Elderly Affairs Division
AGESMART

*Call The **SENIOR HELPLINE** for help or information about Senior Services*

768.7700

Expanded distribution of this edition was made possible with contributions from the late Mrs. Viola Butz, Kaiser Permanente, and the Queen's Medical Center.

KAISER PERMANENTE® thrive

THE QUEEN'S MEDICAL CENTER

The Area Agency on Aging of the City and County of Honolulu since 1973 *WWW.ELDERLYAFFAIRS.COM*

SENIOR INFORMATION & ASSISTANCE HANDBOOK

YEAR 2012/2014

Published as a public service by the City and County of Honolulu Mayor Peter Carlisle and American Savings Bank

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 or the Index.
- 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 on Oahu. 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 _____ **Age** ____

Address _____

Phone number _____

Emergency contacts

_____
Name Phone

_____
Name Phone

_____
Name Phone

_____
Doctor's name Phone

Allergies _____

Other medical information _____

_____

_____

EMERGENCY NUMBERS

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

OTHER FREQUENTLY CALLED NUMBERS

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

This Publication Paid for in Part by the
Taxpayers of the City & County of Honolulu

Senior Information and Assistance Handbook

Elderly Affairs Division
AGESMART

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

May 2012

MESSAGE FROM MAYOR PETER B. CARLISLE

Aloha,

I am pleased to present the 2012-2014 edition of the *Senior Information and Assistance Handbook*, a guide to services available to seniors and their caregivers in the City and County of Honolulu.

I extend a heartfelt mahalo to American Savings Bank for its support to the Department of Community Service's Elderly Affairs Division. American Savings' continuing financial support has allowed this trusted resource to be produced and distributed free to the public for more than 30 years.

I also would like to acknowledge the generosity of Viola Butz, an older adult who received assistance from the Elderly Affairs Division's Information and Assistance Program. Upon her passing, Mrs. Butz willed her property to the Elderly Affairs Division so that more seniors could receive services. I am also grateful to The Queen's Medical Center and Kaiser Permanente for their donations. These contributions toward publication costs will help the many older adults, caregivers, medical professionals, and others in the aging network who have come to rely on this *Handbook*.

Copies of this *Handbook* are available at any branch of American Savings Bank or Satellite City Hall on Oahu. For more information on senior or caregiver issues, please visit **www.elderlyaffairs.com** or call the Senior Helpline at **768-7700**.

Peter B. Carlisle
Mayor of Honolulu

GOVERNMENT ASSISTANCE

City & County of Honolulu

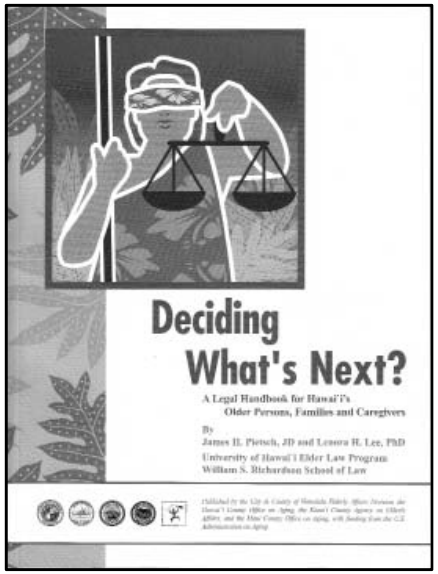
Bus Schedule & Routes	**848-5555**
Customer Services	**TTY 768-3489**
(Information)	**768-4385**
(Complaints)	**768-4381**
Driver's License & Motor Vehicle Information	**532-7700**
Elderly Affairs Division	**768-7705**
Senior Helpline	**768-7700**
Mayor's Office	**768-4141**
People's Open Markets	**522-7088**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

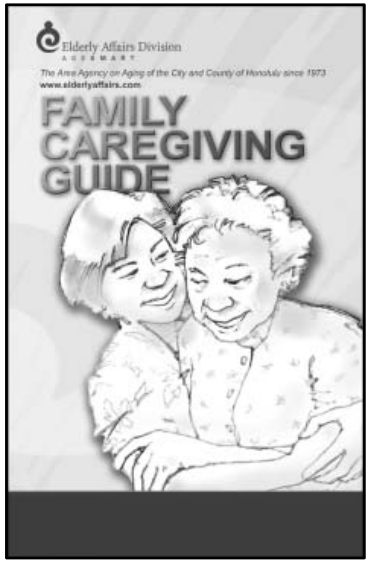
State

Adult Protective Services	**832-5115**
Department of Health Information Line	**586-4400**
Public Assistance Information Line	**643-1643**
Executive Office on Aging	**586-0100**
Governor's Office of Information	**586-0221**
Med-QUEST	**587-3521/692-7364**
State Employees Retirement System	**586-1735**
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
Internal Revenue Service (IRS)	**1-800-829-1040**
Medicare Hotline	**1-800-633-4227**
Social Security Administration	**1-800-772-1213**





Deciding "What's Next?"
Library call number:
H 346.013 Pi
www.hawaii.edu/uhelp

Family Caregiving Guide
Library call number:
H 649.8 Ho

These publications are available to borrow through the Hawaii State Public Library System (www.librarieshawaii.org) or view on our website (www.elderlyaffairs.com).

Also available online:
- **Oahu Housing Guide**
- **Aloha Pumehana Newsletter**

AMERICAN
Savings Bank

Aloha!

American Savings Bank, together with the City & County of Honolulu's Elderly Affairs Division and Mayor Peter Carlisle, are pleased to present you with the 2012-2014 edition of the Senior Information & Assistance Handbook. We understand the value this directory provides as a 'one-stop shop' for services — for over 30 years, we have assisted the City & County of Honolulu with the publication of this directory.

From our kupuna and their caregivers to healthcare professionals, this directory has helped to provide them information to hundreds of public and private community organizations. It has a wealth of resources at your fingertips — from assisting with food and housing to respite services.

We hope you will find this information useful, and encourage you to have your ohana and friends pick up their own complimentary copy at any branch of American Savings Bank on Oahu.

Malama Pono,

Richard Wacker
President and CEO
American Savings Bank

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AMERICAN
Savings Bank

Member FDIC

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

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

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

EWA TOWN CENTER
685-4618
91-1401 Fort Weaver Road, C101
Mon. - Fri. 9 a.m. - 6 p.m.
Sat. 9 a.m. - 3 p.m.

