

Durham Center for Senior Life (DCSL)

www.dcsln.org

The Senior Resource Directory is provided free of charge as part of DCSL's mission to enhance the lives of older adults through education, recreation, nutrition and social services in welcoming community settings.

Adult Day Health
Transportation
Senior Centers
Family Caregiver Support
Health Promotion/Disease
Prevention

Information and Options
Counseling
Congregate Nutrition
Music in My Mind
Travel Training

If you wish to receive information about receiving a directory or any additional services or programs, please contact:

Durham Center for Senior Life
406 Rigsbee Avenue
Suite 202 Durham, NC 27701
Email: info@dcsln.org
Website: www.dcsln.org
Phone: 919-688-8247 Fax: 919-683-3406

The information in the following pages is subject to change. If you learn of new information, please send to info@dcsln.org or contact the Durham Center for Senior Life at 919-688-8247.

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Frequently Called Numbers

Emergency Numbers

Emergency	9-1-1
Carolina's Poison Control Center	800-222-1222
Duke Medical Center	
Information	919-684-8111
Patient Information	919-684-2410
Duke Referral Center	888-275-3853
Emergency Department	919-684-2413
Duke Eye Center (Appointments)	919-681-6611
	800-422-1575
Duke Regional Hospital	919-470-4000
Durham Crisis Response Center	919-403-6562, 919-519-3735
HopeLine (24-Hour Crisis Line)	877-235-4525, 919-832-3326
National Suicide Prevention Hotline	800-273-8255
To Report a Missing Person:	
NC Center for Missing Persons Silver/Amber Alert	800-522-5437, 919-733-3914
To Report a Power Outage:	
Duke Energy Progress	800-419-6356
Piedmont Electric Membership Corporation	800-449-2667
To Report a Gas Leak:	
Duke Energy Progress (report gas leak)—call 911 first, then:	800-452-2777
To Report Abuse of a Child or an Adult:	
Durham County Social Services:	
Adult Protective Services	919-560-8600
Child Protective Services	919-560-8424

Non-Emergency Numbers

Durham County EMS (Business)	919-560-8285
Durham County Sheriff Department	919-560-0897
Durham Police Department	919-560-4600
Linea do teléfono en Espanola	919-560-4925
Durham City Fire Dept. (Administration)	919-560-4242
Durham County Fire Marshall	919-560-0660
Durham City ONE-CALL (City Services)	919-560-1200
Durham County Animal Control	919-560-0630

Other Important Numbers

Durham Center for Senior Life	919-688-8247
ElderCare Locator	800-677-1116
Durham Area Transit Authority	919-560-1535
DATA Access Paratransit	919-560-1551 x 303
Go Triangle Transit Information Center	919-485-7433
Social Security Administration	800-772-1213
National Federal Citizen Information Center	800-333-4636
Federal Trade Commission—Identity Theft	877-438-4338
Consumer Complaint Hotline	800-201-9353
Eastern Better Business Bureau	919-277-4222

Contents

Durham Center for Senior Life	11
Programs and Services	11
Volunteer Opportunities	14
Abuse and Neglect	15
Adult Day Health and Caregiver Services	16
Advocacy Services	17
Social Security, Supplemental Security Income (SSI), and Retirement Benefits	19
Caregiver Resources and Support	20
Community Assistance Agencies	20
Alzheimer’s Disease	20
Cancer	21
Food	22
HIV/AIDS Services	27
Kidney Disease	28
Medicine.....	29
Rental Assistance.....	29
Used Furniture	34
Utilities.....	35
Consumer Issues and Complaints	36
Filing a Service Complaint	36
Filing a Complaint about a Physician	37
Filing a Complaint about Patient Care.....	37
Crime and Fraud	37
Reporting a Crime	37
Disability Resources	37
General Disability and Accessibility Programs	37
Hearing Assistance.....	38

Vision Assistance.....	39
Education and Recreation.....	39
Arts and Cultural Activities.....	39
Games and Exercise	41
Education	42
Elder Abuse, Neglect, Exploitation and Domestic Violence.....	42
Emergency Preparedness	43
Disaster Preparedness Contacts	43
Disaster preparedness Recovery	45
Employment	46
Employment Assistance	46
Part-Time Employment	46
General Job Search Information	46
End of Life Planning and Hospice Care	47
Hospice Services	47
Faith Based Resources	48
Financial Counseling	48
Funeral Arrangements	49
Future Planning	50
Retirement	50
Advanced Directives and Other Services	52
Geriatric Care Management	52
Health Care Resources	53
Eye Care	53
Hearing Care	54
Health Centers	54
Dental Services	56
Hospitals	56

