



Resources FOR SENIORS

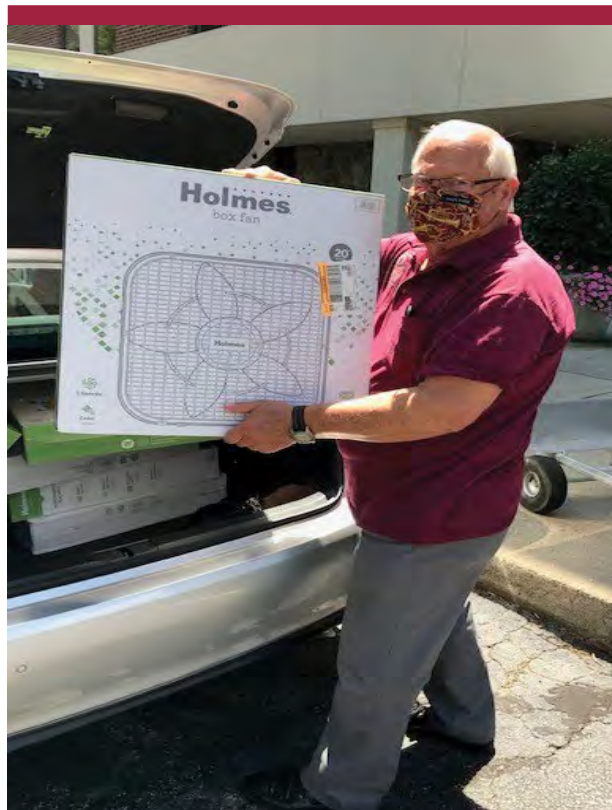
The Original Aging in Place Agency



Directory of Resources for Older Adults & Adults with Disabilities in Wake County

2022-2023

Informed Choices for Maximum Independence



www.ResourcesForSeniors.org

**Are You a Senior War Time
Veteran in Need of Assistance
at Home or with the costs of
Community Living?**



The Senior Veterans Council can provide information and guidance on a wide range of government and community benefits that can help you meet your Long Term Care needs.

In addition, Veterans and Widows of Veterans who served during WWII, Korea or Vietnam may be eligible for VA Benefits that can provide up to \$2,266 (Married); \$1,911 (Single Veteran); \$1,228 (Widow).

For a free initial consultation to better understand the benefits you earned by service to your country and the taxes paid over a lifetime of work, please contact:

Senior Veterans Council

www.seniorveteranscouncil.com

362 Raleigh Street
Holly Springs, NC 27540
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DIRECTORY OF RESOURCES

for Older Adults and Adults with Disabilities in Wake County[©]

2022-2023 EDITION

A Message from Resources for Seniors

Greetings to you! I'm glad you got your hands on a free copy of our Resource Directory, which we have created & published for nearly 30 years. We are committed to doing whatever we can to enhance the lives of older adults, adults with disabilities, and those who support, serve, care and advocate for them. Serving people, in all the ways we have through the years, has been challenged by our collective experience with the pandemic. Our team is working hard to wrap services and support around people in their efforts to maintain independence and to access information and critical resources. We are grateful that our nonprofit will celebrate 49 years of service in March 2022, and for your continuing support!

Kristen K Brannock, President

“May the work of your hands be a sign of gratitude and reverence to the human condition”

– Mahatma Gandhi



Resources for Seniors, Inc.

1110 Navaho Drive, Fourth Floor,
Raleigh, North Carolina 27609
919-872-7933

www.resourcesforseniors.org

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Resources for Seniors would like to thank the following sponsors for their generosity in supporting our 2022-2023 Directory of Resources:

Capital Towers	Senior CommUnity Care of North Carolina (PACE)
The Center for Volunteer Caregiving	Senior Medicare Patrol (SMP)
Dementia Alliance of North Carolina	Seniors' Health Insurance Information Program (SHIIP)
DHIC	Seniors Helping Seniors
Doctors Making Housecalls	Senior Veterans Council
Evergreen Construction	Silver Linings for Seniors
Golden Harmony	Smooth Transitions
Home Helpers Home Care	Transitions LifeCare
Home Health Haircuts	Triangle Mobile Dentistry
HomeChoice Home Care Solutions	Visiting Angels
Home Instead Senior Care of Wake County	
Kindred at Home	

Resources for Seniors, Inc. has made every effort to publish a comprehensive and accurate listing of services of particular interest to senior citizens, adults with disabilities, and their families, within the constraints of our time and resources.

Resources for Seniors does not claim that this publication is an all-inclusive listing of resources, nor that it is free of errors. Inclusion in this directory does not constitute an endorsement or recommendation by Resources for Seniors, nor does exclusion imply a negative evaluation.

Resources for Seniors reserves the right to select the organizations to be included in this Directory, based on our mission as well as space limitations.

To notify Resources for Seniors of any suggested changes, additions, or deletions to the content of this Directory, or for information about opportunities to help sponsor next year's Directory, please contact the RFS Information Department at 919-713-1556, or via email at info@rfsnc.org.



1110 Navaho Drive, Fourth Floor,
Raleigh, North Carolina 27609
919-872-7933
www.resourcesforseniors.org

SERVICES PROVIDED BY RESOURCES FOR SENIORS

Resources for Seniors (RFS) serves older adults, adults with disabilities and their caregivers in Wake County, North Carolina, by providing home and community-based services and information so they can maximize their choices for comfort, safety, security and well-being. We are a private, non-profit agency and serve as the County Council on Aging for Wake County. The services that we provide include:

Adult Day Centers..... 919-872-7933

Our Adult Day Centers, called **Total Life Centers (TLCs)**, provide activities and care for adults of all ages who require supervision during the day. Each location has a regular schedule of activities, crafts, entertainment, and socialization. Locations are Cary, Garner, Raleigh, and Wendell. See the **Adult Day Programs** section for more information.

Cary TLC 919-460-9008
110 Maury O'Dell Pl., Cary, 27513

Eastern Wake TLC..... 919-365-4248
323 Lake Dr., Wendell, 27591

Garner TLC..... 919-773-3790
Garner United Methodist Church,
201 Methodist Dr., Garner, 27529

Raleigh TLC..... 919-873-1870
5124 Departure Dr., Ste. 101, Raleigh, 27616

Saturday Daybreak Services 919-713-1525
Location alternates; call for details.

Caregiver Support 919-872-7933

We provide free support groups and one-on-one consultation for caregivers needing help with emotional support and problem-solving. See the **Caregiver Resources** section for more information.

Community Alternatives Program for Disabled Adults (CAP/DA) 919-872-7933

We are a lead agency in Wake County for this Medicaid waiver program, which gives Medicaid recipients who need nursing home-level care an opportunity to remain living in the community. See the **Home Care** section for more information.

Home Care Programs..... 919-872-7933

We administer public funding for programs that provide limited home care (personal care) services at subsidized rates for Wake County residents. These programs have long waitlists due to limited funding. **Call for more information.**

Housing and Home Improvement 919-872-7933

We have programs to provide assistance with limited home repairs and modifications that are necessary for health and safety. See the **Housing-Related Programs** section for more information.

Information and Referral 919-713-1556

Information and referral specialists are available Monday through Friday, 8 a.m. to 5 p.m., to provide free information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

Medicare Counseling

SHIIP (statewide)..... **855-408-1212**
 Wake County SHIIP Coordinator.... **919-462-3983**
 We partner with the NC **Seniors' Health Insurance Information Program (SHIIP)** to offer free counseling about Medicare. See the **Medicare, Medicaid, and Health Insurance** section for more information.

Medication Assistance Program for Seniors (MAPS) 919-872-7933

We can assist low-income seniors with applying for patient assistance programs offered by pharmaceutical companies, to reduce their drug costs if possible. See the **Prescription Drugs** section for more information.

Medication Education for Drug Safety (MEDS) Program and HomeMeds... 919-872-7933

We provide free Medication Therapy Management and HomeMeds consultations with the pharmacy department for seniors or disabled adults to prevent dangerous side effects and drug interactions. See the **Prescription Drugs** section for more information.

Options Counseling 919-872-7933

We provide free in-person counseling, in-person or via phone, that includes both caregiver(s) and care recipient(s) in order to help identify needs, preferences, and available options for care. **Call to request an appointment.**

Reverse Mortgage Counseling 919-872-7933

We provide detailed education on reverse mortgages, via phone. See the **Consumer Financial Services** section for more information.

Senior Centers

We operate the Northern Wake Senior Center and Eastern Wake Senior Center, and partner with the Cary Senior Center, Garner Senior Center, and Raleigh Centers for Active Adults to provide service coordination (on-site information and referral services) at those sites. See the **Senior Centers** section for more information.

Cary Senior Center

120 Maury O'Dell Pl., Cary, 27513
 RFS Service Coordinator 919-462-3983

Eastern Wake Senior Center

323 Lake Dr., Wendell, 27591
 Main..... 919-365-4248

Garner Senior Center

205 E. Garner Rd., Garner, 27529
 RFS Service Coordinator 919-661-6894

Northern Wake Senior Center

235 E. Holding Ave., Wake Forest, 27587
 Main..... 919-554-4111

Raleigh Centers for Active Adults

Anne Gordon Center

1901 Spring Forest Rd., Raleigh, 27604
 RFS Service Coordinator..... 919-996-4738

Five Points Center

2000 Noble Rd., Raleigh, 27608
 RFS Service Coordinator..... 919-996-4738

Speaker's Bureau..... 919-713-1556

Our staff can provide information on a variety of topics at your church, business, group, or health fair. **Call for more information.**

Transportation 919-872-7933

We provide limited transportation programs for eligible adults ages 60+_or disabled_ to medical appointments and Meals on Wheels congregate meal sites. See the **Transportation** section for more information.

Weatherization Assistance

Program (WAP)..... 919-713-1570

We are the lead agency in Wake and Durham counties for this free program providing home energy audits and weatherization services to make homes easier to heat and cool. Eligibility is based on income, not on age. See the **Housing-Related Programs** section for more information.

Website - www.resourcesforseniors.org

Check out our newly re-designed website! It has a wealth of information about our agency and services, and about other aging-related resources in Wake County:

Community Resource Database

Online database of Wake County resources, Searchable by location and keyword.

Digital Directory of Resources

PDF file of this book that you can download to your computer or share with others via email.

Resource Lists

More detailed handouts about Wake County resources, on topics including home care, adult day programs, long-term care facilities, affordable housing, and support groups, available for download.

Speed Referral Forms

Online referral forms for some of our programs, for use by **professionals, clients, and families.**

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DIRECTORY SPONSORS

- Capital Towers**
919-787-1231
www.capitaltowers.com
- The Center for Volunteer Caregiving**
919-460-0567
www.volunteercaregiving.org
- Dementia Alliance of North Carolina**
919-832-3732
www.dementianc.org
- DHIC**
919-832-4345
www.dhic.org
- Doctors Making Housecalls**
919-932-5700 or 844-932-5700
www.doctorsmakinghousecalls.com
- Evergreen Construction**
919-848-2041
www.evergreenconstructionco.com
- Golden Harmony**
919-426-7522
www.goldenharmonync.com
- Home Health Haircuts**
919-675-5507
www.homehealthhaircuts.net
- Home Helpers Home Care**
919-817-8010
www.homehelpershomecare.com/raleigh-cary-nc
- HomeChoice Home Care Solutions**
919-847-5622
www.homechoicewhomecare.com
- Home Instead Senior Care of Wake County**
919-676-2273
www.homeinstead.com/226
- Kindred at Home**
919-881-9492 or 866-227-3524
www.kindredathome.com
- Senior CommUnity Care of North Carolina**
919-425-3050
www.seniorcommunitycarenc.org
- Senior Medicare Patrol**
855-408-1212
www.ncshiip.com
- Senior Veterans Council**
919-825-1300
www.seniorveteranscouncil.com
- Seniors' Health Insurance Information Program (SHIIP)**
855-408-1212
www.ncshiip.com
- Seniors Helping Seniors**
919-761-5346
www.seniorcareastraleigh.com
- Silver Linings for Seniors**
919-948-7718
www.silverliningsnc.com
- Smooth Transitions**
919-335-4663
www.yoursmoothtransition.com
- Transitions LifeCare**
919-828-0890
www.transitionslifecare.org
- Triangle Mobile Dentistry**
919-799-2770
www.trianglemobiledentistry.com
- Visiting Angels**
919-787-4317
www.visitingangels.com/raleigh

ADULT DAY PROGRAMS

Adult day programs, also called adult day services, provide an organized day program of socialization and activities, in a safe, supervised, community group setting. These services can be a beneficial resource for caregivers who are working or who could use time off from caregiving. Different models are available, depending on the level of care required. The amount of days a participant attends per week or month can vary according to preferences and needs. Arrange site visits at several locations to find the best fit.

Types of Adult Day Programs

- **Social adult day programs (social model or adult day care)** promote participants' social, physical, and emotional well-being through a structured program of activities. Staff provide supervision and assistance to participants as needed. A nutritious meal and snacks, as appropriate to the program, are also provided.
- **Adult day health programs (health/social model or combination model)** provide similar activities as social programs and also have a nurse present for at least 4 hours per day. This allows them to accommodate the needs of participants who may have chronic or more complex medical conditions.
- **Group respite programs** may be staffed by volunteers, and are intended to give caregivers an occasional short break. They are often not equipped to meet the needs of those with complex needs.

Paying for an Adult Day Program

Adult day program fees are typically quoted per day, and vary according to the amount of assistance a participant requires. In Wake County, a typical rate is **\$45 to \$95** per day. Standard Medicare does not cover adult day program attendance. In some cases sliding scale fees, scholarships, or grant money may be available to help towards the cost of attendance.

The Glade Adult Day Center 919-447-4494

Glenaire Continuing Care Retirement Community,
5000 Glenhope Ct., Cary, 27511
www.glenaire.org/the-glade
Social model for ages 62+.

Millbrook Enrichment Center 919-277-8628

Millbrook United Methodist Church,
1712 E. Millbrook Rd., Raleigh, 27609
www.millbrookumc.org/enrichment-center
Group respite for ages 60+. Volunteer-staffed.
Available 3 days per week.

Program of All-Inclusive Care for the Elderly (PACE) 919-425-3000

www.seniorcommunitycarenc.org
Community-based managed care program for adults ages 55+ that can include adult day services. See full description on [page 24](#).



Resources for Seniors Total Life Centers

www.totallifecenters.com

Cary TLC 919-460-9008

110 Maury O'Dell Pl., Cary, 27513
Health/social model for ages 18+.

Eastern Wake TLC 919-365-4248

323 Lake Dr., Wendell, 27591
Health/social model for ages 18+.

Garner TLC 919-773-3790

Garner United Methodist Church,
201 Methodist Dr., Garner, 27529
Social model for ages 18+.

Raleigh TLC 919-873-1870

5124 Departure Dr., Ste. 101, Raleigh, 27616
Health/social model for ages 18+.

Saturday Daybreak Program 919-713-1525

Location alternates; call for details.
Group respite for ages 18+, offered on Saturdays.

Ruth Sheets Adult Care Center 919-832-7227

Edenton Street United Methodist Church,
228 W. Edenton St., Raleigh, 27603
www.esumc.org/ruth-sheets-adult-care-center
Health/social model for ages 50+.

adult day programs

SarahCare at Lake Boone Trail 919-746-7050
2245 Gateway Access Point, Ste. 101, Raleigh, 27607
www.sarahcare.com
Health/social model for ages 55+.

Southeastern Wake Adult Day Center 919-212-8580
Southeastern Healthcare
3401 Carl Sandburg Ct., Raleigh, 27610
www.sewake.com/adult-day
Health/social model for ages 18+. Southeastern Healthcare also offers **overnight respite** care.

Wake Forest Adult Day Health 919-880-4278
3309 Rogers Rd., Ste. 117, Wake Forest, 27587
www.wakeforestaduldaycare.weebly.com
Health/social model for ages 18+.



\$ Cost Comparison Resource
\$Genworth's Cost of Care Survey, www.genworth.com/aging-and-you/finances/cost-of-care.html, compares current and projected costs, by region, of adult day program (adult day health) costs, companion (homemaker) services, skilled care (home health) services, and assisted living and nursing home facility costs.

adult day programs

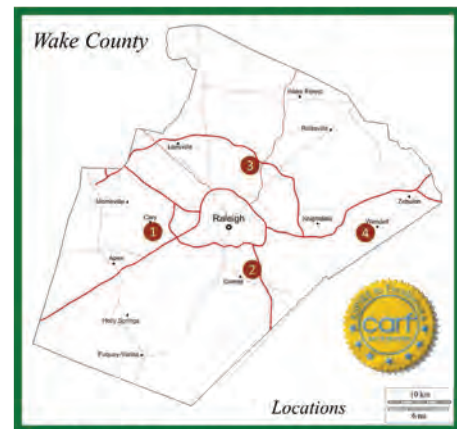
Total Life Centers - Adult Day Services

Adult Day Care offers . . .



- Alternatives for families who want to keep their loved one at home.
- Programs designed for adults who require supervision during the day, due to the aging process or a disability.
- Regular schedule of activities and socialization designed to maintain abilities.
- Peace of mind to family caregivers so they can have the personal time to work, relax or be involved in their community.
- Full personal care with trained staff, including full-time nurses, nursing assistants and recreational therapy specialists.

4 Wake County Locations



The Total Life Centers are a program of Resources for Seniors, Inc.

For Additional Information Call: 919-872-7933
or visit www.TotalLifeCenters.org

ADVOCACY GROUPS

(Also see **Support Organizations** and **Consumer Protection**)

- | | |
|--|--|
| <p>AARP North Carolina 866-389-5650
 www.aarp.org/nc
 See full description on <i>page 62</i>.</p> <p>Alliance of Disability Advocates 919-833-1117
 TTY 919-833-1171
 www.adanc.org
 See full description on <i>page 14</i>.</p> <p>Disability Rights NC 919-856-2195
 Toll-free 877-235-4210
 TTY 888-268-5535
 www.disabilityrightsn.org
 See full description on <i>page 14</i>.</p> | <p>Friends of Residents in Long-Term Care 919-782-1530
 www.forltc.org
 See full description on <i>page 53</i>.</p> <p>Legal Aid of North Carolina 866-219-5262
 Senior Legal Helpline (ages 60+) 877-579-7562
 www.legalaidnc.org
 See full description on <i>page 47</i>.</p> <p>SAGE Central North Carolina, LGBT Center of Raleigh 919-832-4484
 www.lgbtcenterofraleigh.org
 See full description on <i>page 65</i>.</p> |
|--|--|

ALZHEIMER'S DISEASE, DEMENTIA, AND MEMORY LOSS

The normal aging process can bring about many changes, including occasional forgetfulness, but memory loss that significantly disrupts everyday functioning and decision-making is **not** a normal part of aging. It is important to have possible causes of memory loss assessed with a complete medical and psychosocial assessment, as some causes are treatable and reversible. Medication reactions or interactions, depression, nutritional deficiencies, and many different diseases (not just dementia) can cause memory problems.

Dementia is a severe, pervasive loss of mental abilities such as memory, language, and reasoning. There are several different types of dementia, which can present with different symptoms and at different stages of life. **Alzheimer's Disease** is the most common type of dementia seen in older adults. This disease causes gradual but significant changes in the brain resulting in loss of short-term memory (the ability to remember new things) and issues with behavior, reasoning, and thinking. The resources listed below offer support and information for those affected by Alzheimer's Disease and other dementias.

Alzheimer's and Related Dementias Education and Referral Center 800-438-4380
National Institute on Aging
www.nia.nih.gov/alzheimers
 Federally-funded resource center for Alzheimer's Disease and related dementias. Offers information on care and research, including clinical trials.

Alzheimer's Association - www.alz.org
National Helpline (24/7) 800-272-3900
 Provides information about Alzheimer's Disease, promotes awareness, and raises money for research.
Eastern North Carolina Chapter 919-803-8285
 5171 Glenwood Ave., Ste. 101, Raleigh, 27612
www.alz.org/nc
 Local office of the national association. Offers information and referral services, support groups, and educational resources.

Alzheimer's Foundation of America Memory Screening Program - www.alzfdn.org
 Free, confidential memory screenings, through participating health care organizations. **Screenings are not used to diagnose, and do not replace consultation with a physician.** Takes about 10 minutes. Administered locally by:
ComForCare 919-647-9150
www.RaleighNC.comforcare.com
 Call or go online to book an appointment.

The Association for Frontotemporal Degeneration 866-507-7222
www.theaftd.org
 Information about FTD for families and professionals. Offers a small respite grant.

Dementia Alliance of North Carolina..... 919-832-3732
 9131 Anson Wy., Ste. 206, Raleigh, 27615
www.dementianc.org
 Information and referral services; family resource center; support groups; education; advocacy.

Duke Dementia Family Support Program..... 919-660-7510
www.dukefamilysupport.org
 Educational programs, consultation, and support groups for people living with dementia and their care partners.

Project Care844-728-0191
 Program to help support individuals who directly care for a family member or friend with Alzheimer's disease or related (ADRD).

Duke Memory Disorders Clinic
Clinic Information 919-668-2879
Appointments 919-668-7600
 932 Morreene Rd., Durham, 27705
 Diagnostic evaluation and outpatient care of memory problems including dementia. Education; intervention; counseling; support groups. **Physician referral required.**

Galberth Health 919-917-2971
www.galberthhealth.com
 In-home rehab service specializing in serving seniors with dementia. Also provides in-home assessments and dementia training for caregivers.

MedicAlert Foundation Wandering Support Services.....800-432-5378
www.medicalert.org/alz
 ID products and membership plans to help locate memory-impaired persons if they become lost. Enroll online or via phone. **Formerly Safe Return.**



Guiding you with CARE on your family's journey with dementia

Comfort, Assistance, Resources & Education

Over 180,000 people in North Carolina are impacted by all types of dementia, including Alzheimer's.

Dementia Alliance of North Carolina programs are built around a foundation of CARE - providing *Comfort, Assistance, Resources and Education* for individuals and families living with Dementia. Through our programming and community outreach, we seek to help North Carolina become a *state of caring* serving all families impacted by dementia.

- Individual/Family consultations and referrals at no cost to the family
- Music & Memory at Home program
- Support groups & support group facilitator training
- Educational community talks, workshops & conferences
- Crisis intervention training for law enforcement groups
- Local research to advance innovative therapies



DEMENTIA ALLIANCE
 of North Carolina
 A STATE OF CARING

9131 Anson Way, Ste. 206 | Raleigh, NC 27615 | 919.832.3732 | www.DementiaNC.org

Project Lifesaver..... 919-856-6495

www.wakegov.com/sheriff/services

Free rapid response system provides a bracelet with built-in tracking device to be worn by individuals who are prone to wandering. Sponsored by the Wake County Sheriff's Office.

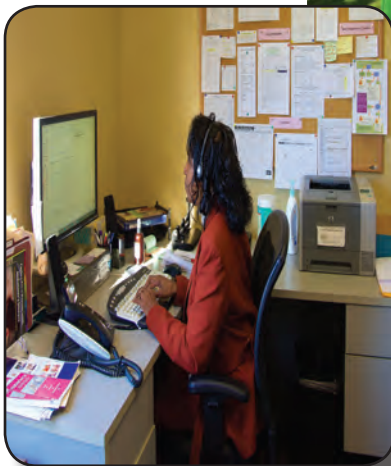
UNC Memory Disorders Clinic..... 984-974-4401

194 Finley Golf Course Rd., Ste. 200, Chapel Hill, 27517

Clinical care, education, and research program for the diagnosis and management of dementias and related disorders. **Physician referral required.**

Silver Alert Program- www.ncdps.gov

NC Dept. of Public Safety, Center for Missing Persons Alert system to help quickly locate individuals with dementia or other cognitive impairment who go missing. **Only a law enforcement agency can request activation. If you believe a loved one is missing and in danger, submit a missing person's report to local law enforcement (call 9-1-1)**



BASIC NEEDS

The following are some of the resources in Wake County for basic needs such as financial assistance and emergency food, clothing, and household items. Use the key below to find the resources you are looking for. Please note that some programs only serve specific geographical areas. The need for resources, especially financial assistance, is far greater than the supply.

This is not a complete list of possible resources. Keep in mind that other churches and civic groups near you may also provide assistance, and call 2-1-1 for information on other options.

= Financial assistance = Food = Clothing = Household items

American Red Cross, Triangle Area Chapter 919-231-1602
 100 N. Peartree Ln., Raleigh, 27610
www.redcross.org
 Disaster relief, referrals for emergency services, and emergency preparedness education.

Brooks Avenue Church 919-821-2400
 700 Brooks Ave., Raleigh, 27607
www.brooksavenue.org
 Food and clothing, available 9 a.m. to 11:30 a.m. on 2nd and 4th Saturdays of most months.

The Center for Volunteer Caregiving 919-460-0567
www.volunteercaregiving.org
 Services for adults ages 60+ or who have a chronic health issue or disability, including friendly visits and help with essential household chores and errands. Dependent on volunteer availability. Free.

Dorcas Ministries 919-469-9861
 187 High House Rd., Cary, 27511
www.dorcas-cary.org
 Financial assistance and food for **Cary and Morrisville** residents, by appointment. Also offers a career advancement program.

Energy Assistance Programs 919-212-7000
 Wake County Human Services
www.wakegov.com/humanservices/social/energy
Crisis Intervention Program (CIP)... 919-212-7000
 Help paying heating or cooling bills, for eligible low-income residents who have received a final notice or disconnection notice. Application required. Year-round, as funding lasts.

Low Income Energy Assistance Program (LIEAP) 919-212-7370
 Help paying heating bills, for eligible low-income residents. Application required. Once per season (December-March). Older adults and adults with disabilities are given priority.

Family and Community Empowerment Services 919-567-8100
 Family Life Center, Saint Augusta Missionary Baptist Church, 605 Bridge St., Fuquay-Varina, 27526
www.faces-cares.org
 Financial assistance for **Fuquay-Varina (27526) and Willow Spring (27592)** residents. Tuesdays and Thursdays, 9 a.m. to 11:45 a.m.

Fan Program, Resources for Seniors 919-872-7933
 1110 Navaho Dr., 4th Floor, Raleigh, 27609
 Free fans for low-income Wake County residents age 60+ or disabled, during summer months.

Friendship Fund, First Presbyterian Church 919-833-4070
 120 W. Hargett St., Raleigh, 27601
www.fpcraleigh.org/missions
 Financial assistance by appointment. Call on Tuesdays starting at 9:30 a.m. to schedule.

Food Bank of Central & Eastern NC 919-875-0707
www.foodbankcenc.org
 Call or use the "Food Finder" on their website to search for food pantry locations near you.

Fuquay-Varina Emergency Food Pantry 919-552-7720
 216 W. Academy St., Fuquay-Varina, 27526
www.fvfoodpantry.com
 Food for residents of **Fuquay-Varina, Holly Springs, and Willow Spring**. Available Tuesdays, 9 a.m. to 11:45 a.m., and Thursdays, 3 p.m. to 5:45 p.m.

Garner Area Ministries 919-772-9100
 558 Village Ct., Garner, 27529
www.gam-nc.org
 Financial assistance, food, and clothing for **Garner area** residents. Assistance Office hours: Monday-Friday, 9 a.m. to 12 p.m.

Helping Hand Mission 919-829-8048
www.helpinghandmission.org
 Food, clothing, and household items by appointment. Locations in Raleigh and Wendell.

Home Health Haircuts..... 919-675-5507

www.homehealthhaircuts.net

In-home haircutting service for people with disabilities, including dementia. Will visit homes, hospitals, rehab centers and senior communities. Call for appointment times and fees.

Lifeline \$ 888-641-8722

Federal Communications Commission

www.lifelinesupport.org

Phone bill assistance for those with Medicaid, SSI, Food Stamps, Section 8, or income below 135% of federal poverty guidelines. Can be used for landline or wireless phones. Apply directly with a participating provider (call or go online to find one).

North Raleigh Ministries 🍏 919-844-6676

9650 Strickland Rd., Ste. 175, Raleigh, 27615

www.northraleighministries.com

Food for residents of **North Raleigh (27604, 27609, 27612, 27613, 27614, 27615, and 27616)**, available Mondays, Tuesdays, and Thursdays, 10:30 a.m. to 2 p.m., and Wednesdays, 4 p.m. to 7:30 p.m.

Raleigh-Wake 9-1-1

In case of emergency (24/7) 9-1-1

For non-emergencies (24/7) 919-829-1911

The following services are available from local police:

Crisis Intervention Team (CIT): Some police officers receive additional training to safely respond to people with dementia and mental health disorders. If you or a loved one experiences a crisis, you can ask for a "CIT Officer" to respond.

Welfare Check: If you can't reach a loved one and are worried about their safety, you can ask for a "Welfare Check" for an officer to go out to the residence. If the person does not answer the door, the police will offer assistance as required.

The Salvation Army 🍏👤 919-834-6733

www.wakearmy.org

Food and clothing by appointment. Call for details.

Tri-Area Ministry Food Pantry 🍏 919-556-7144

149 E. Holding Ave., Wake Forest, 27587

www.triareaministry.com

Food, available Mondays and Wednesdays, 10 a.m. to 1 p.m., and every 3rd Saturday, 10 a.m. to 1 p.m.

Urban Ministries 🍏 919-836-1642

1390 Capital Blvd., Raleigh, 27603

www.urbanmin.org

Food, available Monday-Friday, 9 a.m. to 11 a.m.

Wake County

Board of Elections 919-404-4040

www.wakegov.com/elections

Register to vote and get information on elections, early voting, and absentee voting (voting by mail).

