

# Senior Information and Assistance Handbook



Elderly  
Affairs  
Division  
A G E S M A R T

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

July 2015 edition



## MESSAGE FROM MAYOR KIRK CALDWELL



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

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

This edition is available at Satellite City Halls, American Savings Bank branches on Oahu, and online at [www.elderlyaffairs.com](http://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.

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

Kirk Caldwell



**AMERICAN**  
Savings Bank

Aloha,

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

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

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

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

Malama Pono,

Richard Wacker  
President and CEO  
American Saving Bank



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Elderly  
Affairs  
Division  
A G E S M A R T

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

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

The Division coordinates advocacy efforts on behalf of elders, encourages partnerships to improve and expand services, and contracts with agencies to provide services to seniors and caregivers. The types of services contracted include:

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

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

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

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

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

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

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



## Area Agencies on Aging

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

(All of Hawaii's Agencies on Aging)

[www.hawaiiadrc.org](http://www.hawaiiadrc.org)

**643-2372**

### **Kauai Agency on Elderly Affairs**

**1-808-241-4470**

Piikoi Building

**FAX 1-808-241-5113**

4444 Rice St. Suite 330 Lihue 96766

[www.kauaiadrc.org](http://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](http://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](http://www.mauicountyadrc.org)

**To find other Area Agencies on Aging, call the**

**National Eldercare Locator**

**1-800-677-1116**

[www.eldercare.gov](http://www.eldercare.gov)

## State Unit on Aging

### **State Executive Office on Aging**

**586-0100**

No. 1 Capitol District

250 S. Hotel St. Suite 406 Honolulu 96813

[hawaii.gov/health/eoa/index.html](http://hawaii.gov/health/eoa/index.html)

# Basic Needs - Food

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

## Food Banks

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### **Hawaii Foodbank**

**836-3600**

For food assistance in your area, call 211. [www.hawaiifoodbank.org](http://www.hawaiifoodbank.org)

For information on senior programs, call 954-7889.

2611 Kilihau St. Honolulu 96819

## Meals

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Nutritious meals planned by a dietitian for pick-up, group dining or home-delivery. Some of the following organizations also provide therapeutic meals for low-sodium, low-fat, diabetic, or renal diets.

### **Alu Like, Inc.**

**535-6700**

Ke Ola Pono No Na Kupuna Project

[www.alulike.org](http://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](http://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](http://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](http://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

**Kupuna Wellness Center Sites (Lanakila Pacific)****Honolulu:**

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

**Leeward/Central:**

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

**Windward:**

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

**Lunalilo Meal Service****395-1000**

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

Hot lunches and chilled meals for dinner/weekend available.

501 Kekauluohi St. Honolulu 96825

[www.lunalilo.org](http://www.lunalilo.org)

**Palolo Chinese Home Meal Service****739-6031**

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

nearby areas. Frozen Meal Services: Convenient frozen meals available for delivery and pick-up.

2459 10th Ave. Honolulu 96816

[www.palolohome.org](http://www.palolohome.org)

# Basic Needs - Housing

Most older adults prefer to age in-place and many are able to live in their own homes with support (see **Family Support**, page 27). Some may choose to live with others in another type of residence for support, convenience, and/or socialization.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences and affordable senior apartments. These units have minimum age restrictions which typically range from 55 for retirement residences to 62 for low-income senior rentals.

For those who need help with activities of daily living, options may include **In Home Assistance** (page 41) or placement in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, placement in a Skilled Nursing or Intermediate Care Facility (also known as nursing homes), Expanded ARCH, or Foster Family Home, may be necessary.

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

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## Home Improvement

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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](http://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 &amp; Grant Prog.

[www.rurdev.usda.gov/hi](http://www.rurdev.usda.gov/hi)

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

99-193 Aiea Heights Dr. Suite 156 Aiea 96701

## **Household Goods**

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### **Helping Hands Hawaii**

**440-3800 or 536-7234**

Community Clearinghouse

[www.helpinghandshawaii.org](http://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](http://www.kaumakapili.org)

## **Housing Search & Information**

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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](http://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](http://www.catholiccharitieshawaii.org)

### **Hawaii Public Housing Authority**

**832-5960**

1002 N. School St. Honolulu 96813

[www.hcdch.hawaii.gov](http://www.hcdch.hawaii.gov)

### **Housing & Urban Development (HUD)**

**457-4662**

1132 Bishop St. Suite 1400 Honolulu 96813

[www.hud.gov](http://www.hud.gov)

### **Kulaokahua Senior Apartments**

**599-5759**

Transitional Senior Housing

1311 Ward Ave. Honolulu 96814

[www.hsiservices.net](http://www.hsiservices.net)

## **Homelessness & Shelters**

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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](http://humanservices.hawaii.gov/bessd/home/hp)

## BASIC NEEDS - HOUSING

### 14 Homeless Shelters, Nursing Facilities

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**Hope for New Beginnings Shelter** **696-5667**

Bldg. 50 Bealleau Woods St. Kapolei 96707

**Institute for Human Services (IHS)**

**Hawaii's Homeless Shelter**

[www.ihshawaii.org](http://www.ihshawaii.org)

**Women's Shelter**

**447-2900**

546 Kaahi St. Honolulu 96817

**Men's Shelter**

**447-2800**

350 Sumner St. Honolulu 96817

**Next Step Shelter - Waikiki Health**

**585-8800**

Pier 1, Honolulu 96813

[waikikihc.org/locations/nextstep](http://waikikihc.org/locations/nextstep)

## Nursing Facilities

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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](http://www.medicare.gov) click on "Find Nursing Homes."

**15 Craigside**

**523-7000**

15 Craigside Pl. Honolulu 96817

[www.15craigside.org](http://www.15craigside.org)

**Aloha Nursing & Rehab Centre**

**247-2220**

45-545 Kamehameha Hwy. Kaneohe 96744

[www.alohanursing.com](http://www.alohanursing.com)

**Ann Pearl Nursing Facility**

**247-8558**

45-181 Waikalua Rd. Kaneohe 96744

[www.annpearlnursing.com](http://www.annpearlnursing.com)

**Avalon Care Center - Honolulu**

**847-4834**

1930 Kamehameha IV Rd. Honolulu 96819

[www.avalonhci.com](http://www.avalonhci.com)

**Convalescent Center of Honolulu**

**531-5302**

1900 Bachelot St. Honolulu 96817

[www.ccoh.us](http://www.ccoh.us)

**Crawford's Convalescent Home**

**638-8514**

58-130 Kamehameha Hwy. Haleiwa 96712

# BASIC NEEDS - HOUSING

## Nursing Facilities

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

# BASIC NEEDS - HOUSING

## 16 Nursing Facilities

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**Liliha Healthcare Center** 537-9557

1814 Liliha St. Honolulu 96817

**Maluhia** 832-5874

1027 Hala Dr. Honolulu 96817 [www.maluhia.hhsc.org](http://www.maluhia.hhsc.org)

**Maunalani Nursing & Rehabilitation Center** 732-0771

5113 Maunalani Circle Honolulu 96816

**Nuuanu Hale** 595-6311

2900 Pali Hwy. Honolulu 96817

**Oahu Care Facility** 973-1900

1808 S. Beretania St. Honolulu 96826 [www.hawaiiinursinghomes.com](http://www.hawaiiinursinghomes.com)

**Palolo Chinese Home** 737-2555

2459 10th Ave. Honolulu 96816 [www.palolohome.org](http://www.palolohome.org)

**Pearl City Nursing Home** 453-1919

919 Lehua Ave. Pearl City 96782 [www.hawaiiinursinghomes.com](http://www.hawaiiinursinghomes.com)

**Pu'uwai 'O Makaha** 695-9508

84-390 Jade St. Waianae 96792 [www.ohanapacific.com](http://www.ohanapacific.com)

**U.S. Dept. of Veterans Affairs** 433-0218

**Pacific Islands Health Care System** [www.hawaii.va.gov](http://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](http://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



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](http://health.hawaii.gov/ohca) or [comties.com/hawaii.html](http://comties.com/hawaii.html).

**Office of Health Care Assurance**

**692-7400**

Department of Health

[health.hawaii.gov/ohca](http://health.hawaii.gov/ohca)

Visit website for a complete list of licensed care homes.

601 Kamokila Blvd. Room 361 Kapolei 96707

**Community Ties of America, Inc.**

**234-5380**

Adult Foster Home regulation.