Health Insurance	57
Locating a Physician.....	57
Mental Health Clinics	57
Nursing Care	58
Vascular	59
Selecting a Psychiatrist or Psychologist	59
Medical Supplies	59
Patient Education Consultation	60
Radiology	60
Wellness	60
Home Care Services	60
Private Pay, Non-Medical In-Home Services	64
Housing for Seniors	64
Federally Subsidized and Affordable Rental Senior Housing	64
Placement Services	66
Landlord Complaints	66
Homeowner/Tenant Rights	66
Unsafe/ Substandard Housing/ Code Violations	67
Home Repairs/ Modifications	67
Property Tax Relief for Elderly and Disabled	68
Independent Living Support Services	68
Special Equipment for the Home	68
Daily Phone Contact	68
Emergency Response Systems	69
Home Delivered Meals.....	69
Home Delivered Medications	70
Information and Referral	70
Elder Service Locators	70

Crisis Lines	72
Information Technology Services	72
Selecting an Attorney.....	73
Elder Law and Estates Attorneys	73
Complaint about an Attorney	74
Denied Benefits or Services	74
Long Term Care	74
Assisted Living Communities	74
Family Care Homes	77
Nursing Homes	77
Nursing Home and Adult Care Home Complaints	78
Long – Term Acute Care Hospitals	79
Continuing Care Retirement Communities	79
Retirement and Independent Living Communities	80
Medical Equipment	81
Medical and Insurance	81
Insurance counseling and Assistance	81
Medicare Claims	82
Medicare Advantage Insurance	82
Prescription Drug Assistance	83
Rehabilitation Services	84
Relocation and Transition Services	84
Relocation Specialists	84
Reverse Mortgage	85
Reverse Mortgage/ Home Equity Conversion Mortgage Counseling	85
Senior Advisor	85
Stair Lifts	86
Support Groups	86

Caregiver Support Groups	86
Community Support Groups	87
Duke Medicine Support Groups	87
Taxes	88
Transportation	88
Transportation Choices for Persons 65 Years or Older.....	88
Private Ambulance Services	90
Taxis	90
Wheelchair Vans	90
Interstate and Intrastate	91
Driver Safety Course	91
Handicap Placards	91
Driver Safety Information and Resources	91
Veterans' Benefits	92
Volunteering	92
Weight Loss	93
Vital Information	93
Healthcare Information	93
Doctors	94
Other Healthcare Providers	94
Legal and Financial	94
Insurance Company Location of Policy	94
Helpful Information	94
Medicare Advantage Insurance	94
Long – Term Care Insurance	95
Supplemental Insurance	95
Tips to Remember When Talking to an Insurance Agent	95
Assessing the Needs of Older Drivers.....	96

Care for the Caregiver	98
Caregiver Stress	96
Tips for Caregivers	98
Moving a Parent	99
Is it Time to Move an Elderly Loved One.....	99
Dealing with Guilt.....	101
Choosing a Home Care Agency	102
Reputation, Licensing, and Accreditation	102
Management of Care	103
Meeting Your Needs	103
Background Checks, References, and Reliability	104
Emergency/ Contingency Plans	104
Training	104
Long-Term Care Facility Checklist	104
Before Choosing a Nursing Home	109
Before Choosing a Continuing Care Retirement Community	109
Before Choosing a Retirement Community	110
Home Safety Checklist	110
Fall and Fire Prevention	110
Check for Safety: A Home Fall Prevention Checklist for Older Adults	111
Other Things You Can Do to Prevent Falls	112
Other Safety Tips	113
Disaster Preparedness	113
Weather Tracking	113
Recommended Basic Emergency Supply Kit	115
Additional Items to Consider Adding	115
Medical Care Decisions and Advanced Directives	116
Advanced Directives and Other Services.....	117

Memory Care.....	118
Warning Signs of Memory Loss.....	118
Tips for Keeping a Schedule	118
Tips for Keeping Your Home Organized	119
Tips for Finding the Right Words	119
Tips to Help Short-Term Memory	119
Tips for Maximizing Your Cognitive Strengths	120
Helping With Aphasia	121
Things Your Care Partner Needs the Most.....	122
End of Life Planning.....	123
Planning Ahead.....	123



Durham Center for Senior Life

The mission of Durham Center for Senior Life is to enhance the lives of older adults through education, recreation, nutrition and social services in welcoming community settings. Please let us know if you would like more information about any of the following programs and services.