Home Health Haircuts



(919) 675-5507

Homehealthhaircuts.net

Karen Wright Owner/Operator

Please call to schedule an appointment

Wake County Human Services

Regional Center Locations..... 919-212-7000

Local social services offices. Call or walk-in for information about programs and services including Medicaid, Food Assistance, Medicare Savings Programs, and Energy Assistance Programs.

Eastern Regional Center 919-404-3900

1002 Dogwood Dr., Zebulon, 27597

Northern Regional Center 919-562-6300

350 E. Holding Ave., Wake Forest, 27587

Southern Regional Center..... 919-557-2501

130 N. Judd Pkwy. NE, Fuquay-Varina, 27526

Swinburne Building 919-212-7000

220 Swinburne St., Raleigh, 27610

Wake County Vital Records 919-856-5460

Wake County Justice Center,

300 S. Salisbury St., Ste. 1700, Raleigh, 27601

www.wakegov.com/rod/vitalrecords

Obtain a certified copy of a birth, marriage, or death certificate, or search the Wake County birth, marriage, and death certificate index.

Wendell Council of Churches 🍏 ... 919-365-6266

Food assistance for residents of **Wendell and some surrounding areas**. 3 locations. Call for details.

Western Wake

Crisis Ministry \$ 🍏 919-362-0657

1600 Olive Chapel Rd., Ste. 408, Apex, 27502

www.wbcm.org

Food Pantry for residents of Apex, Fuquay-Varina, Holly Springs, New Hill, and Friendship, Home Delivery may be available for older/disabled adults once per month. Call to check eligibility. Financial Assistance for residents of Apex, Fuquay-Varina, New Hill, Friendship, and Holly Springs, Monday-Thursday, 9:00 a.m. to 12:00 p.m.

With Love from Jesus Ministries 🍏👤🏠 919-233-8010
 421 Chapanoke Rd., Raleigh, 27603
www.withlovefromjesus.org
 Food, clothing, household essentials, and furniture.
 Tuesdays, Wednesdays, Fridays, and Saturdays,
 10 a.m. to 12 p.m.

BENEFITS SCREENING

Screening yourself or someone else for public benefits can be a good way to learn about resources you may not have been aware of, such as Food Assistance, Medicaid, energy assistance programs, and more.

BenefitsCheckUp - www.benefitscheckup.org

Free web-based service from the National Council on Aging. Website allows you to screen yourself or someone else for a wide variety of benefits. Provides eligibility information, contact information, a list of documents you will need in order to apply, and links to online applications where available.

North Carolina ePASS - <https://epass.nc.gov>

Secure online tool of the NC Dept. of Health and Human Services to screen for eligibility and apply for NC benefits programs. Create an online account to get started. **Wake County Human Services strongly encourages individuals to apply for Medicaid and Food Assistance online using ePASS.**

CARE MANAGEMENT

A **care manager**, typically a social worker or nurse with experience working with older adults and/or adults with disabilities, is familiar with local resources and can evaluate needs and then recommend, implement, and monitor services to meet those needs. They can communicate with a client's physician, and accompany a client to medical appointments, to make sure that recommendations are understood and carried out. They can also report back to a client's family on a regular basis. The following resources are all fee-based (and there is no financial assistance available).

When choosing a care manager, consider professional training, experience, and knowledge of local resources and government programs. There is no single standard credential or licensing for care managers, though there are several organizations offering certifications. Ask for references from previous clients.

Aging Care Matters 919-525-6464
www.agingcarematters.com

NAVIGATE NC..... 919-628-4428
www.navigatenc.com

Arosa Care Management.....919-261-5880
www.arosacare.com

Preferred Living Solutions 919-554-0675
www.preferredlivingsolutions.com

Everybody Needs a Nurse 919-606-1819
www.everybodyneedsanurse.com
 Registered Nurses (RNs) specialize in managing care for seniors with complex medical needs.

Raleigh Geriatric Care Management..... 919-803-8025
www.rgcmgmt.com

CAREGIVER RESOURCES

Whether living close by or across the country, family caregivers play a critical role in helping parents, spouses, and other loved ones. The following listings represent services that may be especially of help to caregivers, but keep in mind that almost every entry in this book represents a resource that a caregiver might use in caring for a loved one. Browse through all sections of this book for other ideas, or check the index for specific needs. And don't forget to draw on your own network – many churches have support or outreach programs, and some workplaces offer caregiver support through their human resources departments.

AARP Family Caregiving

Caregiving Support Line..... 877-333-5885

Spanish 888-971-2013

www.aarp.org/caregiving

Support Lines are staffed Monday-Friday, 7 a.m. to 11 p.m. Website offers educational articles and discussion forums for caregivers. Free **Prepare to Care** guide is available online or by mail.

The Center for

Volunteer Caregiving 919-460-0567

www.volunteercaregiving.org

Volunteer organization offering services that can assist both local and long-distance caregivers, including: respite care; caregiver training and support; friendly visits; help with essential household chores and errands; transportation. Free.

Eldercare Locator 800-677-1116

<https://eldercare.acl.gov>

Contact information for local, regional, and state aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. **Use this to help locate services if your loved one lives outside of Wake County or in a different state.**

National Institute on Aging.....800-222-2225

www.nia.nih.gov/health/caregiving

Online educational resources for caregivers, including about long-term care, advance care planning, long-distance caregiving, Alzheimer's caregiving, and caregiver health.

Resources for Seniors..... 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609

www.resourcesforseniors.org/caregiver.

Information and Referral..... 919-713-1556

Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

Caregiver Assistance

One-on-one appointments available for short-term emotional support, problem-solving, and referral services. Call to request an appointment.

Options Counseling

In-person counseling that includes both caregiver(s) and care recipient(s) (older and/or disabled adults) to help identify needs, preferences, and available options for care. Call to request an appointment.

Support Groups

Find a place to meet with other caregivers going through similar experiences. RFS sponsors groups and maintains a list of Wake County groups. Call or go online to find a group near you.

Transitions Caregiver

Support Center.....919-371-2062

3739 National Dr., Ste. 204, Raleigh, 27612

www.guidinglightsnc.org

Caregiver support center offering information and referral services, trainings, workshops, and other services. A service of Transitions LifeCare.

VA Caregiver Support - www.caregiver.va.gov

Caregiver Support Line 855-260-3274

Training, educational resources, and tools for caregivers of veterans.

COMPUTER EDUCATION AND TECHNOLOGY

Cary Senior Tech Ed..... 919-469-4081
Cary Senior Center, 120 Maury O'Dell Pl., Cary, 27513
www.caryseniorteched.org
 Low cost, small classes for ages 50+ on using computers and technology. Taught by volunteer senior instructors. Managed by the Town of Cary.

GCFLearnFree.org - <https://edu.gcfglobal.org>
 Free online lessons on computer basics, the internet, social media, and more.

My Smart Grandkids..... 919-928-4668
www.mysmartgrandkids.com
 Young adults help seniors with computers and technology at their home or a location of their choosing. Can help with set-up, training, questions, problem solving, etc. Fee-based.

Raleigh SeniorTechEd..... 919-954-3688
www.raleighseniorteched.org
 Low cost, small classes on using computers, tablets, devices, and the internet. Taught by volunteers.

Wake Technical Community College Continuing Education..... 919-866-5800
 See full description on *page 18*.

CONSUMER FINANCIAL SERVICES

Credit Reports and Credit Counseling

AnnualCreditReport.com..... 877-322-8228
www.annualcreditreport.com
 It's wise to check your credit report periodically to help prevent identity theft problems. Using this resource you can get one free credit report each year from each of the three major credit bureaus, which allows you to get a report three times a year if desired. **AnnualCreditReport.com is the only official site to get free credit reports. Other sites with the word "free" in the name may not be truly free!** Go online to request your report. Name, date of birth, Social Security number, and address are required. Call if you require help with your application, or to request a Braille, Large Print or Audio Format.

Consumer Education Services Inc. (CESI) 866-484-5373
 3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
 Credit counseling, bankruptcy counseling, and debt consolidation services.

Telamon Corporation 919-899-9911
 5560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org
 Financial coaching.

Triangle Family Services... 919-821-0790, ext. 122
 3937 Western Blvd., Raleigh, 27606
www.ifsnc.org/financial-counseling
 Credit counseling.

Housing Counseling and Mortgage Default Counseling

Mortgage Default Counseling, or Foreclosure Prevention Counseling, is for homeowners who are struggling to make their mortgage payments. Nonprofit counseling agencies that are approved by the US Department of Housing and Urban Development (HUD) can help homeowners in this situation get back on track by exploring their options, negotiating with lenders, and taking advantage of government and lender-sponsored programs to modify mortgage terms. This counseling is free because it is funded by government grants. **If you are in trouble with your mortgage, contact a housing counseling agency as soon as possible. Do not be taken in by phone calls, mailings, or television ads from companies who demand money up front to help you modify your mortgage.** Such companies are only interested in their own profit, not in helping you.

Consumer Education Services Inc. (CESI) 866-484-5373
 3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
 Housing counseling. HUD-approved.

Housing Counseling Agency Search
US Dept. of Housing and Urban Development (HUD)
www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm
 Online database of HUD-approved housing counseling agencies, searchable by city, zip code, type of service required, and/or preferred language.

Neighborhood Assistance Corporation of America (NACA).... 919-855-8484
 4112 Pleasant Valley Rd., Ste. 220, Raleigh, 27612
www.naca.com
 Community advocacy and homeownership organization. **HomeSave** program provides HUD-approved mortgage default counseling.

State Home Foreclosure Prevention Project 888-442-8188
 Free help for homeowners who have received a pre-foreclosure notice. Housing counseling, assistance working with servicers, and access to legal services if low-income, offered in-person or via phone. Monday-Friday, 8 a.m. to 5 p.m.

Telamon Corporation 919-899-9911
 5560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org
 Housing counseling, including mortgage default counseling. HUD-approved.

Reverse Mortgages

Reverse mortgages are loans designed specifically for older homeowners. They allow a homeowner to borrow against the value of their home without requiring a monthly payment. The loan can remain in place, without any payments, until the homeowner leaves the home permanently. To be eligible, a borrower must be over age 62, live in their home, and have a substantial amount of equity in the home.

The most common reverse mortgage is the federally-insured **Home Equity Conversion Mortgage (HECM)**, which is offered by many lending institutions nationwide. Loan amounts typically range from 40% to 70% of the value of the home, with older homeowners being eligible for higher loan amounts. If there is an existing mortgage or home equity loan it must be refinanced with the reverse mortgage or paid off by other means. Once prior liens are satisfied, and closing costs are covered, the HECM loan can provide monthly loan advances to supplement the borrower’s income, an available line of credit for future use, or a combination of both. The money can be spent for any purpose, with no restrictions. The homeowner retains ownership of the property and remains responsible for taxes, insurance, and maintenance.

A reverse mortgage should not be confused with a standard home equity loan or line of credit (HELOC), where the homeowner must make monthly payments. Reverse mortgages require no payments at all until the last borrower dies, sells, or otherwise leaves the home permanently. At that time, the borrower or their estate must pay back the loan in full. The title remains in the borrower’s name unless the home is sold, and the lender does not “get” the house when the borrower dies.

If you are interested in applying for a reverse mortgage, contact a HUD-approved reverse mortgage counseling agency. Homeowners are required to receive counseling, in person or via telephone, before applying for a reverse mortgage. Organizations that provide this counseling in Wake County are listed below, or you can search for a counseling agency on HUD’s website: https://entp.hud.gov/idapp/html/hecm_agency_look.cfm.

Consumer Education Services Inc. (CESI) 866-484-5373
 3700 Barrett Dr., Raleigh, 27609
www.cesisolutions.org
 HUD-approved reverse mortgage counseling.

Senior Homeownership Preservation Project..... 844-432-6467
 Free help for reverse mortgage holders who have received a default notice from their servicer. **If you receive a notice that you are in default because of late payments for taxes or insurance, don’t ignore it!** Call and ask to speak with a default counselor. Failure to respond could mean losing your home.

Resources for Seniors..... 919-903-1133
www.resourcesforseniors.org/mortgage
 HUD-approved reverse mortgage counseling via phone only.

Telamon Corporation 919-899-9911
 5560 Munford Rd., Ste. 109, Raleigh, 27612
www.telamon.org
 HUD-approved reverse mortgage counseling.

Daily Money Management

These businesses provide fee-based assistance with money management tasks such as bill-paying, checkbook balancing, budgeting, expense tracking, and organizing financial records. Fees are typically charged on an hourly basis. This industry does not have a licensing or certification process and is not subject to government regulation. Check references and discuss experience and training prior to hiring a money manager. The industry association is the American Association of Daily Money Managers (www.aadmm.com).

- AnotherDaughter**..... 919-417-1444
www.anotherdaughter.com
- Integrity Money Management** 919-720-2950
www.integritymoneymanagement.com
- Assistants to Seniors**.....919-369-6063

CONSUMER PROTECTION

Better Business Bureau (BBB) - www.bbb.org
BBB of Eastern North Carolina 919-277-4222
 Advocacy for people experiencing problems with businesses. File a complaint related to the services or products a business provides.

Complaint Intake Unit..... 919-855-4500
 Toll-free 800-624-3004
NC Division of Health Service Regulation
www.ncdhhs.gov/dhsr
 Licenses and monitors home care agencies, assisted living facilities, skilled nursing facilities, dialysis centers, hospitals, and hospice agencies in North Carolina. Call to make a complaint or to ask about recent complaints about a particular agency or facility.

Consumer Protection Division..... 919-716-6000
 Toll-free 877-566-7226
Attorney General's Office, NC Dept. of Justice
www.ncdoj.gov/protecting-consumers
 Assists with consumer problems and unfair and deceptive trade practices. File a complaint via phone, online, or via mail.

Housing Discrimination Section 919-431-3030
NC Human Relations Commission
www.oah.nc.gov/civil-rights-division
 State agency for enforcing the NC Fair Housing Act. Call with any housing discrimination concerns.

Investor Protection & Education Services Program..... 919-814-5400
Investor Hotline 800-688-4507
Securities Division, NC Dept. of the Secretary of State
www.sosnc.gov/divisions/securities
 Administers and enforces North Carolina securities laws to protect North Carolina investors. If an investment opportunity sounds "too good to be true," call the Investor Hotline. Presentations available for community groups and events.

Medicare / Medicaid Fraud Hotline 800-447-8477
Office of Inspector General, US Dept. of Health & Human Services
www.oig.hhs.gov/fraud/report-fraud
 Submit a report online or via phone if you suspect Medicare or Medicaid fraud.

National Elder Fraud Hotline 833-372-8311
Office for Victims of Crime, US Dept. of Justice
www.stopelderfraud.ovc.ojp.gov
 For reporting fraud committed against anyone age 60 or older. Staffed by case managers who can help with the reporting process at the federal, state, and local level and refer to other resources as needed.

Social Security Fraud Hotline 800-269-0271
Office of the Inspector General, Soc. Security Admin.
<https://oig.ssa.gov>
 Submit a report online or via phone if you suspect Social Security fraud, waste, or abuse.

COUNSELING

(Also see **Mental Health and Substance Abuse** on *page 16*)

 = In-home services available

Older adults and their caregivers face life changes that can cause emotional challenges. Many may benefit from individual counseling, marital or family counseling, group therapy sessions, or other supportive services to help address depression, anxiety, grief, interpersonal difficulties, and other concerns. Medicare, Medicaid, and other insurances may pay for these services, and some providers offer sliding scale fees for those who are uninsured or under-insured. People with low income who do not have insurance for mental health services can access publicly-funded services by calling Alliance Health (see *page 16*).

Catholic Charities Counseling Services **919-790-8533**

3000 Highwoods Blvd., Ste. 128, Raleigh, 27604
www.catholiccharitiesraleigh.org/counseling
 Multi-service organization providing individual and family counseling, via sliding scale or insurance All faiths welcome.

InterAct, Inc...... **919-828-7501**

Domestic Violence Crisis Line..... **919-828-7740**
Sexual Assault Crisis Line..... **919-828-3005**
Spanish Crisis Line..... **844-203-8896**
 1012 Oberlin Rd., Raleigh, 27605
www.interactofwake.org
 Multi-service organization offering counseling and shelter for victims and survivors of domestic violence and sexual assault. **All crisis lines are available 24/7.**

Jewish Family Services **919-676-2295**

8210 Creedmoor Rd., Ste. 104, Raleigh, 27613
www.raleighcaryjfs.org
 Counseling and therapy within a Jewish context. Via sliding scale.

Linda Kendall **919-696-6163**

6604 Six Forks Rd., Ste. 104, Raleigh, 27615
www.integratedhealthcarellc.com
 Counselor specializing in caregiver and older adult issues. Individual and family sessions, and consultations. Accepts private insurances but not Medicare or Medicaid.

Providence Focused Solutions  .. **919-795-4633**

5300 Six Forks Rd., Ste. 205, Raleigh, 27609
www.providenceplc.com
 Individual and family counseling and psychotherapy. Accepts Medicare and private insurances. Evening appointments available.

Raleigh Vet Center **919-361-6419**

8851 Ellstree Ln., Ste. 122, Raleigh, 27617
 Individual and group counseling for veterans, service members, and their families.

Silver Linings for Seniors  **919-948-7718**

1250 SE Maynard Rd., Ste. 204, Cary, 27511
www.silverliningsnc.com
 Individual and group counseling for seniors, caregivers, and loved ones. Accepts Medicare and private insurances. Teletherapy appointments also available.

Transitions GriefCare **919-719-7199**

250 Hospice Cir., Raleigh, 27607
www.transitionslifecare.org/families/grief-care
 Individual counseling, support groups, and workshops available for those experiencing grief or loss. Services are available for all ages, at no cost. A service of Transitions LifeCare.

Triangle Family Services **919-821-0790**

3937 Western Blvd., Raleigh, 27606
www.tfsnc.org/therapy
 Individual, family, and marital counseling services. Accepts Medicare and Medicaid.



SILVER LININGS FOR SENIORS, INC.
Senior & Caregiver Counseling for Mindful Living
 Offering:
 Services in your home, senior living community, and our office in Cary, NC
www.SilverLiningsNC.com

Counseling for **grief & loss, depression, anxiety, life's transitions, and more**
 Individual Sessions
 Family Sessions
Medicare, other insurances, and self-pay accepted
Call Today!
919-948-7718

DISABILITY RESOURCES

General

Accessible Travel Information..... 919-814-6800

NC Dept. of Natural and Cultural Resources
www.ncdcr.gov/resources/accessibility
 Information about accessible features of museums, historic sites, and state parks across NC.

Alliance of Disability Advocates 919-833-1117

TTY 919-833-1171
 3725 National Dr., Ste. 105, Raleigh, 27612
www.adanc.org
 Local Center for Independent Living (CIL).
 Information, advocacy, and peer support services for people with disabilities of all kinds.

Disability Benefits - www.ssa.gov/benefits/disability

Social Security Administration
 Apply online, via phone, or in-person at local office.
National number..... 800-772-1213
 TTY 800-325-0778
Raleigh office 877-803-6311
 TTY 919-790-2773
 4701 Old Wake Forest Rd., Raleigh, 27609
 Appointments are strongly encouraged. Request one by calling the local office or national number.

Disability Rights NC 919-856-2195

Toll-free 877-235-4210
 TTY 888-268-5535
 3724 National Dr., Ste. 100, Raleigh, 27612
www.disabilityrightsn.org
 Advocacy and legal services to address abuse, neglect, discrimination, and violations of rights.

NC Division of Motor Vehicles..... 919-715-7000

www.ncdot.gov/dmv
 Disability placards, disability license plates, and photo IDs for non-drivers. Website has application forms and office location information.

NC Division of Vocational Rehabilitation Services

www.ncdhhs.gov/divisions/dvrs
 Multiple services to support persons with disabilities.
Assistive Technology Program offers device demonstrations, short-term device loans, and information on assistive technologies and suppliers.
Assistive Technology Exchange Post facilitates exchange of devices/DME between prospective buyers and those with used items to sell or donate.
Employment Services help persons with disabilities obtain and/or maintain employment.
Independent Living Rehabilitation Program (see www.ncilrp.com) offers training and resources to help persons with disabilities live more independently, including guidance and counseling, skills training, and some home and vehicle modifications.
Local Office..... 919-664-1242
 Assistive Technology Program 919-664-1244
 3080 Hammond Business PL# 101, Raleigh, 27606

Specialized Recreation and Inclusion Services 919-996-2147

Raleigh Parks, Recreation & Cultural Resources
www.raleighnc.gov/SRIS-program
 Specialized recreation programs are available for individuals with disabilities. Inclusion services offer accommodations for access to typical programs.

Blindness and Visual Impairment

EyeCare America 877-887-6327

www.aao.org/eyecare-america
 Referrals to volunteer ophthalmologists for adults ages 65+ who have not had an eye exam in 3+ years. Does not pay for glasses.

Low Vision Rehab Solutions 919-239-4805

www.lowvisionrehabolutions.com
 Licensed, In-home Low Vision Occupational Therapy (OT) and counseling services.

NC Division of Services for the Blind

www.ncdhhs.gov/divisions/dsb
 Multiple services to support people who are visually-impaired, blind, and deaf-blind. **Independent Living Services** include daily living skills and safe travel training. **Medical Eye Care Program** provides preventative and corrective services to people who have lost sight or who are at risk for losing sight. **Social Worker for the Blind** assists with adjustment to vision loss and provides referrals to available services. **Vocational Rehabilitation Services** help to find a job, keep a job, or return to work.
Local Office..... 919-527-6740
 Toll-free 800-422-1871
 307 Ashe Ave., Raleigh, 27606

NC Library for the Blind and Physically Handicapped 919-733-4376
 Toll-free 888-388-2460
 1841 Capital Blvd., Raleigh, 27635
<https://statelibrary.ncdcr.gov/lbph>
 Books in audio format, large print, and Braille.
 Monday-Friday, 8 a.m. to 5 p.m.

North Carolina Reading Service 919-832-5138
 211 E. Six Forks Rd., Ste. 103, Raleigh, 27609
www.ncreadingservice.org
 Newspaper, book, and magazine content, read by volunteers, available via radio, cable TV, and internet. Website has a schedule of the programs and information on how to receive broadcast signal.
Formerly Triangle Radio Reading Service.

Deafness, Hearing Disability, and Speech Impairment

CaptionCall 919-397-5792
 Toll-free 877-557-2227
www.captioncall.com
 No-cost telephone captioning. Phones display big, easy-to-read text that captions conversations, and they are amplified to make hearing easier. Part of a federally-funded program to benefit people with hearing loss.

Evolution Hearing 919-873-3346
 7718 Six Forks Rd., Ste. 102, Raleigh 27615
www.evolutionhearing.com
 Clinic offering hearing tests, tinnitus treatment, sales of hearing supplies and batteries, and hearing aid fitting, fine-tuning and repair.

HearingLife 919-844-6000
 7019 Harps Mill Road, Suite 100, Raleigh 27615
www.hearinglife.com
 Hearing Screenings/Consultations/Video Otoscopy/
 Clean and Check for all Brands of hearing aids.

Hearing Loss Association of America (HLAA) 301-657-2248
www.hearingloss.org
 National organization for people with hearing loss.
 Advocacy; support; information services.

Hearing Loss Association of NC (HLA-NC), Wake Chapter 919-469-0924
www.ncheatingloss.org/wake.htm
 Local support organization for people with hearing loss. Meets several times per year. Call or go online for information about upcoming meetings.

National Institute on Deafness and Other Communication Disorders 800-241-1044
 TTY 800-241-1055
www.nidcd.nih.gov
 Government resource center for communication disorders. Call or go online for information and to request printed materials.

NC Division of Services for the Deaf and Hard of Hearing
www.ncdhhs.gov/divisions/dsdhh
 Multiple services to support people who are deaf, hard of hearing, deaf-blind, or speech-impaired.
Telecommunications Access Program provides free amplified phones and other equipment. Website has a list of **Assistive Technology**, with descriptions and links to providers.

Local Office 919-859-8526
 Toll-free 800-999-5737
 TTY 919-233-7082
 Video 919-890-0858
 3080 Hammond Business PL. #101, Raleigh, 27606

Now Hear This 919-256-2898
 4701 Creedmoor Rd., Ste. 111, Raleigh, 27612
www.nowhearthisclinic.com
 Clinic offering hearing tests and sales, and repairs and fine-tuning of hearing aids.

Raleigh Hearing and Tinnitus Center 919-790-8889
 10320 Durant Rd., Ste. 107, Raleigh, 27614
www.raleighhearingandtinnituscenter.com
 Clinic offering hearing and tinnitus testing, hearing aids, hearing protection, assistive listening devices, ear health products, and tinnitus treatment.

Relay North Carolina 7-1-1 or 800-735-0533
www.relaync.com
 Multiple free, 24-hour services to help hearing-impaired and speech-impaired people communicate with other callers.

Intellectual and Developmental Disability

Alliance Health - www.alliancehealthplan.org
Access & Information Line (24/7).... 800-510-9132
 5000 Falls of Neuse Rd., Raleigh, 27609
 Coordinates publicly-funded behavioral healthcare, including I/DD services, for Medicaid recipients and those with no insurance. **Formerly Alliance Behavioral Healthcare.**

The Arc of the Triangle 919-942-5119
 5121 Hollyridge Dr., Ste. 100, Raleigh, 27612
www.arctriangle.org
 Advocacy, information, and support services for people with I/DD and their families.

Brain Injury Association of NC..... 919-833-9634
Toll-free Helpline..... 800-377-1464
 3733 National Dr., Ste. 115, Raleigh, 27612
www.bianc.net
 Advocacy, information, and support for people with brain injuries and their families.

Easterseals UCP
North Carolina & Virginia..... 919-783-8898
 Toll-free 800-662-7119
 5171 Glenwood Ave., Ste. 211, Raleigh, 27612
www.easterseals.com/NCVA
 Provider of disability-related services for adults with disabilities and behavioral health challenges.

First in Families of NC 919-251-8368
Wake County Chapter 919-886-3973
www.fifnc.org
 Supportive programs, future planning services, and referrals for people with I/DD and TBI.

Pathfinder
Career Exploration Program 919-334-1545
 Wake Technical Community College,
 Bellline Center, 3200 Bush St., Raleigh, 27609
www.waketech.edu
 Educational and pre-employment program for adult students who have an intellectual disability or need continued support in academics. **Formerly ABE TOPS.**

Mental Health and Substance Abuse

(Also see **Counseling**)

Al-Anon 919-713-1516
www.alanonalateen6nc.org
 Local hotline (24/7) and support groups for families and friends of people with alcohol problems.

Alcohol/Drug Council of NC 800-688-4232
www.alcoholdrughelp.org
 Hotline (24/7) with information and referral for North Carolinians needing help with substance abuse.

Alcoholics Anonymous Tri-County Intergroup
Hotline (24/7)..... 919-783-6144
Tri-County office 919-783-8214
 3948 Browning Pl., Rm. 347, Raleigh, 27609
www.raleighaa.com
 Meetings and counseling services for people with alcohol problems.

Alliance Health - www.alliancehealthplan.org
Access & Information Line (24/7) ... 800-510-9132
 5000 Falls of Neuse Rd., Raleigh, 27609
 Coordinates publicly-funded behavioral healthcare, including mental health and substance abuse services, for Medicaid recipients and those with no insurance. **Formerly Alliance Behavioral Healthcare.**

Crisis Solutions NC - www.crisissolutionsnc.org
 Online database of mental health resources in NC.

Holly Hill Hospital..... 919-250-7000
 3019 Falstaff Rd., Raleigh, 27610
www.hollyhillhospital.com
 Psychiatric and chemical dependency hospital providing inpatient and outpatient services. Specialized Geriatric Program for older adults. Admissions Department is open 24/7.

HopeLine Crisis Line (24/7)..... 919-231-4525
 Toll-free (27/7) 877-235-4525
www.hopeline-nc.org/crisis-line
 Active listening and referral services for those in crisis.

National Alliance on Mental Illness (NAMI)
NAMI North Carolina 919-788-0801
 Toll-free Helpline 800-451-9682
 309 W. Millbrook Rd., Ste. 121, Raleigh, 27609
www.naminc.org
 Statewide helpline for resources and referrals; advocacy; free support groups and classes.
NAMI Wake County 919-848-4490
 120 W. Hargett St., Raleigh, 27601
www.nami-wake.org
 Peer-to-peer and family support groups and classes.

National Suicide Prevention Lifeline(24/7) 800-273-8255
www.suicidepreventionlifeline.org
 Spanish 888-628-9454
 TTY 800-799-4889

Silver Linings for Seniors 🏠 919-948-7718
 1250 SE Maynard Rd., Ste. 204, Cary, 27511
www.silverliningsnc.com
 Individual and group counseling for seniors, caregivers, and loved ones. Accepts Medicare and private insurances. Teletherapy appointments also available.

SouthLight Healthcare 919-787-6131
 3125 Poplarwood Ct., Ste. 203, Raleigh, 27604
www.southlight.org
 Behavioral health organization specializing in substance use disorders treatment programs.

Strategic Behavioral Health 855-537-2262
 3200 Waterfield Dr., Garner, 27529
www.sbcraleigh.com
 Inpatient psychiatric hospital. Specialized Geriatric Program for ages 50+. Accepts Medicare.

WakeBrook, UNC Health Care 984-974-4800
 107 Sunnybrook Rd., Raleigh, 27610
www.uncmedicalcenter.org
 Mental health, behavioral health, and addiction services, including Crisis and Assessment Services Unit (walk-in 24/7, no appointment required), Alcohol and Drug Detoxification Unit, and Hospital Unit.

