deaf
Non-profit association of and for deaf citizens.

American Sign Language Interpreter
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

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

Telecommunications Relay Service (TRS)
TRI 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.

University of Hawaii School of Medicine
Speech hearing clinic manoa.hawaii.edu/csd/uhshc
677 Ala Moana Blvd. #202 Honolulu 96813
FAMILY SUPPORT

**Adult Day Care & Day Health**

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunalilo Adult Day Care Center</td>
<td>395-4065</td>
<td>501 Kekauluohi St. Honolulu 96825</td>
<td><a href="http://www.lunalilo.org">www.lunalilo.org</a></td>
</tr>
<tr>
<td>Maluhia Adult Day Health Center</td>
<td>832-6130</td>
<td>Day Health only, no Day Care. 1027 Hala Dr. Honolulu 96817</td>
<td><a href="http://www.hhsc.org/oahu/maluhia">www.hhsc.org/oahu/maluhia</a></td>
</tr>
<tr>
<td>Mililani Hongwanji</td>
<td>542-9073</td>
<td>95-257 Kaloapau St. Mililani 96789</td>
<td></td>
</tr>
<tr>
<td>Nanakuli Hale</td>
<td>542-9073</td>
<td>89-188 Farrington Hwy. Waianae 96792</td>
<td></td>
</tr>
<tr>
<td>Palolo Chinese Home</td>
<td>748-4907</td>
<td>Open to all, 7 days a week. 2459 10th Ave. Honolulu 96816</td>
<td><a href="http://www.PaloloHome.org">www.PaloloHome.org</a></td>
</tr>
<tr>
<td>Pearl City Hale</td>
<td>456-4490</td>
<td>858 Second St. Pearl City 96782</td>
<td><a href="http://www.wcchc.com">www.wcchc.com</a></td>
</tr>
<tr>
<td>Sakura House</td>
<td>536-1112</td>
<td>Bilingual (Japanese &amp; English) services. 1666 Mott Smith Dr. Honolulu 96822</td>
<td><a href="http://www.sakurahousehawaii.com">www.sakurahousehawaii.com</a></td>
</tr>
<tr>
<td>Salvation Army - Adult Day Health Services</td>
<td>521-6553</td>
<td>Also provides Day Care service. 296 N. Vineyard Blvd. Honolulu 96817</td>
<td><a href="http://www.hawaii.salvationarmy.org">www.hawaii.salvationarmy.org</a></td>
</tr>
<tr>
<td>Seagull Schools Adult Day Center</td>
<td>674-1160</td>
<td>Intergenerational activities provided. 91-531 Farrington Hwy. Kapolei 96707</td>
<td><a href="http://www.seagullschools.com">www.seagullschools.com</a></td>
</tr>
<tr>
<td>SECOH Senior Center</td>
<td>739-2745</td>
<td>708 Palekaua St. Honolulu 96816</td>
<td><a href="http://www.secoh.org">www.secoh.org</a></td>
</tr>
<tr>
<td>St. Francis Intergenerational ADC</td>
<td>734-0233</td>
<td>91-1758 Oohao St. Ewa Beach 96706</td>
<td><a href="http://www.stfrancishawaii.org/services/franciscan-adult-day-center">www.stfrancishawaii.org/services/franciscan-adult-day-center</a></td>
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**LEGAL, PERSONS WITH DISABILITIES**

**Taxes, Assistive Tech., Blind/Visually Impaired**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Tax Information</td>
<td>587-4242</td>
<td>1-800-222-3229</td>
<td><a href="http://www.hawaii.gov/tax">www.hawaii.gov/tax</a></td>
</tr>
<tr>
<td>Help with state tax information, questions,</td>
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<tr>
<td>billing notices, refunds, copy requests,</td>
<td></td>
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<tr>
<td>tax clearance, tax disability exemptions,</td>
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<tr>
<td>and other tax issues.</td>
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<td></td>
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<tr>
<td>Taxpayer Advocate Service</td>
<td>566-2950</td>
<td></td>
<td><a href="http://www.irs.gov/advocate">www.irs.gov/advocate</a></td>
</tr>
<tr>
<td>Handles taxpayer problems not resolved</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>through normal IRS channels.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSH2200 1099 Alakea St. Floor 22 Honolulu 96813</td>
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</table>

