



The Area Agency on Aging of the City and County of Honolulu since 1973
www.elderlyaffairs.com

Senior Information & Assistance Handbook 2007-2009

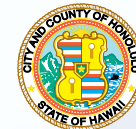
Call the
Senior Helpline
For Help or Information
About Senior Services
768-7700

Published as a public service

by the City and County of Honolulu

Mayor Mufi Hannemann

and American Savings Bank



HOW TO USE THIS BOOK

The following suggestions may help you find services available.

- 📞 To locate services, use the Table of Contents, page 4, or the Index, page 75.
- 📞 For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings.
- 📞 TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
- 📞 If an agency is listed more than once, its address may appear only in the first entry.
- 📞 Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.
- 📞 A copy of this handbook may be picked up at any branch of American Savings Bank, page 92. We suggest calling first to check availability.
- 📞 This handbook can also be found on our website: <http://www.elderlyaffairs.com>
- 📞 For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.

Name _____

Address _____

Phone number _____ Age _____

Emergency contacts

Name _____ Phone _____

Name _____ Phone _____

Name _____ Phone _____

Doctor's name _____ Phone _____

Allergies _____

Other medical information _____

24-HOUR EMERGENCY NUMBERS

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

OTHER FREQUENTLY CALLED NUMBERS

Abandoned Vehicles	733-2530
Cesspool	768-7232
Pothole Hotline	527-6006
Refuse Division	692-5358
Road Maintenance	484-7621
Sewer	768-7272
Street Lighting	564-6113
Traffic Signals	564-6101
Tree Trimming	971-7151

Senior Information and Assistance
Handbook



Elderly
Affairs
Division
AGE SMART

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

September 2007

**MESSAGE FROM
MAYOR MUFI HANNEMANN**



Aloha,

I am very pleased to present the 2007-2009 edition of The Senior Information and Assistance Handbook, a guide to programs and services for elders in the City and County of Honolulu.



It is with deep appreciation that I acknowledge the 26 years of steadfast commitment American Saving Bank has devoted to the Elderly Affairs Division of the Department of Community Services. American Savings' generous financial

support has enabled us to upgrade, produce, and distribute—free of charge—this invaluable resource used widely throughout our community.

I also encourage you to visit www.elderlyaffairs.com to view other handy publications or to call the staff of the Elderly Affairs Division (at the new number of 768-7700) for personalized assistance if you have questions about senior or caregiver issues.

Mufi Hannemann
Mayor of Honolulu

Frequently Called Government Numbers 95

GOVERNMENT ASSISTANCE

City & County of Honolulu

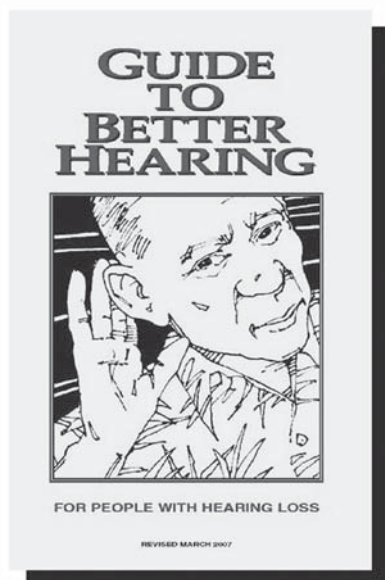
Bus Schedule & Routes	848-5555
Customer Services	
(Information)	523-4385
(Complaints)	523-4381
Driver's License & Motor Vehicle Information	532-7700
Elderly Affairs Division	768-7705
Senior Helpline	768-7700
Mayor	523-4141
People's Open Markets	522-7088
Voting Information	523-4293

State

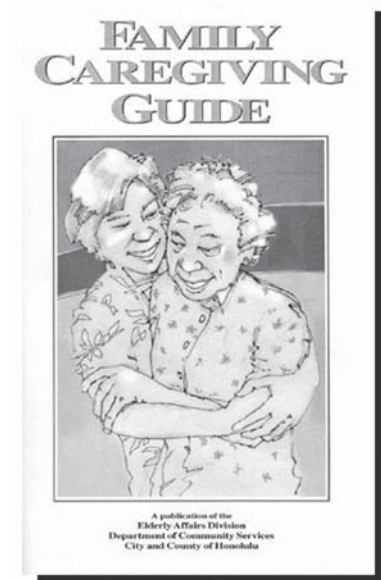
Adult Protective Services	832-5115
Department of Health Information Line	586-4400
Public Assistance Information Line	643-1643
Executive Office on Aging	586-0100
Governor's Office of Information	586-0221
Retirement System	586-1660
State Identification	587-3111
State Tax Information	587-4242
Vital Records	586-4539

Federal

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



Guide to Better Hearing
Library: H 362.42 Ho

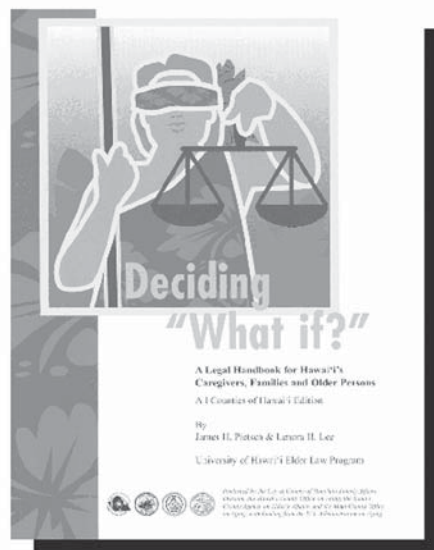


Family Caregiving Guide
Library: H 649.8 Ho

These publications available to borrow through the Hawaii State Public Library System or view online at: www.elderlyaffairs.com

Also available online:

- Oahu Housing Guide
- Aloha Pumehana Newsletter



Deciding "What If?"
Library: H 346.013 Pi
www.hawaii.edu/uhelp



AMERICAN
Savings Bank

Dear Honolulu Resident:

It is with great pleasure that American Savings Bank once again joins the City and County of Honolulu in presenting the Senior Information and Assistance Handbook to you.



This 2007-2009 edition is expanded to include more information. It categorizes and lists hundreds of public and private resources in the community that provide services to benefit older adults and family

caregivers. A glance at the table of contents will give you an idea of the many types of services that are covered, such as finances, transportation, family support respite, and end-of life issues.

We hope that you will find this handbook useful. Please inform your friends and neighbors about this resource and encourage them to visit a branch of American Savings Bank on Oahu for their own copy.

Aloha,

Constance H. Lau

Constance H. Lau

President, Chairman and CEO
American Savings Bank

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

MARKET CITY
FOODLAND
733-6655
 2939 Harding Avenue
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 p.m.

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

McCULLY YOUNG
942-0070
 1018 McCully Street
 Mon. - Fri. 9 a.m. - 6 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. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 p.m.

PEARL CITY
455-4138
 850 Kamehameha Highway
 Mon. - Fri. 9 a.m. - 6 p.m.
 Sat. 9 a.m. - 1 p.m.

PEARL CITY WAL-MART
453-2070
 1131 Kuala Street
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 p.m.

PEARL CITY
FOODLAND
453-2860
 1089 Waimano Home Road
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 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.
 Sat. 9 a.m. - 1 p.m.

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

STADIUM
MARKETPLACE
SACK N SAVE
483-5645
 4561 Salt Lake Boulevard
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 p.m.

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

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

WAIANAE
673-2606
 86-120 Farrington Highway
 Mon. - Fri. 9 a.m. - 6 p.m.

WAIKIKI
923-1102
 321 Seaside Avenue
 Mon. - Fri. 9 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. - 4 p.m.

WAIPIO GENTRY
FOODLAND
673-2601
 94-1040 Waipio Uka Street
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun./Hol. 9 a.m. - 4 p.m.

WINDWARD CITY
SHOPPING CENTER
247-6664
 45-480 Kaneohe Bay Drive
 Mon. - Fri. 9 a.m. - 7 p.m.
 Sat./Sun. 9 a.m. - 4 p.m.

92 American Savings Bank Branches

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

AINA HAINA
397-2950

820 Hind Drive, #131
Branch and Drive-thru:
Mon. - Fri. 9 a.m. - 6 p.m.

ALA MOANA
973-4864

1450 Ala Moana Boulevard
Mon. - Fri. 9 a.m. - 7 p.m.
Sat./Sun./Hol. 9 a.m. - 4 p.m.

CHINATOWN
548-5000

99 North King Street
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

EWA TOWN CENTER
685-4618

91-1401 Fort Weaver Road, C101
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

HALEIWA
637-5042

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

HAWAII KAI
395-2308

7192 Kalaniana'ole Highway, B132
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

HONOLULU WAL-MART
973-5300

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

KAHALA MALL
733-2900

4211 Waialae Avenue
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 4 p.m.
Sun. 9 a.m. - 2 p.m.

KAILUA
262-8102

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

KAIMUKI
SHOPPING CENTER
734-2266

3221 Waialae Avenue, B4
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAIMUKI 12TH AVENUE
735-5566

1139 12th Avenue
Mon. - Fri. 9 a.m. - 6 p.m.

KALIHI
846-4600

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

KANEOHE
233-4570

45-1144 Kamehameha Highway
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAPAHULU
733-2910

737 Kapahulu Avenue
Mon. - Fri. 9 a.m. - 6 p.m.

KAPALAMA
832-2770

1190 Dillingham Boulevard
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

KAPIOLANI
946-2802

1600 Kapiolani Boulevard
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.

LAIE FOODLAND
293-8554

55-510 Kamehameha Highway
Mon. - Fri. 9 a.m. - 7 p.m.
Sat./Hol. 9 a.m. - 4 p.m.