Wake Behavioral Health Urgent Care at Monarch 919-703-2845
 319 Chapanoke Rd., Ste. 120, Raleigh, 27603
www.monarchnc.org
 Crisis stabilization services for people experiencing a behavioral health crisis. Walk-in (no appointment required), Monday–Thursday, 8 a.m. to 7 p.m.; Friday, 8 a.m. to 2 p.m.; Saturday, 8 a.m. to 12 p.m.

DRIVING INSTRUCTION AND EVALUATION

AAA Senior Driving - www.seniordriving.aaa.com
 Free online resources and assessment tools.

AARP Driver Safety 800-350-7025
www.aarpdriversafety.org
 Smart Driver™ refresher course specifically designed for drivers ages 50+. Offered in-person and online.

Keeping Us Safe 877-907-8841
www.keepingussafe.org
 Self-assessment program and workbook, **Beyond Driving With Dignity**, to help older adults and their families make driving-related decisions.

Medical Review Program 919-715-7000
 NC Division of Motor Vehicles
www.ncdot.gov/dmv
 Driving skills evaluations for when there are concerns that medical conditions are impacting ability to safely operate a vehicle.

EDUCATION

(Also see **Senior Centers** and **Computer Education and Technology**)

Adult Evening Education/ Online classes 919-694-0559
www.wcpss.net/AdultEd
 Lifelong learning with Community Schools Programs
 Over 800 online classes 24 hours a day, 7 days a week, and learn at your own pace.

GCFLearnFree.org - <https://edu.gcfglobal.org>
 Free online lessons and videos on more than 180 topics, including reading, math, and technology.

Osher Lifelong Learning Institute (OLLI)
 Non-credit courses, social groups, and special events for adults.

OLLI at Duke 919-684-6259
 Judea Reform Congregation-Education 1933 West Cornwallis Road, Durham, 27708
www.learnmore.duke.edu/OLLI
 For adults of all ages. Membership required.

OLLI at NC State 919-515-5782
 225 McKimmon Ctr., NC State Univ., Raleigh, 27606
<http://mckimmoncenter.ncsu.edu/olli>
 For ages 50+. Registration encouraged.

Road Scholar 800-454-5768
www.roadscholar.org
 Educational trips to over 150 countries and all 50 states. Fee-based. Scholarships available.

Triangle Literacy Council 919-787-5559
 200 Commonwealth Ct., Ste. 102, Cary, 27511
www.triangleliteracy.org
 Free and confidential educational services for adults who have difficulty reading. Programs include Adult Basic Education (ABE), for native English speakers, and English as a Second Language (ESL), for non-native English learners.

Wake Technical Community College Continuing Education..... 919-866-5800
 3200 Bush St., Raleigh, 27609
Plus 50 Lifelong Learning
<http://plus50.waketech.edu>
 Non-credit courses specially designed for ages 50+, at various sites throughout Wake County.
Workforce Continuing Education
www.continue.waketech.edu
 Non-credit courses for professional development.

ELDER ABUSE AND PROTECTIVE SERVICES FOR ADULTS

(Also see **Advocacy for Residents of Long-Term Care** on page 53)

Adult Protective Services (APS) 919-212-7264
 Senior & Adult Services, Wake Co. Human Services
www.wakegov.com/humanservices/social
 Serves to protect elderly and disabled adults from abuse, neglect, and exploitation. **To make a report, call Monday-Friday, 8:30 a.m. to 5 p.m.; after hours call 9-1-1.**

NC Division of Health Service Regulation Complaint Intake Unit..... 919-855-4500
 Toll-free 800-624-3004
www.ncdhhs.gov/dhrs
 Licenses and monitors home care agencies, assisted living facilities, skilled nursing facilities, dialysis centers, hospitals, and hospice agencies in North Carolina. Call to make a complaint or to ask about recent complaints about a particular agency or facility.

EMPLOYMENT

There is not a dedicated job-placement program for older adults in Wake County. Those seeking part-time work can also contact temp agencies, which may have positions available for older workers.

AARP Work & Jobs - www.aarp.org/work
 National jobs board database and job search tips for older workers.

NC Division of Vocational Rehabilitation Services..... 919-859-8301
 4900 Waters Edge Dr., Raleigh, 27606
www.ncdhhs.gov/divisions/dvrs
 Employment services for persons with disabilities. See full description on page 14.

Foster Grandparent Program..... 919-996-6295
 City of Raleigh Community Engagement Division
 Volunteer program for older adults that offers a small stipend. See full description on page 69.

Pathfinder Career Exploration Program 919-334-1545
 Wake Technical Community College, Bellline Center, 3200 Bush St., Raleigh, 27609
www.waketech.edu
 Educational and pre-employment program for adult students who have an intellectual disability or need continued support in academics. **Formerly ABE TOPS.**

NCWorks - www.ncworks.gov
 Job search database and resume-builder available online. **Career Centers** offer in-person help, as well as access to internet, fax, and phones. Locations:

Fuquay-Varina..... 919-557-1121
 130 N. Judd Pkwy. NE, Fuquay-Varina, 27526

Raleigh, Swinburne Street 919-250-3770
 220 Swinburne St., Raleigh, 27610

Raleigh, Tillery Place 919-715-0111
 1830-B Tillery Pl., Raleigh, 27604

Wake Forest..... 919-562-6379
 350 E. Holding Ave., Wake Forest, 27587

Zebulon..... 919-404-3900
 1002 Dogwood Dr., Zebulon, 27597

Senior Community Service Employment Program 252-210-9621
 National Council on Aging
www.ncdhhs.gov/assistance/adult-services
 Transitional training and part-time employment for low-income adults ages 55+.

HEALTH CARE PROVIDERS

Hospitals

**** Ratings Resource ****

Medicare Care Compare

www.medicare.gov/care-compare

Choose **Hospitals** in the "Provider Type" menu to search for Medicare-certified hospitals by location. Results show quality ratings and patient survey ratings.

DukeHealth - www.dukehealth.org

Duke Raleigh Hospital 919-954-3000

3400 Wake Forest Rd., Raleigh, 27609

Duke University Hospital..... 919-684-8111

2301 Erwin Rd., Durham, 27710

Durham VA Health Care System..... 919-286-0411

508 Fulton St., Durham, 27705

www.durham.va.gov

Inpatient hospital and clinic for veterans.

Holly Hill Hospital..... 919-250-7000

3019 Falstaff Rd., Raleigh, 27610

www.hollyhillhospital.com

Psychiatric and chemical dependency hospital providing inpatient and outpatient services.

Specialized **Geriatric Program** for older adults.

Admissions Department open 24/7.

Strategic Behavioral Health 855-537-2262

Facility Phone.....919-800-4400

3200 Waterfield Dr., Garner, 27529

www.sbcraleigh.com

Inpatient psychiatric hospital. Specialized **Geriatric**

Program for ages 50+. Accepts Medicare. Call 24/7 for a free assessment.

UNC Rex Healthcare..... 919-784-3100

4420 Lake Boone Trl., Raleigh, 27607

www.rexhealth.com

UNC Hospitals

Hillsborough Campus..... 984-215-2000

430 Waterstone Dr., Hillsborough, 27278

www.uncmedicalcenter.org

Hospital with **Geriatric Emergency Department** and geriatric inpatient services.

WakeMed - www.wakemed.org

Raleigh Campus (main) 919-350-8000

3000 New Bern Ave., Raleigh, 27610

Full-service hospital.

Apex Healthplex..... 919-350-8000

120 Healthplex Wy., Apex, 27502

Outpatient facility with emergency services.

Brier Creek Healthplex 919-350-8000

8001 T.W. Alexander Dr., Raleigh, 27617

Outpatient facility with emergency services.

Cary Hospital 919-350-8000

1900 Kildaire Farm Rd., Cary, 27518

Full-service hospital.

Garner Healthplex..... 919-350-8000

400 US Highway 70 E., Garner, 27529

Outpatient facility with emergency services.

North Hospital..... 919-350-8000

10000 Falls of Neuse Rd., Raleigh, 27614

Full-service hospital.

Rehab Hospital..... 919-350-7876

3000 New Bern Ave., Raleigh, 27610

Inpatient rehabilitation services.

Rescue Squad / EMS Fund..... 919-856-6205

Toll-free 844-409-2031

www.wakegov.com/emsfund




Optional yearly subscription service that can help reduce the cost of emergency ambulance services. For \$60 per year, all permanent residents of a subscribing household can receive emergency ambulance service anywhere in Wake County, as many times as needed. Available to all Wake County residents. **It is not necessary to subscribe to this program in order to receive emergency 911 transport service.**

Medical Practices and Clinics

 = In-home services available

A **geriatric clinic**, or **senior clinic**, specializes in health care for older adults and can provide assessment services, primary care, specialty care, and/or short-term treatment. This type of resource may be helpful if an older adult begins to question whether changes are due to the normal aging process or to illness; or if family members notice changes and wonder what that means or if they should be worried. A referral may be required.

Some clinics listed below may provide services at reduced fees or via a sliding scale for those who are uninsured or under-insured. Call to inquire about eligibility requirements.

- Advance Community Health**..... 919-833-3111
www.advancechc.org
 Practice with multiple clinics offering comprehensive medical care. Accepts Medicare, Medicaid, and most private insurances. Discounted rates are available for those without insurance.
Senior Health Center (ages 65+)
 1011 Rock Quarry Rd., Raleigh, 27610
 Specialty care for ages 65+.
Apex location (all ages)
 212 S. Salem St., Apex, 27502
Cary location (all ages)
 173 High House Rd., Cary, 27511
Fuquay-Varina location (all ages)
 130 N. Judd Parkway NE, Fuquay-Varina, 27526
Southeast Raleigh location (all ages)
 1011 Rock Quarry Rd., Raleigh, 27610
Horizon Healthcare for the Homeless
 Provides services at Oak City Cares and the Women's Center of Wake County. Call for details.
- Access Healthcare**..... 919-363-0190
 1031 W. Williams St., Ste. 106, Apex, 27502
www.acchealth.com
 Physician practice offering non-insurance-based primary medical care. Services available via a fixed monthly fee. Does not accept Medicare, Medicaid, or other insurance.
- Division of Public Health** 919-212-7000
 Wake County Human Services
www.wakegov.com/humanservices/publichealth
 Health education, TB tests, immunizations, and other public health services available at multiple locations. "Clinics" tab on website has detailed information about what is offered and where, in both English and Spanish. Does not provide routine medical care.
- DispatchHealth**  919-897-8784
www.dispatchhealth.com
 Medical practice providing in-home visits for common or complex injuries and illnesses. Accepts Medicare and Medicaid. No appointment or referral required; call when you need care.
- Doctors Making Housecalls**  919-932-5700
 Toll-free 844-932-5700
www.doctorsmakinghousecalls.com
 Medical practice specializing in in-home primary care. Accepts Medicare and Medicaid. Non-reimbursable trip fee charged for most visits.
- Duke Geriatric Evaluation and Treatment Clinic** 919-620-4070
 40 Duke Medicine Cir., Clinic 1J, Durham, 27710
www.dukehealth.org
 Medical, psychiatric, and social evaluation and treatment for ages 65+. Physician referral required.
- Duke Memory Disorders Clinic**
Clinic Information 919-668-2879
Appointments 919-668-7600
 See full description on [page 4](#).
- Geriatric Hand & Foot Care**  919-524-4534
www.geriatrichandandfoot.com
 Hand and foot care services via house call. Specializes in serving seniors.
- NeighborHealth Center**..... 984-222-8000
 4201 Lake Boone Trl., Ste. 005, Raleigh, 27607
www.neighborhealthcenter.org
 Primary care practice. Accepts Medicare and Medicaid and has a sliding scale for those without insurance. All ages.

Oak Street Health..... 984-202-7885

4600 Capital Blvd., Raleigh, 27604

www.oakstreethhealth.com

Primary care practice for people with Medicare only or Medicare and Medicaid. No co-pay. Complimentary transportation for eligible patients.

Raleigh Geriatrics 919-782-7576

3921 Sunset Ridge Rd., Ste. 101, Raleigh, 27607

Geriatric medicine practice serving ages 60+ with Medicare only or Medicare and Medicaid.

Shepherd's Care Medical Clinic 919-404-2474

1303 Waterplant Rd., Zebulon, 27597

www.shepherdscaresclinic.com

Medical clinic for low-income residents of eastern Wake County, ages 18-64, who are uninsured.

UNC Geriatrics Specialty Clinic 984-974-6599

100 Eastowne Drive, Chapel Hill, 27517

www.med.unc.edu/aging

Primary, specialist, and consultative medical care for ages 65+ (or younger if experiencing age-related issues). Accepts Medicare.

UNC Memory Disorders Clinic..... 984-974-4401

See full description on *page 5*.

UNC Rex Cancer Care 919-784-3105

www.rexhealth.com/rh/care-treatment/cancer

Multidisciplinary community-based treatment and support services for cancer. Multiple locations.

Rethink your Doctor's appointment. We have.



Doctors Making Housecalls brings the best comprehensive geriatric care to the comfort of home. *Your* home.

Our board-certified primary care clinicians come to you - making it easier to connect with your physician, get the care you need when and where you need it, and stay healthy and out of the hospital.

No waiting rooms. No travel issues. No stress. Better care. Better outcomes. BETTER life.

- *Proactive, Preventive Care*
- *Complete Care Coordination*
- *Medication Management*
- *Full Geriatric Assessments*
- *Same or Next Day Appointments, 7 days a week*
- *Annual Wellness Exams*
- *Urgent Care, 24/7*
- *Diabetic and Vision Screening*
- *Lab Work, X-rays and Imaging, EKGs*
- *All Insurance Plans Accepted and Filed*

To schedule a visit, call us TODAY at 844.932.5700 or visit www.doctorsmakinghousecalls.com.



Dental Care

 = In-home services available

Carolina Dentistry.....919-537-3737

www.carolinadentistry.org

Patient care through the UNC Adams School of Dentistry. Services range from comprehensive care to extractions and dentures. Payment methods vary by provider level; call for details. **Formerly UNC Adams School of Dentistry Clinics.**

Donated Dental Services 919-677-9001

www.dentallifeline.org/north-carolina

Referrals to volunteer dentists for those who do not have dental insurance or adequate income to pay for services. Not intended for basic preventive care or dental emergencies. Long wait list.

Triangle Mobile Dentistry  919-799-2770

www.trianglemobiledentistry.com

Mobile dentistry for homebound patients. Services available in private homes, care facilities, and rehabilitation centers. Does not accept Medicare or Medicaid. Will file out-of-network claims for other dental insurances.



Providing Personalized Dental Care To Home-Bound Patients at their Residence

Serving: Alamance, Chatham, Durham, Orange & Wake Counties

- Emergency Exams
- Routine Cleaning
- Restorative Dentistry
- Extraction
- Dentures & Relines



104 N Elliott Rd. #B | Chapel Hill NC 27514 | 919.799.2770
www.TriangleMobileDentistry.com

DIALYSIS CLINICS

***** **Ratings Resource** *****

Medicare Care Compare

www.medicare.gov/care-compare

Choose **Dialysis facilities** in the "Provider Type" menu to search for Medicare-certified dialysis clinics by location. Results show quality ratings and patient survey ratings.

Fresenius Kidney Care..... 888-373-1470

www.freseniuskidneycare.com

Multiple dialysis center locations in Wake County, including in Apex, Cary, Fuquay-Varina, Garner, Raleigh, Rolesville, Wake Forest, and Zebulon. Call or go online for details about locations.

Wake Forest Dialysis Center..... 800-424-6589

11001 Ingleside Pl., Raleigh, 27614

www.davita.com


Physical and Occupational Therapy

 = In-home services available

At Home Therapy  704-609-9532
www.athometherapyinc.com
 Physical therapy services. Accepts Medicare.

Mobile Rehab  919-636-2423
www.mobilerehabnc.com
 Physical therapy services. Accepts Medicare.

Galberth Health  919-917-2971
www.galberthhealth.com
 Physical and occupational therapy services.
 Specializes in serving seniors with dementia. Accepts Medicare.

SureSteps  919-832-1394
www.suresteps.net
 Physical therapy practice specializing in prevention of falls. Accepts Medicare.

Physician Search Resources

Duke Health Find a Doctor 888-275-3853
www.dukehealth.org/find-doctors-physicians

UNC Rex Find a Doctor 984-974-6302
<https://findadoc.unchealthcare.org>

Medicaid Find a Doctor 888-245-0179
www.medicaid.ncdhhs.gov/find-a-doctor
 Information about primary care providers, dentists, and mental health care providers that accept NC Medicaid.

WakeMed Find a Doctor
www.wakemed.org/find-doctor

Medicare Care Compare

www.medicare.gov/care-compare

Choose **Doctors & clinicians** in the "Provider Type" drop-down menu to search for physicians and other providers by location. Allows filtering by specialty and by providers that accept Medicare-approved payment.



PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE)

Program of All-Inclusive Care for the Elderly (PACE) provides community-based care for adults ages 55 and older who have significant or chronic medical needs and meet state requirements for a specific skilled level of care, but want to remain living at home and are safely able to do so. A PACE participant receives comprehensive care for their health and social needs through the program, coordinated by a multidisciplinary care team. Services can include primary and specialty medical care, prescription medications, adult day services at their center in Durham, home care services, mental health and social services, skilled therapies, and nursing home and hospital care. PACE services are paid for by Medicare, Medicaid, and/or private payment. Senior CommUnity Care of NC is the approved PACE provider for Wake County.

Senior CommUnity Care of North Carolina.....919-425-3050 or 919-425-3000
4022 Stirrup Creek Dr., Ste. 315, Durham 27703
www.seniorcommunitycarenc.org

program of all-inclusive care for the elderly (pace)

Senior CommUnity
Care of North Carolina



PACE

Program of All-Inclusive Care for the Elderly (PACE)

Senior CommUnity Care of NC provides services that address the medical, rehabilitative, social, and personal care needs of older adults to help them remain in their homes.

Adult Day Health Center | Primary Medical | Physical & Occupational Therapies | Homemaker & Personal Care Services | Prescription Drugs | Durable Medical Equipment | Dental, Vision, Audiology, & Podiatry | End of Life Care | & More



Contact Us Today

(919) 425-3050

seniorcommunitycarenc.org




4022 Stirrup Creek Drive, Suite 315
Durham, NC 27703

Serving Select ZIP Codes in Wake, Durham,
and Granville Counties

HOME CARE

If you or a loved one needs help at home, start by thinking about two questions: **what kind of services do we need?** And, **how will we pay for services?** If you don't know the answers, read the following:

Types of Home Care Services

- **Companion services** are appropriate for those who need some help or supervision but are able to manage their own personal care. Services can include meal preparation, laundry, errands, light housekeeping, and other "hands off" tasks. Companions may also assist with transportation, but not always. See **Home Care and Companion Services** on **page 26** (look for listings marked with )
- **Home care services** are appropriate for those who need assistance with **personal care** or other **activities of daily living (ADLs)**, which can include assistance with bathing, dressing, walking, eating, and toileting. Care is provided by **certified nursing assistants (CNAs)**, also called home care aides or personal care aides, who have received training to provide "hands-on" assistance. Services may also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed. See **Home Care and Companion Services** on **page 26** (look for listings marked with )
- **Skilled services**, also called **home health care**, may be needed following a serious illness, injury, or hospitalization. Services can include physical therapy, occupational therapy, speech therapy, medical social services, and skilled nursing. Services may also include assistance with ADLs, as long as skilled services are needed. See **Skilled Services** on **page 30**. (For private duty nursing, see **Home Care and Companion Services** on **page 26** and look for listings marked with )
- **Respite care** refers to services that allow family caregivers to take a break from providing care. Respite may be provided through companion services or home care services, through a community-based program such as an adult day program (see **page 1**), or via a short-term facility stay, depending on an individual's needs. The term "respite" is broad and can refer to ongoing help or a short-term break.

Paying for Home Care

It is a common misconception that Medicare covers the cost of home care services. In general, home care services are not considered a medical service, so are typically not covered by Medicare, and companion services are never covered by Medicare. Paying privately is the most common option for people needing these support services to stay at home. In Wake County a typical private pay rate is **\$16-\$25** per hour for companion services, **\$18-\$30** for home care services, and **\$40+** per hour for private duty nursing. Skilled services (home health care) may be Medicare-eligible. For more information on programs that can help provide home care services, read below:

Medicare

- The **Medicare home health benefit** pays for **limited skilled services** following certain illnesses and injuries, only if the following criteria are met: **(1)** The patient needs intermittent skilled services; **(2)** The patient is homebound; **(3)** The care is ordered by and under the direction of a physician; **(4)** The agency providing care is certified for Medicare visits (like those on **page 27**). Services are usually provided only on a short-term basis. For more information contact the physician of the person needing care.
- One exception to Medicare typically not covering **home care services** is that **some Medicare Advantage plans** and **Supplemental (Medigap) insurance policies** are starting to include coverage of **some** home care services. For more information call your plan provider (*if* there is coverage of home care services, be sure to ask how services are authorized and what exactly is covered).

Medicaid

- NC Medicaid beneficiaries may receive up to 80 hours per month of home care services under the **Medicaid Personal Care Services (Medicaid PCS)** program. To receive this benefit the Medicaid beneficiary’s physician must submit a referral form to request an assessment, and the assessment must show: **(1)** The applicant requires hands-on assistance with multiple activities of daily living; **(2)** The applicant is medically stable; and **(3)** A household member is not able to assist. The number of service hours is determined via the assessment. If approved, the applicant can choose a provider from an approved list of agencies. For more information contact **Liberty Healthcare Corporation** (see **page 59**).
- The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement because of their care needs. People do not need to already have Medicaid to apply. For more information see the **CAP/DA** section on **page 31**.

Other

- **VA Benefits:** Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance** or **Housebound benefits**, which can be used for home care or facility-based care. For more information see **page 68**.
- **Other insurances:** Some private insurance plans and long-term care insurance policies cover some home care services. Policies vary; for more information call your insurance provider.
- **Program of All-Inclusive Care for the Elderly (PACE):** PACE is a community-based managed care program for adults ages 55 and older that can include some in-home services. For more information see **page 24**.
- **Subsidized home care services:** Resources for Seniors administers public funding for programs that provide limited home care services at subsidized rates for Wake County residents who have no caregiver or whose caregivers need a break (respite) from caregiving. These programs have long waitlists. For more information call Resources for Seniors.

Choosing a Home Care Agency

Contact multiple agencies in order to compare services and options. For a detailed list of questions to ask, see **Choosing a Home Care Agency** on **page 78**.

Licensing and Complaints

NC Division of Health Service Regulation - www.ncdhhs.gov/dhsr

Licenses and monitors home care, home health care, and hospice agencies in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular agency.

Complaint Intake Unit	919-855-4500
Toll-free	800-624-3004
Home Care Licensure.....	919-855-4620

Home Care and Companion Services

Use the icon system below to find the type of care you are looking for. **Companion services** are primarily for assistance with “hands-off” tasks such as meal preparation, errands, and light housekeeping. **Home care services** are primarily for assistance with “hands-on” personal care needs such as bathing, dressing, walking, eating, or toileting (but can also include meal preparation, light housekeeping, etc., as long as assistance with ADLs is needed). See **page 25** for more information on different types of care.

These services are primarily provided via private pay (out-of-pocket). See **page 25** for more information about paying for home care. A minimum number of hours per visit, or per week, may be required. Agencies listed that provide home care services have submitted proof of liability insurance to Resources for Seniors.

= Companion services = Home care services = Private duty nursing

i For More Information i

See the Home Care Services Resource List at www.resourcesforseniors.org/resourcelist.php or call Resources for Seniors to request a copy. This handout includes information about if an agency requires a minimum number of hours, offers 24/7 services or live-in care, etc.

- 1st Home Care Solutions** 984-464-0966
www.1sthomecaresolutions.com
Registry model (clients choose a private-duty aide to hire directly).
- A1-Omega Healthcare** 919-858-6618
www.omegahealthcareservices.com
- AAA Healthcare** 919-440-8333
- ABloom Home Care** 919-457-1484
www.abloomhomecare.com/
- Absolute Home Health** 919-827-0719
- Affordable Family Care Services** 919-676-1070
www.afcsnc.com
Specializes in 24-hour care.
- Allcare Home Health** 919-301-0236
www.allcarehha.com
- Always Best Care** (North and West Wake) 919-554-2223
www.abc-rdwf.com
- Always Best Care** (South Wake) 919-724-4297
www.abc-neraleigh.com
- Amazing Care Support Services** 919-609-0662
- Amazing Home Care** 919-449-5451
- Assurance Health** 919-571-9177
www.assurancehealth.com
- Assured Home Health** 919-532-4322
www.assuredhomehealthcare.net
- Atlantic Home Care** 919-324-6917
www.atlantichomecareservices.com
- Aware Senior Care** 919-436-1871
www.awareseniorcare.com
Specializes in dementia care and chronic illness care.

- BrightStar Care of Cary** 919-535-6787
www.brightstarcare.com/cary
- Broadway Home Care** 984-206-2600
www.broadwaync.net
- Caring Senior Service** 919-847-0010
www.caring seniorservice.com/raleigh
- Carolina Bridges Home Health** 919-791-7824
www.dignifiedcarenc.com
- CEMAC Healthcare** 919-272-0887
- Coark Home Care** 919-395-5202
- ComForCare** 919-647-9150
www.RaleighNC.comforcare.com
Specializes in dementia care.
- Comfort & Affordable Care Agency LLC** 919-480-1064
www.cacareagency.com
- Comfort Keepers** 919-650-2784
www.comfortkeepers.com
- Compassion Health Services** 919-803-8891
www.compassionhealthservicesinc.com
- Cottage Home Health** 919-872-1441
www.cottagehcs.com
- Divine Healthcare Inc** 919-881-8041
- Dynamedics Healthcare** 919-665-6567
www.dynamedicsshcs.com
- Eagle Healthcare** 919-872-7686
- Excel Home Healthcare** 919-800-0221
- Extension of You** 919-629-2044
www.theextensionofyou.com
- EZ Care Home Health** 919-377-0124
www.ezcarehomehealth.com
- Golden Harmony** 919-426-7522
www.goldenharmonync.com
- Grace Healthcare** 919-848-1630
www.grace-healthcare.net
Specializes in couples care.
- Griswold Home Care** 919-435-0823
www.griswoldhomecare.com/raleigh

Guardian Home Healthcare  919-615-0225
www.guardian-homehealthcare.com

Hillcrest Home Health  919-468-1204
www.hillcrestnc.com

Home Care Assistance  919-289-5412
www.homecareassistance.com/raleigh
 Specializes in 24-hour and live-in services.

HomeChoice Healthcare  919-882-3680
www.homechoicehealthcare.net

HomeChoice Home Care Solutions  919-847-5622
www.homechoicehomecare.com

Home Helpers Home Care  919-817-8010
www.homehelpershomecare.com/raleigh-cary-nc

Home Instead Senior Care  919-676-2273
www.homeinstead.com/226

Homewatch CareGivers  919-461-3741
www.homewatchcaregivers.com/cary
 Specializes in dementia care and chronic condition care.

HomeWerks Home Care  919-810-1414
www.homewerks-homecare.com

Hope Support Services  919-809-7976
www.hopesupportservicesllc.net

Infinite Favor Home Care Services  614-446-7029
www.infinitefavorhc.com

Inomancy Home Care  919-803-2541
www.inomancyhomecare.com

Interim Health Care  919-420-0336
www.interimhealthcare.com/raleighnc

IntelliChoice Home Care  919-480-8000
www.choosebettercare.com
 Specializes in tracheostomy and ventilator care.

Island Home Care  984-242-0224
www.ihomecarenc.com

Liberty Healthcare Agency  984-200-9300
www.libertyhealthcareagencyllc.com

Medicaid PCS Assessment 855-740-1400
www.nc-pcs.com

Maxim Healthcare  919-676-3118
www.maximhealthcare.com

Melody Home Health  919-324-7697
www.melodyhomehealth.com


MS Enhancement  919-659-5664
www.msenhancement.com


Myriad Homecare  919 673-6910
www.mhahomecare.com


My PCA-Triangle LLC  919-720-1570
www.mypcagreenville.com

NuAngels Home Care  984-235-7253
www.nuangelshomecare.com

One Choice Healthcare  ... 919-901-7137
www.onechoicehealthcareinc.com

Options for Senior America  ... 919-380-6812
www.optionscorp.com
 Specializes in live-in services.

Pacific Staffing  919-881-8210

Peaceful Living Home Care  .. 919-858-6151
www.plhomecare.com

Peak Healthcare  919-848-0436
www.peakllc.org

Perpetual Home Care  919-861-5245
www.perpetualhomecare.com

PHC Home Health  919-230-7231
www.phcnc.com

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Personal Care Services	Alzheimer's & Dementia Care
Light Housekeeping	Recover Care
Meal Preparation	24/7
Fall Prevention	And Much More

148 Wind Chime Court, Raleigh, NC 27615

- Quality Care Partners  919-527-8491
www.qcphomecare.com Right at Home of Wake & Johnston County  919-783-5633 www.wake-rah.com
- S.A.C. Homecare  919-706-1388
www.sac-homecare.com
- Seniors Helping Seniors of North & East Raleigh  919-761-5346
www.seniorcareeastraleigh.com
- Southeastern Healthcare  919-212-8580
www.sewake.com/home-care
- Stay at Home Senior Care  919-556-3706
www.SAHseniors.com
- TarHeels Home Healthcare  .984-269-5288
www.tarheelshomecare.com
- Tender Care Health  919-500-1475
www.tchealthsnc.com
- Trinity Staffing  919-271-9073
www.trinitystaffingsolutions.com
- Victory Healthcare  919-846-9027
www.victoryhealthcareinc.com
- Victory Home Care  919-900-8932
www.victoryhomecareinc.com
- Visiting Angels  919-787-4317
www.visitingangels.com/raleigh
- Wisdom Senior Care of Wake Forest  919-263-1165
www.wisdomseniorcare.com/101



The first morning I helped Stanley down the stairs, the third step creaked. That's when I found out his wife, Martha always told him to fix it. And now he's just glad he never did, because that's home. I love hearing Stanley's stories about home. And now I get to be a part of them.