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

HAWAII KAI
395-2308
7192 Kalanianaole Highway, B132
Mon. - Fri. 9 a.m. - 6 p.m.
Sat 9 a.m. - 1 p.m.

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

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

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

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

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

KAPIOLANI
946-2802
1600 Kapiolani Boulevard
Mon. - Fri. 9 a.m. - 6 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. 10 a.m. - 7 p.m.
Sat./Hol. 10 a.m. - 3 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. - Fri. 7:30 a.m. - 5 p.m.

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

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. 10 a.m. - 7 p.m.
Sat./Sun./Hol. 10 a.m. - 3 p.m.

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Elderly Affairs Division
AGESMART

Department of Community Services
City and County of Honolulu
715 South King Street, Suite 211
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 developed for 2011-2015 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 (768-7700) for telephone consultation, information, and referral to services available for older adults and family caregivers.
- Community outreach.
- Individual consultation and follow up in the home for frail and homebound elders.
- Speakers, exhibits, *Aloha Pumehana* newsletter, brochures.
- Aging and Disability Resource Center.
- Volunteer opportunities through the RSVP Program.

With advances in health care, aging is not what it used to be. People are living longer with the potential for more fufilling 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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Area Agencies on Aging

Hawaii Aging and Disability Resource Center (ADRC)
(All of Hawaii's Agencies on Aging)
www.hawaiiadrc.org **643-2372**

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

Hawaii County Office of Aging **1-808-961-8626**
1055 Kinoole St. Suite 101 **FAX** **1-808-961-8603**
Hilo 96720
Kona **1-808-323-4390**
74-5044 Ane Keohokalole Hwy. **FAX** **1-808-323-4398**
Kailua-Kona 96740
www.hcoahawaii.org

Maui County Office on Aging **1-808-270-7774**
2200 Main St. Suite 547 **FAX** **1-808-270-7935**
Wailuku 96793
Molokai **1-808-553-5241**
Lanai **1-808-565-6818**
www.mauicountyadrc.org

To find other Area Agencies on Aging, call the
National Eldercare Locator **1-800-677-1116**
www.eldercare.gov

State Unit on Aging

State Executive Office on Aging **586-0100**
No. 1 Capitol District
250 S. Hotel St. Suite 406 Honolulu 96813
hawaii.gov/health/eoa/index.html

Basic Needs - Food

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

Food Banks

Hawaii Foodbank **836-3600**
For food assistance in your area, call 211. www.hawaiifoodbank.org
For information on senior programs, call 954-7889.
2611 Kilihau St. Honolulu 96819

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

Meals

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

Alu Like **535-6700**
Ke Ola Pono No Na Kupuna Project www.alulike.org
Group dining for Native Hawaiian Elders, including
recreation and limited transportation.
458 Keawe St. Honolulu 96813

Arcadia Home Care Services **440-3041**
Home-delivered meals Monday - Friday. www.arcadia-hi.org
Nuuanu to Waialae/Kahala.
1660 S. Beretania St. Suite 101 Honolulu 96826

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

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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 www.lunalilo.org

Lanakila Meals on Wheels **531-0555**
Lanakila Pacific www.lanakilapacific.org
Home-delivered meals island-wide. Group dining at Kupuna Wellness Centers. Enrollment required to attend group dining.
1809 Bachelot St. Honolulu 96817

Kupuna Wellness Center Sites

Honolulu:

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

Leeward/Central:

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

Windward:

Hauula Satellite City Hall	352-0288
Kahaluu Key Project	561-0822
Lani Huli (Kailua)	561-0822
Waimanalo	259-7436

Palolo Chinese Home
2459 10th Ave. Honolulu 96816 www.palolohome.org

Meals to Go **748-4911**
Hot lunch and/or dinner delivered in Palolo and nearby areas.

Frozen Meal Services **739-4947**
Convenient frozen meals available for delivery and pick-up.

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 29). Others may choose or find it necessary to live with others, or move to another type of dwelling for support, convenience, and/or socialization.

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

For those who need help with activities of daily living, options include getting **In Home Assistance** (page 45) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. 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.

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

Home Improvement

Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. When working with building or remodeling professionals, ask about "Universal Design." For more information, search for "Universal Design" online or at your library.

City & County Rehabilitation Loans **768-7076**
51 Merchant St. Honolulu 96813 www.honolulu.gov/dcs/housing.htm
Kapolei Branch **768-3240**
1000 Uluohia St. Suite 118 Kapolei 96707

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

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Household Goods

Helping Hands Hawaii **440-3800**
Community Clearinghouse **536-7234**
Call to donate items. Recipients should apply through social service agencies. www.helpinghandshawaii.org
2100 N. Nimitz Hwy. Honolulu 96819

Kaumakapili Church Free Store **845-0908**
Call for hours. 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 527-4777. Also visit www.elderlyaffairs.com for the **Oahu Housing Guide**, a list which includes rentals for seniors with low-income.

Please note the Section 8 programs with the State Housing Authority and the City & County of Honolulu are currently not accepting applications due to an extensive waitlist and reduction in funding.

Catholic Charities Hawaii **527-4777**
Housing Assistance Program www.catholiccharitieshawaii.org
Helps seniors find affordable rentals.

Hawaii Public Housing Authority **832-5960**
Applications for public housing. www.hcdch.hawaii.gov
1002 N. School St. Honolulu 96813

HUD **457-4662**
Dept. of Housing & Urban Development www.hud.gov/groups/seniors.cfm
1132 Bishop St. Suite 1400 Honolulu 96813

Nursing Facilities

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

15 Craigside **523-7000**
15 Craigside Pl. Honolulu 96817 www.15craigside.org

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

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

Arcadia Nursing Facility **941-0941**
1434 Punahou St. Honolulu 96822 www.arcadia-hi.org

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Leeward Integrated Health Services **695-9508**
84-390 Jade St. Waianae 96792 www.lihshawaii.com

Liliha Healthcare Center **537-9557**
1814 Liliha St. Honolulu 96817

Maluhia **832-5874**
1027 Hala Dr. Honolulu 96817 www.maluhia.hhsc.org

Maunalani Nursing & Rehabilitation Center **732-0771**
5113 Maunalani Circle Honolulu 96816

Nuuanu Hale **595-6311**
2900 Pali Hwy. Honolulu 96817

Oahu Care Facility **973-1900**
1808 S. Beretania St. Honolulu 96826 www.hawaiinursinghomes.com

Palolo Chinese Home **737-2555**
2459 10th Ave. Honolulu 96816 www.palolohome.org

Pearl City Nursing Home **453-1919**
919 Lehua Ave. Pearl City 96782 www.hawaiinursinghomes.com

U.S. Dept. of Veterans Affairs **433-0218**
Pacific Islands Health Care System www.hawaii.va.gov
Center for Aging/Community Living Center
Short-term convalescence & rehabilitation
for registered eligible veterans.
459 Patterson Rd. Bldg. 110 Honolulu 96819

Wahiawa General Hospital Nursing & Rehab **621-8411**
128 Lehua St. Wahiawa 96786-2036 www.wahiawageneral.org

Residential Care Homes & Foster Homes

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

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

When choosing an ARCH it is a good idea to interview the caregivers and residents, observe the condition of the physical and social environment, understand the rules on visiting hours, etc. You should also ask the ARCH operator for the most recent survey/inspection findings done by the Department of Health. For concerns about a facility, see the **Long Term Care Ombudsman** (page 64).