[www.comties.com/hawaii.html](http://www.comties.com/hawaii.html)

45-955 Kamehameha Hwy. Suite 300 Kaneohe 96744

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**Retirement & Assisted Living Residences**

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**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

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### **15 Craigside**

Independent living, assisted living, memory care, skilled nursing and rehab available.  
15 Craigside Pl. Honolulu 96817

**533-5416**

[www.arcadia-hi.org](http://www.arcadia-hi.org)

### **Arcadia Retirement Residence**

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

**533-5416**

[www.arcadia-hi.org](http://www.arcadia-hi.org)

### **Good Samaritan Society**

#### **Pohai Nani**

45-090 Namoku St. Kaneohe 96744

**247-3448**

**toll free 1-866-247-3448**

[www.good-sam.com](http://www.good-sam.com)

### **Hawaii Kai Retirement and Assisted Living Community**

428 Kawaihae St. Honolulu 96825

**395-9599**

**396-0720**

[www.hawaiiikai1.com](http://www.hawaiiikai1.com)

### **Kahala Nui Life Care Retirement Community**

Hiolani skilled nursing and dementia care facility on site.  
4389 Malia St. Honolulu 96821

**218-7200**

[www.kahalanui.com](http://www.kahalanui.com)

### **Oceanside Hawaii Assisted Living**

Overnight respite available.  
53-594 Kamehameha Hwy. Hauula 96717

**293-1100**

[www.oceansidehawaii.com](http://www.oceansidehawaii.com)

### **One Kalakaua Senior Living**

Contact front desk for availability of rentals.  
1314 Kalakaua Ave. Honolulu 96826

**983-4400**

### **The Plaza**

Assisted living, memory care, and respite care.  
Independent living available at Punchbowl and Moanalua.

[www.plazaassistedliving.com](http://www.plazaassistedliving.com)

#### **Punchbowl**

918 Lunalilo St. Honolulu 96822

**792-8800**

#### **Mililani**

95-1050 Ukuwai St. Mililani 96789

**626-8807**

**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 & Pedestrian Information

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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](http://www.thehartford.com/talkwitholderdrivers) and the **AAA Foundation for Traffic Safety** at [www.seniordrivers.org](http://www.seniordrivers.org).

**AARP: Driver Safety Education****1-888-227-7669**

Refresher course for drivers 50 years & older. Learn about normal age-related changes and how to adjust your driving to allow for these changes. Classroom or online courses are available. To find nearest location, call or visit website: [www.aarpdriversafety.org/](http://www.aarpdriversafety.org/).

**Driver's License & Motor Vehicle****532-7700****Division of Motor Vehicles & Licensing**

Registration information.

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)**Rehab Hospital Driving Evaluation****544-3310****& Training Program**[www.rehabhospital.org](http://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

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

# BASIC NEEDS - TRANSPORTATION

## 20 Local Transportation & Passes

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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](http://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](http://www.catholiccharitieshawaii.org)

**Charley's Taxi and Limousine - MediCab** **531-1333**  
1451 S. King St. Suite 300 Honolulu 96814 [www.charleystaxi.com](http://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](http://health.hawaii.gov/dcab)

**TheBus - Oahu Transit Services, Inc.**  
811 Middle St. Honolulu 96819 [www.thebus.org](http://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**

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

For persons with disabilities who are unable to use TheBus.

**Customer Service, Reservations &****456-5555****Cancellations/Late Pick-Up****TTY 454-5054****TheHandi-Van Eligibility Center****538-0033**

Application involves interview/assessment at their office.

1100 Ward Ave. Suite 835 Honolulu 96814

# Community Services

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## Information & Referral

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**Action Line****591-0222**

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

[www.khon2.com](http://www.khon2.com)

c/o KHON2 88 Piikoi St. Honolulu 96814

**Aloha United Way 211 Hotline****211**

Information and referral for community service resources.

**536-1951**

Monday-Friday, 7 a.m. - 5 p.m. excluding holidays.

[www.auw211.org](http://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](http://www.bbb.org/hawaii)**City & County of Honolulu****768-4385**

Information Branch

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)**National Eldercare Locator****1-800-677-1116**

Access to more than 4,800 Information and

[www.eldercare.gov](http://www.eldercare.gov)

Referral service providers in the United States.

**Elderly Affairs Helpline****768-7700**

Elderly Affairs Division

[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

Telephone and personal consultation, information

and referral to services, outreach, speakers, and brochures.

# COMMUNITY SERVICES

22

## Personal Identification, Satellite City Halls

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### Personal Identification

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#### **Alzheimer's Association**

Safe Return+MedicAlert

Nationwide emergency response service for individuals with dementia who wander or have a medical emergency.

**1-888-572-8566**

[www.alz.org/Hawaii](http://www.alz.org/Hawaii)

#### **MedicAlert**

Medical identification bracelets and services.

**1-800-432-5378**

[www.medicalert.org](http://www.medicalert.org)

#### **State Identification**

Available at Driver's Licensing locations

1199 Dillingham Blvd. #A101 Honolulu 96817

**532-7730**

[www.stateid.hawaii.gov](http://www.stateid.hawaii.gov)

**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

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#### **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](http://www.honolulu.gov/csd/satellite) or call 768-3798.

#### **Ala Moana Center**

1450 Ala Moana Blvd. #1286 Honolulu 96814

#### **Fort Street (Downtown)**

1000 Fort Street Mall Honolulu 96813

#### **Hawaii Kai Corporate Plaza**

6600 Kalaniana'ole Hwy. Suite 101 Honolulu 96825

#### **Kalihi - Kapalama City Square**

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

#### **Kaneohe - Windward City Shopping Center**

45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

#### **Kapolei Hale**

1000 Uluohia St. Kapolei 96707

#### **Pearlridge Shopping Center - Uptown**

98-1005 Moanalua Rd. 244B Aiea 96701

**Satellite City Halls (continued)****Wahiawa**

330 N. Cane St. Wahiawa 96786

**Waianae Neighborhood Community Center**

85-670 Farrington Hwy. Waianae 96792

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**Senior Centers**

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

**Catholic Charities Hawaii****847-1322**Lanakila Multi-Purpose Senior Center [www.catholiccharitieshawaii.com](http://www.catholiccharitieshawaii.com)

Serving Moanalua to Kakaako.

1640 Lanakila Ave. Honolulu 96817

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

45-613 Puohala St. Kaneohe 96744

**Kapahulu Center****737-1748**

3410 Campbell Ave. Honolulu 96815

**Makua Alii Senior Center****973-7258**

Department of Parks &amp; Recreation

[www.honolulu.gov/parks](http://www.honolulu.gov/parks)

1541 Kalakaua Ave. Box 3 Honolulu 96826

**Moilili Senior Center****955-1555**

Moilili Community Center

[www.moililicc.org](http://www.moililicc.org)

Serving seniors from Hawaii Kai to Makiki.

Special group program also available for frail elders.

2535 S. King St. Honolulu 96826

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

64-1510 Kamehameha Hwy. Wahiawa 96786

**Waikiki Community Center****923-1802**310 Paoakalani Ave. Honolulu 96815 [www.waikikicomunitycenter.org](http://www.waikikicomunitycenter.org)

## **Senior Clubs & Organizations**

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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](http://www.aarp.org/states/hi)

### **Department of Parks & Recreation**

**973-7258**

Senior Citizens Section

[www.honolulu.gov/parks](http://www.honolulu.gov/parks)

1541 Kalakaua Ave. Box 3 Honolulu 96826

### **HGEA-Retirees Unit**

**543-0054**

Hawaii Government Employees Association

[www.hgea.org](http://www.hgea.org)

888 Mililani St. #601 Honolulu 96813

### **Honolulu Community College**

**845-9296**

Emeritus Club: A booster club for the Emeritus College

874 Dillingham Blvd. Honolulu 96817

### **HSTA-R**

**833-2711**

Hawaii State Teachers Association-Retired

1200 Kapuna St. Honolulu 96819

### **Kokua Council**

**540-1928**

Advocacy organization for seniors.

[kokuacouncil.org](http://kokuacouncil.org)

mail: c/o Harris United Methodist Church

20 S. Vineyard Blvd. Honolulu 96813

### **NARFE - National Active & Retired**

**545-1071**

Federal Employees Association

[www.narfe.org](http://www.narfe.org)

300 Ala Moana Blvd. Room 7-213 Honolulu 96850

## **Volunteer Opportunities**

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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.



**Catholic Charities Hawaii**

**527-4777**

Volunteers provide friendly visits, escort services, and transportation to seniors. Also seeking volunteer pharmacists to provide medication presentations and medication screenings.

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

**CFS Gerontology Program**

**543-8468**

Child & Family Service

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

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](http://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**

**845-9296**

Emeritus College

**Long Term Care Ombudsman**

**586-0100**

**Executive Office on Aging**

[www.adrchawaii.org](http://www.adrchawaii.org)

Volunteers advocate for residents in long term care facilities.

**Project Dana**

**945-3736**

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

[www.projectdana.org](http://www.projectdana.org)

**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.  
935 Makahiki Way Honolulu 96826

[www.waikikihc.org](http://www.waikikihc.org)



**University of Hawaii at Manoa**

**Center on Aging**

1960 East-West Rd. BioMed # T-705B  
Honolulu 96822

**956-5001**

[www.hawaii.edu/aging](http://www.hawaii.edu/aging)

**Osher Lifelong Learning Institute**

Educational opportunities for seniors.

Krauss Hall 113 2500 Dole St. Honolulu 96822

**956-8224**

[www.osher.socialsciences.hawaii.edu](http://www.osher.socialsciences.hawaii.edu)

**Senior Citizen Visitor Program, Na Kupuna** **956-4642**

Office of Equity, Excellence & Diversity

[www.hawaii.edu/diversity](http://www.hawaii.edu/diversity)

Hawaii residents 60 years and older can participate

in regular classes without paying tuition.