LILIHA
526-0002

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

MAIN
523-6844

1001 Bishop Street
Mon. - Thu. 8 a.m. - 5 p.m.
Fri. 8 a.m. - 6 p.m.

MAKIKI
591-2255

1296 South Beretania Street
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 1 p.m.

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Elderly Affairs Division

AGE SMART

Department of Community Services
City and County of Honolulu
715 South King Street, Suite 200
Honolulu, Hawaii 96813
768-7705

Senior Helpline: 768-7700

www.elderlyaffairs.com

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

A Four-Year Area Plan for Aging recently developed for fiscal years 2008-2011 guides EAD in fulfilling its mission. 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 and other Individualized Assistance
- Personal Care

- 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:

- Senior Helpline for telephone consultation, information, and referral to services available for older adults and family caregivers.
- Outreach to provide information to the entire community and locate isolated elders.
- Home visits for individual consultation.
- Follow up on frail elders.
- Speakers, exhibits, *Aloha Pumehana* newsletter, brochures, videos, books and lending library.

With advances in health care, aging is not what it used to be. People are living longer with the potential for more fulfilling lives than previous generations. Aging affects everyone, young and old. Viewing it as a process instead of an adverse eventuality allows you to prepare for and enjoy all stages of your life.

By working together, the staff and partner agencies in 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!

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Other Area Agencies on Aging

Kauai Agency on Elderly Affairs **1-808-241-4470**
 Piikoi Building **FAX 1-808-241-5113**
 4444 Rice St. Suite 330 Lihue 96766
www.kauai.gov

Hawaii County Office of Aging **1-808-961-8600**
 Hilo Lagoon Center **FAX 1-808-961-8603**
 101 Aupuni St. Suite 342 Hilo 96720
 Kona **1-808-327-3597**
 Hanama Place
 75-5706 Kuakini Hwy. Suite 106 Kailua-Kona 96740

Maui County Office on Aging **1-808-270-7755**
 Information Assistance & Outreach **1-808-270-7774**
 200 S. High St. Wailuku 96793 **FAX 1-808-270-7935**
 Molokai **1-808-553-5241**
 Lanai **1-808-565-7114**
www.co.maui.hi.us/departments/Housing/aging.htm

Other Area Agencies on Aging:

To locate call:
 National Eldercare Locator **1-800-677-1116**
www.eldercare.gov

State Office

State Executive Office on Aging **586-0100**
 No. 1 Capitol District
 250 S. Hotel St. Suite 406 Honolulu 96813
www2.state.hi.us/eoa

Basic Needs - Food

For Food Stamps, see **Financial Assistance**, page 62.

Food Banks

Hawaii Foodbank **836-3600**
 For coordination or to donate. For a food pantry in your area call Aloha United Way at 211.
 www.hawaiifoodbank.org
 2611 Kilihau St. Honolulu 96819

Honolulu Community Action Program (HCAP) **521-4531**
 Federal surplus food distribution for qualified individuals with low income.
 www.hcapweb.org
 33 S. King St. Suite 300 Honolulu 96813

Meals

Group dining sites and home-delivered meals. Some of the following organizations provide therapeutic meals for low-sodium, low-fat, diabetic or renal diets.

Alu Like **535-1328**
 Ke Ola Pono No Na Kupuna Project
 Meals for Native Hawaiian Elders, including recreation and limited transportation.
 www.alulike.org
 458 Keawe St. Honolulu 96813

Arcadia Home Care Services **440-3041**
 Home-delivered meals Monday - Friday.
 Nuuanu to Waialae/Kahala.
 www.arcadia-hi.org
 1660 S. Beretania St. Honolulu 96826

Hawaii Meals on Wheels **988-6747**
 Home-delivered hot meals in Honolulu, Kaneohe, Kailua, Aiea, Pearl City, Ewa, Waimanalo & Mililani.
 www.hmow.org
 P.O. Box 61194 Honolulu 96839

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King 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

Lanakila Meals on Wheels**531-0555**

Lanakila Rehabilitation Center, Inc. www.lanakilahawaii.org
Group dining services and home-delivered meals island-wide.
1809 Bachelot St. Honolulu 96817

Group Dining Sites**Honolulu:**

Kalanihuia (Palama)	352-0289
Kapahulu Center	737-1748
KKV (Kalihi)	848-0977
Kuhio Park Terrace	847-1808
Lanakila (Liliha)	531-0555
Lanakila Multi-Purpose Senior Center (Liliha)	847-1322
McCully Senior Citizen Club	973-7266
Moilili Community Center	955-1555
Paoakalani (Waikiki)	352-0281
Pauahi (Chinatown)	585-6446
Pohulani (Kakaako/Downtown)	352-0294
Susannah Wesley Center (Kalihi)	845-1881

Leeward/Central:

Hale Mohalu (Pearl City)	352-0280
Kamalu/Hoolulu (Waipahu)	352-0284
Kupuna Home O Waialua	352-0288
Wahiawa Recreation Center	352-0293
Waianae District Park	351-8001
West Loch Village (Ewa)	351-8002

Windward:

Hauula Satellite City Hall	352-0288
Kahaluu Key Project	239-5777
Lani Huli (Kailua)	531-0555
Waimanalo	259-7436

Palolo Chinese Home **748-4911**
Meals to Go
 Hot lunch and/or dinner delivered in
 Palolo, Kaimuki, St. Louis & Kahala areas.
 2459 10th Ave. Honolulu 96816



Need more information?
 Call the Senior Helpline
768-7700

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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 30). Others may choose or find it necessary to live with others or move to another type of dwelling.

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

For those who need help with activities of daily living, options include getting help to provide **Personal Care** (page 48) or **Homemaker Services** (page 47) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Facility.

For those with greater needs, entry to a Skilled Nursing or Intermediate Care Facility, also known as “nursing homes,” Expanded ARCH, or Foster Family Home may be necessary. Refer to the *Residential Options for Hawaii's Seniors Guidebook* (www.hacm.net) and the Oahu Housing Guide (www.elderlyaffairs.com).

Home Improvement

Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. See www.aarp.org/families/home_design for more ideas on how homes can be modified.

City & County Rehabilitation Loans **527-5907**
 51 Merchant St. Honolulu 96813 www.honolulu.gov/DCS/housingloans.htm
 Kapolei Branch **692-5809**
 1000 Uluohia St. Kapolei 96707

U.S. Department of Agriculture **483-8600 ext.4**
Rural Development www.rurdev.usda.gov/hi/housing.htm
 Grant and loan program for low-income
 and rural homeowners 62 years and older.

BASIC NEEDS - HOUSING

14 Household Goods, Housing Search & Information

Household Goods

Helping Hands Hawaii 536-7234

Community Clearinghouse www.helpinghandshawaii.org

Call to donate items. Item recipients should apply through social agencies, welfare & churches.
2100 N. Nimitz Hwy. Honolulu 96819

Kaumakapili Church Free Store 845-0908

Open 8:30 - 9:30 a.m., Friday. www.kaumakapili.org
766 N. King St. Honolulu 96817

Housing Search & Information

It is important to start your search early as waiting lists for low-income senior housing can be very long, especially for units in urban Honolulu. For comprehensive and most current listings, call Catholic Charities Hawaii at 595-0077. Also visit www.elderlyaffairs.com/housingguide.html for list of senior rentals, including low-income units.

Catholic Charities Hawaii 595-0077

Housing Assistance Program www.catholiccharitieshawaii.org
Help seniors find affordable rentals.
2745 Pali Hwy. Honolulu 96817

Hawaii Public Housing Authority 832-5960

Applications for Housing www.hcdch.hawaii.gov
1002 N. School St. Honolulu 96813

Housing Solutions, Inc. 599-5759

Kulaokahua
Transitional housing for elders experiencing homelessness.
1311 Ward Ave. #107 Honolulu 96814

HUD 522-8175

Dept. of Housing & Urban Development www.hud.gov/groups/seniors.cfm
500 Ala Moana Blvd. Suite 3A Honolulu 96813

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Nursing Facilities

These are long-term care facilities that provide intermediate and skilled care to persons who require nursing services. Concerns 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.

Aloha Nursing & Rehab Centre **247-2220**
45-545 Kamehameha Hwy. Kaneohe 96744 www.alohanursing.com

Ann Pearl Nursing Facility **247-8558**
45-181 Waikalua Rd. Kaneohe 96744 www.annpearlnursing.com

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

Convalescent Center of Honolulu **531-5302**
1900 Bachelot St. Honolulu 96817 www.ccoh.us

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

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

Hale Malamalama **396-0537**
6163 Summer St. Honolulu 96821

Hale Nani Rehabilitation & Nursing Center **537-3371**
1677 Pensacola St. Honolulu 96822

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

Harry & Jeanette Weinberg Care Center **236-7823**
45-090 Namoku St. Kaneohe 96744 www.pohainani.org/carecenter

BASIC NEEDS - HOUSING

16 Nursing Facilities

Hawaii Medical Center East	547-6414
2230 Liliha St. Honolulu 96817	www.stfrancishawaii.org
Island Nursing Home	946-5027
1205 Alexander St. Honolulu 96826	
Ka Punawai Ola	674-9262
575 Farrington Hwy. Kapolei 96707	www.lcca.com
Kahuku Hospital	293-9221
56-117 Pualalea St. Kahuku 96731	
Kuakini Geriatric Care	547-9741
347 N. Kuakini St. Honolulu 96817	www.kuakini.org
Leahi Hospital Nursing Home	733-8000
3675 Kilauea Ave. Honolulu 96816	www.leahi.hhsc.org
Leeward Integrated Health Services	695-9508
84-390 Jade St. Waianae 96792	www.lihshawaii.com
Liliha Healthcare Center	537-9557
1814 Liliha St. Honolulu 96817	
Maluhia	832-5874
1027 Hala Dr. Honolulu 96717	www.maluhia.hhsc.org
Maunalani Nursing & Rehabilitation Center	732-0771
5113 Maunalani Circle Honolulu 96816	
Nuuanu Hale	595-6311
2900 Pali Hwy. Honolulu 96817	
Oahu Care Facility	973-1900
1808 S. Beretania St. Honolulu 96826	www.hawaiinursinghomes.com/oahucare
Pearl City Nursing Home	453-1919
919 Lehua Ave. Pearl City 96782	www.hawaiinursinghomes.com/pcnh

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U.S. Dept. of Veterans Affairs **433-0218**
Pacific Islands Health Care System www.va.gov/hawaii
Center for Aging

Short-term convalescence & rehabilitation
for registered eligible veterans.
459 Patterson Rd. Bldg. 110 Honolulu 96819

Wahiawa General Hospital **621-8411**
Long-term care facility. www.wahiawageneral.org
128 Lehua St. Wahiawa 96786-2036

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. ARCHs and Expanded ARCHs are regulated and licensed by the State Department of Health Office of Health Care Assurance. Foster Homes or Residential Alternatives to Community Care Program (RACCP) Homes are regulated by the State Department of Human Services. Refer to the *Residential Options for Hawaii's Seniors Guidebook*, available online at www.hacm.net for more details.