Maddie G.
 - Maddie G.
 Stanley's CAREGiver



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facebook.com/HomeHelpersRaleighCaryNC

Skilled Services

These agencies primarily provide **skilled services** (also called **home health care**) such as physical therapy, occupational therapy, speech therapy, or nursing care. They may also provide home care services, but often only when skilled services are also needed. Patients are typically referred by a physician following a hospitalization or serious illness. These agencies are generally Medicare-certified. See **page 25** for more information on the Medicare home health benefit.

M = Medicare-certified **m** = Medicaid-certified **\$** = Private pay accepted

★★★★★ **Ratings Resource** ★★★★★

Medicare Care Compare
www.medicare.gov/care-compare
 Choose **Home health services** in the "Provider type" menu to search for Medicare-certified home health agencies by location. Results show quality ratings and patient survey ratings.

- Bayada Home Health **M** **\$** 919-719-0960
www.bayada.com
- Duke HomeCare & Hospice **M** 919-620-3853
www.dhch.duhs.duke.edu
- Intrepid USA **M** **m** 919-821-9299
www.intrepidusa.com
- Kindred at Home **M** **m** 919-881-9492
 Toll-free 866-227-3524
www.kindredathome.com

- Liberty HomeCare & Hospice **M** **m** **\$** 919-850-4303
www.libertyhomecare.com
- Medi Home Health **M** 919-870-6733
www.msahomehealth.com
- PruittHealth @ Home **M** **m** **\$** 919-838-2768
www.pruitthealth.com
- Transitions HomeHealth **M** **m** **\$** ... 919-828-0890
www.transitionslifecare.org/patients/home-health
 A service of Transitions LifeCare.
- UNC Home Health (Raleigh) **M** **m** 919-784-4474
www.rexhealth.com
 Formerly Rex Home Services.
- WakeMed Home Health **M** **m** 919-350-7990
www.wakemed.org/home-health



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Raleigh, NC 27607

transitionslifecare.org



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 Home Health    919-846-1018
 Toll-free 888-815-5310
www.wellcarehealth.com

COMMUNITY ALTERNATIVES PROGRAM FOR DISABLED ADULTS (CAP/DA)

The **Community Alternatives Program for Disabled Adults (CAP/DA)** is a statewide Medicaid waiver program for adults ages 18 and older who have low income and assets and who are at risk of nursing home placement. Services can include in-home care, nursing services, adult day services, medical supplies, and case management. This program does not provide 24-hour care, so in most cases the individual must have family or other supports in place to supplement the care provided. There is a waitlist for CAP/DA.

To be eligible: **(1)** Applicants must meet Medicaid financial requirements (they do not need to already be a NC Medicaid beneficiary to apply); **(2)** Applicants must be certified by a physician as needing a nursing home level of care; and **(3)** The cost of providing care in the home must be determined to be less than the cost of institutional care. If services are approved, the applicant can choose an agency to provide services or can designate an individual to be their caregiver.

Resources for Seniors is one of the lead agencies for CAP/DA in Wake County.

Resources for Seniors 919-872-7933
 1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.org/cap

HOSPICE AND PALLIATIVE CARE

Hospice care is for people who have life-limiting illnesses, often determined as a life expectancy of six months or less. It involves a team of professionals, including doctors, nurses, home health aides, social workers, counselors, and volunteers, who work with the patient and family to provide holistic care aimed at relieving symptoms such as pain and anxiety. Care can be provided in a private home, long-term care facility, hospital, or inpatient hospice facility. Hospice services are covered by Medicare Part A, Medicaid, and most private insurances. Some hospice providers accept patients regardless of their ability to pay. The **Medicare hospice benefit** can include medical care, home nursing visits, prescriptions related to the life-limiting illness, medical equipment and supplies, some in-home aide services, patient and family support, and more.

Palliative care also focuses on the comfort of the patient, but it does not require a limited life expectancy. Palliative services are covered by Medicare Part B, Medicaid, and most private insurances.



Ratings Resource



Medicare Care Compare

www.medicare.gov/care-compare

Choose **Hospice care** in the "Provide type" menu to search for Medicare-certified hospice providers by location. Results show information about quality of patient care and family experience of care.

Duke HomeCare & Hospice

www.dhch.duhs.duke.edu

Hospice Care 919-620-3853

Palliative Care 919-668-7215

Hospice care (inpatient facilities available) and palliative care.

Amedisys Hospice 919-773-4865
www.amedisys.com/services/hospice-care
 Hospice care.

Heartland Hospice..... 919-877-9959
www.heartlandhospice.com
Hospice care.

Transitions LifeCare 919-828-0890
www.transitionslifecare.org
Hospice care (inpatient facility available) and palliative care.

Liberty HomeCare & Hospice 919-277-2244
www.libertyhomecare.com
Hospice care.

HOUSING OPTIONS

This section focuses on **independent living** options. See the **Long-Term Care Facilities** section for information on care facility housing options that provide substantial assistance with activities of daily living.

Active Adult Communities

An **Active Adult Community** is a housing development with homes for purchase that is often marketed to adults 55 and older who can live independently. These communities frequently have extra amenities designed to appeal to active retirees, such as planned activities and recreational facilities which may include community pools, walking trails, golf courses, health clubs, etc. Additional services may be available for additional cost. Active adult communities may offer a variety of dwellings, such as freestanding homes, town homes, patio or cluster homes, and condominiums. Homes are typically designed with an emphasis on qualities such as accessibility and low maintenance, and yard work may be included in the community fees. These homes are often moderately-sized, to appeal to homeowners who no longer need a large house for a growing family. Consult a realtor for details. Some communities may have new homes available; others have resale homes only. Active Adult Communities accept private pay only (no public assistance or subsidy is available).

Carolina Preserve at Amberly (Cary; 55+)
www.cpamberly.net

Heritage Pines (Cary; 55+)
www.heritagepinesnc.com

Courtyards at Heritage Grove (Wake Forest; all ages)
www.epconcommunities.com

The Orchard Villas (Apex; all ages)

Regency at Brier Creek (Raleigh; all ages)

The Courtyards at Kildaire Farms (Cary; 55+)
www.epconcommunities.com

Regency at White Oak Creek (Apex; all ages)

The Courtyards at O’Kelly Chapel (Cary; 55+)
www.epconcommunities.com

The Village at Aversboro (Garner; 55+)

Villas of Wake Forest (Wake Forest; 55+)

The Courtyards on Holt (Apex; 55+)
www.epconcommunities.com

Continuing Care Retirement Communities

Continuing Care Retirement Communities (CCRCs) (also called **Life Care Communities** or **Life Plan Communities**) offer a full range of living arrangements, from independent living to skilled nursing care, in the same community. This allows residents to remain living within the same community as their needs change. In most cases residents need to be able to function independently at the time of admission. CCRCs provide activities, meals, housekeeping, transportation, and health-related services for their residents. Depending on the nature of the contract these services may be included in a monthly fee or purchased as needed. Fees vary for different levels of accommodations and services. CCRCs usually require substantial entrance fees in addition to monthly fees. In some communities the entrance fees are partially refundable depending on length of stay; in others a residence is purchased at the time of entrance into the community and the resident

has equity in the home as an owner rather than a tenant. CCRCs primarily accept private pay (no public assistance or subsidy is available).

i For More Information i

North Carolina CCRCs are regulated by the **NC Department of Insurance**. Their **Reference Guide**, with detailed information about locations statewide, including contract options and admissions eligibility, is available here: www.ncdoi.gov/insurance-industry/continuing-care-retirement-communities-ccrc.

The Cardinal at North Hills 984-234-5605
 4030 Cardinal at North Hills St., Raleigh, 27609
www.lifeatthecardinal.com
 Multiple contract options. Must be independent at time of admission.

The Cypress of Raleigh 919-870-9007
 8801 Cypress Lakes Dr., Raleigh, 27615
www.thecypressofofraleigh.com
 Ages 65+. Equity ownership model with monthly fee. Must be independent at time of admission.

Glenaire..... 919-460-8095
 Toll-free 800-225-9573
 4000 Glenaire Cir., Cary, 27511
www.glenaire.org
 Ages 62+. Monthly fee and partially refundable entrance fee. Offers direct admission to assisted living and nursing levels of care.

The Oaks at Whitaker Glen..... 919-839-5604
 501 E. Whitaker Mill Rd., Raleigh, 27608
www.pruitthealth.com
 Monthly fee and partially refundable entrance fee. Offers direct admission to nursing level of care.

Searstone..... 919-234-0400
 17001 Searstone Dr., Cary, 27513
www.searstone.com
 Monthly fee and fully refundable entrance fee. Must be independent at time of admission.

Springmoor..... 919-848-7080
 1500 Sawmill Rd., Raleigh, 27615
www.springmoor.org
 Monthly fee and refundable entrance fee. Offers direct admission to assisted living level of care.

Windsor Point..... 919-552-4580
 1221 Broad St., Fuquay-Varina, 27526
www.windsorpoint.com
 Monthly fee and partially refundable entrance fee. Offers direct admission to assisted living level of care.

Rental Retirement Communities

Rental retirement communities offer independent living in apartments or cottages with meals available in a common dining room. Other services, including housekeeping, linen service, activities, and transportation, may also be available. Some have optional care services available upon request, or licensed assisted living units, as noted below. Most communities are for adults ages 55 and older. Monthly fees vary with the type of accommodations and the level of services chosen. Fees can vary from around **\$1,500 to over \$5,000** per month. Rental retirement communities primarily accept private pay (no public assistance or subsidy is available).

i For More Information i

See the **Retirement Communities** Resource List at www.resourcesforseniors.org/resourcelist.php or call Resources for Seniors to request a copy.

Abbotswood at Stonehenge..... 919-651-4882
 7900 Creedmoor Rd., Raleigh, 27613
www.lifeatabbotswood.com
 Ages 60+. Some optional care services.

Atria Oakridge 919-848-2088
 10810 Sandy Oak Ln., Raleigh, 27614
www.atria-oakridge.com
 Ages 55+. Some optional care services.

Atria Senior Living.....919-342-8200
 7000 Regency Parkway, Cary NC 27518
www.atriaseniorliving.com/retirement-communities/atria-cary-cary-nc/

Brookdale North Raleigh..... 919-338-5394
 1200 Carlos Dr., Raleigh, 27609
www.brookdale.com
 Ages 62+. Some optional care services.

Cambridge Village of Apex..... 919-363-2080
 10000 Cambridge Village Loop, Apex, 27502
www.cambridgevillageofapex.com
 Ages 55+. Some optional care services.

Capital Oaks 919-784-0099
 6498 Ray Rd., Raleigh, 27613
www.capitaloaksretirement.com
 Ages 55+.

- Foundation Senior Living**.....919-714-3699
 1437 Aversboro Rd., Garner, NC 27529
www.foundationseNIorliving.com
 Ages 55+
- The Gardens at Wakefield**..... 919-562-5580
 12800 Spruce Tree Wy., Raleigh, 27614
www.gardensatwakefield.com
 Ages 55+. Some optional care services.
- Independence Village of Olde Raleigh** 919-781-8226
 3113 Charles B. Root Wynd, Raleigh, 27612
www.independencevillageofolderaleigh.com
 Ages 55+. Some optional care services.
- Jordan Oaks**..... 919-617-9463
 10820 Penny Rd., Cary, 27518
www.jordan-oaks.com
 Ages 55+.
- The Lodge at Wake Forest** 919-554-8768
 1151 S. Main St., Wake Forest, 27587
www.seniorlivinginstyle.com/lodgeatwakeforest
 Ages 55+. Some optional care services.
- Magnolia Glen** 919-841-4747
 5301 Creedmoor Rd., Raleigh, 27612
www.lifetimeatmagnoliaglen.com
 Ages 55+. Some assisted living units.
- Overture Cary** 919-883-4769
 1055 Hatches Pond Ln., Morrisville, 27560
www.overturecary.com
 Ages 55+.
- Overture Centennial**..... 919-670-1000
 600 Bilyeu St., Raleigh, 27606
www.overturecentennial.com
 Ages 55+.
- Preston Pointe**..... 919-249-7001
 1995 NW Cary Pkwy., Morrisville, 27560
www.prestonpointe.com
 Ages 62+. Some optional care services.
- Treeo Senior Living** 919-863-7770
 2722 Spring Forest Rd., Raleigh, 27616
www.treeoraleigh.com
 Ages 55+. Some optional care services.
- Waltonwood Cary Parkway** 919-651-4793
 750 SE Cary Pkwy., Cary, 27511
www.waltonwood.com
 Ages 55+. Some assisted living and dementia care units.
- Waltonwood Lake Boone** 919-569-5775
 3550 Horton St., Raleigh, 27607
www.waltonwood.com
 Ages 55+. Some assisted living and dementia care units.
- Whispering Pines** 919-870-0222
 7501 Lead Mine Rd., Raleigh, 27615
www.seniorlivinginstyle.com
 Ages 55+. Some optional care services.
- Woodland Terrace** 919-465-0356
 300 Kildaire Woods Dr., Cary, 27511
www.lifetimeatwoodlandterrace.com
 Ages 55+. Some assisted living and dementia care units.

Subsidized and Affordable Housing

Subsidized and affordable independent living housing options have eligibility based on income. An applicant's income must be below a set limit in order to qualify. These limits can vary by complex, but are typically 40%–60% of the area median income, which changes yearly. As of April 2021, 60% of area median income in Wake County is income of \$40,200 per year for a 1-person household and \$45,960 per year for a 2-person household. *Some complexes have lower eligibility limits. Some complexes are for seniors only, so have a minimum age requirement. Other properties are open to people of all ages.

Subsidized housing has rents that are based on a percentage of income, usually 30% after allowing for certain deductions. A government subsidy pays the rest of the rental cost. Most **public housing** is subsidized.

Affordable housing, also called **tax credit properties**, have rents that are typically lower than market rate because the developer received a tax credit. These rents may be the same for all residents or there may be two or more levels, or tiers, of rental pricing depending on income. For affordable housing there is often a minimum income level requirement as well as a maximum.

Please note: The demand for subsidized and affordable housing in Wake County exceeds the supply. Most complexes have waiting lists of a year or more.

*Limits may have changed.

Subsidized and Affordable Apartments

Seniors-Only Subsidized and Affordable Apartments

This is a complete listing of seniors-only subsidized and affordable apartment complexes in Wake County. Some complexes offer group meals, activities, or transportation. Some provide service coordination, where a social worker is available part-time to assist residents with accessing services and programs. Check with site managers to find out what services are available at a particular complex.

(55+) or (62+) = minimum age requirement
A = Affordable **S** = Subsidized

Cary:

Cary Central Elderly Housing (62+ or disabled) **S** 919-934-6066
 122 S. Harrison Ave., Cary, 27511
www.cssjohnston.org

Commons at Highland Village (55+) **A** 919-463-7800
 100 Highland Commons Ct., Cary, 27511
www.dhic.org

Highland Manor (62+) **S** 919-463-7774
 200 Highland Manor Pl., Cary, 27511
www.dhic.org

Highland Terrace (55+) **A** 919-463-7800
 900 Duncan Vale Wy., Cary, 27511
www.dhic.org

Ryan Spring (55+) **A** 919-371-0069
 616 Ryan Rd., Cary, 27511
www.evergreenconstructionco.com

Weatherstone Spring (55+) **A** 919-469-5445
 200 Weather Ridge Ln., Cary, 27513
www.evergreenconstructionco.com

Willow Creek (55+) **A** 919-377-8041
 2000 Golden Willow Ct., Cary, 27519
www.dhic.org

Fuquay-Varina:

Courtyard Commons (55+) **A** 919-567-7440
 324 W. Jones St., Fuquay-Varina, 27526

Fuquay-Varina Homes for the Elderly (62+ or disabled) **A** .. 919-552-3671
 1012 S. Main St., Fuquay-Varina, 27526

Wood Spring (55+) **A** 919-557-4807
 1806 James Slaughter Rd., Fuquay-Varina, 27526
www.evergreenconstructionco.com

Garner:

Chadwick (62+) **S** 919-772-5430
 305 E. Garner Rd., Garner, 27529
www.dhic.org

Olde School Commons (55+) **A** ... 919-773-1799
 742 W. Garner Rd., Garner, 27529
www.nobleprops.com

Pennington Grove (55+) **A** 919-615-0499
 1000 Pennington Grove Wy., Garner, 27529
www.dhic.org

Timber Spring (55+) **A** 919-301-8412
 125 E. Timber Dr., Garner, 27529
www.evergreenconstructionco.com

i For More Information i

See the **Subsidized and Affordable Housing Options** Resource List at www.resourcesforseniors.org/resourcelist.php or call Resources for Seniors to request a copy.

Holly Springs:

Dorothy Nixon Allen Manor (62+) **S** 919-552-1825
 155 W. Holly Springs Rd., Holly Springs, 27540

Holly Springs II (62+) **S** 919-552-1825
 215 W. Earp St., Holly Springs, 27540

The Woods at Avent Ferry (55+) **A** 919-552-4887
 108 Cotten Ln., Holly Springs, 27540

Raleigh:

Amber Spring (55+) **A** 919-867-0012
 5000 Spring Forest Rd., Raleigh, 27616
www.evergreenconstructionco.com

Autumn Spring (55+) **A** 919-878-8820
 3601 Eck Dr., Raleigh, 27604
www.evergreenconstructionco.com

Berkeley Spring (55+) **A** 919-786-1106
 5521 Dixon Dr., Raleigh, 27609
www.evergreenconstructionco.com

Booker Park North (62+) **A** 919-803-7501
 501 Sunglow Ln., Raleigh, 27610
www.dhic.org

Brighton Pointe (55+) **A** 919-373-0114
 7510 Estey Rd., Raleigh, 27616
www.brightonpointeapts.com

Capital Towers (55+) **A** 919-787-1231
 Tower 1: 4812 Six Forks Rd., Raleigh, 27609
 Tower 2: 4808 Six Forks Rd., Raleigh, 27609
www.capitaltowers.com

Carousel Place (55+) **A** 919-508-1226
 750 Bright Creek Wy., Raleigh, 27601
www.cadcommunities.com

Unmatched Quality and Value for Senior Living



- Affordable one- and two-bedroom apartment homes
- Community room, computer center, laundry facilities, and more
- Professional on-site management
- Resident service coordination provided by **Resources for Seniors**

For more information regarding availability, call the property directly.

Booker Park North at Washington Terrace Raleigh (919) 803.7501	Greenfield Commons Chapel Hill (919) 240.7337	Maplewood Square Durham (919) 402.1684	Roanoke Commons Raleigh (919) 546.0052
Capital Towers Raleigh (919) 787.1231	The Commons at Highland Village Cary (919) 463.7800 or (919) 463.5670	Meadowcreek Commons Raleigh (919) 212.8778	Turnberry Wake Forest (919) 554.9743
Chadwick Garner (919) 772.5430	Highland Manor Cary (919) 463.7800 or (919) 463.5670	Murphey School Raleigh (919) 831.1072	Wakefield Manor Raleigh (919) 554.3299
Club Plaza Raleigh (919) 662.1910	Highland Terrace Cary (919) 463.7800 or (919) 463.5670	Pennington Grove Garner (919) 615.0499	Water Garden Park Raleigh (919) 977.0276
			Willow Creek Cary (919) 377.8041



www.dhic.org



Carriage House (50+) **S** 919-831-8300

116 St. Mary's St., Raleigh, 27605
RHA office: 900 Haynes St., Raleigh, 27604

www.rhaonline.com/public-housing

Apply through the Raleigh Housing Authority (application is for multiple properties).

Cedar Crest

New Life Center (62+) **S** 919-828-1192

2821 Laodicea Dr., Raleigh, 27610

Club Plaza (62+ or disabled) **S** 919-662-1910

2835 Club Plaza Rd., Raleigh, 27603

www.dhic.org

Cosmo and Lewis Estates

(62+ or disabled) **S** 919-755-0558

1121 Hadley Rd., Raleigh, 27610

Elders Peak (62+) **A** 919-834-7325

2917 Creech Rd., Raleigh, 27610

Garden Spring (55+) **A** 919-212-1750

2830 Kidd Rd., Raleigh, 27610

www.evergreenconstructionco.com

Glenwood Towers (50+) **S** 919-831-8300

509 Glenwood Ave., Raleigh, 27603

RHA office: 900 Haynes St., Raleigh, 27604

www.rhaonline.com/public-housing

Apply through the Raleigh Housing Authority (application is for multiple properties).

The Magnolias

(55+ or disabled) **A** 919-833-9365

2151 Glascock St., Raleigh, 27610

Meadowcreek

Commons (55+) **A** 919-212-8778

1601 Royal Pines Dr., Raleigh, 27610

www.dhic.org

Meadow Spring (55+) **A** 919-233-0084

190 Fieldspring Ln., Raleigh, 27606

www.evergreenconstructionco.com

Murphey School (55+) **S** 919-831-1072

443 N. Person St., Raleigh, 27601

www.dhic.org

Parkview Manor (55+) **A** 919-831-6045

911 N. Blount St., Raleigh, 27604

www.cadcommunities.com

Pine Hills (55+) **A** 919-212-0667

1650 Royal Pines Dr., Raleigh, 27610

Poyner Spring (55+) **A** 919-977-1338

8150 Town Dr., Raleigh, 27616

www.evergreenconstructionco.com

Roanoke Commons

(62+ or disabled) **S** 919-546-0052

2911 Madelyn Watson Ln., Raleigh, 27610

www.dhic.org

Sir Walter (62+) **S** 919-659-0291

400 Fayetteville St., Raleigh, 27601

Terrace Spring (55+) **A** 919-871-5773

4000 St. James Church Rd., Raleigh, 27604

www.evergreenconstructionco.com

- Trinity Ridge** (55+) **A** 919-816-0503
5620 Trinity Rd., Raleigh, 27607
- Wakefield Manor** (55+) **A** 919-554-3299
10710 Nickleby Wy., Raleigh, 27614
www.dhic.org
- Wakefield Spring** (62+) **A** 919-554-6111
2701 Wakefield Pines Dr., Raleigh, 27614
www.evergreenconstructionco.com
- Walnut Terrace** (62+ or disabled) **S** 919-508-1237
1256 McCauley St., Raleigh, 27601
www.cadcommunities.com
44 units are subsidized, the rest are market rate.
- Waterbrook** (55+ or disabled) **A** 919-250-1973
311 Stony Moss Dr., Raleigh, 27610
www.norcomanagement.com
- Water Garden Park** (62+) **A** 919-977-0276
8109 Marvino Ln., Raleigh, 27613
www.dhic.org
- Windsor Spring** (55+) **A** 919-791-1000
6219 Hunter St., Raleigh, 27612
www.evergreenconstructionco.com

Rolesville:

- Grande at Granite Falls** (62+) **A** ... 919-263-1492
400 Grand Rock Wy., Rolesville, 27571
www.gemmanagement.net

Wake Forest:

- Crossings at Heritage** (55+) **A** 919-453-1212
3134 Branch Ferry Ct., Wake Forest, 27587
www.crossingsatheritage.com
- Huntington Spring** (55+) **A** 919-556-2566
1887 S. Franklin St., Wake Forest, 27587
www.evergreenconstructionco.com
- Turnberry** (62+) **S** 919-554-9743
755 S. White St., Wake Forest, 27587
www.dhic.org

Wendell:

- Cedar Spring** (55+) **A** 919-366-1331
110 S. Hollybrook Rd., Wendell, 27591
www.evergreenconstructionco.com
- Crestfield** (62+) **S** 919-366-6384
719 Marshburn Rd., Wendell, 27591
- Robinwood of Wendell** (62+ or disabled) **A** 919-365-5710
84 Hanor Ln., Wendell, 27591

Zebulon:

- Silver Spring** (55+) **A** 919-404-4753
601 Pony Rd., Zebulon, 27597
www.evergreenconstructionco.com

CAPITAL TOWERS
Affordable apartment homes for seniors ages 55+
STUDIO & 1 BEDROOM APTS.
**Age & income restrictions apply
- Entirely renovated in 2021
- Utilities included in rent
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manager@capitaltowers.com
www.CapitalTowers.com
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Professionally Managed by
Excel Property Management, Inc.
1004 Bullard Court, Suite 106
Raleigh NC 27615 | 919.878.0522

- Shepard Greene** (55+) **A** 252-450-9597
626 Shepard School Rd., Zebulon, 27597
www.properties.wodagroup.com/apartments/nc/zebulon/shepard-greene/

Mixed-Age Subsidized and Affordable Apartments

These are some of the mixed-age subsidized and affordable apartment complexes in Wake County. For additional options check with the Developers, Housing Authorities, and Other Affordable Housing Resources listed on the next page.

A = Affordable **S** = Subsidized

Apex:

- Beechridge** **A** 919-303-0202
600 Upchurch St., Apex, 27502
www.dhic.org
- Wake Acres** **A** 919-362-4022
300 James St., Apex, 27502

Cary:

- Highland Village** **A** 919-463-5670
600 Malcolm Valley Pl., Cary, 27511
www.dhic.org

Garner:

- Weston Trace** **A** 919-661-4244
204 Westcroft Dr., Garner, 27529
www.dhic.org

Raleigh:

- Avonlea** **A** 919-876-8345
5005 Cape Breton Dr., Raleigh, 27616
www.dhic.org
- Beacon Ridge** **A** 919-615-3726
1510 Beacon Ridge Ct., Raleigh, 27610
www.dhic.org

- Carlton Place** **A** 919-834-8140
450 E. Davie St., Raleigh, 27601
www.dhic.org
- Crystal Cove** **S** 919-833-0908
815 Suffolk Blvd., Raleigh, 27603
www.wajmanagement.com
- Emerson Glen** **A** 919-803-3303
3010 Emerson Glen Ln., Raleigh, 27603
www.dhic.org
- Glenbrook Crossing** **A** 919-390-0098
336 Dacian Rd., Raleigh, 27610
www.dhic.org
- Jeffries Ridge** **A** 919-231-3470
213 Lightner Ln., Raleigh, 27610
www.dhic.org
- Meadows at Brier Creek** **A** 919-572-5147
11700 Arnold Palmer Dr., Raleigh, 27617
- Prairie Building** **A** 919-832-2440
113 S. Wilmington St., Raleigh, 27601
www.dhic.org

- Ripley Station** **A** 919-231-3470
3030 Ripley Station Wy., Raleigh, 27610
www.dhic.org
- Tryon Grove** **A** 919-832-0949
2508 Tryon Grove Dr., Raleigh, 27603
www.dhic.org
- Village at Washington Terrace** **A** 919-833-1102
1951 Booker Dr., Raleigh, 27610
www.dhic.org
- Wakefield Commons** **A** 919-761-5236
10821 Alto Ln., Raleigh, 27614
- Wakefield Hills** **A** 919-554-4118
10702 Oliver Rd., Raleigh, 27614
www.dhic.org
- Walnut Ridge** **A** 919-231-7600
1611 Royal Foxhound Ln., Raleigh, 27610
www.livewalnutridge.com
- Water Garden Village** **A** 919-615-2070
8441 Mount Valley Ln., Raleigh, 27613
www.dhic.org

Wake Forest:

- Creekside** **A** 919-556-9898
361 S. Franklin St., Wake Forest, 27587

WAKE COUNTY PROPERTIES

- Amber Spring**
Raleigh • 919-867-0012
- Autumn Spring**
Raleigh • 919-878-8820
- Berkeley Spring**
Raleigh • 919-786-1106
- Cedar Spring**
Wendell • 919-366-1331
- Garden Spring**
Raleigh • 919-212-1750
- Huntington Spring**
Wake Forest • 919-556-2566
- Meadow Spring**
Raleigh • 919-233-0084
- Ryan Spring**
Cary • 919-371-0069
- Poyner Spring**
Raleigh • 919-977-1338
- Silver Spring**
Zebulon • 919-404-4753
- Terrace Spring**
Raleigh • 919-871-5773
- Timber Spring**
Garner • 919-301-8412



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Huntington Spring - Wake Forest, NC

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- TV Lounge Area
- Planned Activities
- 24 Hour Maintenance

www.EvergreenConstructionCo.com

WAKE COUNTY PROPERTIES

- Wakefield Spring**
Raleigh • 919-554-6111
- Weatherstone Spring**
Cary • 919-469-5445
- Windsor Spring**
Raleigh • 919-791-1000
- Wood Spring**
Fuquay-Varina • 919-557-4807

ADDITIONAL PROPERTIES

- Auburn Spring**
Burlington • 336-584-8227
- Beaufort Spring**
Beaufort • 252-838-1387
- Cuyler Spring Apartment**
Goldsboro • 919-921-8112
- Lions Spring**
Clayton • 919-550-2890
- Powell Spring**
Pittsboro • 919-533-6319
- Riverwood Haven**
Clayton • 919-243-1123
- Willow Spring**
Greenville • 252-321-3669



EQUAL HOUSING OPPORTUNITY



Developers

DHIC 919-832-4345
www.dhic.org
 Developer of senior and mixed-age affordable and subsidized housing. **Information on all buildings is available online. Must apply for each building separately.**

Evergreen Construction 919-848-2041
www.evergreenconstructionco.com
 Developer of senior and mixed-age affordable housing. **Information on all buildings is available online. Must apply for each building separately.**

Housing Authorities

Raleigh Housing Authority..... 919-831-8300
 900 Haynes St., Raleigh, 27604
www.rhaonline.com
 Owns and manages senior and mixed-age public housing in Raleigh. Also manages Section 8 Housing Choice Voucher program for Raleigh.