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Adult Foster Care Homes, also known as **Community Care Foster Family Homes (CCFFH)**, are certified by the State Department of Human Services **Adult and Community Care Services Branch**. Placement into a Foster Care Home must be done through a Department of Human Services licensed case management agency. Go online to: www.hawaii.gov/dhs/protection/social_services/adult_services and scroll down to "Home and Community-Based Case Management Agency Licensing" for a list of licensed agencies. For list of licensed CCFFH, scroll down to "Community Care Foster Family Homes Certification."

Adult Intake Unit **832-5115**
Department of Human Services www.hawaii.gov/dhs
Care Home placement for Medicaid or SSI eligible.
420 Waiakamilo Rd. #202 Honolulu 96817

Office of Health Care Assurance **692-7400**
Department of Health www.hawaii.gov/health
Visit website for a complete list of licensed care homes. Under "Health Topics," click on "Elder Care."
601 Kamokila Blvd. Room 361 Kapolei 96707

Retirement & Assisted Living Residences

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

Most of these residences are month to month rentals. In addition to monthly charges, 15 Craigside and Arcadia require "entrance fees" that guarantees lifetime care in their facilities. Kahala Nui requires a partially refundable deposit in addition to their monthly fees.

Units in some facilities such as **Olaloa Retirement Community** and **One Kalakaua Senior Living** are bought and sold by individuals. Contact a realtor for assistance in purchasing these units.

15 Craigside **523-7000**
Independent living, assisted living, memory care, skilled nursing and rehab available. www.15craigside.org
15 Craigside Pl. Honolulu 96817

Arcadia Retirement Residence **941-0941**
Independent living, assisted living, memory care, skilled nursing and rehab available. www.arcadia-hi.org
1434 Punahou St. Honolulu 96822

Hawaii Kai Retirement and Assisted Living Community **395-9599** **396-0720**
428 Kawaihae St. Honolulu 96825 www.hawaiikai1.com

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

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

The Plaza
Assisted living, memory care, and respite care. Independent living available at Punchbowl and Moanalua. www.theplazaassistedliving.com

Punchbowl **792-8800**
918 Lunalilo St. Honolulu 96822

Mililani **626-8807**
95-1050 Ukuwai St. Mililani 96789

Moanalua **833-8880**
1280 Moanalualani Pl. Honolulu 96819

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

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Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the **Driver Evaluation Program** at the Rehabilitation Hospital of the Pacific; see below. Also see websites from the **The Hartford** at www.thehartford.com/talkwitholderdrivers and the **AAA Foundation for Traffic Safety** at www.seniordrivers.org.

AARP: Driver Safety Education **1-888-227-7669**
Refresher course for drivers 50 years & older. Learn about normal age-related changes and how to adjust your driving to allow for these changes. Classroom or online courses are available. To find nearest location, call or visit website: www.aarp.org/life/drive/drivered.

Driver's License & Motor Vehicle **532-7700**
Registration information. www.honolulu.gov/csd

Rehab Hospital Driving Evaluation & Training Program **544-3310**
www.rehabhospital.org
Program to help maintain safe driving skills and determine if you need any adaptive equipment to drive safely. This program is for people with a medical condition that possibly impairs driving ability.
226 N. Kuakini St. Honolulu 96817

Local Transportation & Passes

Also see **Escort** (page 32) and refer to the Yellow Pages for taxi cabs. Some services are for persons who are elderly or disabled who can travel alone; others are for persons who need to be accompanied. Also, you may want to pick up a **Persons with Disabilities Parking Permit** application at any **Satellite City Hall** (page 23) or download form from www.hawaii.gov/health/dcab.

The following providers offer non-emergency curb-to-curb service. **Curb-to-curb** service is pick-up and drop-off only. Some may also offer door-to-door, escort or other services. **Door-to-door** service includes assistance between vehicle and building entrance, usually for pas-

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

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

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

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

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

Persons with Disabilities Parking Permit **532-7710**
C&C of Honolulu - Customer Services Dept.
Download parking permit form: www.hawaii.gov/health/dcab
Or go to any Satellite City Hall (page 23) for application.
P.O. Box 30310 Honolulu 96820

TheBus - Oahu Transit Services, Inc.
811 Middle St. Honolulu 96819 www.thebus.org
For discounted fare show your valid Medicare card to the bus driver or apply for a monthly or annual Senior Bus Pass at the Middle Street office. Monthly renewal stickers available at Satellite City Halls (page 23).

Bus Pass Office/Lost & Found **848-4444**
Customer Service **848-4500**
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TheHandi-Van - Oahu Transit Services, Inc.
For persons with disabilities who are unable to use TheBus.

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

TheHandi-Van Eligibility Center **538-0033**
Application involves interview/assessment at their office.
1100 Ward Ave. Suite 835 Honolulu 96814

Need more information?
Call the **Senior Helpline**
768-7700

Community Services

Information & Referral

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

Aloha United Way 211 Hotline **211**
Information and referral for community service resources. **536-1951**
Monday-Friday, 7 a.m. - 7 p.m. excluding holidays. www.auw211.org
P.O. Box 1096 Honolulu 96808

Better Business Bureau of Hawaii, Inc. **536-6956**
Neighbor islands call toll free number. **1-877-222-6551**
Mon. - Thurs., 9 a.m. - 2 p.m.; Fri., 9 a.m. - 12 p.m.
1132 Bishop St. Suite 615 Honolulu 96813 www.hawaii.bbb.org

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

National Eldercare Locator **1-800-677-1116**
Access to more than 4,800 Information and www.eldercare.gov
Referral service providers in the United States.