There are over 400 licensed ARCHs and Expanded ARCHs on Oahu. A few of them are large facilities with many residents. Most are private homes in residential communities licensed for up to 5 persons. Some offer specialized care, such as for persons with Alzheimer's disease. Costs vary greatly depending on amenities and 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 licensing agency.

For assistance in choosing an ARCH, see **Case Management**, page 31. For concerns about a facility, see the Long Term Care Ombudsman, page 64.

Adult Intake Unit **832-5115**
Department of Human Services www.hawaii.gov/dhs
Foster Family Home and Care Home placement
420 Waiakamilo Rd. #300A Honolulu 96817

BASIC NEEDS - HOUSING

18 Retirement & Assisted Living Residences

Office of Health Care Assurance **692-7400**
Department of Health www.hawaii.gov/health/elder-care
Information on Care Home licensure and vacancies.
Visit website for a complete list of care homes.
601 Kamokila Blvd. Rm. 361 Kapolei 96707

Retirement & Assisted Living Residences

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

15 Craigside **285-5178**
15 Craigside Pl. Honolulu 96817 www.15craigside.org

Arcadia Retirement Residence **941-0941**
Skilled nursing unit available to residents. www.arcadia-hi.org
1434 Punahou St. Honolulu 96822

Harry & Jeanette Weinberg **842-1082**
Senior Residence at Maluhia www.geocities.com/2bc4u/Maluhia
Hawaii Affordable Properties, Inc.
Pacific Housing Assistance Corporation
1111 Hala Dr. Honolulu 96817

Hawaii Kai Retirement and **395-9599**
Assisted Living Community **396-0720**
428 Kawaihae St. Honolulu 96825 www.seniorlivinginstyle.com

Kahala Nui Life Care **218-7200**
Retirement Community www.kahalanui.com
4381 Malia St. Honolulu 96821

Olaloa Retirement Community **626-2323**
No assisted living facilities.
95-1050 Makaikai St. Mililani 96789

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One Kalakaua Senior Living 983-4400
1314 Kalakaua Ave. Honolulu 96826

Plaza At Punchbowl 792-8800
Independent living, assisted living, www.punchbowlretirement.com
memory care, adult day care, respite care.
918 Lunalilo St. Honolulu 96822

Pohai Nani Good Samaritan 247-3448
Retirement Community toll free 1-866-247-3448
45-090 Namoku St. Kaneohe 96744 www.pohainani.org

Ponds at Punaluu 293-1100 x223
P.O. Box 909 or www.pondsatpunaluu.com
53-594 Kamehameha Hwy.
Hauula 96717

Need more information?
Call the Senior Helpline

768-7700

Basic Needs - Transportation

Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the Driver Education Program at the Rehabilitation Hospital of the Pacific; see below.

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 course are available. To find nearest location, call or visit website: www.aarp.org/life/drive/drivered.

Driver's License & Motor Vehicle 532-7700

Registration information. www.honolulu.gov/csd

Older Driver Information Websites

These websites provide information regarding older persons and safe driving:

AAA Foundation for Traffic Safety

www.seniordrivers.org

American Occupational Therapy Association, Inc.

www.aota.org/olderdriver

The Hartford

www.thehartford.com/talkwitholderdrivers

Rehab Hospital Driving Evaluation & Training Program 566-3586

www.rehabhospital.org

Program to help develop 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

Walk Wise Hawaii 768-8329

Department of Transportation Services
Pedestrian Safety Campaign

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Local Transportation & Passes

Also see **Escort**, page 34 and refer to the Yellow Pages for taxi cabs.

**American Cancer Society
Road to Recovery**

Provides transportation for cancer patients to doctor appointments.

Central/Leeward Unit	486-8420
Honolulu Unit	595-7544
Windward Unit	262-5124

Catholic Charities Hawaii **595-0077**
Transportation Services for seniors. www.catholiccharitieshawaii.org

Charley's Taxi and Limousine **531-1333**
MediCab www.charleystaxi.com
Door-to-door escort service available.
680 Ala Moana Blvd. Suite 303 Honolulu 96813

CNA Senior Transport, LLC **735-9500**
Wheelchair and stretcher transport www.cnaseniortransport.com
with Certified Nurses Assistant drivers.
P.O. Box 10869 Honolulu 96816

5 Star Transcare Systems, LLC **456-8457**

GDD Handitrans **265-0507**
Curb-to-curb and door-to-door service.
94-601 Palai St. Waipahu 96797

Handicabs of the Pacific Inc. **524-3866**
Vans accommodate wheelchairs & stretchers. www.handicabs.com
Specializing in door-to-door service.
P.O. Box 22428 Honolulu 96823

JCRG Eldercare and Transervices, LLC **672-8670**
Curb-to-curb and door-to-door service.
92-1088 Kakoo Pl. Kapolei 96707

Malama Lima Handi-Trans, LLC **226-0109**
 P.O. Box 970324 Waipahu 96797

OHE Transportation Services, Ltd **455-8900**
 Door-to-door service. Flat rate fares. www.oheservices.com
 P.O. Box 850 Pearl City 96782

Persons with Disabilities Parking Permit **532-7710**
 City & County of Honolulu
 Customer Services Department
 Download parking permit form: www.hawaii.gov/health/dcab
 Or go to any Satellite City Hall (page 24) for application.
 P.O. Box 30310 Honolulu 96820

TheBus
 Oahu Transit Services, Inc.
 Seniors 65 years and older are eligible for discounted fares and passes.
 Just show your valid Medicare Card to the bus driver for a discount on a one-way fare or apply for a Senior Bus Pass.
 811 Middle St. Honolulu 96819 www.thebus.org

Bus Pass Office/Lost & Found **848-4444**
 Pick up at Bus Facility, 811 Middle St. Honolulu 96819
 or go to any Satellite City Hall (page 24)
 to purchase a Bus Pass.

Customer Service **848-4500**
Schedules and Routes **848-5555**

TheHandi-Van
 Oahu Transit Services, Inc.

Applications **768-8300**
Customer Service, Reservations & Cancellations/Late Pick-Up **456-5555**
 (TTY) **454-5045**

Wheeler's Accessible Van Rentals **735-6365**
 Vans for rent that accommodate wheelchairs. www.wheelerz.com
 3311 Sierra Dr. Honolulu 96816

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OTHER GROUPS

74 Pet Owners, Veterans

Volunteer Legal Services Hawaii **528-7046**
Na Keiki Law Center www.vlsh.org
For grandparents raising, or having
concerns about grandchildren.
545 Queen St. #100 Honolulu 96813

Pet Owners

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

Veterans

State Office of Veterans Services **433-0420**
459 Patterson Rd., E-Wing, Rm. 1-A103
Honolulu 96819

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

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

COMMUNITY SERVICES

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Community Services

Information & Referral

Aloha United Way 211 Hotline **211**
Information and referral for community service resources **536-1951**
Statewide - 24 hours a day, 7 days a week. www.auw.org
200 N. Vineyard Blvd. Suite 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.hawaii.bbb.org

City & County of Honolulu **523-4385**
Information Branch www.honolulu.gov/csd

National Eldercare Locator **1-800-677-1116**
Access to more than 4,800 Information and
Referral service providers in the United States.
Available weekdays, 9 a.m. - 8 p.m., E.S.T.

Senior Helpline **768-7700**
Elderly Affairs Division www.elderlyaffairs.com
Department of Community Services
City & County of Honolulu
Telephone consultation, information, referral,
outreach, speakers, brochures, and lending library.
715 S. King St. Suite 200 Honolulu 96813

Personal Identification

Alzheimer's Association **1-888-572-8566**
Safe Return Wanderers Registry www.alz.org/Hawaii

COMMUNITY SERVICES

24 Satellite City Halls

Medic Alert (for ID Bracelets) **1-800-432-5378**
www.medicalert.org

State Identification **587-3111**
Official Hawaii State Identification Card
465 S. King St. Rm. 102 Honolulu 96813
www.stateid.hawaii.gov

Satellite City Halls

Call 527-6695 for information on Satellite City Hall Services. For Driver's license and Motor Vehicle information call 532-7700.

Satellite City Hall Information Line **527-6695**
Information on hours and services available at each location.
www.honolulu.gov/csd/satellite

Ala Moana **973-2600**
Ala Moana Center
1450 Ala Moana Blvd. #1286 Honolulu 96814

Fort Street (Downtown) **532-2500**
1000 Fort Street Mall Honolulu 96813

Hawaii Kai **395-7180**
Hawaii Kai Corporate Plaza
6600 Kalaniana'ole Hwy. Suite 101 Honolulu 96825

Kailua **261-8575**
Keolu Shopping Center
1090 Keolu Dr. Kailua 96734

Kalihi-Kapalama **842-0653**
Kapalama City Square
1199 Dillingham Blvd. A109 (Drivers Licensing A101)

Kaneohe **235-4571**
Windward Mall Shopping Center
46-056 Kamehameha Hwy. K4 Kaneohe 96744

OTHER GROUPS

Grandparents 73

REACH **543-8468**
**Honolulu Gerontology Program
Child & Family Service**
Case management for older adults
at risk of abuse, neglect, or self-neglect.

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

Grandparents

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

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

PATCH **839-1988**
People Attentive to Children
Child care resource and referral agency.
650 Iwilei Rd. Suite 205 Honolulu 96817
www.patch-hi.org

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

The Parent Line **526-1222**
Support and information for grandparents,
parents, and other child caregivers.
www.theparentline.org

Tutu and Me Traveling Preschool **524-7633**
Free mobile preschool at community sites for
grandparents raising children up to five years of age.
2345 Nuuanu Ave. Honolulu 96817
www.tutuandme.org

Other Groups

Abuse & Neglect Victims

Abuse can affect people of all ethnic backgrounds and social status. It may include: physical, emotional and sexual abuse; neglect; abandonment; and financial exploitation.