Wake County Housing Authority.....919-269-6404
 100 Shannon Dr., Zebulon, 27597
www.hacwnc.org
 Owns and manages mixed-age public housing in Wake County (outside of Raleigh). Also manages Section 8 Housing Choice Voucher program for Wake County.

Other Affordable Housing Resources

Habitat for Humanity..... 919-833-1999
www.habitatwake.org
 Affordable homeownership opportunities for low-income families. **ReStores** sell new and gently used furniture, appliances, building materials, etc.

NCHousingSearch.org 877-428-8844
www.nchousingsearch.org
 Information on affordable housing options statewide, including apartments, houses, and room rentals. Can narrow search by Senior, Veteran, Handicap-Accessible, Section 8, etc.

NC Housing Finance Agency 919-877-5700
www.nchfa.com
 Programs for home buyers, homeowners, and renters to help create and maintain affordable housing opportunities.

Wake County Housing Affordability and Community Revitalization Division
www.wakegov.com/housing
 Information about programs and services related to affordable housing in Wake County, for renters and homeowners.



Emergency Housing and Homeless Resource Centers

Cornerstone Center 919-508-0777
 220 Snow Ave., Raleigh, 27603
www.wakegov.com/housing/Pages/locations.aspx
 Multi-service day center. Information and referrals; laundry and shower facilities.

Helen Wright Center for Women 919-833-1748
 401 W. Cabarrus St., Raleigh, 27601
www.urbanmin.org/services/shelter
 Emergency shelter for single women without children in their custody.

HOUSE WAKE! Coordinated Access System
Raleigh/Wake Partnership to End Homelessness
www.partnershipwake.org

Coordinated Access is a starting point for people experiencing a housing crisis. Call the **Access Hub** or call or go in-person to an **Access Site** near you to get help accessing community resources:

Access Hub Call Center 919-443-0096

Dorcas Ministries 919-469-9861, ext. 203
 187 High House Rd., Cary, 27511

Durham VA Medical Center 877-424-3838
 508 Fulton St., Durham, 27705

Veterans only.

Eastern Regional Center 919-404-3900
 1002 Dogwood Dr., Zebulon, 27597

Northern Regional Center 919-562-6300
 350 E. Holding Ave., Wake Forest, 27587

Oak City Cares 984-344-9599, ext. 4
 1430 S. Wilmington St., Raleigh, 27603

Southern Regional Center 919-557-2501
 130 N. Judd Pkwy NE, Fuquay-Varina, 27526

New Bern Transitional Housing Program 919-829-8048
 501 New Bern Ave., Raleigh, 27601
www.helpinghandmission.org
 Room rentals by the week or month. Any age or gender; seniors welcome.

Salvation Army Family Shelter 919-834-6733
 1863 Capital Blvd., Raleigh, 27604
www.wakearmy.org
 Emergency overnight shelter for women with children only. Call to be placed on waitlist.

The Women's Center 919-829-3711
 400 S. West St., Raleigh, 27601
www.wcwc.org
 Crisis intervention and assessment day center for women who are homeless or at-risk, providing safety, stabilization, basic needs, and supportive services including case management, job and housing support, and referral services. Intake required. Check in at the front desk Monday-Thursday, 8:30 a.m. to 3:30 p.m., or Friday 8:30 a.m. to 2:30 p.m.

HOUSING-RELATED PROGRAMS

Home Adaptation and Accessibility

Accessibility aids, such as grab bars and ramps, **home modifications**, such as widening doorways, and **specialized equipment**, such as stair lifts, are all examples of adaptations that can help seniors and disabled adults remain living safely in their own homes. Some of these things are only available via private pay (out-of-pocket), while for others there may be programs to assist low-income seniors. If you're interested in considering adaptation and accessibility modifications or devices, ask your doctor or occupational therapist for suggestions, or look online for ideas and options. AARP's HomeFit Guide is one helpful resource:

www.aarp.org/homefit.

When hiring a private contractor for an accessibility project yourself, here are some tips:

- Be sure to get at least three qualified estimates to compare.
- Some professionals pursue a **Certified Aging-in-Place Specialist (CAPS)** designation, developed by the National Association of Home Builders (NAHB) and AARP, which consists of training specific to the needs of home modifications for aging adults. To find local CAPS-designated professionals you can call the NAHB at 800-368-5242 go online to www.nahb.org/other/comsumer-resources.
- Ask contractors about their experience with the particular type of job you're requesting, as well as about licensing, liability, and workers compensation insurance.

- For any state-licensed trade(s) (general contracting, electrical, plumbing, etc.) you can call the NC licensing board for that trade to inquire about licensed contractors' history to see if any complaints have been filed.
- Never pay more than a 50% deposit for projects and only pay the balance after the work has been completed to your satisfaction.

101 Mobility 919-800-8667
 3209-106 Gresham Lake Rd., Raleigh, 27615
www.raleigh.101mobility.com
 Wheelchair ramps, stair lifts, and platform lifts for sale and for rent. Also sells patient lifts, auto lifts, home elevators, and bath safety products, and provides bathroom renovation services.

American Mobility 919-876-3600
 2851 Van Huron Dr., Ste. 103, Raleigh, 27615
www.american-mobility.com
 Stair lifts, wheelchair ramps, platform lifts, and vehicle adaptation equipment for sale. See **page 54** for information on their personal mobility products.

AmeriGlide 919-861-4594
 5110 Atlantic Ave., Raleigh, 27616
www.ameriglide-raleigh-nc.com
 New and used stair lifts for sale and for rent. Also sells platform lifts, bath safety products, lift chairs, home elevators, and vehicle adaptation equipment.

Amramp 919-850-4585
www.amramp.com/easternnc
 Wheelchair ramps for sale and for rent. Also sells stair lifts, platform lifts, and portable showers.

Image Management..... 919-829-1479
www.image-management.com
 New and used products including stair lifts and platform lifts for sale. Many items are available for rent. Also provides contractor services for home modifications.

Mr. Handyman of Western Wake County..... 919-424-3780
www.mrhandyman.com
 Accessibility modifications and home improvements in Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

NC Independent Living Rehabilitation Program 919-859-8301
www.ncilrp.com
 Training, resources, and services to help persons with disabilities achieve a more independent life in the community they choose. Another service provided is assistance with Service Animals for people with Disabilities. Home and vehicle modifications.

Rebuilding Together of the Triangle..... 919-341-5980
www.rtriangle.org
 Free accessibility modifications and home improvements for low-income homeowners, by volunteers. No age requirement. Priority is given to seniors and applicants with disabilities.

Resources for Seniors Housing & Home Improvement 919-872-7933
 1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.org/hhi
 Minor home adaptations via sliding scale or private pay, including wheelchair ramps and grab bars.

Home Repair and Rehabilitation

Some of the resources listed below are private-pay resources, while others are assistance programs for low-income seniors and adults with disabilities that have eligibility criteria based on location and/or income. If you are unsure about which service or program applies best to your situation, call Resources for Seniors for more information.

HealthyHomes Cary..... 919-653-7153
 Town of Cary
www.townofcary.org/services-publications/housing
 Home improvement and accessibility grant program for **Cary** residents. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

Mr. Handyman of Western Wake County..... 919-424-3780
www.mrhandyman.com
 Home improvement and handyman service serving **Cary, Morrisville, Apex, Holly Springs, and parts of Raleigh**. Certified Aging in Place Specialists. Senior Rate available for eligible customers.

Raleigh Community Development Division 919-996-4330
City of Raleigh Housing and Neighborhoods Dept.
www.raleighnc.gov/community-development
Deferred-payment loan programs for home repairs for low-income **Raleigh** homeowners. Income-based eligibility requirements. No age requirement.

Rebuilding Together of the Triangle..... 919-341-5980
www.rtriangle.org
Home repairs for low-income families in **Wake and other counties**, by volunteers. Income-based eligibility requirements. No age requirement. Priority is given to seniors and applicants with disabilities.

Resources for Seniors Housing & Home Improvement 919-872-7933
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.org/hhi
Minor home repairs related to health and safety for **Wake County** residents. Eligibility and fees vary by program; call for details.

Section 504 Home Repair Program..... 919-934-7156
USDA Rural Development
www.rd.usda.gov/programs-services
Home rehabilitation program for low-income homeowners in **rural Wake County**. Income-based eligibility requirements. Grants available for ages 62+; low-interest loans available for all ages.

Wake County Rehabilitation Programs..... 919-856-5689
Wake County Housing Affordability and Community Revitalization Division
www.wakegov.com/housing
Home rehabilitation grants for low-income homeowners in parts of **Wake County outside of Raleigh and Cary city limits**. Income-based eligibility requirements.



Weatherization Assistance Program

The **Weatherization Assistance Program** is a federally-funded program aimed at improving energy efficiency for low-income homeowners, so their homes can be heated and cooled more easily and less expensively. Resources for Seniors is the lead agency for Weatherization Assistance in Wake and Durham counties. Eligibility is determined by gross annual household income. Eligible homeowners receive services free of charge. In some circumstances work can be done on a rented home (with the landlord's permission and agreement to pay partial costs if applicable). Weatherization starts with an "energy audit" of the home to see where air is leaking (through ducts, walls, floors, attic, etc.). Auditors then determine the best way to seal up any leaks, to keep conditioned air inside the home where it belongs. Methods include adding insulation and sealing and insulating ducts. The home's heating and cooling system (HVAC) is evaluated, cleaned, and tuned to see if it is working efficiently. In some cases, the HVAC system may be repaired or replaced.

While there is no financial cost for Weatherization, there is a time commitment. Homeowners need to be available for six to eight scheduled visits from staff, contractors and building code officials.

This is not a home repair program. Homes in need of major repairs will be deferred from the Weatherization Assistance Program. If your home is in need of repairs, see **page 41-42** or call Resources for Seniors for information on home repair programs.

Weatherization Assistance Program 919-713-1570
 1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.org/weather

housing-related programs

Now is the time
 to "**Weatherize**" your home to save energy and cut utility costs.

WEATHERIZE
 Your Home for
FREE

Save Money • Save Energy
 See if You Qualify Today!

- > Qualifications based on income
- > No age limit
- > Single-family homes and mobile homes
- > Certain multi-family dwellings (special guidelines apply)

Call: **919-713-1570** | You'd be surprised who qualifies!

Weatherization Works logo and Resources for Seniors logo.

Moving and Organizing Resources

The following companies provide fee-based services to assist with moving and/or household organizing. Services may include downsizing (helping to sort through belongings and decide what to keep), disposing of unwanted items, and coordinating packing and moving.

- Caring Transitions of Raleigh & Cary** 919-342-0448
www.caringtransitions.com
- Move Elders with Ease** 919-218-4783
www.moveelderswithease.com
- Order in the House** 919-306-5236
www.orderinthehouse.com
- Rightsizing Raleigh** 919-215-3245
www.rightsizingraleigh.com
- Smooth Transitions** 919-335-4663
www.yoursmoothtransition.com
- Triangle Senior Moving Services** 919-522-4144
www.trianglениormoving.com



• **Right Sizing** • **Dispersal** • **Auctions**
• **Clean Out** • **Complete Move Management**

(919) 335-HOME
WWW.YOURSMOOTHTRANSITION.COM

Same Heart. New Home.

REAL ESTATE SERVICES

Seniors Real Estate Specialist (SRES®) is a designation that some realtors pursue to better meet the particular needs of seniors, such as when selling, buying, relocating, or refinancing residential or investment properties.

- | | |
|---|---|
| <p>Danielle Weeks, SRES® 919-480-0249
<i>NextHome Turn Key Realty</i>
www.nexthometurnkey.com
Senior-focused real estate services including home sales, downsizing, and relocation.</p> | <p>Shenée Jackson, SRES® 919-441-2562
<i>Keller Williams Preferred Realty</i>
www.sgjackson.kw.com
Senior-focused real estate services including home sales, packing, moving, and downsizing.</p> |
| <p>Lila Martin, SRES® 252-671-6232
<i>Allen Tate Realtors</i>
www.trianglениorspecialist.com
Senior-focused real estate services including selling, buying, refinancing, and help relocating to a new community.</p> | <p>Davis Capps, SRES® 919-602-1802
<i>Stonewood Properties, Inc.</i>
www.stonewoodproperties.org
Senior-focused real estate services including helping seniors sell their homes to help pay for senior living housing and care.</p> |
| <p>Melissa Elliott, SRES® 919-307-7303
<i>Elliott Realty NC, Keller Williams Preferred Realty</i>
www.elliottrealtync.com
Senior-focused real estate services for finding a home for aging in place, including in 55+ communities or CCRCs.</p> | |

Property Tax Relief Programs

North Carolina offers three property tax relief programs for the permanent residence of qualified homeowners. Call the Department of Tax Administration for more information.

- **Elderly or Disabled Exclusion (a.k.a. Homestead Exclusion):** a yearly exemption that excludes from taxation the first \$25,000 or 50% (whichever is greater) of assessed value for the permanent residence.

Eligible households must include a member who is age 65 or older or disabled, and have a combined income of \$31,500* or less.

- **Circuit Breaker Tax Deferment Program:** an exemption that homeowners must reapply for each year, where taxes are limited to a percentage of the owner’s income (taxes above the limit are deferred). Eligible households must include a member who is age 65 or older or disabled, and have a combined income of \$47,250* or less.
- **Disabled Veteran Exclusion:** a yearly exemption that excludes from taxation the first \$45,000 of assessed value for the permanent residence. Eligible households must include an honorably discharged veteran with a disability, or the unmarried surviving spouse of one. Not based on age or income.

*Limits may have changed.

Wake County Dept. of Tax Administration 919-856-5400
 301 S. McDowell St., 3rd Floor, Raleigh, 27601
www.wakegov.com/tax/relief

INFORMATION AND REFERRAL

Eldercare Locator 800-677-1116
<https://eldercare.acl.gov>

Contact information for local, regional, and state aging service providers nationwide, via phone or online database. A public service of the Administration for Community Living. **Use this to help locate services outside of Wake County or in a different state.**

NC 211 2-1-1
TTY 888-892-1162

From outside North Carolina 888-892-1162
www.nc211.org

Information and referral to nonprofit community agencies and programs statewide. **Available 24/7.**

NC Baptist Aging Ministry 877-506-2226
www.ncbam.org

Nonprofit agency coordinating help for seniors ages 65+ statewide, through local Baptist churches. Call Center provides information and referrals.

NC Division of Aging and Adult Services 919-855-3400

Elder Rights Section 919-855-3429
www.ncdhhs.gov/divisions/daas

Office for statewide services, benefits, and protections for NC older adults and adults with disabilities.

Resources for Seniors Information and Referral 919-713-1556

1110 Navaho Dr., 4th Floor, Raleigh, 27609

www.resourcesforseniors.org/infref.php

Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

Triangle J Area Agency on Aging 800-310-9777

Aging Specialist 919-558-2711

4307 Emperor Blvd., Ste. 110, Durham, 27703

www.tjaaa.org

Regional office for advocacy and information and referral for older adults and adults with disabilities in Wake, Chatham, Durham, Johnston, Orange, Lee, and Moore counties.

USA.gov 844-872-4681

www.usa.gov

Information on federal agencies, programs, benefits, and services.

Wake Community Resource Connections

www.wakecrc.org

Network of nonprofit community agencies working together to provide easy access to aging and disability information and services.

Referral Services

These are for-profit businesses that specialize in helping seniors and their families choose senior housing and care options, such as retirement communities, assisted living communities, and home care agencies. Some charge a fee for their services, while others receive payment from the businesses to which they refer.

- | | |
|--|--|
| All About Seniors, Inc. 919-830-6478
www.allaboutseniornc.com | Oasis Senior Advisors 919-261-6318
www.oasisadvisor.com/wake-county |
| Always Best Care
(North and West Wake County)..... 919-554-2223
www.abc-rdwf.com | Preferred Senior Resources 855-222-3022
www.preferredseniorresources.com |
| Always Best Care
(East and South Wake County)..... 919-724-4297
www.abc-neraleigh.com | Senior Care Consulting 919-885-8507
www.ssguthridge.wixsite.com/seniorcareconsulting |
| Assisted Living Locators 919-300-4117
www.assistedlivinglocators.com/wake | The wRight Place for Seniors 800-753-8219
www.thewrightplaceforseniors.com |
| CarePatrol of Wake County 919-459-7797
www.wakecounty.carepatrol.com | |

LEGAL SERVICES

An **elder law attorney** specializes in assisting older adults and their families with legal issues common to aging, such as estate planning, public benefits for long-term care, and incompetency (guardianship) proceedings. **Estate planning** includes the preparation of wills, trusts, and powers of attorney.

Advance directives are documents such as **living wills** and **health care powers of attorney** that specify your wishes related to health care in the event that you are unable to speak for yourself. You can enlist the expertise of an attorney to complete advance directive documents. You can also complete many advance directive documents on your own, using templates found online, as long as the signing of the completed forms is witnessed by a notary. See **Medical Care Decisions & Advance Directives** on [page 82](#) for more information.

A **power of attorney** is a legal document giving someone else, who is called your “agent,” or “attorney-in-fact,” the power to act on your behalf in certain circumstances. A **durable general power of attorney** is one that grants broad powers to your agent and stays in effect even if you become incompetent. A person who is already incompetent cannot grant a power of attorney, so it is important to have everything in place before you need it. A power of attorney gives your agent the “power to” do things that you would choose to do yourself, not “power over” you. As long as you remain competent you can overrule your agent’s decisions, revoke the power of attorney, or give the power to a different person.

Guardianship is a legal proceeding by which a person can be declared incompetent to manage their own affairs. A representative is appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can overrule a person’s decisions if necessary to care for the person’s needs. Guardianship petition forms are available to the public (see the Guardianship listing below), but many people benefit from consulting an attorney for this process.

Representative Payee is a special designation used by the Social Security Administration to refer to a person who is receiving Social Security payments on behalf of someone else who is unable to manage their own funds. It is more than a power of attorney and less than guardianship, and applies only to Social Security. The Social Security Administration does not accept regular power of attorney for this purpose. For more information go online to www.ssa.gov/payee or call 1-800-772-1213. There is now also the option to make

an **Advance Designation** of up to three individuals who could serve as a representative payee if the need arises (see www.ssa.gov/payee/advance_designation.htm for more information).

Advance Health Care Directive Registry 919-814-5400

NC Dept. of the Secretary of State
www.sosnc.gov/ahcdr
 Online **Registry** allows individuals to file directives, for a fee, and access them at any time. Free living will and healthcare power of attorney forms are available on website.

Amanda Spence 919-863-4183

Allen & Spence Attorneys at Law
 3737 Glenwood Ave., #100, Raleigh, 27612
www.allenspence.com
 Estate planning; estate administration; Medicaid qualification; long-term care planning; guardianship; veteran's benefits.

Carolina Dispute Settlement Services 919-755-4646

4600 Marriott Dr., Ste. 200, Raleigh, 27612
www.notrials.com
 Mediation and arbitration services. Sliding scale fees available.

Carolina Family Estate Planning 919-443-3035

201 Commonwealth Ct., #100, Cary, 27511
www.carolinafep.com
 Estate planning; long-term care planning.

Guardianship, Wake County 919-792-4600

Special Proceedings Division, Clerk of Superior Court
Wake County Courthouse, 12th Floor
 316 Fayetteville St., Raleigh, 27602
www.nccourts.gov/help-topics/guardianship
 Petition forms are available online or at the clerk's office. File petitions at above address. Website has information about guardianship and incompetency proceedings.

Hopler Wilms & Hanna 919-244-2019

www.hoplerwilms.com
 8801 Fast Park Dr., Ste. 301, Raleigh, 27617
 Estate planning; special needs planning; probate law; trust administration; estate and fiduciary litigation.

Howard Stallings 919-821-7700

5410 Trinity Rd., Ste. 210, Raleigh, 27607
www.howardstallings.com
 Estate planning; elder litigation issues.

John P. Paschal 919-225-0055

1110 Navaho Dr., Ste. 103, Raleigh, 27609
www.johnpaschallaw.com
 Estate planning; Medicaid qualification; guardianship; estate administration.

LawHelpNC.org - www.lawhelpnc.org

Legal information and resources for North Carolina residents, on housing, government benefits, veterans and military, wills and life planning, etc.

**Alisa Huffman, MSW, JD
 Family & Elder Law 919-655-0414**

311 S. Academy St., Cary, 27511
www.alisahuffman.com
 Estate planning; long-term care planning; estate administration (probate); veteran's benefits; Medicaid qualification. Sliding-scale fees available for eligible clients.

**The Law Offices of
 Mary Markovich 919-676-1500**

7413 Six Forks Rd., Ste. 203, Raleigh, 27615
www.mmarkovich.com
 Estate planning; long-term care planning; veteran's benefits.

**Lawyer Referral Service,
 North Carolina Bar Association 919-677-8574**

Toll-free 800-662-7660
www.ncbar.org/public-resources/find-an-nc-lawyer
 Referrals available via phone or online. 30-minute, reduced-rate consultation available with referral.

**Legal Aid of North Carolina 866-219-5262
 Senior Legal Helpline 877-579-7562**

www.legalaidnc.org
 Free legal assistance for low-income North Carolinians for a variety of non-criminal matters. **Senior Legal Helpline** (for ages 60+) helps with wills, powers of attorney, public benefits, abuse and neglect, housing, and other issues specific to seniors.

Marilyn Maynard 919-788-9888

Becker Law Offices
 6030 Creedmoor Rd., Ste. 200, Raleigh, 27612
www.beckerlawnc.com
 Estate planning; guardianship; mediation.

**Monroe, Wallace, Morden
 & Sherrill, P.A. 919-876-1400**

3225 Blue Ridge Rd., Ste. 117, Raleigh, 27612
www.monroewallace.com
 Estate planning; incompetency issues and guardianship; estate administration; long-term care issues. Second office in the Wake Forest area.

National Academy of Elder Law Attorneys

www.naela.org
 Searchable database of elder law attorneys nationwide.

Omega Elder Law 919-234-7478
 Raleigh: 4112 Blue Ridge Rd., Ste. 200, 27612
 Fuquay-Varina: 602 E. Academy St., Ste. 101, 27526
www.omegaelderlaw.com
 Estate planning; Medicaid qualification; veteran's benefits; estate administration; guardianship; Alzheimer's/dementia and special needs care planning.

Rhodes Law Firm, PLLC.....919-435-3646
 853 Durham Road Suite D, Wake Forest, NC 27587
www.rhodeslaw.net
 Estate Planning; Medicaid Planning; Estate Administration; Small Business Law.

Sharp Law Offices 919-846-6585
 316 W. Millbrook Rd., Ste. 113, Raleigh, 27609
www.sharplawoffices.com
 Estate planning; incompetency and guardianship; estate administration; Medicare, Medicaid and Social Security issues; housing and facility issues.

Wallis Law Firm 919-783-8118
 5500 McNeely Dr., Ste. 102, Raleigh, 27612
www.deewallislaw.com
 Estate planning; estate administration; guardianship.

LEISURE AND RECREATION

(Also see **Senior Centers** and **Senior Citizen Clubs and Organizations**)

Apex Parks, Recreation & Cultural Resources 919-249-3402
 53 Hunter St., Apex, 27502
www.apexnc.org/senior
 Activities and programs for all ages; special programs for adults and seniors (ages 55+).

Cary Parks, Recreation & Cultural Resources 919-469-4061
www.townofcary.org
 Activities and programs for all ages. Special programs for ages 55+ are offered through the Cary Senior Center (see **page 62**).

Fuquay-Varina Parks, Recreation & Cultural Resources 919-552-1430
 820 S. Main St., Fuquay-Varina, 27526
www.fuquay-varina.org
 Activities and programs for all ages; some special programs for adults and seniors.

Garner Parks, Recreation & Cultural Resources 919-773-4442
www.garnernc.gov/departments/parks-recreation-and-cultural-resources
 Activities and programs for all ages. Special programs for ages 55+ are offered through the Garner Senior Center (see **page 62**).

Morrisville Parks, Recreation & Cultural Resources 919-463-7100
www.townofmorrisville.org
 Activities and programs for all ages. Special programs for ages 55+ are offered at the Morrisville Senior Center (see **page 62**).

Raleigh Parks, Recreation & Cultural Resources 919-996-6640
Active Adult Program 919-996-4730
www.raleighnc.gov/parks-programs
 Activities and programs for all ages. **Active Adult Program** offers special events, trips, classes, seminars, workshops, and clubs. See **page 62** for information about Active Adult Center locations.

Rolesville Parks & Recreation..... 919-554-6582
www.rolesvillenc.gov/parks-recreation
 Activities and programs for all ages; some special programs for adults and seniors.

Wake County Senior Games..... 919-582-9395
www.wceniorgames.org
 Yearly athletic and artistic competition for ages 50+.

Wake Forest Parks, Recreation & Cultural Resources 919-435-9560
 301 S. Brooks St., Wake Forest, 27587
www.wakeforestnc.gov
 Activities and programs for all ages. (See **page 62** for information about the Northern Wake Senior Center).

Wake Forest Renaissance Centre for the Arts
Event Information Hotline 919-435-9428
Box Office 919-435-9458
 405 Brooks St., Wake Forest, 27587
www.wakeforestncen.org
 Performances, events, and programs for all ages.

YMCA of the Triangle 919-719-9622
www.ymcatriangle.org
 Programs for all ages with an emphasis on fitness and wellness. Reduced membership rate for ages 65+. The following locations offer **Lively at 55+** activities:
A.E. Finley YMCA 919-848-9622
 9216 Baileywick Rd., Raleigh, 27615

Alexander Family YMCA..... 919-832-9622
 1603 Hillsborough St., Raleigh, 27605

Kerr Family YMCA..... 919-562-9622
 2500 Wakefield Pines Dr., Raleigh, 27614

Kraft Family YMCA..... 919-657-9622
 8921 Holly Springs Rd., Apex, 27539

Northwest Cary YMCA 984-255-2342
 6903 Carpenter Fire Station Rd., Cary, 27519

Poole Family YMCA..... 919-582-9622
 2110 Aversboro Rd., Garner, 27529

Taylor Family YMCA 919-469-9622
 101 YMCA Dr., Cary, 27513

LONG-TERM CARE

If you feel that a loved one’s safety or health is at risk if they remain living at home, consult with their doctor about whether a long-term care facility may be appropriate. Before beginning to evaluate facilities, you will need to know the level of care that is needed. The official form filled out by a physician to indicate this is called an **FL-2**.

Types of Long-Term Care

There are two basic types of long-term care facilities, corresponding to different levels of care:

- **Skilled care:** **Skilled nursing facilities**, also called **nursing homes** or **rehabilitation (rehab) centers**, are appropriate when an individual needs ongoing nursing intervention (following an illness, or for chronic conditions) or short-term intensive physical therapy, occupational therapy, or speech therapy. Patients need skilled medical care, but do not require hospital care. Care is provided under the direction of a physician.
- **Assisted living:** Licensed as “**adult care**” in North Carolina, an assisted living level of care is appropriate for individuals who do not need skilled medical care but cannot live alone, and consists of room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision. Care can be provided in **adult care homes**, which are licensed for seven or more residents, or **family care homes**, which are licensed for 2–6 residents. Some skilled care facilities and retirement communities also have adult care (assisted living) sections.

Choosing a Long-Term Care Facility

Visit multiple facilities in order to compare services and options. For a list of things to consider and questions to ask, see the **Long-Term Care Facility Checklist** on [page 79](#).

Paying for Long-Term Care

Long-term care can be extremely costly. In Wake County, assisted living costs can range from around **\$4,000 per month to over \$8,500 per month**. Skilled care facility costs can start at over \$7,000 per month.

Medicare

- **It is a common misconception that Medicare covers most of the cost of long-term care.** Medicare pays for less than 2% of skilled care, limited to short-term stays after an individual meets strict criteria including prior hospitalization, and Medicare does not pay for assisted living care under any circumstances.

Medicaid

Medicaid rules are complex. It is a good idea to get information from a Medicaid specialist before money and assets are depleted, and before considering any transfers of assets.

- **Long Term Care Medicaid:** The cost of **skilled care** can be covered by Long Term Care Medicaid, also called “Nursing Home Medicaid,” for many people who have exhausted their personal resources. To be eligible an individual must meet age and disability criteria as well as income and

resource (asset) limits. The eligibility requirements for receiving Medicaid in a nursing home are different from the Medicaid requirements for community-dwelling adults; many people not eligible for Medicaid when living at home become eligible when they enter a nursing home. For more information call **Wake County Human Services, 919-212-7000** (ask for the Long Term Care Medicaid office). Also see www.wakegov.com/medicaid (Long Term Care Medicaid).

- **Special Assistance:** The cost of **assisted living** can be covered not by Medicaid directly, because it is not considered a medical service, but under a state/county program called Special Assistance. To be eligible an individual must meet age and disability criteria as well as very strict income and resource (asset) limits. An applicant whose income is too high is ineligible even if they cannot afford to pay privately for care. If eligible, Special Assistance pays for room and board costs, after the resident's own income has been applied (individuals keep a very small amount of their income), and the resident also receives Medicaid to cover the cost of medical care and prescription medications. For more information call **Wake County Human Services, 919-212-7000** (ask for the Special Assistance office). Also see www.wakegov.com/medicaid (Special Assistance).

Long-Term Care Insurance

- If you have long-term care insurance, call a representative for more information about your policy's benefits specific to long-term care in a facility, as policies vary.

Skilled Care Facilities

(Skilled Nursing Facilities and Rehabilitation Centers)

These facilities provide skilled nursing care. They all participate in Medicare and Medicaid, but the availability of Medicaid beds may be limited.