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

Personal Identification

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

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

Pet Owners

Hawaiian Humane Society www.hawaiianhumane.org

Adoptions **356-2218**
Reduced adoption fees for seniors adopting older animals.

Pals Program **356-2217**
Pet foster care during temporary, emergency situations.
2700 Waialae Ave. Honolulu 96826

Veterans

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

U.S. Department of Veterans Affairs
459 Patterson Rd. Honolulu 96819 www.va.gov

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

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

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

MedicAlert **1-800-432-5378**
Medical identification bracelets and services. www.medicalert.org

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

Satellite City Halls

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

Ala Moana Center
1450 Ala Moana Blvd. #1286 Honolulu 96814

Fort Street (Downtown)
1000 Fort Street Mall Honolulu 96813

Hawaii Kai Corporate Plaza
6600 Kalanianaole Hwy. Suite 101 Honolulu 96825

Kailua - Keolu Shopping Center
1090 Keolu Dr. Kailua 96734

Kalihi - Kapalama City Square
1199 Dillingham Blvd. A109 (Driver's Licensing A101) 96817

Kaneohe - Windward City Shopping Center
45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

Kapolei Hale
1000 Uluohia St. Kapolei 96707

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

Wahiawa
330 N. Cane St. Wahiawa 96786

Waianae Neighborhood Community Center
85-670 Farrington Hwy. Waianae 96792

Senior Centers

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

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

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

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

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

Moiliili Senior Center **955-1555**
Moiliili Community Center www.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.waikikicommunitycenter.org

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

CFS Gerontology Program - REACH **543-8468**
Child & Family Service www.childandfamilyservice.org
Prevention and Case Management for those at risk of Abuse.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

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

Grandparents

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

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

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

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

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

Other Groups

Abuse & Neglect Victims

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

Social isolation, mental impairment, or a history of domestic violence may make an older person more susceptible to abuse. Sometimes seniors neglect their own care because of declining health, isolation, dementia, or drug or alcohol dependency.

Financial exploitation is a growing problem. Some people will try to take advantage of vulnerable elders. Perpetrators are often a caregiver, friend, or even a family member. For agencies that deal with scams and fraud see also **Consumer Assistance & Protection** (page 58).

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

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

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

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

Honolulu Domestic Violence Shelter **841-0822**
Child & Family Service www.childandfamilyservice.org
Shelter for abused spouses/children.

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 **545-6024**
www.aarp.org/states/hi

Department of Parks & Recreation **973-7258**
Senior Citizens Section www.honolulu.gov/parks
1541 Kalakaua Ave. Box 3 Honolulu 96826

HGEA-Retirees Unit **543-0054**
Hawaii Government Employees Association www.hgea.org
888 Mililani St. #601 Honolulu 96813

HSTA-R **833-2711**
Hawaii State Teachers Association-Retired
1200 Kapuna St. Honolulu 96819

Kokua Council **540-1928**
mail: c/o Harris United Methodist Church kokuacouncil.org
20 S. Vineyard Blvd. Honolulu 96813

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

Volunteer Opportunities

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

Catholic Charities Hawaii **527-4777**
Volunteers provide friendly visits and escort services. www.catholiccharitieshawaii.org

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
Seeking volunteers to enhance the quality of seniors' lives.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Department of Human Services
Adult & Community Care Branch www.hawaii.gov/dhs

Foster Grandparent Program **832-5169**
For income-eligible persons 60 years and older interested in serving children with special needs in schools.

Senior Companion Program **832-0340**
For income-eligible persons 60 years and older interested in serving frail seniors.

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

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

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

Easter Seals Hawaii **536-1015**
Services for children and adults with disabilities or special needs. **Fax 536-3765** www.eastersealshawaii.org
710 Green St. Honolulu 96813

Hawaii Centers for Independent Living **522-5400**
Assistance for persons with disabilities. **TTY 522-5405**
414 Kuwili St. #102 Honolulu 96817 **Fax 522-5427**

SECOH (Special Education Center of Hawaii) **739-2745**
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

Need more information?
Call the **Senior Helpline**
768-7700

Deaf/Hard-of-Hearing

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

American Sign Language Interpreter Education Program **Voice/TTY 734-9154** **Fax 734-9799**
Kapiolani Community College programs.kcc.hawaii.edu/~noncredit
Credit and non-credit courses in American Sign Language (ASL).
4303 Diamond Head Rd.
Manono Bldg. Room 116 Honolulu 96816

Kapiolani Community College (KCC) Deaf Center **Voice/TTY 734-9210** **Fax 734-9238**
Education programs for adults who are deaf or hard-of-hearing, their families, and friends. Lending library of books and video tapes for deaf and hard-of-hearing adults.
4303 Diamond Head Rd.
Manono Bldg. Room 102 Honolulu 96816

Telecommunications Relay Service (TRS) **711**
Text Telephone (TTY) **1-877-447-5990**
Voice Carry Over (toll free) **1-877-447-5991**
www.sprintip.com
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.

Other

Department of Human Services **692-8601**
Vocational Rehabilitation Division www.hawaii.gov/dhs
Employment services for people with disabilities.
601 Kamokila Blvd. Room 501 Kapolei 96707

Education

Learning Opportunities

See Yellow Pages under “Schools-Universities and Colleges” for private colleges. Also see **Senior Centers** and **Senior Clubs and Organizations** (pages 24-25).

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

Community Education Section **203-5511**
Department of Education
Community schools for adults island-wide.
475 22nd Ave. Room 202 Honolulu 96816

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

Hawaii State Library System www.librarieshawaii.org
51 locations statewide.