Social isolation, mental impairment, or a history of domestic violence may make a senior more susceptible to abuse. Sometimes elders 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. The perpetrators may be their own caregiver, friend, or even a family member. For agencies that deal with scams and fraud see **Consumer Assistance & Protection**, page 58.

Adult Protective Services

Dept. of Human Services - Adult Intake Unit **832-5115**
If you know of a dependent adult who is being www.hawaii.gov/dhs
abused or neglected, call this number for assistance.
420 Waiakamilo Rd. Suite 300A Honolulu 96817

Domestic Violence Clearinghouse **531-3771**
and Legal Hotline www.stoptheviolence.org
P.O. Box 3198 Honolulu 96801

Programs for Families **841-0822**
Child & Family Service
Shelter for abused spouses/children.

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

Kapolei Hale **692-5400**
1000 Uluohia St. Kapolei 96707

Pearlridge **483-3405**
Uptown Pearlridge Shopping Center
98-1005 Moanalua Rd. 244B Aiea 96701

Wahiawa **621-0791**
330 N. Cane St. Wahiawa 96786

Waianae **696-6371**
Waianae Neighborhood Community Center
85-670 Farrington Hwy. Waianae 96792

Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults.

CCH Lanakila Multi-Purpose Senior Center **847-1322**
Catholic Charities Hawaii www.catholiccharitieshawaii.com
Serving Moanalua to Kakaako.
1640 Lanakila Ave. Honolulu 96817

Kaneohe Community & Senior Center **233-7317**
45-613 Puohala St. Kaneohe 96744

Kapahulu Center **737-1748**
3410 Campbell Ave. Honolulu 96815

Makua Alii Senior Center **973-7258**
Department of Parks & Recreation
1541 Kalakaua Ave. Box 3 Honolulu 96826

COMMUNITY SERVICES

26 Senior Clubs & Organizations

Moiliili Senior Center **955-1555**

Moiliili Community Center www.moiliilicc.org

Serving seniors from Hawaii Kai to Makiki.
Special group program also available for frail elders.
2535 S. King St. Honolulu 96826

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

64-1510 Kamehameha Hwy. Wahiawa 96786

Waikiki Community Center **923-1802**

310 Paoakalani Ave. Honolulu 96815 www.waikikicomunitycenter.org

Senior Clubs & Organizations

Call Senior Centers and ask about ethnic clubs. Call churches and temples and ask for senior groups. See "Associations" and "Clubs" in the Yellow Pages.

AARP-Honolulu **843-1906**

American Association of Retired Persons **843-1907**

City Square Center www.aarp.org/states/hi
1199 Dillingham Blvd. A106 Honolulu 96817

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

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

HGEA-Retirees Unit **543-0054**

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

HSTA-R **833-2711**

Hawaii State Teachers Association-Retirees Unit
1200 Kapuna St. Honolulu 96819

Kokuia Council **261-8936**

c/o Harris United Methodist Church www.kokuiaCouncil.org
20 S. Vineyard Blvd. Honolulu 96813

PERSONS WITH DISABILITIES

Other 71

Other

Department of Human Services **586-5167**

Vocational Rehabilitation Division www.hawaii.gov/dhs
Employment services for people with disabilities.
600 Kapiolani Blvd. Rm. 301 Honolulu 96813

Easter Seals Hawaii **681-0747**

Home and Community-Based Services www.eastersealshawaii.org
91-1251 Renton Rd. Ewa Beach 96706

Hawaii Centers for Independent Living **522-5400**

Assistance for persons with disabilities. **TTY 536-3739**
414 Kuwili St. #102 Honolulu 96817 **Fax 522-5427**

SECOH (Special Education Center of Hawaii) **734-0233**

Supporting Exceptional Citizens of Hawaii www.secoh.org

The Arc in Hawaii **737-7995**

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

PERSONS WITH DISABILITIES

70 Deaf/Hard-of-Hearing

Deaf/Hard-of-Hearing

Aloha State Association of the Deaf www.asadhawaii.org
Non-profit association of and for deaf citizens.
P.O. Box 88591 Honolulu 96830

American Sign Language Interpreter Education Program (V/TTY) 734-9154 Fax 734-9799
Kapiolani Community College programs.kcc.hawaii.edu/~noncredit
Non-credit courses in American Sign Language.
4303 Diamond Head Rd.
Manono Bldg. Rm. 116 Honolulu 96816

Kapiolani Community College (KCC) Deaf Center (V/TTY) 734-9210 Fax 734-9238
Gallaudet University Regional Center
Counselor and library for adults who are deaf and hard-of-hearing.
4303 Diamond Head Rd.
Manono Bldg. Rm. 102 Honolulu 96816

Sprint Telecommunications Relay Service 711 (TTY) 1-866-835-8169 www.sprintip.com
Relay Hawaii's 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.
925 Dillingham Blvd. Honolulu 96817

COMMUNITY SERVICES

Volunteer Opportunities 27

NARFE 545-1071
National Active & Retired Federal Employees Association www.narfe.org
300 Ala Moana Blvd. Rm. 7-213 Honolulu 96850

Volunteer Opportunities

In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

Department of Human Services
Adult & Community Care Branch www.hawaii.gov/dhs
Foster Grandparent Program 453-6357
For income-eligible persons 60 years and older, interested in serving children with special needs in schools.
2201 Waimano Home Rd. Pearl City 96782
Senior Companion Program 586-5192
For income-eligible persons 60 years and older interested in serving frail seniors.
Retired & Senior Volunteer Program (RSVP) 586-5192
For individuals 55 years and older who are interested in volunteer opportunities.
600 Kapiolani Blvd. Suite 305 Honolulu 96813

Friends of Honolulu Hale 592-2291
Department of Community Services
711 Kapiolani Blvd. Suite 1422 Honolulu 96813

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

Waikiki Friendly Neighbors 926-8032
Volunteers provide services to frail seniors residing in Waikiki. www.waikikihc.org
277 Ohua Ave. Honolulu 96815

Education

Learning Opportunities

See Yellow Pages under "Schools-Universities and Colleges" for private colleges. Also see **Senior Centers**, page 25 and **Senior Clubs and Organizations**, page 26.

Use your library! **Hawaii State Public Library System** online:
www.librarieshawaii.org

Community Education Section **735-8371**
Department of Education
Community schools for adults island-wide.
475 22nd Ave. Rm. 124 Honolulu 96816

Hawaii Literacy Inc. **537-6706**
200 N. Vineyard Blvd. #320 Honolulu 96817
www.hawaiiliteracy.org

Honolulu Community College **845-9296**
Emeritus College/Honolulu SeniorNet
Instruction and access to computers for seniors.
874 Dillingham Blvd. Bldg. 2 #408 Honolulu 96817
honolulu.hawaii.edu/cet

Kapiolani Community College
Non-Credit Programs **734-9211**
4303 Diamond Head Rd. Ilima 106
Honolulu 96816
programs.kcc.hawaii.edu

Aging & Long Term Care Training Initiative **734-9461**
Classes for active seniors, family caregivers,
para-professional training, and computer instruction.
4303 Diamond Head Rd. Kopiko 121 Honolulu 96816

Leeward Community College **455-0477**
Office of Continuing Education
& Workforce Development
96-045 Ala Ike St. CE-10 Pearl City 96782
www.lcc.hawaii.edu/ocewd

Persons with Disabilities

Assistive Technology

ATRC **(V/TTY) 532-7110**
Assistive Technology **Fax 532-7120**
Resource Centers of Hawaii
Information on assistive devices and funding resources.
www.atrc.org
414 Kuwili St. #104 Honolulu 96817

Island Skill Gathering **(V/TTY) 732-4622**
3472 Kanaina Ave. Honolulu 96815
Fax 739-5464
www.isghawaii.com

Blind/Visually Impaired

American Foundation for the Blind **www.afb.org/seniorsite**
Senior website

Hoopono **586-5281**
Low Vision Clinic **(V/TTY) 586-5269**
1901 Bachelot St. Honolulu 96817
www.rrhi.com/hooponoblindservices

Library for the Blind **(V/TTY) 733-8444**
and Physically Handicapped **Fax 733-8449**
Certified persons unable to use or read
regular print due to visual or physical disabilities.
www.librarieshawaii.org
402 Kapahulu Ave. Honolulu 96815

Federal Internal Revenue Service (IRS) **1-800-829-1040**
www.irs.gov

Taxpayer Advocate Service **539-2870**
 Handles taxpayer problems not resolved through normal IRS channels.
 300 Ala Moana Blvd. Rm. 1-214 Honolulu 96850

State Tax Information **587-4242**
www.hawaii.gov/tax
 Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, simple tax preparation, and other tax issues.

University of Hawaii at Manoa
Center on Aging **956-5001**
 1800 East West Rd. Henke Hall 226
 Honolulu 96822 www.hawaii.edu/aging

Osher Lifelong Learning Institute **956-8224**
 Educational opportunities for seniors.
 PMB460 2440 Campus Rd. Honolulu 96822 www.all.hawaii.edu

Senior Citizen Visitor Program **956-9317**
 Office of Equity, Excellence & Diversity www.hawaii.edu/diversity
 Enables Hawaii residents 60 years and older to participate in regular classes without paying tuition.
 2600 Campus Rd. Student Services Center #413
 Honolulu 96822

University of Hawaii - West Oahu **454-4700**
 96-129 Ala Ike St. Pearl City 96782 www.uhwo.hawaii.edu

Windward Community College **235-7433**
 Office of Continuing Education and Training ocet.wcc.hawaii.edu
 45-720 Keaahala Rd. Kaneohe 96744

Need more information?
 Call the Senior Helpline

768-7700



Family Support

This section describes programs and services that promote quality of life by providing assistance which supplements the care and support for frail elders that is generally provided by families.