2600 Campus Rd. Student Services Center #413 Honolulu 96822

**Take Charge of Your Money!**

**956-7138**

Cooperative Extension Service

[www2.ctahr.hawaii.edu/tcym](http://www2.ctahr.hawaii.edu/tcym)

Financial education telecourse with internet components

1955 East-West Rd. #217 Honolulu 96822

**University of Hawaii - West Oahu**

**689-2800**

Career and community education

91-1001 Farrington Hwy. Kapolei 96707

[www.uhwo.hawaii.edu](http://www.uhwo.hawaii.edu)

**Windward Community College**

**235-7433**

Office of Continuing Education and Training

45-720 Kealahala Rd. Kaneohe 96744

[windward.hawaii.edu/Continuing\\_Education](http://windward.hawaii.edu/Continuing_Education)

## 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

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

### Alzheimer's Association

Classes, support groups, and information for caregivers of persons with dementia.

1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

**591-2771**

[www.alz.org/Hawaii](http://www.alz.org/Hawaii)

### CFS Gerontology Program

Child & Family Service

Ohana Care Program

Powerful Tools for Caregivers

91-1841 Ft.Weaver Rd. Ewa Beach 96706

**543-8468**

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

### CPR Awareness

Honolulu Fire Department

Training and Research Bureau

Class requires minimum of 10 people, 6 week notice, and classroom with TV and DVD player.

**723-7014**

[www1.honolulu.gov/hfd/fireeducr.htm](http://www1.honolulu.gov/hfd/fireeducr.htm)

### Elderly Affairs Helpline

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

**768-7700**

[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

### Ohana Caregivers

Web-based information and resources for family caregivers.

[www.ctahr.hawaii.edu/ohanacaregivers](http://www.ctahr.hawaii.edu/ohanacaregivers)

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## **Case Management**

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**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](http://www.premiumseniorservices.com)

### **CFS Gerontology Program**

**543-8468**

Child & Family Service

[www.childandfamilyservice.org](http://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](http://www.hacm.net)

### **Ke Ola Mamo**

**848-8000**

Native Hawaiian Health Care System

[www.keolamamo.org](http://www.keolamamo.org)

Island-wide services for Native Hawaiians.

1505 Dillingham Blvd. Suite 205 Honolulu 96817

### **Kokua Kalihi Valley Comprehensive Family Services (KKV)**

**848-0977**

[www.kkv.net](http://www.kkv.net)

Case management for frail elderly in Kalihi Valley.

KKV Elder Center 1846 Gulick Ave. Honolulu 96819

# FAMILY SUPPORT

## 30 Case Management, Emergency Alert, Escort

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### Life Foundation

521-2437

Case management and support services for people with HIV/AIDS.

677 Ala Moana Blvd. #226 Honolulu 96813

[www.lifefoundation.org](http://www.lifefoundation.org)

## Emergency Alert Systems

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Personal Emergency Alert systems, also known as Personal Emergency Response Systems, attach to a home telephone and will call the number(s) you designated when the wireless unit (that is worn on the person) is activated. Such devices may be useful for persons who live alone or are alone for long periods of time. Some also offer fall detection technology and medication dispensing and/or reminding.

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

### Kupuna Monitoring Systems, Inc.

721-1201

Landline, cellular, and Mobile-GPS medical alert, Fall Detector pendant, and medication dispensing system. Statewide service.

98-030 Hekaha St. Unit 4 Aiea 96701

[www.kupunamonitors.com](http://www.kupunamonitors.com)

### Lifeline Hawaii Services

1-888-409-8449

Statewide service.

[www.lifelinehawaiiservices.com](http://www.lifelinehawaiiservices.com)

### Queen's Lifeline

691-4526

1301 Punchbowl St. Honolulu 96813

[www.queens.org](http://www.queens.org)

## Escort

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

### Catholic Charities Hawaii

527-4777

Escort assistance for seniors.

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

### Project Dana

945-3736

Door-to-door transportation and/or escort assistance for frail elders.

[www.projectdana.org](http://www.projectdana.org)

902 University Ave. Honolulu 96826

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## **Exercise for Frail & Disabled Elders**

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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](http://www.arthritis.org)  
2752 Woodlawn Dr. Suite 5-204B Honolulu 96822

**CFS Gerontology Program** **543-8468**  
Child & Family Service [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
91-1841 Ft. Weaver Rd. Ewa Beach 96706

### **No Fear of Falling**

Enhance Fitness Exercise Sites and fall prevention education.

### **Senior Exercise Group**

Arthritis Foundation Exercise Sites and education/support.

## **Department of Parks & Recreation**

Therapeutic Recreation Unit **768-3027**  
Support for the inclusion [www.honolulu.gov/parks/dprtru](http://www.honolulu.gov/parks/dprtru)  
of people with disabilities into Parks and Recreation programs.  
1000 Uluohia St. Suite 309 Kapolei 96707

## **Kokua Kalihi Valley (KKV) Elderly Services**

Health Maintenance Program **848-0977**  
For elders residing in Kalihi Valley. [www.kkv.net](http://www.kkv.net)

### **KKV Elder Center**

1846 Gulick Ave. Honolulu 96819

### **KPT Community Hall**

1475 Linapuni St. Honolulu 96819

## **YMCA**

[www.ymcahonolulu.org](http://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](http://health.hawaii.gov/ohca). These facilities require TB and medical clearance (physical exam). Some providers may suggest a trial period if they are unsure your family member is appropriate for their program.

### **Aged to Perfection**

**622-4717**

Central Oahu Senior Day Care Association  
1445 California Ave. Wahiawa 96786

### **Aloha Nursing & Rehab Centre**

**441-9553**

Adult Day Wellness Program  
45-545 Kamehameha Hwy. Kaneohe 96744

[www.alohanursing.com](http://www.alohanursing.com)

### **Aloha Wellness Center, Inc.**

**393-7000**

94-1388 Moaniani St. #203 Waipahu 96797

[www.alohawellness.biz](http://www.alohawellness.biz)

### **Beckwith Hillside Adult Day Care**

**497-8489**

2375 Beckwith St. Honolulu 96822

### **Casamina Adult Day Care**

**839-9733**

1426 Ala Napunani St. Honolulu 96818



**Central Union Church** **983-5910**  
Adult Day Care & Day Health Center [www.arcadia-hi.org](http://www.arcadia-hi.org)  
1660 S. Beretania St. Honolulu 96826

**Franciscan Adult Day Center** **988-5678**  
2715 Pamoia Rd. Honolulu 96822 [www.franciscanadultday.com](http://www.franciscanadultday.com)

**Fukumoto Adult Care, LLC** **487-7528**  
98-779 Kaamilo St. Aiea 96701

**Furukawa Living Treasure Day Care Centers** **842-5175**  
1449 Brigham St. Honolulu 96817  
1647 Palolo Ave. Honolulu 96816

**Hulu Makua Adult Day Care** **218-7828**  
1029 Kapahulu Ave. Suite 408 Honolulu 96816

**Jass Adult Day Care** **737-8998**  
828 18th Ave. Honolulu 96816

**Kilohana Senior Enrichment Center** **373-2700**  
5829 Mahimahi St. Honolulu 96821 [www.arcadia-hi.org](http://www.arcadia-hi.org)

**King Lunalilo Adult Day Care Center** **395-4065**  
501 Kekauluohi St. Honolulu 96825 [www.lunalilo.org](http://www.lunalilo.org)

**Kuakini Adult Day Care** **547-9534**  
347 N. Kuakini St. Honolulu 96817 [www.kuakini.org](http://www.kuakini.org)

**Aiea** **487-1586**  
98-939 Moanalua Rd. Aiea 96701

**Pali** **528-4621**  
1727 Pali Hwy. Honolulu 96813

**Leahi Adult Day Health Center** **733-7955**  
Day Health only, no Day Care. [www.hhsc.org/oahu/leahi](http://www.hhsc.org/oahu/leahi)  
3675 Kilauea Ave. Honolulu 96816

**Lotus Adult Day Care Center** **486-5050**  
99-186 Puakala St. Aiea 96701

# FAMILY SUPPORT

## 34 Adult Day Care & Day Health

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### **Lunalilo Adult Day Care Center**

501 Kekauluohi St. Honolulu 96825

**395-4065**

[www.lunalilo.org](http://www.lunalilo.org)

### **Maluhia Adult Day Health Center**

Day Health only, no Day Care.

1027 Hala Dr. Honolulu 96817

**832-6130**

[www.hhsc.org/oahu/maluhia](http://www.hhsc.org/oahu/maluhia)

### **Mililani Hongwanji**

95-257 Kaloapau St. Mililani 96789

**542-9073**

### **Nanakuli Hale**

89-188 Farrington Hwy. Waianae 96792

**542-9073**

### **Palolo Chinese Home**

Open to all, 7 days a week.

2459 10th Ave. Honolulu 96816

**748-4907**

[www.PaloloHome.org](http://www.PaloloHome.org)

### **Pearl City Hale**

858 Second St. Pearl City 96782

**456-4490**

[www.wcchc.com](http://www.wcchc.com)

### **Sakura House**

Bilingual (Japanese & English) services.

1666 Mott Smith Dr. Honolulu 96822

**536-1112**

[www.sakurahousehawaii.com](http://www.sakurahousehawaii.com)

### **Salvation Army - Adult Day Health Services**

Also provides Day Care service.