**Persons with Disabilities**

**Assistive Technology**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATRC</td>
<td>532-7110</td>
<td></td>
<td><a href="http://www.atrc.org">www.atrc.org</a></td>
</tr>
<tr>
<td>Assistive Technology</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Resource Centers of Hawaii</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax 739-5464</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSH2200 1099 Alakea St. Floor 22 Honolulu 96813</td>
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</tbody>
</table>

**Blind/Visually Impaired**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Address</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Foundation for the Blind</td>
<td></td>
<td></td>
<td><a href="http://www.afb.org/seniorsite">www.afb.org/seniorsite</a></td>
</tr>
<tr>
<td>Senior website</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hoopono</td>
<td>Voice/TTY 586-5269</td>
<td>Low Vision Clinic</td>
<td><a href="http://www.hawaiivr.org">www.hawaiivr.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1901 Bachelot St. Honolulu 96817</td>
<td></td>
</tr>
</tbody>
</table>
**LEGAL & ADVOCACY**

**Immigrant Assistance, Taxes**

**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 Kali 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

**FAMILY SUPPORT**

**Adult Day Care & Day Health, Respite - In Home**

**Waianae Coast Comprehensive Health**
Center Day Care Programs 542-9073
- **Helemano Hale**
  64-1488 Kamehameha Hwy. Wahiawa 96786
- **Millilani Hale**
  95-257 Kaloapai St. Millilani 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.stanthonysskailua.org

**Waikiki Friendly Neighbors** 926-8032
Services provided by volunteers. www.waikikihc.org
FAMILY SUPPORT

Medical - Other

This section lists other temporary relief for caregivers, including overnight stays in facilities. Plan reservations 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.halehoaloa.com

Palolo Chinese Home 737-2555
PCH Respite Center
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
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.
1050 Ala Moana Blvd. Bldg. Suite 2610 Honolulu 96814
www.alz.org/Hawaii

LEGAL & ADVOCACY

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

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.
545 Queen St. #100 Honolulu 96813
www.vlsh.org

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
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 Kililau 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 low-income residents to self-sufficiency.
723 C Umi St. Honolulu 96819
www.pacificgatewaycenter.org
## LEGAL & ADVOCACY

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health America of Hawaii</td>
<td>521-1846</td>
<td><a href="http://www.mentalhealth-hi.org">www.mentalhealth-hi.org</a></td>
</tr>
<tr>
<td>Office of the Public Guardian</td>
<td>534-6100</td>
<td></td>
</tr>
<tr>
<td>UHELP</td>
<td>956-6544</td>
<td><a href="http://www.hawaii.edu/uhelp">www.hawaii.edu/uhelp</a></td>
</tr>
<tr>
<td>Victim Witness Kokua Services</td>
<td>768-7400</td>
<td></td>
</tr>
<tr>
<td>Hawaii Immigrant Justice Center</td>
<td>536-8826</td>
<td><a href="http://www.hijcenter.org">www.hijcenter.org</a></td>
</tr>
<tr>
<td>Lawyer Referral &amp; Information Service</td>
<td>537-9140</td>
<td><a href="http://hawaiilawyerreferral.com">http://hawaiilawyerreferral.com</a></td>
</tr>
<tr>
<td>Legal Aid Society of Hawaii (LASH)</td>
<td>536-4302</td>
<td><a href="http://www.legalaidhawaii.org">www.legalaidhawaii.org</a></td>
</tr>
<tr>
<td>Affordable Lawyers Project</td>
<td>527-8027</td>
<td></td>
</tr>
<tr>
<td>American Heart Association &amp; American Stroke Association</td>
<td>538-7021</td>
<td><a href="http://www.americanheart.org">www.americanheart.org</a></td>
</tr>
<tr>
<td>American Lung Association of Hawaii</td>
<td>537-5966</td>
<td><a href="http://www.ala-hawaii.org">www.ala-hawaii.org</a></td>
</tr>
<tr>
<td>Castle Medical Center</td>
<td>263-5400</td>
<td><a href="http://www.castlemed.org">www.castlemed.org</a></td>
</tr>
<tr>
<td>Epilepsy Foundation of Hawaii</td>
<td>528-3058</td>
<td>toll free 1-866-528-3058 <a href="http://www.hawaiiepilepsy.com">www.hawaiiepilepsy.com</a></td>
</tr>
<tr>
<td>Hina Mauka</td>
<td>236-2600</td>
<td><a href="http://www.hinamauka.org">www.hinamauka.org</a></td>
</tr>
<tr>
<td>Kuakini Medical Center</td>
<td>547-9562</td>
<td></td>
</tr>
<tr>
<td>Hawaii Parkinson Association</td>
<td>528-0935</td>
<td><a href="http://www.parkinsonhawaii.org">www.parkinsonhawaii.org</a></td>
</tr>
<tr>
<td>Lupus Foundation of America - Hawaii</td>
<td>538-1522</td>
<td><a href="http://www.lupushawaii.org">www.lupushawaii.org</a></td>
</tr>
</tbody>
</table>