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

Kapiolani Community College

Continuing Education and Training **734-9211**
Non-credit courses for enrichment, professional development and/or re-careering. programs.kcc.hawaii.edu

Kupuna Education Center **734-9108**
Classes for active seniors, family caregivers, and para-professional training. www.kupunaeducation.com
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

Leeward Community College **455-0479**
Office of Continuing Education www.ocewd.org
& Workforce Development
96-045 Ala Ike St. CE-10 Pearl City 96782

University of Hawaii at Manoa

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

Osher Lifelong Learning Institute **956-8224**
Educational opportunities for seniors. www.all.hawaii.edu
Krauss Hall 113 2500 Dole St. Honolulu 96822

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

Take Charge of Your Money! **956-7138**
Cooperative Extension Service www2.ctahr.hawaii.edu/tcym
Financial education telecourse with internet components
1955 East-West Rd. #217 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 ocet.wcc.hawaii.edu
and Training
45-720 Keaahala Rd. Kaneohe 96744

Persons with Disabilities

Assistive Technology

ATRC **532-7110**
Assistive Technology **TTY 532-7113**
Resource Centers of Hawaii **Fax 532-7120**
Information on assistive devices and www.atrc.org
funding resources.
414 Kuwili St. #104 Honolulu 96817

ISG, Inc. **Voice/TTY 732-4622**
Support services and product sales of **Fax 739-5464**
blind/low vision, deaf/hard of hearing, and other www.isghawaii.com
disability assistive technology.
3472 Kanaina Ave. Honolulu 96815

Blind/Visually Impaired

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

Hoopono **Voice/TTY 586-5269**
Low Vision Clinic www.hawaiivr.org
1901 Bachelot St. Honolulu 96817

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

State Tax Information **587-4242**
Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues. **1-800-222-3229** www.hawaii.gov/tax

Taxpayer Advocate Service **566-2950**
Handles taxpayer problems not resolved through normal IRS channels. www.irs.gov/advocate
MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

Need more information?
Call the **Senior Helpline**
768-7700

Family Support

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

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

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

Medical insurance (such as Medicare) will usually only cover skilled nursing care for a very 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.

Caregiver Education

See also **Support Groups** (page 39) and **Health & Safety Education** (page 50). Go to www.elderlyaffairs.com for the ***Family Caregiving Guide***.

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

American Red Cross **1-800-733-2767**
Family Caregiving reference guide with DVD for self-training at your own pace. For Nurse Aide training, call or go to: www.redcross.org/en/takeaclass www.redcrossstore.org

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
Ohana Care Program
Powerful Tools for Caregivers
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

CPR Awareness **768-7015**
Honolulu Fire Department www1.honolulu.gov/hfd/fireeducr.htm
Training and Research Bureau
Class requires minimum of 10 people, 6 week notice, and classroom with TV and DVD player.

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

Kupuna Education Center **734-9108**
Kapiolani Community College www.kupunaeducation.com
Regularly scheduled family caregiver training series taught by health care professionals.
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

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

Case Management

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

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

Community Case Management Agencies (CCMA) provide placement into Community Care Foster Family Homes (CCFFH) for individuals requiring Intermediate Care Facility (ICF) or Skilled Nursing Facility (SNF) levels of care. For list of CCMA go to www.hawaii.gov/dhs/protection/social_services/adult_services and scroll down to "Home and Community-Based Case Management Agency Licensing.

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

Susannah Wesley Community Center **847-1535**
Refugee Service Program susannahwesley.org
1117 Kaili St. Honolulu 96819

U.S. Citizenship & Immigration Services **1-800-375-5283**
500 Ala Moana Blvd. Honolulu 96813 www.uscis.gov

Taxes

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

City & County Real Property Assessment Div.
Exemption Program www.realpropertyhonolulu.com
A Real Property Tax *Exemption* lowers the taxable value of your home. The amount exempted is based on age and certain disabilities.

Honolulu Office **768-3799**
842 Bethel St. Honolulu 96813

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

City & County Tax Collections - Treasury Div.
www1.honolulu.gov/budget/treasury_division.htm

Current Collections **768-3980**
Questions on tax payments.
530 S. King St. Room 115 Honolulu 96813
mail payments to: P.O. Box 4200 Honolulu 96812-4200

Homeowner's Tax Relief **768-3205**
A Real Property Tax *Credit* is based on the homeowner's income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner's income.

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

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

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

Immigrant Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications. Also see **Employment & Training Programs** (page 60).

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

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

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

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

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

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

Case Management Coordination Program
Department of Health, Public Health Nursing Branch

Administration **586-4620**
1250 Punchbowl St. Room 210 Honolulu 96813

Central Oahu **453-6190**
860 Fourth St. Room 130 Pearl City 96782

Leeward **675-0073**
94-275 Mokuola St. Room 101 Waipahu 96797

East Honolulu **733-9220**
3627 Kilauea Ave. Room 311 Honolulu 96816

West Honolulu **832-5757**
1700 Lanakila Ave. Room 201 Honolulu 96816

Windward **233-5450**
45-691 Keaahala Rd. Kaneohe 96744

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

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

Senior Case Management
Case Management for frail elders 60+.

Hawaii Association of Case Managers www.hacm.net

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

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

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

Queen's Medical Center **691-4652**
Queen's Community Based Programs www.queens.org
1301 Punchbowl St. Honolulu 96813

Emergency Alert Systems

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

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

Kupuna Monitoring Systems, Inc. **721-1201**
Medical alert, medication dispensing www.kupunamonitoring.com
system monitoring, and AutoAlert fall detector. Statewide service.
P.O. Box 2247 Aiea 96701

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

Queen's Lifeline **691-7585**
1301 Punchbowl St. Honolulu 96813 www.queens.org

St. Francis Lifeline **547-6120**
2228 Liliha St. Room 408 Honolulu 96817 www.stfrancishawaii.org

Escort

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

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

State Office of the Ombudsman **587-0770**
Complaints about executive branch agencies **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 **768-7400**
Department of the Prosecuting Attorney
Assistance to victims of criminal offenses.
1060 Richards St. 9th Floor Honolulu 96813

Legal Representation & Mediation

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

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. www.legalaidhawaii.org

Affordable Lawyers Project **527-8027**
Affordable services for those who
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

Legal Services & Advocacy

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

Advocacy

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

Office of Health Care Assurance
Department of Health

Care Home complaints **692-7400**
601 Kamokila Blvd. Room 361 Kapolei 96707

Hospital & Nursing Home complaints **692-7420**
601 Kamokila Blvd. Room 395 Kapolei 96707

Hawaii Disability Rights Center **949-2922**
For persons with disabilities. www.hawaiidisabilityrights.org
1132 Bishop St. Suite 2102 Honolulu 96813

Legal Aid Society of Hawaii **536-4302**
Non-profit law firm assisting the low to moderate-income community. www.legalaidhawaii.org
924 Bethel St. Honolulu 96813

Long Term Care Ombudsman
Executive Office on Aging **586-0100**
For nursing, care home, and assisted living residents. www.hawaiiadrc.org

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

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

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

Exercise for Frail & Disabled Elders

See also **Education** (page 27), and **Senior Centers** (page 24). Check also with your health insurance plan, local clinic or hospital to see what they have to offer.

Arthritis Foundation, Hawaii Branch **596-2900**
Land exercises, AQUA, and Tai Chi, various locations. www.arthritis.org
615 Piikoi St. #1109 Honolulu 96814

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

No Fear of Falling
Enhance Fitness Exercise Sites and fall prevention education.