296 N. Vineyard Blvd. Honolulu 96817

**521-6553**

[www.hawaii.salvationarmy.org](http://www.hawaii.salvationarmy.org)

### **Seagull Schools Adult Day Center**

Intergenerational activities provided.

91-531 Farrington Hwy. Kapolei 96707

**674-1160**

[www.seagullschools.com](http://www.seagullschools.com)

### **SECOH Senior Center**

708 Palekaua St. Honolulu 96816

**739-2745**

[www.secoh.org](http://www.secoh.org)

### **St. Francis Intergenerational ADC**

91-1758 Oohao St. Ewa Beach 96706

**734-0233**

[www.stfrancishawaii.org/services/franciscan-adult-day-center](http://www.stfrancishawaii.org/services/franciscan-adult-day-center)

**Waianae Coast Comprehensive Health  
Center Day Care Programs****542-9073****Helemano Hale**

64-1488 Kamehameha Hwy. Wahiawa 96786

**Mililani Hale**

95-257 Kaloapai St. Mililani 96789

**Nanakuli Hale**

89-188 Farrington Hwy. Waianae 96792

**Pearl City Hale**

858 2nd St. Pearl City 96782

**Waipahu Hongwanji Mission****678-1770**

Adult Day Care Center

[www.waipahuhongwanji.org](http://www.waipahuhongwanji.org)

94-821 Kuhaulua St. Waipahu 96797

**Windward Seniors Day Care - Hope Center****261-4947**

77 N. Kainalu Dr. Kailua 96734

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**Respite - In Home**

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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](http://www.kkv.net)

For Kalihi Valley residents.

**Project Dana****945-3736**

Services provided by volunteers.

[www.projectdana.org](http://www.projectdana.org)**St. Anthony of Padua Outreach****266-2227**

148-A Makawao St. Kailua 96734

[www.stanthonyaskailua.org](http://www.stanthonyaskailua.org)**Waikiki Friendly Neighbors****926-8032**

Services provided by volunteers.

[www.waikikihc.org](http://www.waikikihc.org)

## **Respite - Other**

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This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Plan reservations as far in advance as possible as providers are often at capacity. Some **Nursing Homes, Care Homes, and Assisted Living Residences** also provide respite care (pages 14-18).

### **King Lunalilo Home**

501 Kekauloahi St. Honolulu 96825

**395-1000**

[www.lunalilo.org](http://www.lunalilo.org)

### **Hale Ho Aloha**

2670 Pacific Heights Rd. Honolulu 96813

**524-1955**

[www.halehoaloha.com](http://www.halehoaloha.com)

### **Palolo Chinese Home**

PCH Respite Center

Open to all - day and overnight services.

2459 10th Ave. Honolulu 96816

**737-2555**

[www.PaloloHome.org](http://www.PaloloHome.org)

### **Respite Nanea, Inc.**

Short term respite in care homes & licensed facilities.

P.O. Box 1285 Pearl City 96782

**542-9073**

### **U.S. Department of Veterans Affairs**

VA Center for Aging - Respite Program

For eligible veterans.

459 Patterson Rd. Bldg. 110 Honolulu 96819

**433-0218**

[www.va.gov/hawaii](http://www.va.gov/hawaii)

## **Support Groups**

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

### **Alcoholics Anonymous**

1188 Bishop St. #3406 Honolulu 96813

**946-1438**

[www.oahucentraloffice.org](http://www.oahucentraloffice.org)

### **Alzheimer's Association**

Support groups meet island-wide.

1050 Ala Moana Blvd. Bldg. Suite 2610 Honolulu 96814

**591-2771**

[www.alz.org/Hawaii](http://www.alz.org/Hawaii)

**American Diabetes Association - Hawaii****947-5979**

Monthly support group.

**1-888-342-2383**

900 Ft. St. Mall #940 Honolulu 96813

[www.diabetes.org](http://www.diabetes.org)**American Heart Association &  
American Stroke Association****538-7021**

Mended Hearts and Stroke Support groups.

[www.americanheart.org](http://www.americanheart.org)

677 Ala Moana Blvd. Suite 600 Honolulu 96813

**American Lung Association of Hawaii****537-5966**

Support group for people with lung disease.

[www.ala-hawaii.org](http://www.ala-hawaii.org)

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

810 Richards St. Suite 750 Honolulu 96813

**Castle Medical Center****263-5400**

Breathe free plan to stop smoking.

[www.castlemed.org](http://www.castlemed.org)

642 Ulukahiki St. Suite 105 Kailua 96734

**Epilepsy Foundation of Hawaii****528-3058**Support groups for people with  
epilepsy and their caregivers.**toll free 1-866-528-3058**[www.hawaiiipilepsy.com](http://www.hawaiiipilepsy.com)

1050 Ala Moana Blvd. Suite 2550 Honolulu 96814

**Hina Mauka****236-2600**

Drug and alcohol treatment services.

[www.hinamauka.org](http://www.hinamauka.org)

45-845 Pookela St. Kaneohe 96744

**Kuakini Medical Center**"Us Too!" Prostate Cancer Support Group &  
Breast Cancer Education & Support Group**547-9562**

347 N. Kuakini St. Honolulu 96817

**Hawaii Parkinson Association****528-0935**

3375 Koapaka St. Suite I-540 Honolulu 96819

[www.parkinsonhawaii.org](http://www.parkinsonhawaii.org)**Lupus Foundation of America - Hawaii****538-1522**

745 Ft. Street Mall Honolulu 96813

[www.lupushawaii.org](http://www.lupushawaii.org)

# FAMILY SUPPORT

## 38 Support Groups, Caregiver Support Groups

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**Muscular Dystrophy Association - Hawaii** 593-4454  
1221 Kapiolani Blvd. Suite 220 Honolulu 96814 [www.mda.org](http://www.mda.org)

**National Kidney Foundation of Hawaii** 593-1515  
1314 S. King St. Suite 1555 Honolulu 96814 [www.kidneyhi.org](http://www.kidneyhi.org)

**Overeaters Anonymous** 737-3469  
Call for a meeting near you.

## Support Groups - Caregivers Only

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**Alzheimer's Association** 591-2771  
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814 [www.alz.org/Hawaii](http://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](http://www.wvpress.com/care)

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

**Kokua Kalihi Valley Elderly Services  
Caregiver Support Groups** 848-0977  
[www.kkv.net](http://www.kkv.net)

**Caregiver Foundation Support Groups** 625-3782  
Various sites. [www.thecaregiverfoundation.org](http://www.thecaregiverfoundation.org)

**Project Dana** 945-3736  
Caring for the Caregiver Support Group [www.projectdana.org](http://www.projectdana.org)

**VA Caregivers Support Group** 433-7646  
Support group held once a month.  
459 Patterson Rd. Honolulu 96819

## 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](http://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](http://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](http://www.kokuamau.org).

#### **Kokua Mau**

**585-9977**

Hawaii’s Hospice and Palliative Care Organization    [www.kokuamau.org](http://www.kokuamau.org)

#### **University of Hawaii Elder Law Program (UHELP)**

**956-6544**

[www.hawaii.edu/uhelp](http://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**

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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](http://www.funerals.org)

**Med-QUEST Division** **587-3521**  
Department of Human Services [www.med-quest.us](http://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](http://www.cem.va.gov/cem/burial_benefits/index.asp)

## **Hospice**

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Medicare-covered services include pain control, comfort, and counseling for those facing the advancing stages of terminal illnesses. Care is provided in the patient's home and other settings and may include respite for caregivers.

**Bristol Hospice Hawaii, LLC** **536-8012**  
500 Ala Moana Blvd. Suite 4-547 [www.bristolhospice.com](http://www.bristolhospice.com)  
Honolulu 96813

**Hospice Hawaii** **924-9255**  
860 Iwilei Rd. Honolulu 96817 [www.hospicehawaii.org](http://www.hospicehawaii.org)

**Islands Hospice** **550-2552**  
560 N. Nimitz Hwy. Suite 204 Honolulu 96817 [www.islandshospice.com](http://www.islandshospice.com)

**St. Francis Hospice** **595-7566**  
2226 Liliha St. 5th Floor Honolulu 96817 [www.stfrancishawaii.org](http://www.stfrancishawaii.org)



## **Organ or Body Donation**

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### **Lions Eye Bank and Makana Foundation**

405 N. Kuakini St. Suite 810 Honolulu 96817

**536-7416**

[www.hlebmf.org](http://www.hlebmf.org)

### **Legacy of Life Hawaii**

(Formerly Organ Donation Center of Hawaii) [www.legacyoflifehawaii.org](http://www.legacyoflifehawaii.org)

Only organ donation, not body donation.

405 N. Kuakini St. Suite 810 Honolulu 96817

**599-7630**

### **University of Hawaii School of Medicine**

**692-1445**

Willed Body Program [www.jabsom.hawaii.edu/donors/willedbody](http://www.jabsom.hawaii.edu/donors/willedbody)

Body donation to science.

651 Ilalo Street, BSB 110 Honolulu, Hi 96813

## **In-Home Assistance**

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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**

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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](http://www.akamaidelivery.com)

**Catholic Charities Hawaii** **527-4777**  
Premium Senior Services [www.premiumseniorservices.com](http://www.premiumseniorservices.com)  
Personal home assistance, including  
housekeeping, shopping, and errands.