## FAMILY SUPPORT

### Support Groups

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Heart Association &amp; American Stroke Association</td>
<td>538-7021</td>
<td><a href="http://www.americanheart.org">www.americanheart.org</a></td>
</tr>
<tr>
<td>American Lung Association of Hawaii</td>
<td>537-5966</td>
<td><a href="http://www.ala-hawaii.org">www.ala-hawaii.org</a></td>
</tr>
<tr>
<td>Castle Medical Center</td>
<td>263-5400</td>
<td><a href="http://www.castlemed.org">www.castlemed.org</a></td>
</tr>
<tr>
<td>Epilepsy Foundation of Hawaii</td>
<td>528-3058</td>
<td>toll free 1-866-528-3058 <a href="http://www.hawaiiepilepsy.com">www.hawaiiepilepsy.com</a></td>
</tr>
<tr>
<td>Hina Mauka</td>
<td>236-2600</td>
<td><a href="http://www.hinamauka.org">www.hinamauka.org</a></td>
</tr>
<tr>
<td>Kuakini Medical Center</td>
<td>547-9562</td>
<td></td>
</tr>
<tr>
<td>Hawaii Parkinson Association</td>
<td>528-0935</td>
<td><a href="http://www.parkinsonhawaii.org">www.parkinsonhawaii.org</a></td>
</tr>
<tr>
<td>Lupus Foundation of America - Hawaii</td>
<td>538-1522</td>
<td><a href="http://www.lupushawaii.org">www.lupushawaii.org</a></td>
</tr>
</tbody>
</table>
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 848-0977
Caregiver Support Groups

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

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/ProSeIncap.pdf. This packet describes the steps necessary to establish guardianship of an incapacitated person.

Office of Health Care Assurance
Department of Health

Care Home complaints 692-7400
601 Kamokila Blvd. 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.hawaiidisabilityrights.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.
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.

Honolulu Community Action Program (HCAP) 521-4531
Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP).
Applications accepted only once a year. Call to find office near you.
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 Honolulu 96813 www.bristolhospice.com

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

Social Security & SSI

Supplemental Security Income (SSI) is a federal income supplement for very low income persons 65 years or older, blind, and/or disabled.
Social Security Administration 1-800-772-1213 Medicare, retirement, survivors, and disability benefits. www.socialsecurity.gov

Honolulu Office 300 Ala Moana Blvd. 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 832-5235
Department of Human Services www.hawaii.gov/dhs
Part-time employment and training program for income eligible persons 55 years and older.
420 Waiakamilo Rd. #202 Honolulu 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.
1164 Bishop St. Suite 1614 Honolulu 96813 www.cccsofhawaii.org

Consumer Credit Counseling Service of Hawaii 1-800-801-5999

Organ or Body Donation

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

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
Presents 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.honolulupd.org
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
575 Cooke St. Suite A #2208 Honolulu 96813
FAMILY SUPPORT - IN HOME ASSISTANCE
Home Health Agencies

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
Kaiser Home Health Agency
2828 Paa St. #2048 Honolulu 96819

Prime Care Services of Hawaii, Inc.
Prime Care Services of Hawaii, Inc.
3375 Koapaka St. Suite 1-570 Honolulu 96819
www.primecarehawaii.com

INCOME SECURITY
Consumer Assistance & Protection

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 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
### FAMILY SUPPORT - IN HOME ASSISTANCE

#### Home Health Agencies

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wahiawa General Hospital Home Health</td>
<td>621-4438</td>
<td>Serves Mililani to North Shore area. 128 Lehua St. Wahiawa 96786</td>
</tr>
</tbody>
</table>