**** Ratings Resource ****
Medicare Care Compare
www.medicare.gov/care-compare
 Choose **Nursing homes** in the "Provider type" menu to search for Medicare-certified nursing homes and rehab facilities by location. Results show ratings based on quality of resident care, staffing levels, and health inspection reports.

- | | |
|--|--|
| <p>BellaRose Nursing and Rehab..... 919-985-8400
 200 BellaRose Lake Wy., Garner, 27529
 www.bellarosehealth.com</p> <p>Capital Nursing and Rehabilitation Center..... 919-231-6045
 3000 Holston Ln., Raleigh, 27610
 www.libertyhealthcareandrehab.com</p> <p>Cary Health and Rehabilitation Center..... 919-851-8000
 6590 Tryon Rd., Cary, 27518
 www.consulatehealthcare.com</p> <p>Glenaire..... 919-460-8095
 4000 Glenaire Cir., Cary, 27511
 Continuing Care Retirement Community that allows direct admission to skilled nursing level of care. See full description on page 33.</p> | <p>Hillcrest Raleigh at Crabtree Valley 919-781-4900
 3830 Blue Ridge Rd., Raleigh, 27612
 www.hillcrestnc.com/raleigh-nc</p> <p>Hillside Nursing Center of Wake Forest..... 919-556-4082
 968 E. Wait Ave., Wake Forest, 27587
 www.hillsidenursingcenter.com</p> <p>The Laurels of Forest Glenn..... 919-772-8888
 1101 Hartwell St., Garner, 27529
 www.laurelsofforestglenn.com</p> <p>Litchford Falls Healthcare & Rehabilitation Center 919-878-7772
 8200 Litchford Rd., Raleigh, 27615</p> <p>The Oaks at Whitaker Glen - Mayview 919-828-2348
 513 E. Whitaker Mill Rd., Raleigh, 27608
 www.pruitthealth.com</p> <p>PruittHealth - Raleigh 919-755-0226
 2420 Lake Wheeler Rd., Raleigh, 27603
 www.pruitthealth.com</p> <p>Raleigh Rehabilitation Center..... 919-828-6251
 616 Wade Ave., Raleigh, 27605
 www.raleighrehabhc.com</p> |
|--|--|

Sunnybrook Rehabilitation Center 919-231-6150
 25 Sunnybrook Rd., Raleigh, 27610
www.sunnybrookrehab.com

Tower Nursing and Rehabilitation Center 919-231-8113
 3609 Bond St., Raleigh, 27604

UNC Rex Rehabilitation and Nursing Care Center of Apex 919-363-6011
 911 S. Hughes St., Apex, 27502
www.rexhealth.com

UNC Rex Rehabilitation and Nursing Care Center of Raleigh 919-784-6600
 4210 Lake Boone Trl., Raleigh, 27607
www.rexhealth.com

Universal Health Care, Fuquay-Varina 919-577-0421
 410 S. Judd Pkwy. SE, Fuquay-Varina, 27526

Universal Health Care, North Raleigh 919-872-7033
 5201 Clarks Fork Dr. NW, Raleigh, 27616

Wellington Rehabilitation and Healthcare 919-266-7744
 1000 Tandall Pl., Knightdale, 27545
www.consulatehealthcare.com

Zebulon Rehabilitation Center 919-269-9621
 509 W. Gannon Ave., Zebulon, 27597
www.zebulonrehab.com

\$ Cost Comparison Resource \$

Genworth's Cost of Care Survey, www.genworth.com/aging-and-you/finances/cost-of-care.html, compares current and projected costs, by region, of assisted living and nursing home facility costs, companion (homemaker) services, skilled care (home health) services, and adult day program (adult day health) costs.

Assisted Living Facilities (Adult Care Homes and Family Care Homes)

Adult care homes provide care for seven or more residents, and **family care homes** provide care for between two and six residents. Both provide an assisted living level of care.

***** Ratings Resource *****

North Carolina Star Rating Program
 NC Division of Health Service Regulation
<https://info.ncdhs.gov/dhsr/acls/star/search.asp>
 Ratings system for assisted living facilities licensed in NC, based on inspections. Each facility is rated 1-4 stars, with 3 being a basic score. Deductions are given for violations. 4 stars can only be earned after two consecutive high ratings. Searchable by location or facility name.

Adult Care Homes (seven or more residents)

SA = Special Assistance accepted

The Addison of Fuquay-Varina SA 919-577-8102
 6516 Johnson Pond Rd., Fuquay-Varina, 27526
www.seniorlifestyle.com
 Dementia care available. Formerly Carillon.

The Addison of Knightdale SA 919-266-6676
 2408 Hodge Rd., Knightdale, 27545
www.seniorlifestyle.com
 Dementia care available. Formerly Carillon.

Brighton Gardens 919-571-1123
 3101 Duraleigh Rd., Raleigh, 27612
www.sunriseseniorliving.com
 Dementia care available.

Brookdale Senior Living - www.brookdale.com Cary 919-852-1355
 7870 Chapel Hill Rd., Cary, 27513
 Dementia care **only**.

MacArthur Park 919-460-5959
 111 MacArthur Dr., Cary, 27513
 Dementia care available.

Wake Forest 919-562-8400
 611 S. Brooks St., Wake Forest, 27587
 Dementia care available.

Cadence Living - www.cadencenorthcarolina.com Garner 919-773-1550
 200 Minglewood Dr., Garner, 27529

North Raleigh 919-876-6316
 5219 Old Wake Forest Rd., Raleigh, 27609
 Dementia care available.

Wake Forest 919-569-2101
 3218 Heritage Trade Dr., Wake Forest, 27587
 Dementia care available.

i For More Information i

See the **Long Term Care Facilities** Resource List at www.resourcesforseniors.org/resourcealist.php or call Resources for Seniors to request a copy.

Coventry House of Zebulon 919-375-4504
 1205 W. Gannon Ave., Zebulon, 27597
www.zebulonseniorliving.com

The Covington SA 919-269-7762
 4510 Duraleigh RD., Raleigh, 27612
www.thecovingtonseniors.com
 60-bed dementia special care unit

Falls River Court Memory Care 919-844-2499 or 919-999-8057
 1130 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com
 Dementia care only.

Falls River Village Assisted Living 919-844-9747 or 919-999-8057
 1110 Falls River Ave., Raleigh, 27614
www.seniorlifestyle.com

HeartFields at Cary 919-852-5757
 1050 Crescent Green Dr., Cary, 27518
www.fivestarseniorliving.com
 Dementia care available.

Lawndale Manor 919-662-0099
 601 Lakeside Dr., Garner, 27529
www.lawndalemanorassistedliving.com

Magnolia Glen 919-841-4747
 5301 Creedmoor Rd., Raleigh, 27612
 Rental retirement community with some assisted living units. See full description on page 32.

Morningside of Raleigh 919-828-5557
 801 Dixie Trl., Raleigh, 27607
www.fivestarseniorliving.com
 Dementia care available.

Oliver House SA 919-366-9737
 4230 Wendell Blvd., Wendell, 27591
www.wendellseniors.com
 Dementia care available.

Phoenix Assisted Care SA 919-460-8644
 201 W. High St., Cary, 27513
www.victorianseniorcare.com
 Dementia care available.

Spring Arbor Senior Living
www.springarborliving.com

Apex 919-303-9990
 901 Spring Arbor Ct., Apex, 27502
 Dementia care available.

Cary 919-388-9635
 1705 Kildaire Farm Rd., Cary, 27511
 Dementia care available.

Raleigh 919-250-0255
 1810 N. New Hope Rd., Raleigh, 27604
 Dementia care available.

Sunrise at North Hills 919-981-6100
www.sunriseseniorliving.com
 615 Spring Forest Rd., Raleigh, 27609
 Dementia care available.

Wake Assisted Living SA Memory Care 919-231-7575
 2800 Kidd Rd., Raleigh, 27610
www.wakememorycare.com
 Dementia care only.

Waltonwood Cary Parkway 919-234-5162
 750 SE Cary Pkwy., Cary, 27511
 Rental retirement community with some assisted living units. See full description on page 32.

Waltonwood Lake Boone 919-569-5444
 3550 Horton St., Raleigh, 27607
 Rental retirement community with some assisted living units. See full description on page 32.

Woodland Terrace 919-234-5223
 300 Kildaire Woods Dr., Cary, 27511
 Rental retirement community with some assisted living units. See full description on page 32.

Family Care Homes (2-6 residents)

SA = Special Assistance accepted

Ann's Family Care #4 SA 919-803-6580
 208 Blanchard St., Raleigh, 27603

Ann's New Day SA 919-790-7663
 400 Parnell Dr., Raleigh, 27610

Ann's Sunrise II SA 919-720-4011
 404 Parnell Dr., Raleigh, 27610

Avendelle Assisted Living 919-606-5945
www.avendelle.com

Carlton Pointe 919-435-1250
 451 Bendemeer Ln., Rolesville, 27571

Fuquay 919-285-2974
 709 Minerva Dale Dr., Fuquay-Varina, 27526

Heritage 919-435-6145
 5112 Granitic Dr., Rolesville, 27571

Lazy River 919-917-7992
 2268 Lazy River Dr., Raleigh, 27610

Maynard 919-650-1676
 1104 SE Maynard Ave., Cary, 27511

Rolesville 919-263-8119
 129 Nortwick Rd., Rolesville, 27571

Shepherds Vineyard 919-446-6222
 1100 Wellstone Cir., Apex, 27502

Southern Oaks 919-762-7219
 605 Lawson Cypress Ln., Fuquay-Varina, 27526

Tryon 984-242-0180
 6645 Tryon Rd., Cary, 27518

Waterford Landing 919-255-6890
 1008 Flower Round Ct., Raleigh, 27610

Wyckford 919-231-7008
 4520 Dillford Dr., Raleigh, 27604

- Bright Horizon Senior Care**..... 919-852-3918
www.brighthorizoncare.com
Bright Horizon Senior Care
 1405 Falls Church Rd., Raleigh, 27609
Bright Horizon at Lake Boone
 3324 Lake Boone Trl., Raleigh, 27607
- Brightside Homes 2 SA** 919-986-8800
 105 Avery St., Garner, 27529
- Care Innovations of NC** 919-749-7677
 2409 Horton Rd., Knightdale, 27545
- Compassionate Place Home** 919-325-0722
 3401 Sheryl Dr., Raleigh, 27604
- Elsie's Place** 919-847-9495
 10916 Raven Rock Dr., Raleigh, 27614
- Gracie Sturdivant Care Homes**..... 919-771-6471
Knightdale - 1004 Edenburghs Keep Dr., 27545
North Raleigh - 2445 Deanwood Dr., 27615
- Kelley's Family Care Home** 919-896-4195
 1919 High Holly Ln., Raleigh, 27614

- www.kelleysfamilycare.com
- Lynn's Care Homes** 919-621-9670
www.lynnscarevillage.com
Riverside - 5614 Apalachicola Dr., Raleigh, 27616
 Women with dementia **only**.
Sandy Forks - 6809 Sandy Forks Rd., Raleigh, 27615
 Women with dementia **only**.
- Mims Family Care Home SA** 919-552-6455
 6337 Mims Rd., Holly Springs, 27540
- The Retreat at Cary** 919-468-3096
 309 Tweed Cir., Cary, 27511
www.retreatatcary.com
- Val's Place at Brookhaven** 919-606-9804
 6112 Winthrop Dr., Raleigh, 27612
www.valsfamilycare.com
 Specializes in dementia care.
- Wrenette's Place** 919-779-4456
 7029 San Juan Hill Ct., Raleigh, 27610

Licensing, Monitoring, and Complaints

- Adult and Community Services**..... 919-250-3835
 Senior & Adult Services, Wake Co. Human Services
 220 Swinburne St., Raleigh, 27610
www.wakegov.com/humanservices/social
 Monitors assisted living facilities (adult care homes and family care homes) in Wake County, investigates complaints, and assists individuals and families with placement decisions.

- NC Division of Health Service Regulation**
www.ncdhhs.gov/dhsr
 Licenses and monitors assisted living facilities and skilled nursing facilities in North Carolina. Call the Complaint Intake Unit to make a complaint or to ask about recent complaints about a particular facility.
- Complaint Intake Unit** 919-855-4500
 Toll-free 800-624-3004
- Adult Care Licensure** 919-855-3765
Nursing Home Licensure 919-855-4520

Advocacy for Residents of Long-Term Care

- Friends of Residents in Long-Term Care** 919-782-1530
www.forltc.org
 Provides information to those looking for long-term care options, and advocacy and assistance to long-term care residents to resolve complaints.

- Regional Long-Term Care Ombudsman Program** 919-558-2711
 Toll-free 800-310-9777
 Triangle J Area Agency on Aging
www.tjcog.org/aging/long-term-care
 Advocates on behalf of long-term care residents to uphold residents' rights and address quality of care and quality of life issues; investigates grievances.

MEALS AND NUTRITION

(See **Basic Needs** for food pantry resources)

Chefs for Seniors..... 984-960-9563

www.chefsforseiors.com/raleigh

In-home personal chef and meal preparation service.

Food Assistance Program 919-212-7000

Wake County Human Services

www.wakegov.com/humanservices/social/food

Also called **Food Stamps** or **SNAP**. Assists low-income households with food expenses via funds deposited monthly (EBT). Call or go online for more information and application instructions.

Lauren McIlwaine 919-781-4500

Lutz, Alexander & Associates Nutrition Therapy

1042 Washington St., Raleigh, 27605

www.lutzandalexander.com

Registered dietitian. Specializes in medical nutrition therapy for older adults.

Meals on Wheels

(Home-Delivered Meals) 919-833-1749

www.wakemow.org

Home-delivered meals for home-bound seniors ages 60+ and adults with disabilities.

Meals on Wheels Congregate Nutrition Sites

(Group Meals)..... 919-833-1749

www.wakemow.org/congregate-dining-rooms

Noontime group lunches served Monday-Friday at the following sites. Donation requested. **Call ahead.**

Eastern Wake Senior Center 919-365-4684

323 Lake Dr., Wendell, 27591

Five Points Center 919-996-4739

2000 Noble Rd., Raleigh, 27608

Garner Senior Center 919-772-5057

205 E. Garner Rd., Garner, 27529

Luther Green Community Center .. 919-467-7186

922 N. Church St., Morrisville, 27560

Northern Wake Senior Center 919-554-0725

235 E. Holding Ave., Wake Forest, 27587

Pine Acres Community Center 919-552-5825

402 McLean St., Fuquay-Varina, 27526

Redeeming Love Missionary Baptist Church

(formerly The Gathering Place) 919-665-8885

3425 Rock Quarry Rd., Raleigh, 27610

St. Saviour's Outreach Center

(Tucker St.) 919-832-2592

616 Tucker St., Raleigh, 27603

Shepherd's Table Soup Kitchen 919-831-2010

Church of the Good Shepherd,

121 Hillsborough St., Raleigh, 27603

Meals available Monday-Friday, 11 a.m. to noon.

MEDICAL SUPPLIES AND EQUIPMENT

There are many types of assistive products, equipment, and supplies that can help make daily living easier for seniors and adults with disabilities, such as mobility equipment (e.g. wheelchairs, walkers, canes, crutches, and scooters) and home safety equipment (e.g. hospital beds, commode chairs, and patient lifts). The term **Durable Medical Equipment (DME)** refers to items that can withstand repeated use, are used for a medical reason, are used in the home, and generally have an expected lifetime of at least 3 years.

Medicare Part B (Medical Insurance) covers some DME if it is prescribed by a doctor. The item(s) must be medically necessary and purchased from a Medicare-enrolled supplier.

Before buying or renting any medical equipment you should ask if the supplier "accepts assignment" from Medicare. If they do, they have agreed to Medicare's reimbursement rates and there is a limit on what you can be charged. Medicare will typically pay 80% of the cost of approved items; you will pay 20%. For example, if Medicare has approved a cost of \$100 for an item, the supplier cannot charge more than that. Medicare would pay \$80 and you would pay \$20. The supplier is responsible for billing Medicare for the remainder.

Some medical equipment suppliers do not accept assignment. This means they can charge more than Medicare's approved amount, and you may have to pay the difference. For example, if Medicare approves an item at \$100, but the supplier charges \$150, you would pay \$20 (20% of Medicare's approved amount) plus \$50; the item would cost you \$70 instead of \$20. Suppliers that do not accept assignment can also ask you to pay in full and then wait for reimbursement from Medicare.

In addition to most of the listings below, many chain drugstores, discount stores, and some grocery stores are also Medicare-enrolled DME suppliers, including CVS, Harris Teeter, Kmart, Target, Walmart, and Walgreens. To find a supplier of a specific item, use the Medicare DME Supplier Directory resource listed below or call Medicare at 800-633-4227.

The Medicare **Durable Medical Equipment, Prosthetics, Orthotics & Supplies (DMEPOS) Competitive Bidding Program** resumed January 1, 2021 but only for two product categories: off-the-shelf back braces and off-the-shelf knee braces. If you need these products, get them from a contracted supplier in order to have them covered by Medicare. Contracted suppliers for 2021-2023 that are in the listings below are indicated with a star (*)—but those are not the only contracted DMEPOS Program suppliers for the Raleigh metro area (which includes all of Wake County); for additional options call Medicare at 800-633-4227.

For suppliers of items like stair lifts, ramps, and elevators, see **Home Adaptation and Accessibility** on **page 40**.

M = Medicare-enrolled supplier ***** = DMEPOS Program contracted supplier

Active Healthcare **M** 919-870-8600
 9104 Falls of Neuse Rd., Ste. 100, Raleigh, 27615
www.activehealthcare.com
 Specializes in asthma supplies.

Raleigh 919-981-5881
 3209 Gresham Lake Rd., Raleigh, 27615

LynnRay Medical Supply 919-266-3727
 3009 Village Park Dr., Ste. B, Knightdale, 27545
www.lrmsupply.net
 Sells and rents mobility equipment including walkers, wheelchairs, scooters, and lift chairs.

American Medical Equipment and Supplies **M** 919-741-4464
 4909 Alpinis Dr., Raleigh, 27616
 Wide variety of equipment and supplies, including diabetic shoes.

Medicare DME Supplier Directory
www.medicare.gov/supplierdirectory
 Database of DME suppliers, searchable by zip code and specific products. Results indicate which suppliers accept assignment from Medicare. If you have additional questions about DME coverage call Medicare at 800-633-4227.

American Mobility **M** 919-876-3600
 2851 Van Huron Dr., Ste. 103, Raleigh, 27615
www.american-mobility.com
 Specializes in power wheelchairs and seating accessories. Also carries scooters and manual wheelchairs, and has a service and repair center. See **page 40** for their home adaptation products.

Step Ahead Mobility 919-999-8977
 5910 Duraleigh Rd., Ste. 107, Raleigh, 27612
www.stepaheadmobility.com
 Sells, rents, and provides in-home repair and maintenance of mobility equipment including wheelchairs, power chairs, lift chairs, and hospital beds.

Best American Medical Supplies **M** 919-896-7222
 1100 Navaho Dr., Ste. 121, Raleigh, 27609
www.bestamericanmedicalsupplies.com
 Wide variety of equipment and supplies.

NC Assistive Technology Program 919-859-8360
 Device demonstrations, short-term device loans, and information on assistive technologies and suppliers. **NC Assistive Technology Exchange Post** facilitates exchange of devices and durable medical equipment between prospective buyers and those with used items to sell or donate.

Compassion Medical Supplies **M** 919-872-5494
 4023 Wake Forest Rd., Raleigh, 27609
 Wide variety of equipment and supplies, including diabetic shoes.

Dressen Medical Supply **M *** 919-577-6458
 156 Thomas Mill Rd., Holly Springs, 27540
www.dressenmedical.com
 Specializes in custom accessibility and mobility equipment and supplies for personal care at home.

NC Mobility & Medical **M** 984-200-4002
 5720 Capital Blvd. Ste. G, Raleigh, 27616
www.ncmobilitymedical.com
 Wide variety of equipment and supplies, including mobility aids, power and manual wheelchairs, lift chairs, bath safety items, and diabetic footwear.

Family Medical Supply **M ***
www.familymedsupply.com
 Wide variety of equipment and supplies, including mobility equipment, home safety equipment, and respiratory supplies.
Cary 919-233-0202
 311-A Ashville Ave., Cary, 27513

NuMotion **M** 919-303-0902
 1001 American Wy., Apex, 27502
www.numotion.com
 Specializes in power mobility devices.

Stalls Medical **M** 919-233-0732
 7980 Chapel Hill Rd., Ste 101, Cary, 27513
www.stallsmedical.com
 Sells and rents mobility equipment including wheelchairs, scooters and walkers.

Orthopedic Service Company **M** 919-878-7183
 2521 Noblin Rd., Raleigh, 27604
www.liftforyou.com
 Mobility equipment and home health supplies.

With Love from Jesus Ministries 919-233-8010
 421 Chapanoke Rd., Raleigh, 27603
www.withlovefromjesus.org
 Donated medical equipment, at no cost, when available.

Personal Emergency Response Systems

Personal Emergency Response Systems (PERS), also known as **medical alert systems**, can be valuable for seniors and adults with disabilities who are at risk of falling or having a medical emergency. Each system is different, but most consist of a button that can be worn as a pendant around the neck or on a wristband. Pressing the button sends a signal to a monitoring center; the monitor contacts designated responders (which can include family members, neighbors, 911, etc.) as needed, and typically maintains contact with the subscriber until help arrives. Some systems are unmonitored.

Landline service is traditional, but many companies now offer cellular service (for those without a landline), or even mobile capabilities (allowing use outside of the home). Some systems offer add-on features, such as automatic fall detection or medication reminder calls. Costs can vary widely.

These services are typically not covered by Medicare or other insurance. Compare costs and services prior to purchasing a device or signing a contract. Consumer Reports (www.consumerreports.org) offers reviews of many national options.

Connect America 800-815-5809
www.connectamerica.com
 Multiple monitored systems, including landline, cellular, and mobile options. Also offers a pendant with fall detection.

LogicMark 800-519-2419
www.logicmark.com
 Monitored and unmonitored options. Unmonitored devices, including **Guardian Alert 911** (calls 911 only) and **Freedom Alert** (calls 911 and up to 4 other pre-programmed numbers) are available at some local pharmacies, or can be purchased from LogicMark.

HELP Services Personal Response System 866-672-4852
www.helpforyou.com
 Monitored system for emergency and non-emergency use, with landline, cellular, and mobile options. Also offers a medication dispenser.

MobileHelp 800-809-9664 or 800-992-0616
www.mobilehelp.com
 Multiple monitored systems, including landline, cellular, and mobile options. Also offers medication reminders and fall detection.

LifeStation 800-998-2400 or 866-393-1408
www.lifestation.com
 Multiple monitored systems, including landline and mobile options with fall detection.

Philips Lifeline 855-681-5351
www.lifeline.philips.com
 Multiple monitored systems, including landline, cellular, and mobile options, some with fall detection.

MEDICARE, MEDICAID, AND HEALTH INSURANCE

Medicare is the federal medical insurance program for US citizens ages 65 and older who are eligible for Social Security benefits, and for some younger adults with disabilities. It is administered by the US Centers for Medicare & Medicaid Services (CMS). The Social Security Administration (SSA) handles Medicare enrollment and provides information. The **Seniors' Health Insurance Information Program (SHIIP)** is part of the NC Department of Insurance and is a resource for information and counseling about Medicare plans, and

more, in North Carolina. If you have questions about Medicare options, see the SHIIP listing on **page 59** for contact information.

Any provider accepting Medicare patients must be Medicare-approved to provide the service. They must also file the Medicare claims for the patient. This includes physicians, hospitals, durable medical equipment suppliers, home health agencies, and other Medicare-approved providers.

Traditional Medicare has three parts for most people: Part A, Part B, and Part D.

- **Medicare Part A (Hospital Insurance)** is free to most recipients and covers inpatient hospital services, limited skilled nursing services, limited home health care, and hospice services. There is a deductible and coinsurance for the hospital and skilled nursing benefits.
- **Medicare Part B (Medical Insurance)** covers physicians' services, outpatient hospital services, medical tests, durable medical equipment, and some other services not covered under Part A. Part B is optional and requires a monthly premium (usually deducted from a recipient's Social Security check), a yearly deductible, and copayments. Traditionally, eyeglasses, hearing aids, and dental care are not covered.
- **Medicare Part D (Prescription Drug Insurance)** covers outpatient prescription medications. Part D is optional and requires a monthly premium. Recipients select from among a large number of plans offered by private insurers. Assistance with premiums is available for low-income recipients. See **page 60**.

Medicare Supplemental Insurance, or **Medigap**, is insurance to supplement traditional Medicare coverage. Medigap plans are sold by many insurance companies and are regulated by state and federal laws. There are ten standard Medigap plans, which makes it easier for consumers to compare different companies' products and costs. For more information on Medicare Supplemental Insurance options contact SHIIP.

Medicare Advantage Plans, sometimes referred to as "Medicare Part C," are private plans designed as an alternative to traditional Medicare coverage. Advantage Plans are required to offer the same coverage as standard Medicare, but may do so with a different approach to copayments and coinsurance. In some plans participants simply continue to pay their normal Medicare Part B premium each month, while in other cases there is an additional premium. Participants must be covered by Medicare Part A and B in order to sign up for a Medicare Advantage plan. Some Medicare Advantage Plans may offer additional benefits not covered by traditional Medicare, such as vision, dental, and hearing coverage, but this varies by plan. Most Advantage plans have a limited network of providers, though some plans also offer out-of-network coverage at a higher copayment. Be sure to check that your preferred doctors are in-network and will accept the reimbursements offered by a plan you're considering before signing up. Medicare Advantage plans may not be used in combination with a supplemental policy or a separate Medicare Part D plan. Most Medicare Advantage plans include drug coverage, but a few do not. For more information on Medicare Advantage Plans see www.medicare.gov or contact SHIIP.

Medicare Savings programs (also called **MOB** or **Medicare-Aid**) can help pay Medicare premiums, and in some cases copayments and deductibles, for applicants that qualify based on income. See the Adult Medicaid listing on **page 59** for how to apply. Generally, if you have income at or below \$1,449 per month and assets at or below \$7,970, for a 1-person household*, or income at or below \$1,960 per month and assets at or below \$11,960 for a 2-person household,* you would likely qualify (there are lower limits for assistance with copayments).

Medicaid is a state/federal program for people with low income that pays for a range of health care needs including hospital costs, physician care, and some in-home care, dental care, and intermediate/skilled nursing care. For Medicare recipients, Medicaid acts as a supplemental policy, covering the premiums, copays, coinsurance, and deductibles that would otherwise be the patient's responsibility. Recipients must meet very strict income and asset guidelines. People who have Medicaid do not need to purchase additional Medigap insurance or sign up for a Medicare Advantage plan, but they do need to select a

Medicare Part D drug plan (or one will be selected for them). See the Adult Medicaid listing on **page 59** for how to apply. Generally, to be eligible for full community living NC Medicaid you must have income at or below \$1,074 per month and assets at or below \$2,000, for a 1-person household*, or income at or below \$1,452 per month and assets at or below \$3,000 for a 2-person household* (keep in mind that there are different types of Medicaid that have differing eligibility requirements; for more information contact the Adult Medicaid office at Wake County Human Services). *Limits may have changed

MEDICARE

Medicare..... 800-633-4227
 TTY 877-486-2048

www.medicare.gov

Information on what Medicare does and does not cover. Go online to create your **MyMedicare.gov** account. Call or go online with questions about billing and claims. Use the **Care Compare** tool to find information about and ratings of Medicare-certified providers, including doctors, hospitals, nursing homes, home health services, hospice care, and dialysis facilities.

Medicare Beneficiary Helpline (KEPRO)..... 888-317-0751

www.keproqio.com

KEPRO is the Medicare Quality Improvement Organization for our region. Call here to appeal a health care provider's decision to discharge a Medicare beneficiary from a hospital or discontinue other services.

Medicare Rights Center 800-333-4114

www.medicareights.org

Non-governmental advocacy and educational organization providing free assistance to Medicare beneficiaries. Call the Helpline to speak with a counselor about rights and protections, payment denials or appeals, complaints about care or treatment, and Medicare bills. Website provides summaries of Part D and other Medicare programs, and tools to assist consumers in choosing plans.

Questions about Medicare? **SHIIP can help.**

We have trained experts who can answer questions about:

- Medicare (Parts A and B)
- Medicare Supplements
- Medicare Advantage (Part C)
- Medicare Prescription Drug Plans
- Medicare Fraud and Abuse
- Long Term Care Insurance

Call 855-408-1212 to talk to a specialist or schedule a one-on-one counseling session.



NC DEPARTMENT OF
INSURANCE
 SENIORS' HEALTH INSURANCE
 INFORMATION PROGRAM

Are you **reading** your Medicare Summary Notice?

If **not...** you may
 have **lost** a chunk of
change last year.

Don't be a victim.

Help stop Medicare fraud.
 Contact Senior Medicare Patrol.

1-855-408-1212
www.ncshiip.com



Protect. Detect. Report.



A division of the **Seniors' Health Insurance Information Program**,
 North Carolina Department of Insurance
 Mike Causey, Insurance Commissioner

Funded in part by the Administration on Aging, Grant No. 90MP0171

Senior Medicare Patrol (SMP) 855-408-1212
NC Dept. of Insurance
www.ncshiip.com
 Educates Medicare beneficiaries and caregivers about benefits and statements in order to understand, identify, resolve and/or report possible billing errors and fraud.