**Palolo Chinese Home - Home Cleaning** **748-7994**  
Serving seniors islandwide [www.palolohome.org](http://www.palolohome.org)

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

## **Home Health Agencies**

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**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

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](http://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](http://www.medicare.gov) and under "Resource Locator" click on "Home Health Compare."

**Home Health Agencies - Medicare covered services only**

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

**432-5688**

**Prime Care Services of Hawaii, Inc.**  
3375 Koapaka St. Suite I-570  
Honolulu 96819

**531-0050**  
[www.primecarehawaii.com](http://www.primecarehawaii.com)

**Wahiawa General Hospital Home Health** **621-4438**  
Serves Mililani to North Shore area. [www.wahiawageneral.org](http://www.wahiawageneral.org)  
128 Lehua St. Wahiawa 96786

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

**Bayada Home Health Care** **591-6050**  
615 Piikoi St. Suite 600 [www.bayadahomehealth.com](http://www.bayadahomehealth.com)  
Honolulu 96814

**CareResource Hawaii** **599-4999**  
680 Iwilei Rd. Suite 660 Honolulu 96817 [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

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

**Kokua Nurses Home Health** **594-2326**  
1210 Artesian St. Ste. 201 Hon. 96826 [www.hawaiinursinghomes.com](http://www.hawaiinursinghomes.com)

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

**Arcadia Home Health Services** **440-3041**  
1660 S. Beretania St. Room 203 Honolulu 96826 [www.arcadia-hi.org](http://www.arcadia-hi.org)

**Arcadia At Home** **983-5929**  
Ability to stay in your own home [www.arcadia.org](http://www.arcadia.org)

**Attention Plus Care** **739-2811**  
1580 Makaloa St. Suite 1060 Honolulu 96814 [www.attentionplus.com](http://www.attentionplus.com)

**Lou's Quality Home Health Care Services, LLC** **623-7109 or 754-3934**  
[www.lousqualcare.com](http://www.lousqualcare.com)  
95-212 Wailawa St. Mililani 96789

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

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

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

**488-8826**

**Wilson Homecare**  
1221 Kapiolani Blvd. Suite 940  
Honolulu 96814

**596-4486**  
[www.wilsonhomecare.net](http://www.wilsonhomecare.net)

## **Personal Care**

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

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

# Health Care

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## **Health & Safety Education**

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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](http://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**  
Maintain Your Brain: How to live a brain  
healthy lifestyle.

**591-2771**  
[www.alz.org/Hawaii](http://www.alz.org/Hawaii)

**Arthritis Foundation, Hawaii Branch**  
Free arthritis education and wellness brochures.

**596-2900**  
[www.arthritis.org](http://www.arthritis.org)

**CFS Gerontology Program****543-8468**

Child &amp; Family Service

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

Chronic Disease Self-Management Program

91-1841 Ft. Weaver Rd. Ewa Beach 96706

**Department of Emergency Management****723-8960**

(Formally Oahu Civil Defense)

[www.oahudem.org](http://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](http://www.kkv.net)**Honolulu Police Department****723-3475**

Community Affairs

[www.honoluluupd.org](http://www.honoluluupd.org)

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](http://www.kaiserpermanente.org)**Kapiolani Women's Health Center****535-7000**

Women's health classes

[www.kapiolani.org](http://www.kapiolani.org)**Project Dana Home Safety Program****945-3736**

Home is assessed to identify hazards to

[www.projectdana.org](http://www.projectdana.org)

frail elders; provides safety education

and recommendations.

**Wellness and Lifestyle Medicine Center****263-5050**

Castle Medical Center

642 Ulukahiki St. Suite 105 Kailua 96734

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**Health Information & Referral**

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To find a doctor, ask your insurance provider, clinic, or look under "Physicians" in the Yellow pages.

<b>Alzheimer's Association</b> <b>24-hour Helpline</b>	<b>1-800-272-3900</b> <a href="http://www.alz.org/Hawaii">www.alz.org/Hawaii</a>
<b>American Cancer Society</b> 24-Hour Referral and Information	<b>1-800-227-2345</b> <a href="http://www.cancer.org">www.cancer.org</a>
<b>Audient</b> Program for affordable hearing aids.	<b>1-866-956-5400</b> <a href="http://www.audientalliance.org">www.audientalliance.org</a>
<b>Cancer Information Service</b> National Cancer Institute	<b>1-800-422-6237</b> <a href="http://www.cancer.gov">www.cancer.gov</a>
<b>Dental Lifeline Network</b> (Formerly Donated Dental Services)	<b>1-888-449-9670</b> <a href="http://www.nfdh.org">www.nfdh.org</a>
<b>Hearing Aid Helpline</b> International Hearing Society	<b>1-800-521-5247</b> <a href="http://www.ihsinfo.org">www.ihsinfo.org</a>
<b>Honolulu County Medical Society</b>	<b>536-6988</b> <a href="http://www.hcmsonline.org">www.hcmsonline.org</a>
<b>Poison Control Center</b> Information for poison emergencies or prevention.	<b>1-800-222-1222</b> <a href="http://www.rmpdc.org">www.rmpdc.org</a>
<b>Quit Line (to stop smoking)</b>	<b>1-800-784-8669</b> <a href="http://www.callitquitshawaii.org">www.callitquitshawaii.org</a>
<b>Seniors EyeCare Program</b> Website only	<a href="http://www.eyecareamerica.org">www.eyecareamerica.org</a>
<b>CDC Information</b> Centers for Disease Control & Prevention	<b>1-800-232-4636</b> <a href="http://www.cdc.gov">www.cdc.gov</a>

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## **Medical & Dental Clinics**

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

# HEALTH CARE

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## Medical & Dental Clinics

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### Aloha Medical Mission

841-4489

Dental clinic only.

[www.alohamedicalmission.org](http://www.alohamedicalmission.org)

Serves the uninsured. Call for appointment.

810 N. Vineyard Blvd. Honolulu 96817

### Dept. of Health - Lanakila Health Center

1700 Lanakila Ave. Honolulu 96817

[www.hawaii.gov/health](http://www.hawaii.gov/health)

#### Dental Clinics

832-5710

Priority to Medicaid eligible persons.

#### Tuberculosis Testing Center

832-5731

#### Tuberculosis Information Line

832-5738

### Kalihi Palama Health Center

845-8578

915 N. King St. Honolulu 96817

[www.kphc.org](http://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](http://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](http://www.koolauloachc.org)

#### Hauula

293-9216

54-316 Kamehameha Hwy. Hauula 96717

#### Kahuku

293-9231

56-119 Pualalea St. Kahuku 96731

### Queen Emma Clinics

1301 Punchbowl St. Honolulu 96813

[www.queens.org](http://www.queens.org)

#### Adult Medicine

691-4970

#### Queen's Medical Center Dental Clinic

691-4292



**Queen's Medical Center**

Geriatric Services

550 S. Beretania St. #601 Honolulu 96813

**691-8877**

www.queens.org

**Tzu Chi Medical Clinic**

Chinese speakers available.

100 N. Beretania St. Suite 122 Honolulu 96817

**550-8608**

www.tzuchi.org

**Waianae Coast Comprehensive Health Center 696-7081**

86-260 Farrington Hwy. Waianae 96792

www.wcchc.com

**Waikiki Health Center**

277 Ohua Ave. Honolulu 96815

**922-4787**

www.waikikihc.org

**Waimanalo Health Center**

41-1347 Kalaniana'ole Hwy. Waimanalo 96795

**259-7948**

www.waimanalohc.org

**Medicare & Medicaid**

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

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

**Part B**, Doctor visits, outpatient, and other medical care - 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.

**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**

Online information on Medicare & Medicaid.

**1-800-633-4227**

[www.medicare.gov](http://www.medicare.gov)

### **Executive Office on Aging**

[www.hawaiiadrc.org](http://www.hawaiiadrc.org)

#### **Hawaii SHIP (formerly Sage PLUS)**

**586-7299**

Medicare health insurance counseling.

**toll free 1-888-875-9229**

[www.hawaiiiship.org](http://www.hawaiiiship.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.

**toll free 1-800-296-9422**

### **Med-QUEST Division**

[www.med-quest.us](http://www.med-quest.us)

#### **Honolulu**

**587-3521**

801 Dillingham Blvd. 3rd Floor

#### **Kapolei**

**692-7364**

601 Kamokila Blvd. Room 415

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## **Medical Equipment**

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

Medicare will cover certain types of DME with a prescription.

In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a **Hawaii SHIP** (586-7299) counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit, you may be responsible for repairs and/or replacement. Be sure to get information in writing on warranty coverage BEFORE purchasing the equipment.