#### Home Health Agencies - Medicare covered & private duty

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayada Home Health Care</td>
<td>591-6050</td>
<td>615 Piikoi St. Suite 600 Honolulu 96814</td>
</tr>
<tr>
<td>CareResource Hawaii</td>
<td>599-4999</td>
<td>680 Iwilei Rd. Suite 660 Honolulu 96817 sphere.hawaii.org</td>
</tr>
<tr>
<td>Castle Home Care (Medicare covered)</td>
<td>263-5077</td>
<td>46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744</td>
</tr>
<tr>
<td>Castle Personal Care (Private duty)</td>
<td>263-5078</td>
<td>46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744</td>
</tr>
<tr>
<td>Kokua Nurses Home Health</td>
<td>594-2326</td>
<td>1210 Artesian St. Ste. 201 Honolulu 96826</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arcadia Home Health Services</td>
<td>440-3041</td>
<td>1660 S. Beretania St. Room 203 Honolulu 96826</td>
</tr>
<tr>
<td>Arcadia At Home</td>
<td>983-5929</td>
<td>Ability to stay in your own home <a href="http://www.arcadia.org">www.arcadia.org</a></td>
</tr>
<tr>
<td>Attention Plus Care</td>
<td>739-2811</td>
<td>1580 Makaloa St. Suite 1060 Honolulu 96814</td>
</tr>
<tr>
<td>Lou’s Quality Home</td>
<td>623-7109 or 754-3934</td>
<td>Health Care Services, LLC 95-212 Wailawa St. Mililani 96789</td>
</tr>
<tr>
<td>Mastercare Homecare &amp; Healthcare</td>
<td>597-1564</td>
<td>1314 S. King St. Suite 410 Honolulu 96814</td>
</tr>
<tr>
<td>Oahu Home Healthcare, LLC</td>
<td>492-1403</td>
<td>1301 Young St. 2nd Floor Honolulu 96813</td>
</tr>
</tbody>
</table>

### HEALTH CARE, INCOME SECURITY

#### Medicare Part D

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-633-4227</td>
<td>For eligibility, information, and help choosing a plan call Hawaii SHIP at 586-7299. <a href="http://www.medicare.gov">www.medicare.gov</a></td>
</tr>
</tbody>
</table>

#### 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

<table>
<thead>
<tr>
<th>Branch</th>
<th>Phone</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Administration</td>
<td>832-3773</td>
<td>1700 Lanakila Ave. Room 201 Honolulu 96817</td>
</tr>
<tr>
<td>Central Oahu</td>
<td>453-6190</td>
<td>860 Fourth St. Room 130 Pearl City 96782</td>
</tr>
<tr>
<td>Leeward</td>
<td>675-0073</td>
<td>94-275 Mokuola St. Room 101 Waipahu 96797</td>
</tr>
<tr>
<td>East Honolulu</td>
<td>733-9220</td>
<td>3627 Kilauea Ave. Room 311 Honolulu 96816</td>
</tr>
<tr>
<td>West Honolulu</td>
<td>832-5757</td>
<td>1700 Lanakila Ave. Room 201 Honolulu 96816</td>
</tr>
<tr>
<td>Windward</td>
<td>233-5450</td>
<td>45-691 Keaahala Rd. Kaneohe 96744</td>
</tr>
</tbody>
</table>