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

Often people think of nursing homes when they hear the term long-term care (LTC). However, LTC includes any type of ongoing service an elder would need to sustain quality of life, including services provided in the home by family members or agencies.

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

Refer to *A Shopper's Guide to Long-Term Care Insurance* from the National Association of Insurance Commissioners, online: www.ltcfeds.com/documents/files/NAIC_Shoppers_Guide.pdf.

Caregiver Education

See also **Support Groups**, page 40 and **Health & Safety Education**, page 50. Go to www.elderlyaffairs.com for the *Family Caregiver Guide*.

Aging & Long Term Care Training Initiative **734-9461** **Kapiolani Community College**

Regularly scheduled family caregiver training series taught by health care professionals.
4303 Diamond Head Rd. Kopiko 121 Honolulu 96816

Alzheimer's Association **591-2771**
Classes, orientation, and information for caregivers of dementia patients.
www.alz.org/Hawaii
1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

Susannah Wesley Community Center **847-1535** Immigrant Service Program

Employment and general assistance for immigrants.
1117 Kaili St. Honolulu 96819

U.S. Citizenship and Immigration Services **532-2701**
Honolulu District Office www.uscis.gov
595 Ala Moana Blvd. Honolulu 96813

Taxes

During tax season AARP's Tax-aid program can provide simple income tax assistance to seniors. For locations, call the Senior Helpline at 768-7700.

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

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

City & County Real Property Tax Assessment and Exemptions www.honolulupropertytax.com

For exemptions based on age, disability, and in Lieu of Exemption for 75 years & older for low income households.

Honolulu Office **527-5510**
842 Bethel St. Honolulu 96813

Kapolei Office **768-3169**
1000 Uluohia St. Suite 206 Kapolei 96707

City & County Tax Collections

www.honolulu.gov/budget/treasury_division.htm

Current Collections **523-4856**

Questions on tax payments.

Homeowner's Tax Relief **523-4857**

Tax credit for low income homeowners.
530 S. King St. Honolulu 96813

LEGAL & ADVOCACY

66 Immigration Assistance

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

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

Immigration Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications.

Bilingual Access Line (24-hours) **526-9724**
Helping Hands Hawaii www.helpinghandshawaii.org
Interpreter and translation services.
2100 N. Nimitz Hwy. Honolulu 96819

CCH Immigrant Services **528-5233**
Catholic Charities Hawaii www.catholiccharitieshawaii.org
712-C N. School St. Honolulu 96817

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

Pacific Gateway Center **851-7010**
Helping immigrants, refugees, and low-income residents to self-sufficiency. www.pacificgateway.org
720 N. King St. Honolulu 96817

Refugee/Immigrant Program **543-8447**
Child & Family Service
Help with job search, filling out forms, and English training.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

FAMILY SUPPORT

Caregiver Education, Case Management 31

American Red Cross **734-2101**
Family Caregiving Series, Training & Preparedness Section
4155 Diamond Head Rd. Honolulu 96816

CPR Awareness **422-1137**
Honolulu Fire Department www.honolulu.gov/HFD/cpr.htm
Training and Research Bureau
Charles H. Thurston Training Center
890 Valkenburgh St. Honolulu 96818

Eldercare Hawaii, LLC **988-6300**
Helps families & businesses learn about and plan for caregiving. www.eldercarehawaii.com
2909 Lowrey Ave. Suite E Honolulu 96822

Elderly Affairs Division **768-7700**
Information, consultation and referrals for seniors, caregivers, businesses, and physicians. www.elderlyaffairs.com

ORI Anuenue Hale Inc. **622-3929**
Caregiver training and information.
64-1510 Kamehameha Hwy. Wahiawa 96786

Case Management

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

Case managers may be Licensed Social Workers (LSW), Registered Nurses (RN), etc. Make sure to ask for qualifications when looking to hire one. Also look for "Home Health Care" in the Yellow Pages for other private companies.

Case Management Coordination Program
Department of Health, Public Health Nursing Branch
Administration **586-4620**
1250 Punchbowl St. Rm. 210 Honolulu 96813

FAMILY SUPPORT

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Public Health Nursing Branch (continued)

Central Oahu 453-6190

860 Fourth St. Rm. 130 Pearl City 96782

Leeward 675-0073

94-275 Mokuola St. Rm. 101 Waipahu 96797

East Honolulu 733-9220

3627 Kilauea Ave. Rm. 311 Honolulu 96816

West Honolulu 832-5757

1700 Lanakila Ave. Rm. 201 Honolulu 96816

Windward 233-5450

45-691 Keaahala Rd. Kaneohe 96744

HMSA 948-5711

Integrated Case Management Services 1-800-365-7665

HMSA and HPH members only. www.hmsa.com/seniors

818 Keeaumoku St. Honolulu 96808

Hawaii Association of Case Managers 988-6576

Call for referral to private practitioner.

Honolulu Gerontology Program

Child & Family Service www.childandfamilyservice.org

Ohana Care Program 543-8468

Case management and counseling for unpaid caregivers and their elderly care receivers.

Senior Case Management 543-8497

200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Ke Ola Mamo 848-8000

Native Hawaiian Health Care System, Oahu www.keolamamo.org

Island-wide services for Native Hawaiians.

1505 Dillingham Blvd. Suite 205 Honolulu 96817

Kokua Kalihi Valley Comprehensive 848-0977

Family Services (KKV) www.kkv.net

Case management for frail elderly in Kalihi Valley.

KKV Elder Center 1846 Gulick Ave. Honolulu 96819

LEGAL & ADVOCACY

Legal Representation & Mediation 65

Office of the Public Guardian 548-0006

Guardianship for adult wards of the state.

P.O. Box 2495 Honolulu 96804

State Office of the Ombudsman 587-0770

Complaints about executive branch agencies (TTY) 587-0774

of state and county governments. www.ombudsman.hawaii.gov

465 S. King St. 4th Floor Honolulu 96813

UHELP 956-6544

University of Hawaii Elder Law Program www.hawaii.edu/uhelp

Victim Witness Kokua Services 547-7401

Department of the Prosecuting Attorney 547-7400

Assistance to victims of criminal offenses.

1060 Richards St. 9th Floor Honolulu 96813

Legal Representation & Mediation

Lawyer Referral & Information Service 537-9140

Hawaii State Bar Association www.hawaiilawyerreferral.com

Legal Aid Society of Hawaii (LASH) 536-4302

Income eligible service, locations island-wide.

Affordable Lawyers Project 527-8027

Affordable services for those who www.legalaidhawaii.org

do not qualify for LASH.

924 Bethel St. Honolulu 96813

Mediation Center of the Pacific 521-6767

Mediation services. www.mediatehawaii.org

680 Iwilei Rd., Suite 530 Honolulu 96817

Na Loio 847-8828

Immigrant Rights and Public Interest Legal Center www.naloio.org

810 N. Vineyard Blvd. Honolulu 96817

Legal Services & Advocacy

Many types of Elder Law concerns are presented in *Deciding "What if?,"* a publication of the University of Hawaii Elder Law Project (www.hawaii.edu/uhelp). Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call # H346.013Pi.

Advocacy

See also *Deciding "What If?"* (www.hawaii.edu/uhelp).

Office of Health Care Assurance

Department of Health

Care Home complaints 692-7400

601 Kamokila Blvd. Rm. 361 Kapolei 96707

Hospital & Nursing Home complaints 692-7420

601 Kamokila Blvd. Rm. 395 Kapolei 96707

Hawaii Disability Rights Center 949-2922

For persons with disabilities. www.hawaiidisabilityrights.org
900 Fort St. Mall Suite 1040 Honolulu 96813

Legal Aid Society of Hawaii 536-4302

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

Long Term Care Ombudsman

Executive Office on Aging 586-0100

For nursing, care home and assisted living residents.

Mental Health America of Hawaii 521-1846

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

Life Foundation 521-2437

Case management and support services for people with HIV.
677 Ala Moana Blvd. #226 Honolulu 96813 www.lifefoundation.org

Nursing Home Without Walls 832-5115

Department of Human Services www.hawaii.gov/dhs
For Medicaid eligible.
420 Waiakamilo Rd. Suite 300A Honolulu 96817

Queen's Medical Center 547-4652

Queen's Community Based Programs www.queens.org
1301 Punchbowl St. Honolulu 96813

Emergency Alert Systems

Personal Emergency Alert systems attach to a home telephone and will call your designated number when the wireless unit (that is worn on the person) is activated. Such devices may be useful for elders who live alone.

Kupuna Monitoring Systems, Inc. 721-1201

2233 Ala Mahamoe St. Honolulu 96819 www.health-watch.com

Lifeline Hawaii Services 1-888-409-8449

Serving Oahu, Maui, Kauai, Hawaii, Molokai & Lanai.

Queen's Lifeline 537-7585

1301 Punchbowl St. Honolulu 96813 www.queens.org

Response Link 531-8177

Hawaii HealthCare Professionals www.hhcpcaring.com
345 Queen St. Suite 500 Honolulu 96813

St. Francis Lifeline 547-6120

2230 Liliha St. Honolulu 96817 www.stfrancishawaii.org

Carrier Alert Program 768-7700

Elderly Affairs Division www.elderlyaffairs.com
If enrolled, mail carrier reports seniors who have not picked up mail in a while.

FAMILY SUPPORT

34 Escort, Exercise for Frail Elders

Escort

Someone who accompanies and personally assists an elder with a service. Also see **Transportation**, page 20. See Yellow Pages under "Home Health Care."

Catholic Charities Hawaii **595-0077**
www.catholiccharitieshawaii.org

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

Exercise for Frail & Disabled Elders

See also **Education**, page 28, and **Senior Centers**, page 25. Check also with your health insurance plan or local clinic or hospital to see what they have to offer.