To find a DME supplier look in the Yellow Pages under "Medical Equipment" or "Medical Supplies" and ask if they accept Medicare. Also, go to [www.medicare.gov](http://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**  
**Access and Crisis Line**

Department of Health  
1250 Punchbowl St. Honolulu 96813

**586-4686**  
**832-3100**

[www.amhd.org](http://www.amhd.org)

**Counseling & Spiritual Care Center of Hawaii**

1020 S. Beretania St. Honolulu 96814

**545-2740**

[www.cscch.org](http://www.cscch.org)

## HEALTH CARE

### 52 Mental Health Services, Prescription Assistance

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**Hawaii State Hospital** **247-2191**  
45-710 Keaahala Rd. Kaneohe 96744 [www.hawaii.gov/health](http://www.hawaii.gov/health)

**Kahi Mohala Behavioral Health** **671-8511**  
24 Hour Call Center **677-2512**  
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 [www.kahimohala.org](http://www.kahimohala.org)

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

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

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

**Samaritan Counseling Center Hawaii** **545-2740**  
1020 S. Beretania St. Honolulu 96814  
[www.samaritancounselingcenterhawaii.org](http://www.samaritancounselingcenterhawaii.org)

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

## Prescription Drugs & Medications

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

**Partnership for Prescription Assistance** **1-888-477-2669**  
Information on Patient Assistance Programs for [www.pparx.org](http://www.pparx.org)  
those who qualify.

### Medicare Part D

For eligibility, information, and help choosing a plan call Hawaii SHIP at 586-7299.

**1-800-633-4227**

[www.medicare.gov](http://www.medicare.gov)

## Public Health Nurses

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**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/](http://health.hawaii.gov/phnb/)

### Department of Health, Public Health Nursing Branch

#### Administration

1700 Lanakila Ave. Room 201 Honolulu 96817

**832-3773**

#### Central Oahu

860 Fourth St. Room 130 Pearl City 96782

**453-6190**

#### Leeward

94-275 Mokuola St. Room 101 Waipahu 96797

**675-0073**

#### East Honolulu

3627 Kilauea Ave. Room 311 Honolulu 96816

**733-9220**

#### West Honolulu

1700 Lanakila Ave. Room 201 Honolulu 96816

**832-5757**

#### Windward

45-691 Keaahala Rd. Kaneohe 96744

**233-5450**

## Income Security

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

## Consumer Assistance & Protection

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

# INCOME SECURITY

## 54 Consumer Assistance & Protection

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

**Better Business Bureau of Hawaii Inc.** **536-6956**  
**Senior Scam Hotline** **628-3950**  
1132 Bishop St. Suite 615 Honolulu 96813 [www.hawaii.bbb.org](http://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](http://www.hawaii.gov/ag)

**Dept. of Commerce & Consumer Affairs** [www.hawaii.gov/dcca](http://www.hawaii.gov/dcca)

**Office of Consumer Protection** **586-2630**

**Consumer Information Line** **587-1234**

Pre-recorded information on common consumer issues.

**Consumer Resource Center** **587-3222**

Check status of a business or licensee.

**Landlord-Tenant Information** **586-2634**

Monday - Friday 8 a.m. - 12 p.m.

**Insurance Fraud Unit Hotline** **587-7416**

Insurance fraud complaints.

**Investor Education Program** **587-7400**

Free information and presentations on [www.investing.hawaii.gov](http://www.investing.hawaii.gov)  
investment products, current scams, and how to avoid fraud.

**Securities Fraud Hotline** **587-2267**

Call to report securities violations like fraud.

**Direct Marketing Association** **1-212-768-7277**

Register your home address [www.dmaconsumers.org/cgi/offmailinglist](http://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

**Elder Abuse Justice Unit** **768-7536**

Dept. of the Prosecuting Attorney [www1.honolulu.gov/prosecuting](http://www1.honolulu.gov/prosecuting)  
Prosecutes criminal cases involving victims 60 years and older.  
Community presentations about elder abuse and prevention.  
1060 Richards St. Honolulu 96813

**Senior Medicare Patrol - SMP Program** **586-7281**

Volunteers trained to give presentations [www4.hawaii.gov/eoa/programs](http://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](http://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](http://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](http://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](http://www.smphawaii.org)

**U.S. Consumer Product Safety  
Commission** **1-800-638-2772**  
**594-4574**

Report product safety hazards. Obtain recall information. [www.cpsc.gov](http://www.cpsc.gov)  
575 Cooke St. Suite A #2208 Honolulu 96813

## **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.**

2610 Kilihau St. Honolulu 96819

**836-0313**

[www.higoodwill.org](http://www.higoodwill.org)

### **Honolulu Community Action Program (HCAP) 521-4531**

Senior Community Service

[www.hcapweb.org](http://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**

Career planning, job search assistance,  
and for qualified individuals, training opportunities.

For employer assistance with recruitment, referrals,  
employee training, and tax credits, call 220-5619.

**768-5600**

[www.owib.org](http://www.owib.org)

### **Pacific Gateway Center**

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

723-C Umi St. Honolulu 96819

**851-7010**

[www.pacificgatewaycenter.org](http://www.pacificgatewaycenter.org)

### **Respite Companion Service Program**

Department of Human Services

Part-time employment and training program for  
income eligible persons 55 years and older.

420 Waiakamilo Rd. #202 Honolulu 96817

**832-5236 or**

**832-5235**

[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

### **Winners at Work dba Abilities Unlimited**

Employment services for people with disabilities.

414 Kuwili St. Suite 103 Honolulu 96817

**532-2100**

[www.abilitiesunlimitedhi.org](http://www.abilitiesunlimitedhi.org)

## **Money & Debt Management**

### **Consumer Credit Counseling Service of Hawaii**

Non-profit agency offering credit counseling.

1164 Bishop St. Suite 1614 Honolulu 96813

**532-3225**

**1-800-801-5999**

[www.cccsofhawaii.org](http://www.cccsofhawaii.org)



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

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

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## **Social Security & SSI**

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

**Social Security Administration** **1-800-772-1213**  
Medicare, retirement, survivors, [www.socialsecurity.gov](http://www.socialsecurity.gov)  
and disability benefits.

**Honolulu Office**

300 Ala Moana Blvd. Room 1-114 Honolulu 96850

**Kapolei Pacific Center**

970 Manawai St. Kapolei 96707

# Financial Help

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## **Financial Assistance**

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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](http://www.hawaii.gov/dhs)

# FINANCIAL HELP

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## Financial Assistance, Financial Aid

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### Med-QUEST Division

Department of Human Service

Medical assistance for eligible persons.

[www.med-quest.us](http://www.med-quest.us)

Applications also available online.

#### Honolulu

**587-3521**

801 Dillingham Blvd. 3rd Floor

#### Kapolei

**692-7364**

601 Kamokila Blvd. Room 415

## Temporary Financial Aid

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### Catholic Charities Hawaii

Helpline

**521- HELP (521-4357)**

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

### Domestic Violence Action Center

**531-3771**

For victims of intimate partner abuse.

P.O. Box 3198 Honolulu 96801 [www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

### Jewish Community Services

**258-7121**

Counseling, referrals, and resources  
for the Jewish community

2550 Pali Hwy. Honolulu 96817

### Salvation Army

**841-5565**

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

1931 N. King St. Honolulu 96819

### Waianae Community Outreach

**696-5667**

Services for persons experiencing homelessness.

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

## Utility Assistance

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### Hawaiian Telecom Lifeline/Link-up Service

**643-3456**

Telephone subsidies for qualified individuals.

[www.hawaiiantel.com](http://www.hawaiiantel.com)

On website click on "Residential," then "Home Phone,"  
then "Lifeline Program Recommendation"

P.O. Box 2200 Honolulu 96814

**Honolulu Community Action Program (HCAP) 521-4531**

Subsidies for electric bills through the Low-Income [www.hcapweb.org](http://www.hcapweb.org)

Home Energy Assistance Program (LIHEAP).

Applications accepted only once a year. Call to find office near you.

## Legal Services & Advocacy

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

## Advocacy

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

### Office of Health Care Assurance

Department of Health

**Care Home complaints****692-7400**

601 Kamokila Blvd. Room 361 Kapolei 96707

**Hospital & Nursing Home complaints****692-7420**

601 Kamokila Blvd. Room 395 Kapolei 96707

### Hawaii Disability Rights Center

**949-2922**

For persons with disabilities.

[www.hawaiidisabilityrights.org](http://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.

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

924 Bethel St. Honolulu 96813

### Long Term Care Ombudsman

**586-0100**

Executive Office on Aging

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

# LEGAL & ADVOCACY

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## Advocacy, Legal Representation & Mediation

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### **Mental Health America of Hawaii**

For persons with mental health concerns regarding access, treatment, and service.  
1124 Fort St. #205 Honolulu 96813

**521-1846**

[www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)

### **Office of the Public Guardian**

Guardianship for incapacitated adults of the state.  
P.O. Box 2495 Honolulu 96804-2445

**534-6100**

### **State Office of the Ombudsman**

Complaints about executive branch agencies of state and county governments.  
465 S. King St. 4th Floor Honolulu 96813

**587-0770**

**TTY 587-0774**

[www.ombudsman.hawaii.gov](http://www.ombudsman.hawaii.gov)

### **UHELP**

University of Hawaii Elder Law Program

**956-6544**

[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

### **Victim Witness Kokua Services**

Department of the Prosecuting Attorney  
Assistance to victims of criminal offenses.  
1060 Richards St. 9th Floor Honolulu 96813

**768-7400**

## **Legal Representation & Mediation**

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### **Hawaii Immigrant Justice Center**

Legal Aid Society of Hawaii

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

P.O. Box 3950 Honolulu 96812

**536-8826**

**1-877-208-8828**

[www.legalaidhawaii.org/immigrant-justice-center.html](http://www.legalaidhawaii.org/immigrant-justice-center.html)

### **Lawyer Referral & Information Service**

Hawaii State Bar Association

**537-9140**

<http://hawaiilawyerreferral.com>

### **Legal Aid Society of Hawaii (LASH)**

Income eligible service, locations island-wide.