Senior Exercise Group
Arthritis Foundation Exercise Sites and education/support.

Department of Parks & Recreation
Therapeutic Recreation Unit **768-3027**
Support for the inclusion of people with disabilities into Parks and Recreation programs. www.honolulu.gov/parks/programs/trunit.htm
1000 Uluohia St. Suite 309 Kapolei 96707

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

KKV Elder Center
1846 Gulick Ave. Honolulu 96819

KPT Community Hall
1475 Linapuni St. Honolulu 96819

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

Kaimuki **737-5544**
4835 Kilauea Ave. Honolulu 96816

Windward **261-0808**
1200 Kailua Rd. Kailua 96734

Respite - Adult Day Care & Day Health

Adult Day Care programs include supervision, recreation, socialization, exercise, meals, and group activities. Facilities are licensed by the **Department of Human Services, Adult & Community Care Services Branch**. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently, and transfer with little or no assistance. Typical pricing is between $50-80/day which is much more cost effective than in-home care. Some provide additional assistance or special services, such as bathing or dementia care, usually for an added cost.

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

These facilities require TB and medical clearance (physical exam). Some providers will suggest a trial period if they are unsure your family member is appropriate for their program.

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

Aloha Nursing & Rehab Centre **441-9553**
Adult Day Wellness Program www.alohanursing.com
45-545 Kamehameha Hwy. Kaneohe 96744

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

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

Utility Assistance

Hawaiian Telecom Lifeline/Link-up Service **643-3456**
Telephone subsidies for qualified individuals. www.hawaiiantel.com
On website click on “Customer Service,” then “About Us,” then “Community.”
P.O. Box 2200 Honolulu 96814

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

Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

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 Division
Department of Human Service
Medical assistance for eligible persons. www.med-quest.us
Applications also available online.

Honolulu **587-3521**
801 Dillingham Blvd. 3rd Floor

Kapolei **692-7364**
601 Kamokila Blvd. Room 415

Temporary Financial Aid

Catholic Charities Hawaii **521- HELP (521-4357)**
Helpline www.catholiccharitieshawaii.org

Domestic Violence Action Center **531-3771**
For victims of intimate partner abuse.
P.O. Box 3198 Honolulu 96801 www.domesticviolenceactioncenter.org

Jewish Community Services **258-7121**
Counseling, referrals, and resources
for the Jewish community
2550 Pali Hwy. Honolulu 96817

Aloha Wellness Center, Inc. **393-7000**
94-1388 Moaniani St. #203 Waipahu 96797 www.alohawellness.biz

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

Beckwith Hillside Adult Day Care **497-8489**
2375 Beckwith St. Honolulu 96822

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

Central Union Church **440-3020**
Adult Day Care & Day Health Center www.arcadia-hi.org
1660 S. Beretania St. Honolulu 96826

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

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

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

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

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

Kilohana Senior Enrichment Center **373-2700**
5829 Mahimahi St. Honolulu 96821 www.arcadia-hi.org

King Lunalilo Adult Day Care Center **395-4065**
501 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 **733-7955**
Day Health only, no Day Care. www.hhsc.org/oahu/leahi
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**
Day Health only, no Day Care. www.hhsc.org/oahu/maluhia
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

Sakura House **536-1112**
Bilingual (Japanese & English) services. www.sakurahousehawaii.com
1666 Mott Smith Dr. Honolulu 96822

Salvation Army - Adult Day Health Services **521-6553**
Also provides Day Care service. www.salvationarmyhawaii.org
296 N. Vineyard Blvd. Honolulu 96817

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

SECOH Senior Center www.secoh.org

Honolulu **739-2745**
708 Palekaua St. Honolulu 96816

Wahiawa **621-1500**
643 Kilani Ave. #2 Wahiawa 96786

Money & Debt Management

For help with budgeting and bill paying.

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

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

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

Social Security & SSI

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

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

Hale Kuai Center
563 Farrington Hwy. Suite 201 Kapolei 96707

Honolulu Office
300 Ala Moana Blvd. Room 1-114 Honolulu 96850

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

Employment & Training Programs

Also see "Employment" in the Yellow Pages. For employment assistance for immigrants see Immigrant Assistance (page 66).

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

Honolulu Community Action Program (HCAP) **521-4531**
Senior Community Service Employment Program (SCSEP) www.hcapweb.org
Part time, paid employment training and job search services for seniors.
33 S. King St. Suite 300 Honolulu 96813

Oahu WorkLinks **768-5600**
Career planning, job search assistance, and for qualified individuals, training opportunities. www.owib.org
For employer assistance with recruitment, referrals, employee training, and tax credits, call 220-5619.

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

Respite Companion Service Program **832-5236 or 832-5235**
Department of Human Services www.hawaii.gov/dhs
Part-time employment and training program for income eligible persons 55 years and older.
420 Waiakamilo Rd. #202 Honolulu 96819

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

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

Hale Kakoo
1816 Alewa Dr. Honolulu 96817

Helemano Hale
64-1488 Kamehameha Hwy. Wahiawa 96786

Mililani Hale
95-257 Kaloapai St. Mililani 96789

Nanakuli Hale
89-188 Farrington Hwy. Waianae 96792

Pearl City Hale
858 2nd St. Pearl City 96782

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

Windward Seniors Day Care - Hope Center **261-4947**
77 N. Kainalu Dr. Kailua 96734

Respite - In Home

Temporary relief for caregivers provided in the home. Also see **In Home Assistance** (page 45) and "Home Health" in the Yellow Pages.

Catholic Charities Hawaii **527-4777**
Respite Connection www.catholiccharitieshawaii.org

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
Caregiver Respite Program
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

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

Project Dana **945-3736**
Services provided by volunteers. www.projectdana.org

St. Anthony of Padua Outreach **266-2227**
148-A Makawao St. Kailua 96734 www.stanthonyskailua.org

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

Respite - Other

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

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

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

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

Respite Nanea, Inc. **524-2575**
Short term respite in care homes & licensed facilities.