Arthritis Foundation, Hawaii Branch **596-2900**
Arthritis exercise classes.
PACE, AQUA, and Tai Chi, various locations.
www.arthritis.org

Department of Parks & Recreation
Therapeutic Recreation Unit **692-5750**
Support for the inclusion
of people with disabilities
into Parks and Recreation programs.
1000 Uluohia St. Suite 309 Kapolei 96707
www.honolulu.gov/parks/programs/trunit.htm

Elam Sports Oahu **674-9595**
Physical and aqua therapy.
No extra charge for home visit.
1001 Kamokila Blvd. Suite 111 Kapolei 96707
425 Kamehameha Hwy. #2B Pearl City 96782
www.elamsporthoahu.com

INCOME SECURITY - FINANCIAL HELP

Utility Assistance 63

Salvation Army **845-2544**
Rental Assistance for persons facing
eviction or homelessness. www.salvationarmyhawaii.org
Food Pantry, Clothing Voucher.
420 Waiakamilo Rd., Suite 108 Honolulu 96817

Waianae Community Outreach **696-5667**
Services for persons experiencing homelessness.
87-217 St. John's Rd. Waianae 96792

Utility Assistance

Catholic Charities Hawaii **521-4357**
Helpline **(521- HELP)**
250 Vineyard St. Honolulu 96813
www.catholiccharitieshawaii.org

Hawaiian Telecom Lifeline/Link-up Service **643-3456**
Telephone subsidies for qualified individuals.

Honolulu Community Action Program (HCAP) **521-4531**
Subsidies for electric bills through the Low-Income
Home Energy Assistance Program (LIHEAP). www.hcapweb.org
Applications accepted only once a year.
33 S. King St. Suite 300 Honolulu 96813

Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility. For assistance with Food Stamp applications contact Catholic Charities at 595-0077.

Benefit, Employment & Support Services

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

Med-QUEST **587-3521**

Department of Human Services www.med-quest.us

Medical assistance for eligible persons.

Temporary Financial Aid

Catholic Charities Hawaii **521-4357**

Helpline **(521- HELP)**

250 Vineyard St. Honolulu 96813 www.catholiccharitieshawaii.org

CSI Inc. **538-0353**

49 S. Hotel St. Suite 310 Honolulu 96813 www.csihawaii.org

**Domestic Violence Clearinghouse
and Legal Hotline** **531-3771**

For victims of intimate partner abuse.
P.O. Box 3198 Honolulu 96801
www.stoptheviolence.org

Jewish Community Services **258-7121**

Services for Jewish elders.
2550 Pali Hwy. Honolulu 96817

Honolulu Gerontology Program **543-8421**

No Fear of Falling www.childandfamilyservice.org

Exercise and education groups for
older adults at risk for falls, 2 locations.

Senior Exercise Group

Health support groups, exercise & socializing, 7 locations.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Kaiser Permanente Lifestyle Program **432-2270**

1010 Pensacola St. Honolulu 96814 www.kaiserpermanente.org

Kokua Kalihi Valley (KKV) Elderly Services

Health Maintenance Program **848-0977**

For elders residing in Kalihi Valley. www.kkv.net

KKV Elder Center

1846 Gulick Ave. Honolulu 96819

KPT Community Hall

1475 Linapuni St. Honolulu 96819

Therapists and Home Care On Call, Inc. **247-2472**

Van with equipment goes to homebound. www.therapistsoncallhawaii.com
46-005 Kawa St. Kaneohe 96744

YMCA www.ymcahonolulu.org

Aqua exercise classes for people with arthritis
and Silver Sneakers, land exercise classes 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 programs include supervision, recreation, socialization, exercise, meals, and group activities. Facilities are licensed by the Department of Human Services, Adult & Community Care Services Branch.

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

Aged to Perfection **622-4717**
Central Oahu Senior Day Care Association
1445 California Ave. Wahiawa 96786

Aloha Nursing & Rehab Centre **247-2220 ext. 568**
45-545 Kamehameha Hwy. Kaneohe 96744 www.alohanursing.com

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

Casamina Adult Day Care **839-9733**
1426 Ala Napunani St. Honolulu 96818

Central Union Church-Adult Day Health Center **440-3020**
1660 S. Beretania St. Honolulu 96826

Easter Seals Hawaii Home and Community-Based Services **681-0747**
www.eastersealshawaii.org
Medicaid eligible, developmentally disabled.
91-1251 Renton Rd. Ewa Beach 96706

Franciscan Adult Day Center **988-5678**
2715 Pamoia Rd. Honolulu 96822 www.franciscanadultday.com

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

Money & Debt Management

For help with budgeting and bill paying.

CCH Money Management Assistance **595-0077**
Catholic Charities Hawaii www.catholiccharitieshawaii.org

Consumer Credit Counseling Service **532-3225**
Non-profit community service agency offering credit counseling. www.cccshawaii.org
1164 Bishop St. Suite 1614 Honolulu 96813

CSI Inc. **538-0353**
49 S. Hotel St. Suite 310 Honolulu 96813 www.csihawaii.org

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

Social Security & SSI

For assistance with Social Security applications, contact Catholic Charities Hawaii at 595-0077.

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

Hale Kuai Center
563 Farrington Hwy. Suite 201 Kapolei 96707
Honolulu Office
300 Ala Moana Blvd. Rm. 1-114 Honolulu 96850

SSI - Supplemental Security Income **1-800-772-1213**
Federal income supplement program for eligible persons: 65 years or older, Blind, and /or Disabled. www.ssa.gov/ssi

INCOME SECURITY

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U.S. Consumer Product Safety Commission 1-800-638-2772
733-8710

Report product safety hazards. Obtain recall information. www.cpsc.gov
575 Cooke St. Suite A PMB 2208 Honolulu 96813

Employment & Training Programs

Also, see Yellow Pages under "Employment."

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

Honolulu Community Action Program (HCAP) 521-4531
Older Americans Community www.hcapweb.org

Services Employment Program (OACSEP)

Part time, paid employment training and
job search services for seniors.

33 S. King St. Suite 300 Honolulu 96813

Oahu WorkLinks 592-8620

Career planning, job search assistance, www.hirenethawaii.com
and for qualified individuals, training opportunities.
For employer assistance with recruitment, referrals,
employee training and tax credits, call 221-4174.

Respite Companion Service Program 586-5192

Department of Human Services www.hawaii.gov/dhs
Part-time employment and training program for income
eligible persons 55 years and older interested in serving
homebound elders with personal care, other support
services and respite to caregivers.
600 Kapiolani Blvd. Suite 305 Honolulu 96813

Winners at Work 532-2100

Employment services for people with disabilities. www.winnersatwork.org
414 Kuwili St. Suite 103 Honolulu 96817

FAMILY SUPPORT

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

Ka Hale O Kupuna 737-8998
828 18th Ave. Honolulu 96816

**Kapolei Adult Day Center
of Seagull Schools Inc.** 674-1160
www.seagullschools.com
Intergenerational activities provided.
91-531 Farrington Hwy. Kapolei 96707

Kilohana Adult Day Care Center 373-2700
5829 Mahimahi St. Honolulu 96821

King Lunalilo Adult Day Care Center 395-4065
501 Kekauluohi St. Honolulu 96825 www.kinglunaliloadc.org

Kuakini Adult Day Care 547-9534
347 N. Kuakini St. Honolulu 96817 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 733-7953
Hawaii Health Systems Corp.
3675 Kilauea Ave. Honolulu 96816

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

Maluhia Adult Day Health Center 832-6130
Hawaii Health Systems Corp. www.maluhia.hhsc.org
1027 Hala Dr. Honolulu 96817

Palolo Chinese Home 737-2555
Open to all, 7 days a week. www.PaloloHome.org
2459 10th Ave. Honolulu 96816

FAMILY SUPPORT

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

Salvation Army - Adult Day Health Services 521-6551
296 N. Vineyard Blvd. Honolulu 96817 www.salvationarmyhawaii.org

SECOH Senior Center 734-0233
Special Education Center of Hawaii www.secoh.org
708 Palekaua St. Honolulu 96816

Waianae Coast

Comprehensive Health Center www.wcchc.com
Hale Kakoo Adult Day Care Center 595-0563
1816 Alewa Dr. Honolulu 96817
Maili Ola Adult Care Center 696-1521
86-260 Farrington Hwy. Waianae 96792
Pearl City Hale 456-4490
858 2nd St. Pearl City 96782

Waipahu Hongwanji Mission 678-1770
Adult Day Care Center
94-821 Kuhaulua St. Waipahu 96797

Windward Seniors Day Care www.windwardseniordaycare.org
Hope Center 261-4947
77 N. Kainalu Dr. Kailua 96734
Leedham Center 261-5027
1276 Kailua Rd. Kailua 96734

Respite - In Home

Temporary relief for caregivers provided in the home. Also see "Home Health Care" in the Yellow Pages for other agencies.

CCH Respite Connection 595-0077
Catholic Charities Hawaii www.catholiccharitieshawaii.org

Elder Care Services 955-1555
Moiliili Community Center www.moiliilicc.org
Serves 60+ residing from Ward Ave. to Hawaii Kai.
2535 S. King St. Honolulu 96826

INCOME SECURITY

Consumer Assistance & Protection 59

Department of the Attorney General 586-1058
Medicaid Investigations Division
333 Queen St. 10th Floor Honolulu 96813

Direct Marketing Association 1-212-768-7277
Register your home address www.dmaconsumers.org/cgi/offmailinglist
with DMA's Mail Preference Service to decrease
the amount of national advertising mail (commonly
referred to as "junk mail") you receive.
P.O. Box 282 Carmel, NY 10512

Executive Office on Aging 586-7281
SMP (formally SageWatch) www4.hawaii.gov/eoa/programs
Volunteers trained to give presentations about
Medicare/Medicaid waste, fraud, and abuse.

Honolulu Police Department 529-3015
White Collar Crime 529-3115
Criminal Investigation Division www.honolulu.gov
Investigates telemarketing or investment fraud.
801 S. Beretania St. CID Honolulu 96813

Inspector General's Office 1-800-447-8477
Medicare, Medicaid, or health care fraud.