**536-4302**

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

### **Affordable Lawyers Project**

Affordable services for those who do not qualify for LASH.  
924 Bethel St. Honolulu 96813

**527-8027**

**Mediation Center of the Pacific**

Mediation services.

680 Iwilei Rd., Suite 530 Honolulu 96817

**521-6767**[www.mediatehawaii.org](http://www.mediatehawaii.org)**UHELP**

University of Hawaii Elder Law Program

**956-6544**[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)**Volunteer Legal Services Hawaii**

Free or reduced cost services for needy clients.

545 Queen St. #100 Honolulu 96813

**528-7046**[www.vlsh.org](http://www.vlsh.org)

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**Immigrant Assistance**

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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**

Helping Hands Hawaii

Interpreter and translation services.

2100 N. Nimitz Hwy. Honolulu 96819

**526-9724**[www.helpinghandshawaii.org](http://www.helpinghandshawaii.org)**Catholic Charities Hawaii**

Immigrant Services

Assistance for low-income immigrants.

**524-HOPE (524-4673)**[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)**Goodwill Industries of Hawaii Inc.**

2610 Kilihau St. Honolulu 96819

**836-0313**[www.higoodwill.org](http://www.higoodwill.org)**Lanakila Easy Access Project**

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

1700 Lanakila Ave. Suite 104 Honolulu 96817

**832-5685****Pacific Gateway Center**

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

723 C Umi St. Honolulu 96819

**851-7010**[www.pacificgatewaycenter.org](http://www.pacificgatewaycenter.org)

# LEGAL & ADVOCACY

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## Immigrant Assistance, Taxes

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### Refugee/Immigrant Program

543-8447

Child & Family Service

[www.childandfamilyservice.org](http://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](http://susannahwesley.org)

1117 Kaili St. Honolulu 96819

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

500 Ala Moana Blvd. Honolulu 96813

[www.uscis.gov](http://www.uscis.gov)

## Taxes

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**AARP's Tax Aide Program** provides simple income tax assistance to seniors during tax season. ([www.aarp.org/money/taxes/aarp\\_taxaide](http://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](http://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/](http://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](http://www.irs.gov)

**State Tax Information**

**587-4242**

Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

**1-800-222-3229**

[www.hawaii.gov/tax](http://www.hawaii.gov/tax)

**Taxpayer Advocate Service**

**566-2950**

Handles taxpayer problems not resolved through normal IRS channels.

[www.irs.gov/advocate](http://www.irs.gov/advocate)

MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

# Persons with Disabilities



## Assistive Technology

**ATRC**

**532-7110**

Assistive Technology

**TTY 532-7113**

Resource Centers of Hawaii

**Fax 532-7120**

Information on assistive devices and funding resources.

[www.atrc.org](http://www.atrc.org)

200 N. Vineyard Blvd. #430 Honolulu 96817

**ISG, Inc.**

**Voice/TTY 732-4622**

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

**Fax 739-5464**

[www.isghawaii.com](http://www.isghawaii.com)

3472 Kanaina Ave. Honolulu 96815

## Blind/Visually Impaired

**American Foundation for the Blind**

[www.afb.org/seniorsite](http://www.afb.org/seniorsite)

Senior website

**Hoopono**

**Voice/TTY 586-5269**

Low Vision Clinic

[www.hawaiiivr.org](http://www.hawaiiivr.org)

1901 Bachelot St. Honolulu 96817

# PERSONS WITH DISABILITIES

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## Blind/Visually Impaired, Deaf/Hard-of-Hearing

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### **Library for the Blind and Physically Handicapped**

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

402 Kapahulu Ave. Honolulu 96815

**Voice/TTY 733-8444**

**Fax 733-8449**

[www.librarieshawaii.org](http://www.librarieshawaii.org)

## Deaf/Hard-of-Hearing

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### **Aloha State Association of the Deaf**

Non-profit association of and for deaf citizens.

[www.asadhawaii.org](http://www.asadhawaii.org)

### **American Sign Language Interpreter Education Program**

Kapiolani Community College programs.kcc.hawaii.edu/~noncredit  
Credit and non-credit courses in American Sign Language (ASL).

4303 Diamond Head Rd.

Manono Bldg. Room 116 Honolulu 96816

**Voice/TTY 734-9154**

**Fax 734-9893**

### **Kapiolani Community College (KCC)**

#### **Deaf Center**

Education programs for adults who are deaf or hard-of-hearing, their families, and friends. Lending library of books and video tapes for deaf and hard-of-hearing adults.

4303 Diamond Head Rd.

Manono Bldg. Room 102 Honolulu 96816

**Voice/TTY 734-9210**

**Fax 734-9893**

### **Telecommunications Relay Service (TRS)**

#### **Text Telephone (TTY)**

#### **Voice Carry Over (toll free)**

TRS provides a way for those who are deaf, hard-of-hearing, or who have a speech disability to communicate through traditional, internet, or video relay services.

**711**

**1-877-447-5990**

**1-877-447-5991**

[www.sprintip.com](http://www.sprintip.com)

### **University of Hawaii School of Medicine**

Speech hearing clinic

677 Ala Moana Blvd. #202 Honolulu 96813

**692-1580**

[manoa.hawaii.edu/csd/uhschc](http://manoa.hawaii.edu/csd/uhschc)



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**Other**

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**Department of Human Services****586-4824**

Vocational Rehabilitation Division

[www.hawaii.gov/dhs](http://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](http://www.eastersealshawaii.org)

710 Green St. Honolulu 96813

**Access to Independence****347-7944**

Assistance for persons with disabilities.

[accesstoindpendence.org](http://accesstoindpendence.org)**Aloha Independent Living Hawaii****1-800-385-2454**

P.O. Box 283 Pearl City 96782

[www.alohaihawaii.org](http://www.alohaihawaii.org)**SECOH (Special Education Center of Hawaii)****734-0234**

Supporting Exceptional Citizens of Hawaii

[www.secoh.org](http://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](http://www.thearcinhawaii.org)

3989 Diamond Head Rd. Honolulu 96816

**University of Hawaii School of Medicine****692-1370**

Pacific Basin Rehabilitation and Research Center

**TTY****692-1370**

Research, training, technical assistance, evaluation for persons with disabilities.

[manoa.hawaii.edu/pbrrtc](http://manoa.hawaii.edu/pbrrtc)

677 Ala Moana Blvd. #202 Honolulu 96813

# Other Groups

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## Abuse & Neglect Victims

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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. [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
420 Waiakamilo Rd. Suite 200 Honolulu 96817

**Domestic Violence Action Center** **531-3771**

P.O. Box 3198 Honolulu 96801 [www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

**Elder Abuse Justice Unit** **768-7536**

Dept. of the Prosecuting Attorney  
Prosecutes criminal cases involving victims 60 years and older.

**Hawaii Immigrant Justice Center** **536-8826**

Legal Aid Society of Hawaii **1-877-208-8828**  
Legal services, community outreach & education, and [www.hijcenter.org](http://www.hijcenter.org)  
advocacy for immigrants. Neighbor islands call toll free.  
P.O. Box 3950 Honolulu 96812

**Honolulu Domestic Violence Shelter** **841-0822**

Child & Family Service [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
Shelter for abused spouses/children.  
91-1841 Ft. Weaver Rd. Ewa Beach 96706

**PACT Family Peace Center****832-0855****Crisis Hotline****585-7944**

Group counseling for domestic violence  
batterers, victims, and child witnesses.

[www.pacthawaii.org](http://www.pacthawaii.org)

1505 Dillingham Blvd. Suite 208 Honolulu 96817

**CFS Gerontology Program - REACH****543-8468**

Child & Family Service

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

Prevention and Case Management for those at risk of Abuse.

91-1841 Ft. Weaver Rd. Ewa Beach 96706

**The Sex Abuse Treatment Center****535-7600**

Support for victims of sexual assault.

**24 hr Hotline 524-7273**

Harbor Court, 55 Merchant St. 22nd Floor

[www.satchawaii.com](http://www.satchawaii.com)

Honolulu 96813

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**Grandparents**

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Resources for grandparents raising children. Visit Generations United at [www.gu.org](http://www.gu.org), and [www.aarp.org/life/grandparents](http://www.aarp.org/life/grandparents).

**Hawaii Family Services, Inc.****696-3482**

Programs for grandparents raising grandchildren  
in Waianae/Leeward area.

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

**PATCH****839-1988**

People Attentive to Children

[www.patchhawaii.org](http://www.patchhawaii.org)

Child care resource and referral agency.

560 N. Nimitz Hwy. Suite 218 Honolulu 96817

**Queen Liliuokalani Children's Center****235-7613**

Support group for grandparents & relative caregivers of minors.

46-316 Haiku Rd. Kaneohe 96744

[www.qlcc.org](http://www.qlcc.org)

**The Parent Line****526-1222**

Support and information for grandparents,  
parents, and other child caregivers.