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

Dept. of the Attorney General **586-1058**
Medicaid Fraud Control Unit - Criminal Justice Div.
Also investigates abuse of dependent adults committed by Medicaid providers, care facilities, and paid caregivers.
333 Queen St. 10th Floor Honolulu 96813 www.hawaii.gov/ag

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

Elder Abuse Justice Unit **768-7536**
Dept. of the Prosecuting Attorney www1.honolulu.gov/prosecuting
Prosecutes criminal cases involving victims 60 years and older.
Community presentations about elder abuse and prevention.
1060 Richards St. Honolulu 96813

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

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

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

National Do Not Call Registry **toll free 1-888-382-1222**
Federal Trade Commission Registry to www.donotcall.gov
stop most telemarketing calls. If you often get calls from the same business or organization, tell them to remove your number from their call list. By law, they are obligated to comply.

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

Income Security

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

Consumer Assistance & Protection

For information from the Federal Trade Commission on identity theft, visit www.consumer.gov/idtheft. Also refer to ***Hawaii's Fraud Prevention & Resource Guide***, online at www.hawaii.gov/health/eoa/Docs/Fraud.pdf and available for borrow at Hawaii State Public Libraries with call number: H364.163Ha.

Better Business Bureau of Hawaii Inc. **536-6956**
Neighbor Islands call toll free. **1-877-222-6551**

Senior Scam Hotline **628-3950**
1132 Bishop St. Suite 615 Honolulu 96813 **1-888-333-1593**
www.hawaii.bbb.org

Dept. of Commerce & Consumer Affairs www.hawaii.gov/dcca

Office of Consumer Protection **586-2630**

Consumer Information Line **587-1234**
Pre-recorded information on common consumer issues.

Consumer Resource Center **587-3222**
Check status of a business or licensee.

Landlord-Tenant Information **586-2634**
Monday - Friday 8 a.m. - 12 p.m.

Insurance Fraud Unit Hotline **587-7416**
Insurance fraud complaints.

Investor Education Program **587-7400**
Free information and presentations on www.investing.hawaii.gov
investment products, current scams, and how to avoid fraud.

Securities Fraud Hotline **587-2267**
Call to report securities violations like fraud.

Support Groups

Also see **Caregiver Support Groups** (page 40) or call 211.

Alcoholics Anonymous **946-1438**
1110 University Ave. #205 Honolulu 96826 www.oahucentraloffice.org

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

American Cancer Society **595-7544**
Support for grievers, caregivers, and patients. www.cancer.org
2370 Nuuanu Ave. Honolulu 96817

American Diabetes Association - Hawaii **947-5979**
Monthly support group. **1-888-342-2383**
875 Waimanu St. Suite 601 96813 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**
Support group for people with lung disease. www.ala-hawaii.org
Every 4th Thursday/month at 10 a.m. - 12 p.m.
680 Iwilei Rd. Suite 575 Honolulu 96817

Castle Medical Center **263-5400**
Breathe free plan to stop smoking. 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
1240 Ala Moana Blvd. Suite 225 Honolulu 96814

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 & **547-9562**
Breast Cancer Education & Support Group
347 N. Kuakini St. Honolulu 96817

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

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

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

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

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

Support Groups - Caregivers Only

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

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

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

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
Counseling and Clinical Services **547-4401**
Day treatment and counseling to
promote spiritual, physical, and mental needs.
1374 Nuuanu Ave. Honolulu 96817 www.queensmedicalcenter.net

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

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

Prescription Drugs & Medications

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

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

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

you may be responsible for repairs and/or replacement. Be sure to get information in writing on warranty coverage BEFORE purchasing the equipment.

To find a DME supplier look in the Yellow Pages under “Medical Equipment” or “Medical Supplies” and ask if they accept Medicare. Also, go to www.medicare.gov, look under “Search Tools” and click on “Find Suppliers of Medical Equipment in Your Area.” You can also call 1-800-MEDICARE (1-800-633-4227) to speak to a Medicare representative.

Look for dealers that accept “assignment” which means they accept Medicare’s payment amount as payment in full (not including plan copayment). Ask friends, social workers, and medical professionals for advice and referrals. Call Sage PLUS for additional information.

Mental Health Care & Counseling

Life changes that happen as we get older may cause feelings of uneasiness, stress, and sadness. For instance, the death of a loved one, moving from work into retirement, or dealing with an illness can leave people feeling sad or anxious - feelings that could develop into depression.

Depression and anxiety are common problems among older adults, but they are not a normal part of aging. These are real diseases that people cannot simply “snap out of.” However, many people do recover when provided proper treatment. This could include psychotherapy, group counseling, and/or medication. Ask your insurance provider or primary care physician for referrals. Also see “Counselors,” “Psychologists,” “Psychotherapists,” and “Physicians - Psychiatrists” in the Yellow Pages.

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

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

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

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
Ohana Care Program
Case Management, Counseling & Support for Family / unpaid caregivers of elders 60+.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

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

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

Caregiver Foundation Support Groups **625-3782**
Various sites. www.thecaregiverfoundation.org

Project Dana **945-3736**
Caring for the Caregiver Support Group www.projectdana.org

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

Need more information?
Call the **Senior Helpline**
768-7700

End of Life Services

The following programs address end of life issues. Also see **Kokua Mau**, a partnership of agencies and organizations for improving care at the end of life at www.kokuamau.org.

Advance Directives

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

Other documents, including **Physician's Orders for Life-Sustaining Treatment (POLST)** and **Comfort Care Only/Do Not Resuscitate (CCO-DNR)** I.D. bracelets, give instructions to health care personnel in emergencies. Forms may be obtained from the **Emergency Medical Services Section, Department of Health** (733-9210) or download at www.kokuamau.org.

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

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

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Contact your own religious organization or see listings for "Counselors,"" Psychologists,""Psychotherapists," and "Physicians - Psychiatrists" in the Yellow Pages. Also see **Support Groups** (page 39), **Hospice** (page 43) and **Mental Health & Counseling** (page 56).

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

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. Services are provided through the managed care program QUEST Expanded Access (QExA).

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

Executive Office on Aging www.hawaiiadrc.org
Hawaii SHIP/Sage PLUS **586-7299**
Medicare health insurance counseling. **toll free 1-888-875-9229** www.hawaiiship.org
SMP **586-7281**
Volunteers trained to give presentations about Medicare/Medicaid fraud, waste, and abuse. **toll free 1-800-296-9422**

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

QUEST Expanded Access Helpline **1-866-928-1959**
Information on Hawaii's Medicaid managed-care program. **TTY 1-866-928-1958** www.qexa.org

Medical Equipment

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

In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a **Sage PLUS** (586-7299) counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit,

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

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

Medicare & Medicaid

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

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

Part B, Doctor visits, outpatient, and other medical care - 2012 monthly premium is $99.90 for most beneficiaries.

Part D, Drug coverage - plans and premiums vary.