### 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 Prevention.
HEALTH CARE

Mental Health Services, Prescription Assistance

<table>
<thead>
<tr>
<th>Hawaii State Hospital</th>
<th>247-2191</th>
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<tbody>
<tr>
<td>45-710 Keaahala Rd.</td>
<td></td>
</tr>
<tr>
<td>Kaneohe 96744</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.hawaii.gov/health">www.hawaii.gov/health</a></td>
<td></td>
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<table>
<thead>
<tr>
<th>Kahi Mohala Behavioral Health</th>
<th>671-8511</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Hour Call Center</td>
<td>677-2512</td>
</tr>
<tr>
<td>91-2301 Old Ft. Weaver Rd.</td>
<td></td>
</tr>
<tr>
<td>Ewa Beach 96706</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.kahimohala.org">www.kahimohala.org</a></td>
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<table>
<thead>
<tr>
<th>Mental Health America of Hawaii</th>
<th>521-1846</th>
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</thead>
<tbody>
<tr>
<td>For persons with mental health concerns</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.mentalhealth-hi.org">www.mentalhealth-hi.org</a></td>
<td></td>
</tr>
<tr>
<td>1124 Fort St. 205 Honolulu 96813</td>
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<table>
<thead>
<tr>
<th>Queen’s Medical Center</th>
<th>691-4401</th>
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<tbody>
<tr>
<td>Queen’s Counseling services</td>
<td></td>
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<tr>
<td>Day treatment and counseling to</td>
<td></td>
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<tr>
<td>promote spiritual, physical, and mental needs.</td>
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</tr>
<tr>
<td>1374 Nuuanu Ave. Honolulu 96817</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.queensmedicalcenter.net">www.queensmedicalcenter.net</a></td>
<td></td>
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<table>
<thead>
<tr>
<th>Safe Haven - Puuhonua</th>
<th>524-7233</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support and services for mentally ill homeless persons.</td>
<td></td>
</tr>
<tr>
<td>41 S. Beretania St. Honolulu 96813</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Samaritan Counseling Center Hawaii</th>
<th>545-2740</th>
</tr>
</thead>
<tbody>
<tr>
<td>1020 S. Beretania St. Honolulu 96814</td>
<td></td>
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<tr>
<td><a href="http://www.samaritancounselingcenterhawaii.org">www.samaritancounselingcenterhawaii.org</a></td>
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<table>
<thead>
<tr>
<th>Senior Behavioral Health Care Unit</th>
<th>621-4310</th>
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<tbody>
<tr>
<td>Wahiawa General Hospital</td>
<td></td>
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<tr>
<td><a href="http://www.wahiawageneral.org">www.wahiawageneral.org</a></td>
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<thead>
<tr>
<th>Prescription Drugs &amp; Medications</th>
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<tbody>
<tr>
<td>Also see Medicare &amp; Medicaid (page 49). To check credentials of online pharmacies, go to the National Association of Boards of Pharmacy at <a href="http://www.nabp.net">www.nabp.net</a>.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Partnership for Prescription Assistance</th>
<th>1-888-477-2669</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information on Patient Assistance Programs for</td>
<td></td>
</tr>
<tr>
<td>those who qualify.</td>
<td><a href="http://www.pparx.org">www.pparx.org</a></td>
</tr>
</tbody>
</table>

IN HOME ASSISTANCE, HEALTH CARE

Home Health, Personal Care, Health Education

<table>
<thead>
<tr>
<th>Safe Harbor Homecare, INC.</th>
<th>488-8826</th>
</tr>
</thead>
<tbody>
<tr>
<td>99-080 Kauhale St. Suite C-16</td>
<td>Aiea 96701</td>
</tr>
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<table>
<thead>
<tr>
<th>Wilson Homecare</th>
<th>596-4486</th>
</tr>
</thead>
<tbody>
<tr>
<td>1221 Kapiolani Blvd. Suite 940</td>
<td></td>
</tr>
<tr>
<td>Honolulu 96814</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.wilsonhomecare.net">www.wilsonhomecare.net</a></td>
<td></td>
</tr>
</tbody>
</table>

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 & 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 healthy lifestyle.

Arthritis Foundation, Hawaii Branch 596-2900

Free arthritis education and wellness brochures.
**HEALTH CARE**

**Health & Safety Education**

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

- **Department of Emergency Management**
  - (Formally Oahu Civil Defense)
  - www.oahudem.org
  - Classes on emergency preparedness.
  - 650 S. King St. Basement Honolulu 96813

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

- **Honolulu Police Department**
  - Community Affairs: 723-3475
  - Crime prevention and safety tips.
  - 801 S. Beretania St. Honolulu 96813

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

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

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

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

**HEALTH CARE**

**Medical Equipment, Mental Health Services**

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
  - 1250 Punchbowl St. Honolulu 96813
  - www.amhd.org

**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 counseling. toll free 1-888-875-9229 www.hawaiiship.org
Senior Medicare Patrol (SMP) 586-7281
Volunteers trained to give presentations 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.
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  832-5710
1700 Lanakila Ave. Honolulu 96817  www.hawaii.gov/health
Dental Clinics
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  691-4970
1301 Punchbowl St. Honolulu 96813  www.queens.org
Adult Medicine
Queen’s Medical Center Dental Clinic  691-4292

Queen’s Medical Center  691-8877
Geriatric Services
550 S. Beretania St #601 Honolulu 96813  www.queens.org

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

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 Kalanianaole 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.