National Do Not Call Registry toll free 1-888-382-1222
Federal Trade Commission Registry to (TTY) 1-866-290-4236
stop most telemarketing calls. If you often www.donotcall.gov
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 1-800-876-7060
Information referral services for telemarketing www.fraud.org
and internet fraud.
Weekdays, 9 a.m. - 5 p.m. EST

Income Security

Government, social service agencies, and businesses may provide assistance to protect, maintain, and supplement your income. They can also help find benefits for which you are eligible. Homeowners may want to consider housesharing, home equity loans, or reverse mortgages.

Consumer Assistance & Protection

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

Better Business Bureau of Hawaii Inc. **536-6956**
 Neighbor Islands call toll free. **1-877-222-6551**
Senior Scam Hotline **536-8609**
 1132 Bishop St. Suite 615 Honolulu 96813 www.hawaii.bbb.org

Department of Commerce
& Consumer Affairs www.hawaii.gov/dcca
Office of Consumer Protection **586-2630**
 235 S. Beretania St. Rm 801 Honolulu 96813
Consumer Information Line **587-1234**
 Pre-recorded consumer messages:
 Press 1 for Landlord-Tenant Information
 Press 2 for Consumer Dial Messages
Consumer Resource Center **587-3222**
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**
 Information on how to invest wisely and
 avoid investor scams & schemes.
Securities Fraud Hotline (24 hours) **587-2267**
 Financial fraud complaints.

Honolulu Gerontology Program **543-8405**
 Caregiver Respite Program

Jewish Community Services **258-7121**
 Services for Jewish elders.
 2550 Pali Hwy. Honolulu 96817

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

Neves Enterprise Inc. **236-2378**
 Specializes in 24 hour care.
 46-022 Alaloa St. Rm. 204 Kaneohe 96744

Project Dana **945-3736**
 Services provided by volunteers. www.moiliilihongwanji.org
 902 University Ave. Honolulu 96826

St. Anthony of Padua Outreach **266-2226**
 148-A Makawao St. Kailua 96734 www.stanthonyskailua.org

Waikiki Friendly Neighbors **926-8032**
 Services provided by volunteers. www.waikikihc.org
 277 Ohua Ave. Honolulu 96815

Respite - Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Allow ample time in advance when making reservations at a respite center as they fill up quickly. Some Care Homes also provide respite care, see page 17.

Kilohana United Methodist Church **373-3373**
 Saturdays, daytime only. hawaiiipacificmethodists.org/lcdkiloh.htm
 5829 Mahimahi St. Honolulu 96821

King Lunalilo Home **395-1000**
 501 Kekauluohi St. Honolulu 96825

FAMILY SUPPORT

40 Respite - Other, Support Groups

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

Palolo Chinese Home **737-2555**
PCH Respite Center www.PaloloHome.org
Open to all - day and overnight services.
2459 10th Ave. Honolulu 96816

Papalani Hale **732-1599**
3509 Edna St. Honolulu 96815

Ponds at Punaluu **293-1100**
53-594 Kamehameha Hwy. Laie 96762 www.pondsatpunaluu.com

Salafina Home Care **261-8732**
665A Ulukahiki St. Kailua 96734

U.S. Department of Veterans Affairs **433-0218**
VA Center for Aging - Respite Program www.va.gov/hawaii
For eligible veterans.
459 Patterson Rd. Bldg. 110 Honolulu 96819

Waianae Coast Comprehensive Health Center **696-1521**
Maili Ola Respite Program www.wcchc.com
86-260 Farrington Hwy. Waianae 96792

Support Groups

Call 211 to find more organizations. For Caregiver Support Groups, see page 42.

Alcoholics Anonymous **946-1438**
1400 Kapiolani Blvd. Bldg. C-27 www.oahucentraloffice.com
Honolulu 96814

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

HEALTH CARE

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

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

Prescription Drugs & Medications

Also see **Medicare & Medicaid**, page 54. To check credentials of online pharmacies, go to the National Association of Boards of Pharmacy at www.nabp.net.

AlohaMeds **1-888-477-2669**
Partnership for Prescription Assistance www.alohameds.org
Information on Patient Assistance Programs for
those who qualify.
Call or visit website.

Hawaii Rx Plus **692-7999**
Department of Human Services www.hawaii.gov/dhs/rx_plus
Prescription drug discount program.
For application, call 211, download from
website, or pick up from DHS Med-QUEST
or AARP Hawaii.

Medicare Part D **1-800-633-4227**
For eligibility, information, and help
choosing a plan call Sage PLUS at 586-7299.

HEALTH CARE

56 Mental Health Care & Counseling

Med-QUEST Division **587-3521**
Department of Human Services www.med-quest.us
Provides medical assistance to Medicaid eligible persons.
801 Dillingham Blvd. 3rd Floor Honolulu 96817

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 is a common problem among older adults, but it is not a normal part of aging. It is a real disease that people cannot simply “snap out of.” It is highly treatable and 80% recover when provided the right treatment.

Adult Mental Health Division **586-4686**
Access and Crisis Line **832-3100**
Department of Health www.amhd.org
Clinics island-wide.
1250 Punchbowl St. Honolulu 96813

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

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

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

Queen’s Medical Center **547-4401**
Counseling and Clinical Services

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American Cancer Society
Make Today Count **595-7544**
Support for grievers, caregivers, and patients. www.cancer.org
2370 Nuuanu Ave. Honolulu 96817
Central/Leeward **486-8420**
Windward **262-5124**

American Diabetes Association - Hawaii **947-5979**
1500 S. Beretania St. Suite 111 Honolulu 96826 **1-888-342-2383**
www.diabetes.org

American Heart Association & **538-7021**
American Stroke Association www.americanheart.org
Mended Hearts and Stroke Support groups.
677 Ala Moana Blvd. Suite 600 Honolulu 96813

American Lung Association of Hawaii **537-5966 x312**
Better Breathers Club of Oahu www.ala-hawaii.org
For patients of lung disease. Every 4th
Thursday/month at 10 a.m. - 12 p.m.
680 Iwilei Rd. Suite 575 Honolulu 96817

Arthritis Foundation, Hawaii Branch **596-2900**
Arthritis support group. www.arthritis.org

Castle Medical Center **263-5400**
Stop Smoking Support Group www.castlemed.org
642 Ulukahiki St. Suite 105 Kailua 96734

Epilepsy Foundation of Hawaii **528-3058**
Support groups for people with **toll free 1-866-528-3058**
epilepsy and their caregivers. www.hawaiiepilepsy.com
501 Sumner St. Penthouse 4 Honolulu 96817

Hina Mauka **236-2600**
Drug and alcohol treatment services. 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

Kuakini Parkinson Disease Information **528-0935**
 Center and Hawaii Parkinson Association **1-800-570-1101**
 National Parkinson Foundation www.hawaiiparkinson.org
 Neighbor islands call toll free.
 347 N. Kuakini St. Honolulu 96817

Lupus Foundation of America **538-1522**
 Hawaii Chapter **1-800-201-1522**
 700 Bishop St. Suite 444 Honolulu 96813

Muscular Dystrophy Association **593-4454**
 Hawaii Chapter www.mda.org
 1221 Kapiolani Blvd. Suite 220 Honolulu 96814

National Kidney Foundation of Hawaii **593-1515**
 1314 S. King St. Suite 305 Honolulu 96814 www.kidneyhi.org

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

The Center **545-2848**
 Advocacy and information for www.thecenterhawaii.org
 LGBTIQ (Lesbian & Gay) community.
 614 South St. Suite 105 Honolulu 96813

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.

Medicare will cover certain types of Durable Equipment with a prescription. These may include things such as a walker or wheelchair. Look in the Yellow Pages under “Medical Equipment and Supplies” for companies and inquire if they accept Medicare. Or go to the Medicare.gov website to find a supplier that accepts Medicare in your area.

Medicaid is a State-administered health insurance program for persons with certain disabilities/medical conditions and persons 65 years and older who have very low incomes and limited assets. In Hawaii, the Medicaid program is run by the Department of Human Services MED-QUEST Division. For assistance with Medicaid applications, contact Catholic Charities at 595-0077.

Centers for Medicare & Medicaid Services

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

Executive Office on Aging www4.hawaii.gov/eoa
Sage PLUS **586-7299**

Health insurance and Medicare counseling. **toll free 1-888-875-9229**

SMP (formerly SageWatch) **586-7281**

Volunteers trained to give presentations **toll free 1-800-296-9422**
 about Medicare/Medicaid waste, fraud and abuse.

Medicare Part A **1-800-633-4227**
 Hospital, skilled nursing facility, www.medicare.gov
 home health and hospice.

Medicare Part B **1-800-633-4227**
 Doctor, outpatient, medical care. www.medicare.gov

Medicare Part D **1-800-633-4227**
 Prescription drugs. www.medicare.gov
 For help in choosing a plan, call Sage PLUS at 586-7299.

HEALTH CARE

54 Medical & Dental Clinics, Medicare & Medicaid

Seniors EyeCare Program 1-800-222-3937
For seniors 65+ who meet program criteria. www.eyecareamerica.org
P.O. Box 429098 San Francisco, CA 94142

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

Waianae Coast Comprehensive Health Center 696-7081

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

Waimanalo Health Center 259-7948
41-1347 Kalanianaʻole Hwy. Waimanalo 96795 www.waimanalohc.org

Medicare & Medicaid

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

Part A, Hospital coverage - No cost for those who worked longer than 10 years or covered by a spouse.

Part B, Doctor visits - 2007 monthly premium is \$93.50 for most beneficiaries.

Part D, Drug coverage, plans and premiums vary.

Part C, also referred to as **Medicare Advantage**, combines Part A and B plans into PPO (Preferred Provider Organization), HMO (Health Maintenance Organization), PFFS (Private Fee for Service), Cost 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. Call Sage PLUS (586-7299) if you need help understanding your options and choosing a

FAMILY SUPPORT

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Support Groups - Caregivers Only

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

Castle Medical Center 247-2828
Caregiver support group for caregivers, friends, and family. Meets monthly.
640 Ulukahiki St. Kailua 96734

Central Oahu Caregivers' Support Group 524-4438
Group meets monthly at Wahiawa General Hospital.
P.O. Box 893711 Mililani 96789 www.wvpress.com/care

Eldercare Hawaii, LLC 988-6300
2909 Lowrey Ave. Suite E Honolulu 96822 www.eldercarehawaii.com

Eldercare Support Group 395-9082
710 Ahukini St. Honolulu 96825

Honolulu Gerontology Program 543-8468
Child & Family Service www.childandfamilyservice.org
Groups for caregivers of chronically ill elders.