Part C, also referred to as Medicare Advantage Plans, combines Part A and B plans into PPO (Preferred Provider Organization), HMO (Health Maintenance Organization), PFFS (Private Fee for Service), Cost Plans, Special Needs Plans, and Medical Savings Accounts. For a description of the plans available in Hawaii, check your current ***Medicare and You Handbook*.**

Each of these plans have their own unique advantages and limitations. Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.

Medigap plans are Medicare Supplemental Insurance plans provided by insurance companies to fill the "gaps" in coverage that may not be provided by Original Medicare.

Call **Sage PLUS** (586-7299) if you need help understanding your options and choosing a Medicare plan. It is important to sign up for Medicare as soon as you become eligible. Contact the Social Security Administration three months before you turn 65 or become eligible for Medicare, otherwise you may have to pay a penalty or delay your coverage if you miss your initial enrollment period.

Funeral & Memorial Services

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

Funeral Consumers Alliance www.funerals.org
Non-profit funeral planning, consumer advocate.
Many helpful publications online.

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.

Bristol Hospice Hawaii, LLC **536-8012**
500 Ala Moana Blvd. Suite 4-547 www.bristolhospice.com
Honolulu 96813

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

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

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

Organ or Body Donation

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

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

University of Hawaii School of Medicine **692-1445**
jabsom.hawaii.edu/JABSOM/community/WilledBody.php
Willed Body Program
Body donation to science.
651 Ilalo St. Honolulu 96813

Need more information?
Call the **Senior Helpline**
768-7700

Kalihi Palama Health Center **845-8578**
915 N. King St. Honolulu 96817 www.kphc.org
Dental **845-0686**
Optometry **792-5599**

Kokua Kalihi Valley
Comprehensive Family Services
Geriatric Medicine consultation & Dental service
for residents of Kalihi Valley. www.kkv.net
Main clinic **791-9400**
2239 N. School St. Honolulu 96819
KKV Elder Center **848-0977**
1846 Gulick Ave. Honolulu 96819

Koolauloa Community
Health & Wellness Center www.koolauloachc.org
Hauula **293-9216**
54-316 Kamehameha Hwy. Hauula 96717
Kahuku **293-9231**
56-119 Pualalea St. Kahuku 96731

Queen Emma Clinics
1301 Punchbowl St. Honolulu 96813 www.queens.org
Adult Medicine **691-4970**
Queen's Medical Center Dental Clinic **691-4292**

Queen's Medical Center
Geriatric Clinic **691-8877**
1301 Punchbowl St. Honolulu 96813 www.queens.org

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

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

Dental Lifeline Network **1-888-449-9670**
(Formerly Donated Dental Services) www.nfdh.org

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

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

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

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

Senior EyeCare Program www.eyecareamerica.org
Website only

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

Medical & Dental Clinics

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

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

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

Dental Clinics **832-5710**
Priority to Medicaid eligible persons.

Tuberculosis Testing Center **832-5731**

Tuberculosis Information Line **832-5738**

In Home Assistance

It is sometimes difficult for older adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is a nursing home. However, this assistance may actually delay or avoid institutionalization, allowing them to remain at home longer.

Assistance in the home comes in various forms. Traditionally, most care is provided by relatives, friends, and neighbors. However, this "informal" care may need supplementing. "Formal" assistance is provided by non-profit organizations, privately hired independent providers (nurses, therapists, aides, homemakers, and companions), home care agencies, home health agencies, and government programs. Home health agencies provide more medically oriented services than home care agencies. As with all services, it would be wise to check qualifications and references if hiring independently.

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

Medicaid clients should contact their QUEST Expanded Access (QExA) plan provider to see if they are eligible for service covered under their plan. For more information and referrals for assistance in the home, call the Senior Helpline at 768-7700.

Chore/Homemaker Services

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

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

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

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

CFS Gerontology Program **543-8497**
Child & Family Service www.childandfamilyservice.org
Chore, Homemaker and personal assistance in the home.
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

Palolo Chinese Home - Home Cleaning **748-7994**
Serving seniors from Kalihi to Hawaii Kai. www.palolohome.org

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

Home Health Agencies

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

Home *Care* Agencies provide custodial care services which are non-medical such as housekeeping, meal preparation, and ongoing assistance with personal care. Home care agencies are not currently licensed by the state of Hawaii, but under legislation passed in 2009, will be required to be licensed in the future. Home care agency services are not covered by Medicare; services are private pay. To find home care agencies, see “Home Health Care” in the Yellow Pages.

Some home health agencies provide only Medicare covered services (doctor ordered, usually for short-term after hospitalization) while others

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

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

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.projectdana.org

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

Health Information & Referral

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

Alzheimer’s Association **1-800-272-3900**
24-hour Helpline www.alz.org/Hawaii

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

Audient **1-877-283-4368**
Program for affordable hearing aids. www.audientalliance.org

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

Health Care

Health & Safety Education

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

Also see **Support Groups** (page 39), **Education** (page 27), and **Caregiver Education** (page 29).

Alu Like, Inc. **535-6700**
Chronic Disease Self-Management Program www.alulike.org
458 Keawe St. Honolulu 96813

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

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

CFS Gerontology Program **543-8468**
Child & Family Service www.childandfamilyservice.org
Chronic Disease Self-Management Program
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

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

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

Rates are higher when hands-on services such as help with transferring, bathing, and toileting are provided by specially trained staff, usually by "personal care assistants,""home health aides" or Certified Nursing Assistants (CNA). Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost $35-60 an hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (page 34) which is a more affordable option.

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

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

Home Health Agencies - Medicare covered services only

Kaiser Home Health Agency **432-5688**

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

St. Francis Home Care Services **534-0777**
P.O. Box 29700 Honolulu 96820 www.stfrancishawaii.org

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

Home Health Agencies - Medicare covered and private duty services.

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

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

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

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

Home Health Agencies - Private duty services only

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

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

Lou's Quality Home Health Care Services, LLC **623-7109 or 754-3934**
www.lousqualcare.com
P.O. Box 893224 Mililani 96789

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

Personal Care

Health-related services provided in the home, including bathing and grooming. Also see **Home Health Agencies** (page 46) and "Home Health" in the Yellow Pages for more agencies. For hospice eligible clients, see **Hospice** (page 43).

St. Francis Health Services for Senior Citizens **547-6121**
Bathing service for frail seniors 60 years and older in their home.
2251 Mahalo St. Honolulu 96817

Need more information?
Call the **Senior Helpline**
768-7700