Seniors' Health Insurance Information Program (SHIIP)

SHIIP (statewide) 855-408-1212
Wake County SHIIP Coordinator.... 919-462-3983
NC Dept. of Insurance
www.ncshiip.com
 Free counseling and answers to questions about Medicare, supplemental plans, Advantage plans, Part D, long-term care insurance, and more. Counselors are available via phone or in-person (by appointment) at the following sites:
Anne Gordon Center..... 919-996-4720
 1901 Spring Forest Rd., Raleigh, 27615
Cary Senior Center 919-469-4081
 120 Maury O'Dell Pl., Cary, NC 27513

Eastern Wake Senior Center 919-365-4248
 323 Lake Dr., Wendell, 27591

Five Points Center 919-996-4730
 2000 Noble Rd., Raleigh, 27608

Garner Senior Center 919-661-6894
 205 E. Garner Rd., Garner, 27529

Northern Wake Senior Center 919-554-4111
 235 E. Holding Ave., Wake Forest, 27587

SHIIP Main Office, Raleigh..... 855-408-1212
 325 N. Salisbury St., Raleigh, 27603

Social Security Administration 800-772-1213
 TTY 800-325-0778
www.ssa.gov

Get information about and manage retirement benefits. Eligible seniors can apply for benefits online.

Raleigh office 877-803-6311
 4701 Old Wake Forest Rd., Raleigh, 27609
 Appointments are strongly encouraged. Request one by calling the local office or the national number.

MEDICAID

Adult Medicaid 919-212-7000
Wake County Human Services
 220 Swinburne St., Raleigh, 27610
www.wakegov.com/humanservices/social
 County office for Medicaid information and applications. **Start here to apply for Medicaid and Medicare Savings programs -- call to apply or request an application via mail, or you can also apply for benefits online (highly encouraged) at <https://epass.nc.gov>. See page 7 for all office locations (Wake County Human Services Regional Center Locations).**

Liberty Healthcare Corporation..... 919-322-5944
 Toll-free 855-740-1400
www.nc-pcs.com
 Independent review organization providing assessments for Medicaid beneficiaries seeking in-home care services through Medicaid Personal Care Services (**Medicaid PCS**). Client's physician must submit a referral form to request an assessment.

Other Insurance Resources

Affordable Care Act Health Insurance Marketplace 800-318-2596
www.healthcare.gov
 Affordable Care Act ("Obamacare") health insurance plans and information, for people who do not have coverage elsewhere and need to purchase individual insurance. **Medicaid and Medicare beneficiaries should not use this site.**
 *To find a **Navigator** (trained to help consumers look for health coverage options through the Marketplace), go to www.ncnavigator.net or call 855-733-3711.

NC Dept. of Insurance 855-408-1212
 325 N. Salisbury St., Raleigh, 27603
www.ncdoi.gov
 Information about insurance options; assistance with questions and problems related to health insurance claims, benefits, and more.

PRESCRIPTION DRUGS

Medicare Part D

Medicare Part D is a prescription drug benefit that is a voluntary add-on to Medicare. Participants select from among a large number of different plans offered by private insurers. Plans vary widely in their premiums, copays and coinsurance; they also have different formularies (lists of approved drugs). Some plans have yearly deductibles (up to \$445*), and most feature a **coverage gap** or “**donut hole.**” The coverage gap begins after an individual and their drug plan have spent \$4,130* on covered drugs. Once in the coverage gap, further benefits are stopped or limited until the person has incurred \$6,550* in out-of-pocket drug costs. Once this point is reached they are out of the coverage gap and catastrophic coverage is available under all plans, reducing their portion to a small coinsurance amount or copayment for covered drugs for the rest of the year. During the coverage gap, an individual will pay up to 25% of their plan’s cost for covered brand-name drugs and generic drugs. Some plans may offer higher savings in the coverage gap.

People who have relatively low income and assets may be eligible for **Extra Help**, also called the **Low Income Subsidy (LIS)**, which pays for some or all of the prescription costs, premiums, deductibles, and coinsurance of Medicare prescription drug coverage, and eliminates the coverage gap. To qualify for Extra Help, individuals must have income at or below \$1,630 per month and assets at or below \$14,790*; married couples must have income at or below \$2,198 per month and assets at or below \$29,520. *The value of a home, one car, personal property, and a small burial account are excluded. People with SSI, Medicaid, or Medicare Savings are automatically enrolled in Extra Help. For others, the application is very easy and can be done online. Go to: www.ssa.gov/benefits/medicare/prescriptionhelp.

Information for comparing Medicare Part D plans is available at www.medicare.gov, and the Seniors’ Health Insurance Information Program (SHIIP) provides free, objective, one-on-one assistance (they do not recommend or promote any specific plan or company, but use the tools provided by Medicare to assist consumers in finding the best plan to meet their individual needs).

*Limits may have changed.

Extra Help Application 800-772-1213
Social Security Administration
www.ssa.gov/benefits/medicare/prescriptionhelp

Seniors’ Health Insurance Information Program (SHIIP)..... 855-408-1212
www.ncshiip.com
 See full description on *page 59*.

Medicare..... 800-633-4227
www.medicare.gov
 See full description on *page 56*.

Medication Therapy Management

Medication Therapy Management involves consultation with a pharmacist to review an individual’s medications. This can be a chance to learn about possible harmful interactions, side effects, and duplications, and to identify other medications that may be less costly or more effective, as well as to ensure that the individual understands the purposes of their medications and how to take them correctly. The pharmacist then confers with the individual’s doctor regarding any proposed changes. This service is offered by Resources for Seniors Pharmacy Department as well as by some pharmacies and specialty providers.

Medication Education for Drug Safety (MEDS) and HomeMeds Programs, Resources for Seniors..... 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609

www.resourcesforseniors.org/meds

Can provide home visits for clients unable to come to the office. Free.

Prescription Drug Delivery

The following pharmacies offer delivery of prescription medications (and possibly other items) at no additional cost to the consumer. Call to check on delivery area. Other local pharmacies also offer delivery (some for a fee); this is not a complete list.

Falls River Pharmacy 919-844-2055
 10930 Raven Ridge Rd., Raleigh, 27614
www.fallsriverpharmacy.com

Holly Park Pharmacy 919-865-9993
 3058 Wake Forest Rd., Ste. 112, Raleigh, 27609
www.hollyparkpharmacy.com

Hayes Barton Pharmacy 919-832-4641
 2000 Fairview Rd., Raleigh, 27608
www.hayesbartonpharmacy.com

Village Pharmacy of Wake Forest .. 919-556-2757
 900 S. Franklin St., Ste. 102, Wake Forest, 27587
www.villagepharmacywf.com

Health Park Pharmacy 919-847-7645
 8300 Health Park, Ste. 227, Raleigh, 27615
www.healthparkpharmacy.com

Wendell Drug..... 919-365-8800
 3430 Wendell Blvd., Wendell, 27591
www.cornerdrugstores.com/wendell

HealthSmart Pharmacy - www.healthsmartnc.com
Garner 919-772-6902
 127 Mast Dr., Garner, 27529
Wake Forest..... 919-569-0500
 2001 S. Main St., Wake Forest, 27587

Zebulon Drug..... 919-269-7481
 303 N. Arendell Ave., Zebulon, 27597
www.cornerdrugstores.com/zebulon

Other Prescription Drug Assistance

Prescription Assistance, Urban Ministries..... 919-836-1642
 1390 Capital Blvd., Raleigh 27603
www.urbanmin.org/prescription-assistance
 Financial assistance with prescriptions (once every 4 months) for those without insurance.

NC MedAssist 866-331-1348
www.medassist.org
 Free medications for uninsured NC residents with income at or below 200% of Federal Poverty Level. People of all ages may apply.

Medication Assistance Program, Resources for Seniors..... 919-872-7933
 1110 Navaho Dr., 4th Floor, Raleigh, 27609
 Help with paperwork to access free or low-cost medications through patient assistance programs. Can also provide advice about how to use Medicare Part D most effectively.

NeedyMeds 800-503-6897
www.needyeds.org
 Information on programs that help with medication and healthcare costs, including patient assistance programs, government programs, and assistance programs for specific diagnoses.

Medication Assistance Tool - www.mat.org
 Database of prescription assistance programs.

Rx Outreach 888-796-1234
www.rxoutreach.org
 Mail-order source for reduced-cost generic drugs. Eligibility is based on income, not on age. Includes some medicines not included in Medicare Part D, such as anti-anxiety drugs.

SENIOR CENTERS

Senior Centers (also called Centers for Active Adults or Engagement Centers for Aging Adults) offer independent older adults (typically ages 55+) the opportunity to be together and take part in programs and activities related to health, fitness, recreation, and education inclusive of all domains of wellness. Calendars of activities and events are available from the centers. Senior Centers are not care facilities. Those who need care and supervision during the day should consider Adult Day Programs (see *page 1*).

Some communities lack a dedicated Senior Center, but have senior programs offered by their departments of parks and recreation (see *page 48* for those listings).

senior clubs and organizations

Congregate meals sponsored by Meals on Wheels are available at noon at most Senior Centers in Wake County (see **page 54** for additional congregate meal sites). Participants must call ahead. Cost is by donation.

Resources for Seniors **Service Coordinators** have office hours at some sites to provide on-site information and referral services with information about programs for older adults and adults with disabilities.

Apex Senior Center.....**919-249-3354**
 63 Hunter Str., Apex, 27502
www.apexnc.org/senior
 Ages 55+, Operated by Apex parks & Cultural Recreation

Morrisville Senior Center.....**919-463-7140**
 4117 Davis Dr., Morrisville, NC, 27560
SeniorCenter@townofmorrisville.org
 Ages 55+. Operated by Morrisville parks, Recreation & Cultural Resources.

Cary Senior Center **919-469-4081**
 RFS Service Coordinator 919-462-3983
 120 Maury O'Dell Pl., Cary, 27513
www.townofcary.org
 Ages 55+. Operated by Cary Parks, Recreation & Cultural Resources.

Northern Wake Senior Center **919-554-4111**
 Meals on Wheels 919-554-0725
 235 E. Holding Ave., Wake Forest, 27587
www.resourcesforseniors.org/scenters
 Ages 55+. Operated by Resources for Seniors.

Eastern Wake Senior Center **919-365-4248**
 Meals on Wheels 919-365-4684
 323 Lake Dr., Wendell, 27591
www.resourcesforseniors.org/scenters
 Ages 55+. Operated by Resources for Seniors.

Raleigh Active Adult Centers
www.raleighnc.gov/active-adults
 Geared towards adults 50+ but classes, programs and trips are open to all adults. Operated by Raleigh Parks, Recreation & Cultural Resources.

Garner Senior Center..... **919-779-0122**
 RFS Service Coordinator 919-661-6894
 Meals on Wheels 919-772-5057
 205 E. Garner Rd., Garner, 27529
www.garnernc.gov
 Ages 55+. Operated by Garner Parks, Recreation & Cultural Resources.

Anne Gordon Center..... **919-996-4720**
 RFS Service Coordinator 919-996-4738
 Millbrook Exchange Park,
 1901 Spring Forest Rd., Raleigh, 27615

Five Points Center **919-996-4730**
 RFS Service Coordinator 919-996-4738
 Meals on Wheels 919-996-4739
 2000 Noble Rd., Raleigh, 27608

Walnut Terrace Center **919-996-6160**
 1256 McCauley St., Ste. 126, Raleigh, 27601

SENIOR CLUBS AND ORGANIZATIONS

AARP North Carolina **866-389-5650**
 5511 Capital Center Dr., Ste. 400, Raleigh, 27606
www.aarp.org/states/nc
 Membership and advocacy organization for adults ages 50+. Local chapters in Raleigh and Cary.

Salvation Army Senior Social Program **919-832-6918**
 902 Wake Forest Rd., Raleigh, 27604
www.wakearmy.org
 Faith-based ministry program. Meets Thursdays at noon .

Golden Years Clubs..... **919-996-4734**
 Active Adult Program, Raleigh Parks & Recreation
www.raleighnc.gov/active-adults
 More than 30 clubs available for ages 50+. Clubs meet at different community locations and offer a variety of activities including card games, speakers, trips, community service projects, and more.



SOCIAL SECURITY

Individuals become eligible for **Social Security (retirement benefits)** based on their employment history. Benefits are available to all workers who have met minimum employment criteria, or who qualify based on someone else's record (such as a spouse), and are calculated based on the highest 35 years of earnings in an individual's employment record. Full retirement age depends on date of birth. For people born before 1937, normal retirement age is 65. For those born between 1937 and 1959, the full retirement age transitions upward from 65 toward 67. Individuals born from 1960 on will reach full retirement age at 67. Regardless of birthdate, all individuals may elect to begin receiving Social Security benefits at the early retirement age of 62, or may delay receiving benefits up to age 70. Choosing early retirement will mean a permanent 20%–30% reduction in benefits, while delaying retirement can result in a higher monthly benefit amount for each month of delay.

The **Social Security Administration (SSA)** website, www.ssa.gov, has a variety of benefit and retirement planning calculators to assist with making decisions about when to begin receiving benefits, as well as an online benefits application.

Individuals who become disabled before retirement age may qualify for disability income benefits under the **Social Security Disability (SSDI or SSD)** program. These applications can be initiated online at www.ssa.gov.

Supplemental Security Income (SSI) is a needs-based program, in contrast to regular Social Security. It is meant to provide a minimum amount of monthly income (\$794 per month for an individual or \$1,191 per month for a married couple*). Eligibility for SSI is based on assets and income, not amount of time worked. For older adults, SSI supplements regular Social Security for those who would otherwise have an extremely low monthly Social Security benefit. SSI may also be available to those who are disabled in childhood or before they were able to establish a work record that would qualify them for regular Social Security. SSI recipients must be 65 years of age or older, or disabled or blind, in addition to having extremely low income and resources.

*Limits may have changed.

Social Security Administration - www.ssa.gov

Information and applications for Social Security retirement benefits, Social Security Disability (SSD or SSDI), Supplemental Security Income (SSI), and Medicare.

Toll-free national number.....800-772-1213
For replacement cards and benefit verification statements.

Raleigh office877-803-6311
4701 Old Wake Forest Rd., Raleigh, 27609
Appointments are strongly encouraged. Request one by calling the local office or the national number.

SUPPORT ORGANIZATIONS AND HELP LINES

ALS Association -

www.alsnc.org

National ALS Help Line..... 800-782-4747

Local Chapter 919-755-9001

4 N. Blount St., Ste. 200, Raleigh, 27601

Education and resources for families, caregivers, and patients dealing with Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig's Disease. Support groups; loaned durable medical equipment; small grant for ALS-related needs.

Alzheimer's Association - www.alz.org/nc

National Helpline (24/7) 800-272-3900

Eastern North Carolina Chapter 919-803-8285

See full description on [page 3](#).

American Cancer Society - www.cancer.org

National Helpline (24/7) 800-227-2345

Raleigh Office 919-334-5218

8300 Health Park, Ste. 10, Raleigh, 27615

Information and support for cancer patients and caregivers; cancer prevention information; cancer support groups.

American Diabetes Association

www.diabetes.org

National Information Line..... 800-342-2383

North and South Carolina Office ... 757-424-6662

Educational and support group information, for all types of diabetes.

American Heart Association

www.heart.org

National Information Line..... 800-242-8721

Triangle Office..... 919-463-8300

5001 S. Miami Blvd., Durham, 27703

Education and information on healthy living and cardiovascular disease.

American Lung Association -

www.lung.org

National Help Line 800-586-4872

North Carolina Chapter..... 919-792-1641

Educational programs and literature on lung disease and smoking cessation; Better Breathers' Club.

Arthritis Foundation - www.arthritis.org

National Helpline 844-571-4357

Resource and referral information on arthritis.

Association for

Frontotemporal Degeneration..... 866-507-7222

www.theaftd.org

Information about FTD. Also has a small respite grant.

Brain Injury Association of NC..... 919-833-9634

Toll-free Helpline 800-377-1464

www.bianc.net

See full description on *page 16*.

Dementia Alliance of NC 919-832-3732

Toll-free 800-228-8738

www.dementianc.org

See full description on *page 4*.

Duke Dementia

Family Support Program..... 919-660-7510

www.dukefamilysupport.org

See full description on *page 4*.

HD Reach..... 919-803-8128

2054 Kildaire Farm Rd., #427, Cary, 27518

www.hdreach.org

Information and support for people with Huntington's disease and their families.

Jewish Family Services 919-676-2295

8210 Creedmoor Rd., Ste. 104, Raleigh, 27613

www.raleighcaryjfs.org

Multi-service organization providing support and services within a Jewish context, including a variety of services specific to older adults.

Leukemia & Lymphoma Society

www.lls.org

National Information Specialists. 800-955-4572

North Carolina Chapter..... 919-367-4100

401 Harrison Oaks Blvd., Ste. 200, Cary, 27513

Information and support for people with leukemia, lymphoma, and myeloma, and their families.

National Cancer Institute - www.cancer.gov

Cancer Information Service 800-422-6237

Smoking Quitline 877-448-7848

Information about cancers, prevention, diagnosis, and treatments, including clinical trials.

National Institute on Aging 800-222-2225

www.nia.nih.gov

Information on aging, caregiving, diseases, nutrition, health care, and aging research. Print publications available (can request online or via phone).

National Kidney Foundation -

www.kidney.org

NKF Cares Help Line 855-653-2273

North Carolina Office 704-519-0020

Information and referral, advocacy, and patient assistance for those with kidney disease and their families.

National Multiple Sclerosis Society

www.nationalmssociety.org/Chapters/NCT

National Information Line..... 800-344-4867

Greater Carolinas Chapter..... 919-834-0678

3101 Industrial Dr., Ste. 210, Raleigh, 27609

Information, support groups, educational seminars, DME referrals. Short-term caregiver respite program.

National Osteoporosis

Foundation 800-231-4222

www.nof.org

Information, advocacy, and research about osteoporosis.

Paralysis Resource Center,

Reeve Foundation 800-539-7309

www.christopherreeve.org

Information specialists, peer mentoring, and information on local resources.

Parkinson Association

of the Carolinas..... 866-903-7275

www.parkinsonassociation.org

Newsletter; support groups; exercise programs; resource line.

Parkinson's Foundation -

www.parkinson.org

National Helpline 800-473-4636

Parkinson's Foundation Carolinas. 770-450-0792

Information on understanding and living with Parkinson's; advocacy and events.

**Resources for Seniors
Information and Referral** 919-713-1556
1110 Navaho Dr., 4th Floor, Raleigh, 27609
www.resourcesforseniors.org/infref

Information specialists are available Monday-Friday, 8 a.m. to 5 p.m., to provide information on aging-related resources in Wake County (not just those offered by Resources for Seniors). **Call us when you're not sure who to call.**

**SAGE Central North Carolina,
LGBT Center of Raleigh** 919-832-4484
119 E. Hargett St., Raleigh, 27601
www.lgbtcenterofraleigh.org

Support, advocacy, and services to address issues of aging in the LGBTQ community. Several activities each month including drop-ins, complimentary lunches, and social activities. **Formerly SAGE Raleigh.**

Triangle Aphasia Project 919-650-3854
171 High House Rd., Ste. 11, Cary, 27511
www.aphasiaproject.org

Information and services for people with aphasia and their families and caregivers.

TAX ASSISTANCE

AARP Tax-Aide Program 866-389-5650
www.aarp.org/taxaide

Free tax assistance for low-income taxpayers, especially ages 50+, provided by IRS-certified volunteers at various community locations. Call or go online for location and schedule information. January-April. Provided in partnership with the IRS.

Internal Revenue Service (IRS) - www.irs.gov

Free File - www.irs.gov/filing

Resources to file simple tax returns online for free.

National Tax Helpline 800-829-1040
Call for tax help via phone.

Taxpayer Assistance Center 919-850-1100
7751 Brier Creek Pkwy., Raleigh, 27617
In-person tax assistance from an IRS representative. Appointment required.

TELEPHONE REASSURANCE

**The Center for
Volunteer Caregiving** 919-460-0567
www.volunteercaregiving.org

TeleCare volunteers provide regular telephone contact and reassurance for isolated seniors and adults with disabilities. Free.

HopeLine Reassurance Program 919-832-3326
www.hopeline-nc.org/reassurance

Volunteers make daily wellness check-in calls to seniors and people with disabilities who are home-bound or have little daily contact with others. Call or apply online. Free.

TRANSPORTATION

Public and Volunteer Transportation

W = Wheelchair-accessible vehicles

**The Center for
Volunteer Caregiving** 919-460-0567
www.volunteercaregiving.org

Door-to-door transportation to medical appointments and essential errands, provided by volunteers. Free.

GoCary Door to Door **W**
www.gocary.org

For information/to apply 919-653-7141
To schedule/cancel 919-481-2020, ext. 3
Door-to-Door paratransit service for individuals with disabilities who are unable to use Fixed Route service, or for Cary residents age 60+. Wheelchair-accessible vehicles. Application required. Low-cost.

GoCary Fixed Route **W** 919-485-7433
www.gocary.org

Fixed-route bus service for trips in and around Cary, open to all ages. Low-cost.

GoRaleigh Access **W** 919-996-3459
www.raleighnc.gov/go-raleigh-access

Curb-to-curb paratransit service for Raleigh residents with disabilities who are unable to drive a vehicle or use regular bus service. Application required. Low-cost.

GoRaleigh Transit **W** 919-485-7433
www.goraleigh.org

Fixed-route bus service for trips in and around Raleigh, open to all ages. With GoRaleigh ID, ages 65+ ride for free and people with disabilities ride for 50% of normal fare. GoRaleigh ID application available online or by calling 919-996-3459. Low-cost.

GoTriangle ACCESS **W** 919-485-7468
www.gotriangle.org/access

Curb-to-curb paratransit service for residents of Wake, Durham and Orange counties who have disabilities that prevent them from using regular bus service, for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.). Application required. Low-cost.

GoTriangle Bus **W** 919-485-7433
www.gotriangle.org

Fixed-route bus service for trips between cities in the Triangle region (Cary, Chapel Hill, Durham, Raleigh, Research Triangle Park, etc.), open to all ages. Ages 65+ and people with disabilities are eligible for discounted fares. Low-cost.

GoWake Access **W**
www.wakegov.com/gowake

For information/to schedule 919-212-7005
To cancel a trip 919-996-4444

Door-to-door paratransit service for trips originating or ending outside Raleigh and Cary city limits. No application required. Trips must be scheduled no more than 24 hours in advance. Service is on a first-come, seat-available basis; seats are very limited. Low-cost.

Medicaid Transportation **W** 919-212-7005
www.wakegov.com/gowake

Transportation to medical appointments for Medicaid recipients. This office handles many transportation programs; be sure to specify "Medicaid Transportation." Free.

Resources for Seniors Transportation Programs 919-872-7933

1110 Navaho Dr., 4th Floor, Raleigh, 27609

www.resourcesforseniors.org/transport

Limited transportation for eligible persons ages 60+ or disabled, to medical appointments (application required), and Meals on Wheels congregate meal sites (must live within 5 miles of a site). Free.

WONDERING
WHERE TO START?


Help is Just a Phone Call Away
919-713-1556




Our experienced Information Specialists can help you understand and connect to the services and resources you need.


Informed Choices for Maximum Independence

www.ResourcesForSeniors.org



From getting groceries and rides to the doctor, to friendly visits and caregiver respite, you can trust The Center to provide compassionate support to seniors, caregivers and adults with disabilities.





www.VolunteerCaregiving.org
919-460-0567

**Road to Recovery Program,
American Cancer Society** 800-227-2345
www.cancer.org/treatment/support-programs-and-services/road-to-recovery
 Volunteer-based service for transportation to and from cancer therapy appointments. Free.

Private Transportation

The companies included here have wheelchair-accessible vehicles or specialize in non-emergency medical transportation. No attempt has been made to include all private taxi or transportation companies, of which there are many. Most fees depend on mileage; call for details.

W = Wheelchair-accessible vehicles **S** = Stretcher services

HealthFirst Transport **W S** 919-961-1550
www.healthfirsttrans.com
 Non-emergency medical transportation.

MyRide Wake Forest **W** 919-805-8027
www.myridewakeforest.com
 Non-Emergency Medical Transport, door to door transportation for ambulatory and non-ambulatory clients. Hours of operation 24/7.

**North State
Medical Transport** **W S** 919-261-8911
www.nsmt.biz
 Non-emergency medical transportation. Offers ambulance and wheelchair van services with paramedic staff

MedCenter Air **W S** 704-512-7941
 Toll-free 800-421-9195
www.atriumhealth.org
 Ambulance, helicopter, and airplane transfer of patients who are unable to travel by car. Staffed by paramedics and/or nurses, depending on need. Bedside-to-bedside service.

Urban Ministries 919-836-1642
 1390 Capital Blvd., Raleigh, 27603
www.urbanmin.org/volunteer
 Multi-service agency serving low-income Wake County residents. Multiple volunteer opportunities available.

Volunteer Raleigh 919-996-6295
www.raleighnc.gov/housing-and-neighborhoods
 Connects adults ages 18+ with volunteer opportunities within City of Raleigh departments and city-funded agencies and organizations.

Specialized Transportation

W = Wheelchair-accessible vehicles **S** = Stretcher services

Adaptive Vans **W** 919-233-0732
 7980 Chapel Hill Rd., Ste. 101, Cary, 27513
www.stallsmedical.com
 A division of **Stalls Medical**. Sells, rents, and services wheelchair-accessible vans.

MedCenter Air **W S** 704-512-7941
 Toll-free 800-421-9195
www.atriumhealth.org
 Ambulance, helicopter, and airplane transfer of patients who are unable to travel by car. Staffed by paramedics and/or nurses, depending on need. Bedside-to-bedside service.

Van Products Mobility **W** 919-238-4597
 2521 Noblin Rd., Raleigh, 27604
www.vanproducts.com/wheelchair-van-rentals
 Sells and rents wheelchair-accessible vehicles, and modifies existing vehicles to make them handicap-accessible

VETERANS SERVICES

Veterans seeking disability or other benefits from the **Veteran's Administration (VA)** may apply online at www.ebenefits.va.gov, seek assistance from a **Veterans Service Organization (VSO)**, or retain a VA-accredited claims agent or attorney. VSOs offer free assistance; attorneys and claims agents charge fees, but may not charge until the VA has rendered a decision on an application.

Benefits that older adult veterans, disabled adult veterans, or their caregivers may qualify for include:

- **Aid and Attendance:** For qualifying veterans who require the aid of another person in order to perform activities of daily living, are bedridden, are a patient in a nursing home, or are visually impaired.
- **Housebound:** For qualifying veterans who have a permanent disability (rated 100 percent disabled) and need assistance, or have a permanent disability (rated 100 percent disabled) and one or more other disabilities (rated 60 percent or more disabled).
- **Program of Comprehensive Assistance for Family Caregivers (PCAFC):** This program was expanded in 2020. Now caregivers of veterans who incurred or aggravated a serious injury in the line of duty on or before May 7, 1975, or on or after September 11, 2001, can apply for support benefits including a financial stipend. Call the VA Caregiver Support Line, 855-260-3274, for more information.
- **VA Disability Pension Benefit:** For qualifying wartime veterans who have limited or no income and are age 65 or older, permanently and totally disabled, a patient in a nursing home, or receiving Social Security disability payments. Contact a VSO office or VA-accredited claims agent or attorney for more information.

Durham VA Health Care System

www.durham.va.gov

Durham VA Medical Center 919-286-0411

508 Fulton St., Durham, 27705

Inpatient hospital and clinics for veterans.

Raleigh VA Outpatient Clinic 919-212-0129

3305 Sungate Blvd., Raleigh, 27610

Primary care clinic for veterans.

NC Dept. of Military

& Veterans Affairs 844-624-8387

www.milvets.nc.gov

Downloadable **Resource Guide** (at milvets.nc.gov/resource-guide) with information for veterans and families about North Carolina and federal benefits.

Raleigh Vet Center 919-361-6419

8851 Ellstree Ln., Ste. 122, Raleigh, 27617

Individual and group counseling for veterans, service members, and their families.

Senior Veterans Council 919-825-1300

362 Raleigh St., Holly Springs, 27540

www.seniorveteranscouncil.com

Assistance with veterans benefits claims and applications. VA-accredited claims agents. Fee-based. Free initial consultation.

US Dept. of Veterans Affairs - www.va.gov

Information about benefits, healthcare, and local VA locations.

MyVA311 844-698-2311

National toll-free information line for veterans benefits and services. **Start here if you're not sure who to call.**

eBenefits 800-827-1000

www.ebenefits.va.gov

Apply for and manage benefits online, or call for information.

Wake County Veterans Services

Office (VSO) 919-212-8387

4401 Bland Rd., Raleigh, 27609

www.wakegov.com/veterans

Offers information on veterans benefits and can assist veterans, their dependents, and surviving spouses with applying for benefits and services.

VA Caregiver Support - www.caregiver.va.gov

Caregiver Support Line 855-260-3274

Training, educational resources, and tools for caregivers of veterans.

Veterans Crisis Line 800-273-8255, Press 1

www.veteranscrisisline.net

Retired executives volunteer as consultants to nonprofit agencies.

VOLUNTEER OPPORTUNITIES

The following organizations have operations that depend on volunteers. This is not intended to be a complete list of organizations that offer volunteer opportunities (most nonprofit organizations and many for-profits such as health care organizations, hospice organizations, and long-term care facilities also need and appreciate the talents and energy of volunteers).