**1-800-816-1222**

[www.theparentline.org](http://www.theparentline.org)

P.O. Box 3102 Honolulu 96802

## OTHER GROUPS

### 68 Pet Owners, Veterans

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

## Pet Owners

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**Hawaiian Humane Society** [www.hawaiianhumane.org](http://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

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**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](http://www.va.gov)

**Veterans Service Center** **1-800-827-1000**  
Burial benefits, disability, education, home loan  
guaranty, homeless veterans, medical treatment,  
minority veterans, vocational rehabilitation.

**VA Caregivers Support Program** **433-0371**  
Caregiver Support Line **1-855-260-3274**  
Support, education and information for [www.caregiver.va.gov](http://www.caregiver.va.gov)  
Family Caregivers of all Era Veterans.

**VA Crisis Line** **1-800-273-8255**  
[www.veteranscrisisline.net/](http://www.veteranscrisisline.net/)

**U.S. Vets Transitional Housing  
and Homeless Program** **682-9000**  
Help veterans achieve independence. [www.usvetsinc.org](http://www.usvetsinc.org)  
P.O. Box 75329 Kapolei 96707

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## Fall Prevention Information

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### Fall Facts:

- Everyone falls, no matter the age, however, older persons are more likely to be **severly 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.**

## **Home Safety Checklist**

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

### **Online information:**

#### **Mountain-Pacific QIO Home Safety Checklist**

[mpqhf.com/QIO/wp-content/uploads/2015/02/homesafefhome5081.pdf](http://mpqhf.com/QIO/wp-content/uploads/2015/02/homesafefhome5081.pdf)

#### **National Institute on Aging**

[go4life.nia.nih.gov/sites/default/files/FallProofingYourHome.pdf](http://go4life.nia.nih.gov/sites/default/files/FallProofingYourHome.pdf)

#### **Hawaii Department of Health**

[health.hawaii.gov/injuryprevention/home/preventing-falls/information/](http://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**

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### **Leaving the Hospital: What you should know**

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

### **Ask Questions!**

It is important to consult with doctors, nurses and social workers on a discharge plan while the patient is still in the hospital. Family

members may be assigned tasks such as changing wound dressings, dispensing medications, and/or transferring the patient in the home while he or she is recovering. Those responsible must understand their role and make it clear to the discharge staff if they feel they need assistance or cannot adequately perform the tasks.

### **Some Questions you may want to ask:**

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

### **Learn all the options...**

If there are no friends or family who can adequately assist, home health or other in-home services may be needed. Ask if the patient's condition makes him or her eligible for in-home care covered under insurance. In some cases, the hospital physician can order these services before discharge. Also consider other options, such as private-pay services. See **page 41 for In-Home Assistance**. If you only need help during the day, consider **Adult Day Care & Day Health, pages 32-35**.

### **Care Facility Placement?**

If the patient needs long-term care that cannot be provided at home, ask the discharge planner for assistance with placement into a care facility such as a care home, adult foster home, or nursing home. Consider this option before the patient's discharge plan is finalized. See **pages 14-17** for information on **Nursing Homes, Care Homes, and Adult Foster Homes**.

**Get a more detailed hospital discharge checklist online at:**  
[www.medicare.gov/pubs/pdf/11376.pdf](http://www.medicare.gov/pubs/pdf/11376.pdf)



## **Financial Fraud and Scams**

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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

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](http://www.stopfraud.gov)

**Honolulu Prosecuting Attorney**

[honoluluprosecutor.org/elder-abuse-justice-unit/](http://honoluluprosecutor.org/elder-abuse-justice-unit/)

**Hawaii’s Fraud Prevention & Resource Guide**

[health.hawaii.gov/eoa/files/2013/04/Fraud.pdf](http://health.hawaii.gov/eoa/files/2013/04/Fraud.pdf)

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## **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.

## **Emergency Kit Checklist**

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

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

- If you have a vehicle, top off your gas tank.

### **Keep on hand:**

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

**If you need to evacuate**, have the following items ready to take with you:

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

### **More information online:**

[www.honolulu.gov/dem](http://www.honolulu.gov/dem) and [www.ready.gov](http://www.ready.gov)

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

## ALA MOANA

**973-4864**

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

## KAILUA

**262-8102**

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

## KAPOLEI

**674-2288**

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

## CHINATOWN

**548-5000**

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

## KAIMUKI

**SHOPPING CENTER**

**734-2266**

3221 Waiialae Avenue, B4  
Mon. - Thurs. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

## LAIE FOODLAND

**541-8669**

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

## EWA

**685-4618**

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

## KALIHI

**846-4600**

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

## LILIHA

**526-0002**

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

## HALEIWA

**637-5042**

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

## KAMEHAMEHA

**SHOPPING CENTER**

**832-4580**

1620 North School Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

## MAIN

**523-6844**

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

## HAWAII KAI

**395-2308**

333 Keahole Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

## KANEOHE

**233-4570**

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

## MAKIKI

**591-2255**

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

## HONOLULU

**WALMART**

**973-5300**

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

## KAPAHULU

**733-2910**

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

## MANOA

**988-7042**

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

## KAHALA

**733-2900**

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

## KAPIOLANI

**946-2802**

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

## MARKET CITY FOODLAND

**733-6655**

2939 Harding Avenue  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**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 Kuaia Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARLRIDGE**  
**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**

929 Queen Street  
Mon. - Fri. 9 a.m. - 6 p.m.

**SALT LAKE**  
**SHOPPING CENTER**  
**833-2751**

848 Ala Liliiko'i Street, Suite  
103  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 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.

**WAIANA'E**  
**673-2606**

86-120 Farrington Highway  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 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.

**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 Waipio Uka Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**WINDWARD CITY**  
**SHOPPING CENTER**  
**247-6664**

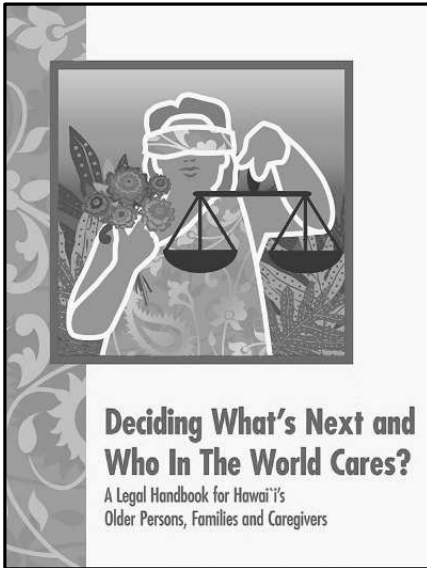
45-480 Kaneohe Bay Drive  
Bldg. D10  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun. 10 a.m. - 3 p.m.



# AMERICAN

Savings Bank

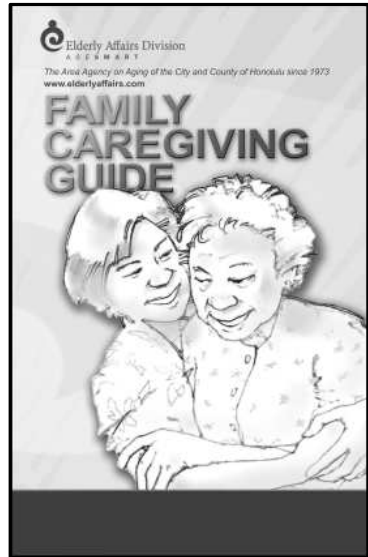
Member FDIC



**Deciding What's Next and Who In The World Cares?**

A Legal Handbook for Hawai'i's Older Persons, Families and Caregivers

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



Elderly Affairs Division  
A D E P M E N T

The Area Agency on Aging of the City and County of Honolulu since 1973  
[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

**FAMILY CAREGIVING GUIDE**

***Family Caregiving Guide***  
Library call number:  
H 649.8 Ho

These publications are available for borrow through the Hawaii State Public Library System, [www.librarieshawaii.org](http://www.librarieshawaii.org); or view on our website at [www.elderlyaffairs.com](http://www.elderlyaffairs.com).

Also available on [www.elderlyaffairs.com](http://www.elderlyaffairs.com):  
Oahu Housing Guide (for seniors)

GOVERNMENT NUMBERS

**City & County of Honolulu**

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

**State**

Adult Protective Services	832-5115
Department of Health Information Line	586-4400
Public Assistance Information Line	643-1643
Executive Office on Aging	586-0100
Governor's Office of Information	586-0221
Med-QUEST	587-3521/692-7364
Mental Health Services Eligibility Line	643-2643
State Employees Retirement System	586-1735
State Identification	532-7730
State Tax Information	587-4242
Vital Records	586-4539

**Federal**

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

EMERGENCY NUMBERS

Police, Fire, Ambulance	<b>911</b>
Civil Defense: State	<b>733-4300</b>
Poison Control Center	<b>1-800-222-1222</b>
National Suicide Prevention Lifeline	<b>1-800-273-8255</b>
Mental Health Access Line	<b>832-3100</b>
<u>Utilities (to report problems):</u>	
Electric - Hawaiian Electric	<b>548-7961</b>
Gas Leaks - Gasco, Inc.	<b>526-0066</b>
Telephone - Hawaiian Telcom	<b>611</b>
Water - Board of Water Supply	<b>748-5010</b>
Sewer Billing	<b>768-3330</b>

OTHER FREQUENTLY CALLED NUMBERS

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