Programs and Services

Adult Day Health Program: is a therapeutic daycare service where the participants are often experiencing difficulties associated with dementia, stroke, isolation and confusion. Approximately 79 percent of participants in the center maintained or improved their cognitive condition due to the structure and stimulation of activities within the center. Participants enjoy a safe and comfortable surrounding and are provided stimulating activities designed to meet the physical, social, emotional, and mental needs of the adults. The activities include arts and crafts, discussion groups and light exercise designed for functionally impaired individuals.

Congregate Meal Program: is offered at 3 satellite senior centers in Durham. The Congregate Meal Program is intended to promote social, emotional, and physical well-being in older adults age 60 years plus. We do this by providing a nutritional hot meal 5 days a week and many fun activities. Currently, Congregate Meal Program serves 207 individuals at our 3 satellite senior centers.

Energy Assistance: The agency provides limited emergency assistance for energy bills if funds are available (financial help can only be provided to clients once annually). Clients must be age 60 or older and have a copy of the utility disconnection notice. Staff works with other service agencies to obtain any additional funding to prevent utility turn off. ID and verification of need is mandatory.

Family Caregiver Support Program: Provides family caregivers with help making decisions and solving problems related to caregiving. There is limited funding for respite care. Caregivers eligible for this program are spouses, children, relatives or friends of persons over 60 who have significant memory loss or confusion.

Food Pantry: DCSL staff can provide individuals 60 years of age or older food in an emergency situation as available. ID and verification of age is required. Information and Options Counseling staff can provide a referral to community food pantries.

Health Promotion/Disease Prevention: Enables seniors to increase control over, and to improve their health. It moves beyond a focus on individual behavior towards a wide range of social and environmental interventions providing programs and services tailored to the needs of seniors including: educational seminars and materials, lifestyle change programs (nutrition, exercise), and chronic disease self-management.

Health Screenings: Are designed to look for diseases before you have symptoms. Screening tests can find diseases early, when they're easier to treat. Health screenings are provided by UNC-Chapel Hill School of Nursing students at the Durham Center for Senior Life's Wellness Center on specific days. Seniors are seen on a walk-in basis. Additional screenings are offered during DCSL's annual health fair. Referrals for community health screenings are made by staff.

Home delivered meals: Staff can assist with referral information and completion of applications for Meals on Wheels. Applications are available on-line at www.mowaa.org.

Housing Assistance: Staff can provide assistance to seniors who are seeking housing by providing a listing, assistance with completion of applications, and obtaining necessary documentation. The staff can assist with referral to key programs for disabled seniors receiving SSI benefits.

Information and Options Counseling: provides person-centered and strengths-based counseling to individuals at risk of institutionalization as a result of a recent transition. This program provides information and referrals based on the individual's values and desires.

In-Home Aide Services: Staff makes referrals to the Department of Social Services' Adult Services Social Worker for seniors seeking in-home aide.

Legal Services: No cost elder law support is offered to seniors several times a year. Referrals can be made to North Central Legal Aid for seniors aged 60 and older.

Long-term care decisions: Staff assists families in locating long-term care facilities.

Medicaid: A Medicaid case worker from the Department of Social Services is on site at the Durham Center for Senior Life each Tuesday from 1:00pm to 3:30pm. Seniors or designated family members may apply.

Rehabilitation Services: Are provided on-site by physical therapists in the Adult Day Health Center. The Durham Center for Senior Life collaborates with ElderFit to provide physical therapy at the downtown senior center. Seniors can access service through a referral from their physician.

Senior Centers: Provides exercise and nutrition classes, special events, and educational workshops. DCSL exercise classes are well attended, with over 700 seniors participating annually and include muscle pump, total body workout, dance aerobics, belly dancing, and line dancing. Other physical activities include an arthritis exercise class, “exercise away the aches,” yoga and tai’chi to improve balance. Seniors participating in the exercise classes reported an increased level of physical activity, improved ability to manage their weight, increased stamina and balance, enhanced mood, and progress in control of their blood pressure.