- AARP North Carolina**.....866-389-5650
5511 Capital Center Dr., Ste. 400, Raleigh, 27606
www.aarp.org/states/nc
Volunteers needed for various programs, including Tax-Aide.
- American Cancer Society's Road to Recovery Program**.....800-227-2345
www.cancer.org/involved/volunteer
Volunteers provide transportation for ambulatory cancer patients to cancer therapy appointments.
- The Center for Volunteer Caregiving**.....919-460-0567
1150 SE Maynard Rd., Ste. 210, Cary, 27511
www.volunteercaregiving.org
Volunteers provide friendly visiting, transportation, light housekeeping, yard work, and/or telephone reassurance for older adults and adults with disabilities.
- Executive Service Corps**.....919-294-9803
www.esctriangle.org
Retired executives volunteer as consultants to nonprofit agencies.
- Foster Grandparent Program**.....919-996-6295
City of Raleigh Community Engagement Division
www.raleighnc.gov/community-engagement
Low-income adults ages 55+ volunteer in schools providing tutoring and mentorship. Minimum of 20 hrs/wk. Small stipend provided. National Senior Corps program; administered locally by the City of Raleigh.
- Hopeline**.....919-832-3326
www.hopeline-nc.org
Volunteers help answer Crisis Line calls, and/or participate in the Reassurance Program (daily phone calls to isolated seniors and people with disabilities).
- Meals on Wheels**.....919-833-1749
www.wakemow.org/volunteer
Volunteers deliver noontime meals to homebound older adults and persons with disabilities.
- NC Baptist Aging Ministry**.....877-506-2226
www.ncbam.org
Nonprofit agency coordinating help for seniors and their caregivers through local Baptist congregations. Various volunteer opportunities available.
- North Carolina Reading Service**.....919-832-5138
211 E. Six Forks Rd., Ste. 103, Raleigh, 27609
www.ncreadingservice.org
Volunteers read newspaper, book, and magazine content to benefit those who are blind and vision-impaired. Formerly Triangle Radio Reading Service.
- North Raleigh Ministries**.....919-844-6676
9650 Strickland Rd., Ste. 161, Raleigh, 27615
www.northraleighministries.com
Multi-service agency serving North Raleigh residents. Multiple volunteer opportunities available.
- Raleigh SeniorTechEd**.....919-954-3688
www.raleighseniorteched.org
Senior volunteers teach classes on computers and technology for other seniors.
- RDU Volunteer Ambassador Program**.....919-840-7425
www.rdu.com/careers/volunteer-at-rdu
Volunteers provide passenger assistance and answer questions for those traveling through Raleigh-Durham (RDU) International Airport.
- Resources for Seniors**.....919-872-7933
www.resourcesforseniors.org/volunteering.php
Volunteer opportunities include assisting with programs in senior centers or adult day centers and assisting with home maintenance and modifications.
- SCORE Raleigh**.....919-869-4151
300 Fayetteville St., Ste. 440, Raleigh, 27602
www.raleigh.score.org
Retired executives advise entrepreneurs starting or building small businesses.
- Transitions LifeCare**.....919-828-0890
www.transitionslifecare.org/volunteer
Volunteers provide support to patients and families dealing with terminal illness.

REFERENCE GUIDE

Vital Information

Assessing Needs

Moving to North Carolina

Choosing a Home Care Agency

Long-Term Care Facility Checklist

Medical Care Decisions & Advance Directives

End of Life Planning

VITAL INFORMATION

Keeping summary information in one place can be tremendously helpful, especially if a family member needs to take over care unexpectedly. Store this information in a safe location (not in this book!). Make sure your family members know where to find it or give them a copy. Review and update the information at least once a year or whenever things change.

This resource is also available online, at www.resourcesforseniors.org/resource/1234567890.

Basic Information

Date: _____

Name: _____

Social Security Number: _____

Emergency Contact Person: _____ Phone: _____

Health care Information

Medicare Number: _____

Supplemental Insurance: _____ Policy Number: _____

Medicaid Number: _____

Doctors:

Name: _____ Specialty: _____

Address: _____ Phone: _____

Name: _____ Specialty: _____

Address: _____ Phone: _____

Name: _____ Specialty: _____

Address: _____ Phone: _____

Name: _____ Specialty: _____

Address: _____ Phone: _____

Name: _____ Specialty: _____

Address: _____ Phone: _____

Name: _____ Specialty: _____

Address: _____ Phone: _____

Other health care providers:

Pharmacy: _____ Phone: _____

In Home Care Provider: _____ Phone: _____

Other: _____ Phone: _____

Other: _____ Phone: _____

Legal and Financial

Item location:

Will _____
Durable Power of Attorney _____
Property Deeds _____
Living Will _____
Healthcare Power of Attorney _____
Safe Deposit Box _____
Key to Safe Deposit Box _____
Other _____

Financial contacts:

Attorney: _____ Phone: _____
Accountant: _____ Phone: _____
Broker: _____ Phone: _____

Accounts:

Table with 2 columns: Institution or broker, Location of statements. Rows include Checking, Savings, Money Market, IRA, 401K, CD, Stocks, Bonds, Other, Other.

Insurances:

Table with 2 columns: Company, Location of policy. Rows include Long Term Care, Disability, Life, Homeowners/Renters, Automobile, Other.

ASSESSING NEEDS

If you have aging or disabled relatives, friends, or neighbors, and find yourself wondering if they need support or services, here are some things to look for to help you determine if help is needed. For many of these questions, all you have to do is keep your eyes open. Other issues, like money management, may require more careful and tactful questioning. In general, you are looking for signs of change from past behavior.

This resource is also available online, at www.resourcesforseniors.org/resource/assessingneeds.php.

Driving:

Driving skill can be an early casualty due to vision loss, early-stage dementia, or other neurological problems that impair concentration.

- Look at the car. Are there any recent dents or scrapes?
- Let them drive somewhere that is familiar to them and ride along. Do you feel safe? Any close calls or unusual variations in speed? Any signs of confusion about where to go?

Mail:

A casual glance around the home can be very telling in terms of lost organizational skills or possible depression or anxiety that results in avoidance.

- Is there a stack (or many stacks) of unsorted mail?
- Are bills and other important correspondence mixed in with outdated junk mail?
- Are there an unusual number of sweepstakes entry forms or charitable or political solicitation letters? (This can be a sign that an older adult is being taken in by fraudulent or deceptive marketing, or has been responding to telephone solicitations.)

Paying bills and managing money:

These things can be harder to determine without asking prying questions or looking at bank statements, but you may see evidence or hear stories about services getting cut off, or hassles with the bank.

- Are the utility bills getting paid on time? What about rent or mortgage payments?
- Is the checkbook balanced? Are there signs of overdrafts?
- Are there a lot of credit card bills? Are payments being made?
- Are there questionable charges on any statements?

Housekeeping:

Look for changes from past behavior - what was normal for this person in the past?

- Is the home reasonably clean? Have there been major changes in the level of cleanliness?
- Are there strong odors in the home?
- Is laundry getting done regularly? Do their bedsheets seem clean?
- Is the home cluttered? Are there safety hazards due to walkways being blocked?

Meal preparation and nutrition:

Appetite can change with age and activity level, and changes in the way things taste or smell are also quite common in older adults. Sometimes this can be an early sign of a more serious medical problem, or may result in a problem if it leads to not eating regularly. Physical limitations such as back pain can reduce the ability to stand long enough to prepare food; loneliness or depression can take away the desire to prepare nutritionally varied meals.

- Are they eating regular meals? Do they appear to have lost weight recently?
- Any signs of loss of appetite or changes in taste or smell (picking at food; only eating a few foods)?
- Are they able to prepare food for themselves?

- Is there a reasonable amount and variety of food in the refrigerator and cupboards?
- Any signs of rotten food, or unusual overstocking of certain items?

Personal care:

Changes in dress or personal grooming can also reflect a variety of issues. Perhaps arthritis makes it difficult to put on some kinds of clothing. Wearing the same clothes over and over may also indicate depression or other problems.

- Does the person appear well-groomed and appropriately dressed? Are their clothes clean?
- Do they change clothes regularly, or do they always seem to be wearing the same thing?
- Does she or he seem to be bathing regularly?
- Can she or he get in and out of the tub or shower without assistance?
- Are there stains or odors that might indicate difficulty getting to the bathroom?
- If there are prescription medications, does the person seem to be taking them regularly? Does she or he have a system for remembering when to take them?

Changes in social behavior:

If there have been changes in this area, the question is, “why?” Is transportation a problem? Does the person hesitate to go to social gatherings because hearing loss makes conversation difficult? Or are they withdrawing from the world because of grief or depression?

- Do they still see friends and participate in social activities? If not, why? Do they seem lonely or isolated?
- If they went to church previously, do they still go?

Mental status:

These are just a few indicators that there may be a problem with depression or possibly a neurological disorder. Remember that there may be many explanations for these behaviors, some of which are quite treatable, so don't assume “it's just old age.” Not all older adults are miserable, focused on death, or living in the past.

- Have they lost interest in things they used to enjoy?
- Do they seem unusually worried, hopeless, or sad?
- Do they repeat questions or stories over and over?
- Do you have to repeat or explain things multiple times to get them to understand?
- Are they able to recall recent events accurately?
- Do they have difficulty concentrating on a conversation, book, or television program?
- Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
- Do they seem uncharacteristically angry or suspicious?
- Do they complain about items being lost or stolen?

If you notice a problem:

- **Talk about it.** Discuss your concerns with the person. Do your best to do this in a tactful, non-judgmental way. Do your best to not over-react, and to listen to their view of the situation.
- **Seek more information.** Depending on what you hear, you may also want to talk to other family members, close friends, or the person's physician to get more context, information, and/or suggestions.
- **Don't panic!** Remember, there could be a variety of explanations for many of these problems, including loss of mobility, physical limitations, chronic pain, vision or other sensory losses, confusion due to medication problems, depression, and possibly dementia. Help may be needed, but the person could still be able to continue living independently once problems are identified and supports are put in place.

MOVING TO NORTH CAROLINA

Tips for Seniors (and Loved Ones of Aging Adults)

There are many issues to consider before deciding to move to North Carolina from another state. Here are a few of the most important. For more information on what resources are available in Wake County, call Resources for Seniors.

This resource is also available online, at www.resourcesforseniors.org/resourcealist.php.

Financial resources:

Before planning a move, it is important to take stock of financial resources, and, especially, whether you are (your loved one is) currently receiving any public benefits that are based on income. **Public benefits can vary from state to state - what is available elsewhere may not be available in North Carolina.** It is a good idea to have a detailed understanding of:

- Income (Social Security, pensions, etc.)
- Assets (savings, investments, retirement accounts, etc.)
- Public assistance, if any (Medicaid, food assistance, prescription drug assistance, utility bill assistance, home care assistance, etc.)

Social Security:

Social Security is a federal benefit so does not change state-to-state, but the Social Security Administration must be notified of a change of address and you (your loved one) must arrange for payments to be direct-deposited into a new bank. This is not difficult and can usually be arranged by filling out a form at the new bank, but it does require the signature of the beneficiary.

Medicare and prescription drug coverage:

The basic Medicare benefit will not change, but consider:

- Are you (is your loved one) enrolled in a Medicare Advantage plan? **Medicare Advantage plans are private plans and typically serve a specific region, so may not be transferrable to North Carolina.**
- Do you (does your loved one) have a “Medigap” or supplemental insurance policy? If so, check to see if the same policy is available in North Carolina. If not, **don’t drop the old policy until a new one is in place!**
- Are you (is your loved one) enrolled in Medicare Part D? Some Part D prescription drug plans are nationwide, while others only serve specific regions. Check to see if the same plan is available in North Carolina, and if not, if a similar plan is available.
- Are you (is your loved one) enrolled in a State Pharmaceutical Assistance Program (SPAP)? North Carolina only has a minimal SPAP. If assistance is not available, could you (could your loved one) still afford their medications?

Medicare doctors:

Finding a primary care doctor who is accepting new Medicare patients is not always easy in Wake County. Start looking as soon as possible (don’t leave it until a prescription refill is needed). Try calling larger practices, which often have new doctors coming on staff more often and may have more availability.

Medicaid:

Medicaid (health insurance for people with low income) is funded by a combination of federal and state dollars, so eligibility varies state-to-state. **If you have (if your loved one has) Medicaid now, that does not guarantee you (your loved one) will be eligible in North Carolina.** NC Medicaid eligibility rules are stricter than many other states (see [page 59](#) for more information about Medicaid).

moving to north carolina

Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits in addition to direct health care coverage, it can be crucial to determine whether you are (whether your loved one is) receiving these benefits and whether you (they) would still be eligible in North Carolina. In addition, many Medicaid-related programs have lengthy application processes and/or wait lists, so benefits are often not immediate even if an applicant is approved for NC Medicaid.

Food aid and other economic assistance:

If you receive (if your loved one receives) any of the following benefits, check to see if the same benefit is available in North Carolina. Some eligibility limits change state-to-state, or by region:

- Food Assistance (Food Stamps, or SNAP);
- Discounts on utility bills or winter heating costs;
- Supplemental Security Income (SSI) (although this is a federal benefit, some states provide more generous supplements. This is not the case in North Carolina);
- Other economic help from the state or county.

Home care and chore services:

Do you (does your loved one) receive assistance in the home from a home health aide or chore worker? If so, check to see who is paying for this service. Availability of such services is much more limited in North Carolina than elsewhere. If public assistance is not available, how will you (your loved one) fill this need?

Transportation:

Do you (does your loved one) drive? If so, think about if you (they) would be able to easily adjust to driving in a new area. This can be difficult or daunting, even for those who have been easily capable of driving familiar routes in their home area.

If you do not drive (if your loved one does not drive) how will you (they) get around? Public transportation is limited or unavailable in much of Wake County, and private transportation can be costly. Will family or friends be available to take you (them) to medical appointments, the grocery store, etc.?

Social support:

- What kind of social support network do you (does your loved one) have at home now? A church community, neighbors, friends, and family can relieve isolation and provide back-up in times of crisis. If you move here (if your loved one moves here), what source(s) of social support would be available?
- How easily do you (does your loved one) make new friends?
- If there are friends or family in North Carolina that you are (your loved one is) moving to be close to, how busy are those people with their own families, jobs, and social activities?
- What will you (will your loved one) lose by moving here? Is it outweighed by what would be gained? Especially if you are (if your loved one is) frail, it may be difficult or impossible to rebuild a social network in a new place.

Housing:

- What kind of living situation are you (is your loved one) in now? Will a similar situation be available in North Carolina? Be aware that there are long waitlists for affordable housing in Wake County.
- Will you (will your loved one) be able to continue at the same level of independence, or, upon moving, will additional support be needed? If you need (if your loved one needs) a long-term care setting such as assisted living or skilled nursing care, be sure to look into how that would be paid for. The same level of financial support for long-term care may not be available in North Carolina as in other states.

Why are you considering this move?

Be sure to think through your reasons for this move, if it's your idea. If the idea is coming from someone else, ask for clarification to understand why that person wants you (wants your loved one) to move.

- Are you (is your loved one) reacting to an acute situation such as an illness or fall? If so, think about if a move is the best solution to the situation:
 - Could a less drastic solution, such as a personal emergency response system (medical alert), or a few hours per week of in-home services, provide additional security or peace of mind to solve the immediate problem?
 - Will a move really solve the problem? E.g., will moving prevent future falls?
- Whose needs are being met by the move? You may feel more secure if you are (if your loved one is) nearer to family, but what may be lost in exchange for that security?
- What do you (what does your loved one) think about this move? Take time to really listen.

Carefully consider both what is important to you (to your loved one) and what is important for you (for your loved one). The bottom line should be: What decision will contribute most to your (to your loved one's) quality of life?

NOTES

CHOOSING A HOME CARE AGENCY

This resource is also available online, at www.resourcesforseniors.org/directory.

Before Calling

Before contacting agencies, think about what you and your loved one(s) need and want from a potential home care service:

- **How does she/he plan to pay for the service?** Keep in mind that it is a common misconception that Medicare covers the cost of home care services. Most home care services are not considered a medical service, so are not covered by Medicare. For more information see “Paying for Home Care” on [page 25](#).
- **What does she/he want or need help with?** (Bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, etc.? Does the person require “hands-on” care, or just supervision? Do they require any skilled services, such as physical therapy or nursing?) It is important to understand the limitations of the services you are requesting, e.g., a home care aide is typically not permitted to directly administer medications or give injections, though they can remind a patient to take medications that have been dispensed into a pillbox; some agencies allow aides to provide transportation, while others do not; home care aides can typically help with “light housekeeping” but not heavy-duty cleaning.
- **When does she/he want an aide to come?** (How often, what days, for how many hours per visit, etc.; Is this a short-term or a long-term need? How flexible are they about scheduling? How soon does service need to start?)
- **Does she/he have any special needs or requests?** (Male aide; strong aide for lifting; aide who has worked with dementia patients; non-smoker; OK with pets; able to provide transportation; etc.)

Gathering Information

When contacting agencies, consider asking these questions:

- **Payment:** If she/he will be paying privately, what are the basic hourly charges? Are there overtime charges, or higher charges for evening or weekend coverage? What is the minimum number of hours per visit? Do they charge for the initial assessment? If yes, how much? If Medicare is to be used for services, is the agency Medicare-certified? Is a physician referral required? If private insurance or another payment method may be used, do they accept the payment source? Will they file insurance claims, or require the client/family to?
- **Services:** Do they offer the kinds of services that are needed? Can they meet her/his special needs or requests?
- **Hours:** What hours of the day are they available? When would they be able to start?
- **Coverage:** Can they provide services on holidays if needed? Will the same person provide service at each visit? What happens if an aide is sick or goes on vacation?
- **Licensing and experience:** How many years have they been in business? Are they licensed by the Division of Health Services Regulation? Are they accredited?
- **Aides:** How do they screen their job applicants (what kind of training or certification is required)? Do they perform staff background checks? Are workers employees or independent contractors of the agency? What kind of training do they provide to their workers?
- **Insurance:** Do they have liability insurance (covers damage to the home or injury to the patient)? Are their workers bonded (covers employee theft or dishonesty)? Do they have workers compensation insurance (covers injury to the worker on the job)?
- **Ask for references.**

CHOOSING A LONG-TERM CARE FACILITY

When visiting facilities, consider the following:

First impressions:

- Do you like the facility's outward appearance?
- Is the location convenient for visits by family and friends?
- Is the residence clean and free of odors?
- Is the facility appropriately heated/cooled?
- What is the noise level in the facility?
- Do staff address residents by their names and interact with them during your tour?
- Do you notice the residents socializing with each other and do they appear content?
- Can you talk with residents about how they like living there and what they think of staff? What do they say?
- Are staff courteous to residents and to each other?
- Do staff respond to requests for assistance in a timely manner?
- Are visits with residents encouraged and welcome at any time?
- Is the floor plan of the common areas well-designed and easy to follow?

Living area and accommodations:

- How many units are there, and how many are occupied?
- Are there different sizes and types of units available with optional floor plans?
- Are single units available? Are double occupancy units available for sharing with another person?
- What furniture is provided and what can residents bring from home?
- May residents decorate their own rooms?
- Is there adequate storage space in the individual units?
- Are the common areas attractive, comfortable and clean?
- Is there an outside courtyard or patio for residents and visitors?
- What laundry services or facilities are available for residents' personal clothing?

Safety and accessibility:

- Are doorways, hallways and rooms accessible for wheelchairs and walkers?
- Are bathrooms accessible for wheelchairs and walkers?
- Are elevators available for those unable to use stairways?
- Are there handrails in the hallways to aid in walking?
- Are floors of a non-skid material and carpets conducive to safe walking?
- Does the residence have good lighting, sprinklers and clearly-marked exits?
- Does the residence provide ample security and is there an emergency evacuation plan?
- Is a 24-hour emergency response system installed in each unit? What happens when it is activated?

Services:

- What services are available to all residents at the base rate?
- Are there additional charges for personal care services (help with bathing, dressing, etc.)? Who provides these services and what are their qualifications?
- Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge?
- Does the facility offer any special services or areas for dementia patients? How do these services differ? Is there an additional charge for these?

choosing a long-term care facility

- To what extent are medical services available within the facility, and how are these services provided?
- How are medical emergencies handled? Does the facility have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital?
- Are there staff that coordinate visits from a nurse, physical or occupational therapist, etc., when needed on a temporary basis?
- Does the facility provide transportation to doctors' offices, the hairdresser, shopping, and other activities desired by residents? If so, how is that arranged?
- Are pharmacy, barber/beautician, physical therapy, or any other services offered on-site or nearby?

Social and recreational activities:

- What kinds of group/individual recreational activities, if any, are offered? Who schedules/coordinates them? Can you meet that person?
- Is there an organized activities program with a posted daily schedule of events?
- Does the facility schedule trips or other events off-premises?
- Are the social and activity areas appropriate and desirable to the prospective resident?
- Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening supplies)?
- Are religious services held on the premises or are arrangements made for residents to attend nearby services?
- Are there fitness facilities? What about regularly-scheduled exercise classes?
- Are residents' pets allowed? Does the facility have pets, and if so who cares for them?

Food:

- Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Can you look at a menu?
- Can special diets be accommodated? Does a qualified dietitian plan or approve menus? _____
- Are residents involved in menu planning and may they request specific foods?
- Does the dining room environment encourage residents to relax, socialize, and enjoy their food?
- May residents eat meals in their units? May they keep snacks or other food in their units?
- Are meals provided only at set times or is there some flexibility? Are snacks available?
- Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired?
- Can you tour the facility during a meal and eat with the residents?
- What do residents say about the food?

Moving in, contracts, and finances:

- Is there a waiting list? If so, how long do they estimate it will be until a unit becomes available?
- What is involved with the moving in/out process?
- Is there a written statement of residents' rights and responsibilities? Can you take home a copy?
- Does the contract clearly disclose all fees for healthcare, accommodations, personal care, supportive services, as well as admission and discharge provisions?
- How much is the monthly fee? What does this include?
- How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases?
- Are residents required to purchase renters' insurance for personal property in their units?
- Do billing, payment and credit policies seem fair and reasonable?
- Is prepayment, a deposit, or an entrance fee required? Is any of that refundable?
- May the resident handle her/his own finances with staff assistance, if able, or must a family member/ outside party be designated?

- Is the contract for a specific period of time or month-to-month?
- When may a contract be terminated and what are the policies for refunds and transfers?
- What happens if funds are depleted and full payment can no longer be made?
- Does the facility accept Medicaid? What about Special Assistance?
- What additional services are available if the resident's needs change? Are staff available to coordinate these services?
- Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis?
- Under what circumstances would the resident be forced to move out (because of increased care needs, change in finances, etc.)?
- What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that?

Staff:

- What are the hiring procedures and requirements for eligibility?
- Are criminal background checks, references, and certifications required?
- Is there a staff training program in place and what does it entail?
- What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay?
- How long has the current administrator been there?
- What is the staff-to-patient ratio during the day? At night? On weekends?
- Does the facility have RNs on duty at all times? LPNs?

Licensure and certification:

- Does the facility have a current license displayed?
- If the state requires the administrator to be licensed/certified, does she/he have a current license?
- What reputation does the facility have in the community?

Complaints and problem-solving:

- Is the administrator, or other appropriate staff person, generally available to answer questions or discuss problems and would you be comfortable dealing with them on a regular basis?
- Is there a resident council or organization through which residents have a means of voicing their views?
- What is the procedure for handling resident or family concerns?
- Is there an appeals process for dissatisfied residents?
- Has the facility experienced any complaints or corrective actions? Are they willing to discuss past problems and how they were resolved?
- Has the facility ever been sanctioned or fined, or had its Medicare/Medicaid certification suspended?

Source: Adapted from www.carepathways.com.

MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES What You Should Know

If you are 18 or older and have the capacity to make and communicate decisions, you have the right to make decisions about your health and mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatments recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to express yourself, you will need an “advance directive.”

What is an advance directive?

An advance directive is a set of directions you give about the health care and/or mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a **living will**, the second is called a **health care power of attorney**, and the third is called an **advance instruction for mental health treatment**.

Do I have to have an advance directive and what happens if I don't?

Making a living will, health care power of attorney, or advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no advance directives in place, your doctor or mental health care provider will consult with someone close to you about your care. Having advance directives makes this easier since you have made your wishes known ahead of time.

What is a living will?

In North Carolina, a living will or “Advance Directive for a Natural Death” is a document that tells others that you want to die a natural death if you are terminally and incurably sick, have advanced dementia, or are unconscious and not expected to wake up. In a living will, you can direct your doctor not to use “life-prolonging measures” such as tube-feeding. You can also say whether your health care agent is allowed to override your instructions or not.

What is a health care power of attorney?

In North Carolina, you can name a person to make health care/mental health care decisions for you if you later become unable to decide yourself, either temporarily or permanently. This person is called your **health care agent**. The health care power of attorney is a legal document in which you name who you want your agent to be. You can also say what medical treatments/mental health treatments you would want and what you would not want. Your health care agent then knows what choices you would make. Choose an adult you trust, and discuss your wishes with the person before you put them in writing.

What is an advance instruction for mental health treatment?

In North Carolina, an advance instruction for mental health treatment, or psychiatric advance directive, is a legal document that tells doctors and health care providers what mental health treatments you would want and what treatments you would not want, if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid health care power of attorney.

How do I make an advance directive?

You must follow several rules when you make a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the person who may be asked to carry them out. The document(s) must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness the signing of the document(s). The living will and the health care power of attorney also must be notarized.

Are there forms I can use to make an advance directive?

Yes. There is a living will form, a health care power of attorney form and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out. You can obtain these standard forms, free of charge, from a North Carolina state government website (www.sosnc.gov/ahcdr), or you can call Resources for Seniors to request to have a copy mailed to you. Attorneys can also provide these documents, and assist with preparing them (but it is not necessary to hire an attorney to complete these forms).

When does an advance directive go into effect?

A living will goes into effect when you are going to die soon and cannot be cured, when you are unconscious and doctors are sure you won't wake up again, or when you suffer from advanced dementia that cannot be cured. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make, or to make known, your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision, or you can leave it up to the doctor who is treating you at the time the decision has to be made. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make, and to make known, your choices about mental health treatment. After a doctor determines this, your health care agent may make treatment decisions for you.

What happens if I change my mind?

You can cancel your living will at any time by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known, your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make, and make known, your decisions, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?

You should talk to those closest to you about an advance directive and your feelings about the care you would like to receive. Having an open conversation with family members about your wishes can save painful confusion and conflict later on. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

Where should I keep my advance directive?

Keep a copy in a safe place where your family can get it, and make sure they know where it is. Give copies to your family, your doctor or other health care/mental health care provider, your health care agent, and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?

An advance directive from another state may not meet all of North Carolina's rules. To be safe, you may want to make a new advance directive in North Carolina. Or you could have a North Carolina attorney review the advance directive from the other state.

Source: NC Division of Medical Assistance in cooperation with the Department of Human Resources Advisory Panel on Advance Directives 1991. Revised 2009. Modified for this publication.

END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to be made, and intense feelings. Planning ahead, and discussing your plans with family members, is a great kindness to them and will likely spare them anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times.

Planning Ahead

Consider your feelings about...

- ...when to stop aggressive medical treatment;
- ...who you can trust to make decisions for you if you are unable to speak for yourself;
- ...whether you wish to donate your body or organs after death;
- ...what kind of funeral arrangements you prefer.

Prepare...

- ...advance directives including a living will and health care power of attorney;
- ...written wishes about funeral arrangements and body disposition;
- ...a will, and select an executor to handle your estate;
- ...written material to help your family locate your important papers and financial information.

Communicate...

- ...your wishes with all the important people in your life (family members, doctors, clergy, etc.) and make sure they are all aware of your wishes, especially if you anticipate conflict among them;
- ...with your health care agent and the executor of your will so they know who they are and what they will be expected to do.

When Death Approaches

- Make sure your advance directives are in the hands of your family, your doctor, and in hospital records;
- Provide your written plans to family and health care providers;
- Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank account information etc.;
- Write/review obituary, if desired.

After Death

Survivors must:

- ...notify attending physician, hospice, etc., if death does not occur in a hospital;
- ...arrange for completion of death certificate and get multiple copies;
- ...put plans into motion for body/organ donation, if desired;
- ...set date and location for funeral or memorial service;
- ...notify relatives, friends, employers;
- ...assist out-of-town relatives with travel and lodging plans if needed;
- ...publish obituary;
- ...maintain security for home and property if left vacant;
- ...notify Social Security, pension plans, or other sources of benefits;
- ...notify life insurance company;
- ...arrange for administration of estate.

Prepared with assistance from the nonprofit Funeral Consumers Alliance of the Triangle.

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RFS Locations and Contacts

Administrative Office **919-872-7933**
1110 Navaho Drive, Fourth Floor, Raleigh, 27609

TOTAL LIFE CENTERS

Cary Total Life Center at Bond Park **919-460-9008**
110 Maury O'Dell Place, Cary, 27513

Eastern Wake Total Life Center **919-365-4248**
323 Lake Drive, Wendell, 27591

Garner Total Life Center **919-773-3790**
201 Methodist Drive, Garner, 27529

Raleigh Total Life Center **919-873-1870**
5124 Departure Drive, Raleigh, 27616

SENIOR CENTERS

Cary Senior Center
120 Maury O'Dell Place, Cary, 27513
RFS Service Coordinator **919-462-3983**

Eastern Wake Senior Center **919-365-4248**
323 Lake Drive, Wendell, 27591

Garner Senior Center
205 East Garner Road, Garner, 27529
RFS Service Coordinator **919-661-6894**

Northern Wake Senior Center **919-554-4111**
235 East Holding Avenue, Wake Forest, 27587

Raleigh Centers for Active Adults

Anne Gordon Center at Millbrook Exchange Park
1901 Spring Forest Road, Raleigh, 27604
RFS Service Coordinator **919-996-4738**

Five Points Center
2000 Noble Road, Raleigh, 27608
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