**Kokua Kalihi Valley Elderly Services
Caregiver Support Groups** 848-0977
www.kkv.net

Project Dana 945-3736
Caring for the Caregiver Support Group www.moililihongwanji.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.

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 on your behalf if you become incapacitated. You can get these forms from most hospitals, healthcare organizations, many attorneys’ offices or from UHELP. Also refer to *Deciding “What If?”* publication from UHELP, available at www.hawaii.edu/uhelp.

Other documents, including Comfort Care Only/Do Not Resuscitate I.D. bracelets or necklaces, give instructions to health care personnel in emergencies. Forms may be obtained from the Emergency Medical Services Section, State Department of Health at 733-9210 or download at: www.hawaii.gov/health/family-child-health.

University of Hawaii Elder Law Program (UHELP) **956-6544**
www.hawaii.edu/uhelp
William S. Richardson School of Law
2515 Dole St. #203 Honolulu 96822

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Also, contact your own religious organization or see listings for “Counselors,” “Psychologists,” and “Psychotherapists” in the Yellow Pages.

American Cancer Society **595-7544**
Make Today Count, Honolulu www.cancer.org

Counseling & Spiritual Care Center of Hawaii **545-2740**
1020 S. Beretania St. Honolulu 96814 www.cscch.org

Department of Health Dental Clinics **832-5710**
Priority to Medicaid eligible person.
1700 Lanakila Ave. Rm. 203 Honolulu 96817

Donated Dental Services **1-888-449-9670**
National Foundation of Dentistry for the Handicapped
P.O. Box 1154 Helena, MT 59624 www.nfdh.org

Kalihi Palama Health Center **845-0686**
Dental & Optometry www.healthhawaii.org
915 N. King St. Honolulu 96817

Kokua Kalihi Valley
Comprehensive Family Services
Geriatric Medicine consultation & Dental service
for residents of Kalihi Valley. www.kkv.net

Main clinic **791-9400**
2239 N. School St. Honolulu 96819

KKV Elder Center **848-0977**
1846 Gulick Ave. Honolulu 96819

Lanakila Health Center **832-5731**
Tuberculosis Control Branch www.hawaii.gov/health
TB Testing Center
1700 Lanakila Ave. Ground Floor Honolulu 96817

Queen Emma Clinics www.queens.org
1301 Punchbowl St. Honolulu 96813

Adult Medicine **547-4970**

Pediatrics/Medicine **547-4586**

Queen’s Medical Center Dental Clinic **547-4292**

Specialties **547-4587**

Women’s Health **547-4586**

Queen’s Medical Center www.queens.org
Outpatient Center Senior Care Clinic **585-5494**
1301 Punchbowl St. Honolulu 96813

HEALTH CARE

52 Health Information Phonelines

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

Kaiser Permanente Healthphone Directory 1-800-332-7563
(TTY) 1-800-777-9059
Health information on various topics. members.kaiserpermanente.org
Download directory from website.

Kapiolani Health Connection 535-7000
www.kapiolani.org

Poison Control Center 1-800-222-1222
Information for poison emergencies or prevention.

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

Senior EyeCare Program 1-800-222-3937
www.eyecareamerica.org

STD & AIDS Hotlines 1-800-342-2437
Centers for Disease Control & Prevention (TTY) 1-800-243-7889
www.cdc.gov

Medical & Dental Clinics

For list of Geriatricians (doctors that specialize in older adults) see the Yellow Pages or the *Family Caregiver Guide* available at www.elderlyaffairs.com.

Aloha Medical Mission Clinic 841-4489
(Medical & Dental) www.alohamedicalmission.org
Serves the non-insured. Call for appointment.
810 N. Vineyard Blvd. Honolulu 96817

Audient 1-877-283-4368
Program for affordable hearing aids. www.audientalliance.org
901 Boren St. Suite 810 Honolulu 98104

FAMILY SUPPORT - END OF LIFE

Funeral & Memorial Services, Hospice 45

Grieving Persons Support Group 261-1669

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

St. Francis Hospice
Maurice J. Sullivan Center 678-7580
91-2127 Ft. Weaver Rd. Ewa Beach 96706
Sister Maureen Keleher Center 595-7566
24 Puiwa Rd. Honolulu 96817

Funeral & Memorial Services

Also see Yellow Pages "Funeral Directors."

Funeral Consumers Alliance of Hawaii 638-5580
Non-profit funeral planning, consumer advocate.
P.O. Box 11949 Honolulu 96828

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

U.S. Department of Veterans Affairs 1-800-827-1000
Veterans Service Center www.cem.va.gov/CEM/bbene_burial.asp
Burial benefits for veterans.
P.O. Box 29040 Honolulu 96820

Hospice

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

Hospice Hawaii 924-9255

FAMILY SUPPORT - END OF LIFE

46 Organ or Body Donation

St. Francis Hospice
Maurice J. Sullivan Center 678-7580
Sister Maureen Keleher Center 595-7566

Organ or Body Donation

Lions Eye Bank and Makana Foundation 536-7416
614 South St. Suite 101 Honolulu 96813

Organ Donor Center of Hawaii 599-7630
Only organ donation, not body donation. www.organdonorhawaii.com
1149 Bethel St. Honolulu 96813

University of Hawaii School of Medicine 692-1445
Willed Body Program hawaiiimed.hawaii.edu
Body donation to science.
651 Ilalo St. Honolulu 96813

HEALTH CARE

Health Information Phonelines 51

Honolulu Police Department 529-3351
Community Affairs www.honoluluupd.org
Crime prevention and safety tips.
801 S. Beretania St. Honolulu 96813

Kaiser Permanente
Senior Summit Lecture Series 432-2235
Lifestyle Program 432-2270
1010 Pensacola St. Honolulu 96814 www.kaiserpermanente.org

Kapiolani Women's Health Center 535-7000
Women's Health Classes www.kapiolani.org

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

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

Health Information Phonelines

Alzheimer's Association 1-800-272-3900
24/7 Helpline www.alz.org/Hawaii

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

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

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



Need more information?
Call the Senior Helpline

768-7700

Health Care

Health & Safety Education

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

For local sources of information, see **Support Groups**, page 40, and **Education**, page 28.

Alzheimer's Association **591-2771**
Maintain Your Brain education www.alz.org/Hawaii

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

Department of Emergency Management **723-8960**
(Formally Oahu Civil Defense) www.honolulu.gov/ocda
Classes on emergency preparedness.
650 S. King St. Basement Honolulu 96813

HMSA
Customer Service **948-6111**
Health Education Programs **948-6398**
Hawaii Medical Service Association (HMSA) www.hmsa.com
818 Keeaumoku St. Honolulu 96814

Honolulu Fire Department **723-7163**
Fire Prevention Bureau, Safety & Education Section
636 South St. Honolulu 96813

In Home Assistance

It is sometimes difficult for elders 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 delay or avoid institutionalization, allowing elders to remain in the home longer than if they did not have help.

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, independent providers, and private and government agencies. Types of help range from grocery shopping to skilled nursing care. See also **Respite - In Home**, page 38.

Some families employ Independent providers, Home Care or Home Health Agencies. **Independent providers** are nurses, therapists, aides, homemakers, and companions who are privately hired and employed by the elder or their caregiver. **Home Care** and **Home Health Care Agencies** may provide a wide range of services; home health care is more medically oriented. As with all other services, it would be wise to check qualifications and references when hiring help.

While Medicare covers certain in-home services, this coverage is limited and does not provide long-term care. When hospitalized, talk to the doctor, social worker or discharge planner to identify the family's realistic role in caring for the patient at home, and whether you are eligible for Medicare-covered in-home care.

For more information and referrals for assistance in the home, call the Senior Helpline at 768-7700.

Homemaker Services

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

FAMILY SUPPORT - IN HOME ASSISTANCE

48 Homemaker, Personal Care

Akamai Grocery Shopping & Delivery Service 672-7347

Serves Downtown to Kahala. www.akamaidelivery.com
92-650 Aoloko St. Kapolei 96707

Arcadia Home Care Services 440-3041

Serving Nuuanu to Waiialae-Kahala. www.arcadia-hi.org
1660 S. Beretania St. Honolulu 96826

Catholic Charities Hawaii 595-0077

www.catholiccharitieshawaii.org

Deliveries Galore 428-1111

Shopping & delivery service www.deliveriesgalore.com
serving the Honolulu Metro area.
P.O. Box 37892 Honolulu 96837

Elder Care Services 955-1555

Moilili Community Center www.moililicc.org
Serving 60 years and older, Ward Ave. to Hawaii Kai.
2535 S. King St. Honolulu 96826

Waikiki Friendly Neighbors 926-8032

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

Personal Care

Health-related services provided in the home, including bathing and grooming. See "Home Health Care" in the Yellow Pages for other agencies.

Adult Intake 832-5115

Department of Human Services

Nursing Home Without Walls

For Medicaid and Nursing Home eligible, any age.
420 Waiakamilo Rd. Suite 300A Honolulu 96817

FAMILY SUPPORT - IN HOME ASSISTANCE

Personal Care 49

Arcadia Home Care Services 440-3041

Serving Nuuanu to Waiialae-Kahala. www.arcadia-hi.org
1660 S. Beretania St. Honolulu 96826

Elder Care Services 955-1555

Moilili Community Center www.moililicc.org
Serving 60 years and older, Ward Ave. to Hawaii Kai.
2535 S. King St. Honolulu 96826

Hospice Hawaii 924-9255

For Hospice eligible clients.

St. Francis Health Services for Senior Citizens 547-6121

Bathing service for frail seniors 60 years
and older in their home.
2230 Liliha St. Honolulu 96817

St. Francis Hospice

For Hospice eligible clients.

Maurice J. Sullivan Center 678-7580

Sister Maureen Keleher Center 595-7566