Senior Supportive Services: Specialists help empower seniors to solve complex problems. All assistance is confidential. Services are accessed by phone, in-person, and via e-mail. All requests are recorded and follow up is required. The agency received over 4,000 contacts for services related to health issues, food insecurity, housing, utilities, insurance, and other areas. These services are designed to reduce barriers to access, increase the knowledge of the senior and assist with implementation of services.

Support Groups: Include a weekly health-focused support group: TOPS (Take off Pounds Sensibly). The Family Caregiver Support Program facilitates a monthly participant driven caregiver support group. It meets every third Tuesday of the month at 1pm at Spring Arbor of Durham.

Suspected Abuse, Neglect or Exploitation: Staff can assist in making referrals to appropriate agencies.

Telephone Reassurance: Volunteers make a brief and consistent reassurance call several times a week to seniors 60 years and older.

Transportation: DCSL provides transportation to the Center’s congregate meal sites and to attend the Adult Day Health Center.

Weatherization: Staff is available to assist with applications for the Resources for Seniors Weatherization program

Durham Center for Senior Life operates four senior centers in Durham County

In order to attend the Congregate Meal Program, each senior must be eligible for service. The requirements to attend our Congregate Meal Program are:

- ✓ A person must be 60 or older
- ✓ Complete a registration application

Downtown Senior Center: 919-688-8247

406 Rigsbee Avenue, Durham
8:30am–5:00pm, Monday–Friday
Congregate meals are not available.

W.D. Hill: 919-688-9158

1308 Fayetteville Street, Durham
8:30am–1:30pm, Monday–Friday

Little River: 919-477-6066

8307 Roxboro Road, Bahama
8:30am–1:30pm, Monday–Friday

JFK Towers: 919-408-9615

4900 N Roxboro St, Durham
8:30am–1:30pm, Monday–Friday

Volunteer Opportunities

Durham Center for Senior Life offers short- and long-term volunteer opportunities for a variety of skill sets, including arts and crafts, exercise classes, receptionist, special events, and fundraising. To volunteer, contact the DCSL at 919-688-8247 or email info@dcsln.org.

Abuse and Neglect

According to the North Carolina Division of Aging and Adult Services, the following definitions were taken from North Carolina General Statute, Chapter 108A, Article 6, and the NC Adult Protective Services Statute:

“Abuse” means the willful infliction of physical pain, injury or mental anguish, unreasonable confinement, or the willful deprivation by a caretaker of services, which are necessary to maintain mental and physical health.

“Exploitation” means the illegal or improper use of a disabled adult or his resources for another’s profit or advantage.

“Neglect” refers to a disabled adult who is either living alone and not able to provide for himself the services which are necessary to maintain his mental or physical health or is not receiving services from his caretaker. A person is not receiving services from his caretaker if, among other things and not by way of limitation, he is a resident of one of the state-owned hospitals for the mentally ill, centers for the mentally retarded or the North Carolina Special Care Center he is, in the opinion of the professional staff of that hospital or center, mentally incompetent to give his consent to medical treatment, he has no legal guardian appointed pursuant to Chapter 35A, or guardian as defined in G.S. 122C-3(15), and he needs medical treatment.

“Protective services” shall mean services provided by the State or other government or private organizations or individuals, which are necessary to protect the disabled adult from abuse, neglect, or exploitation. They shall consist of evaluation of the need for service and mobilization of essential services on behalf of the disabled adult. (1973, c.1378, s. 1; 1975, c. 797; 1979, c. 1044, ss. 1-4; 1981, c. 275, s. 1; 1985, c. 589, s. 34; 1987, c. 550, s. 24; 1989, c. 770, s. 29; 1991, c. 258, s. 2.)

For more in-depth information, contact:
N.C. Division of Aging and Adult Services
Adult Protective Services Section
2101 Mail Service Center
Raleigh, N.C. 27699-2101
919-733-3818

Adult Day Health and Caregiver Services

Alzheimer's North Carolina: 800-228-8738 or 919-832-3732

www.alznc.org

1305 Navaho Drive, Suite 101, Raleigh

Alzheimer's North Carolina, Inc. is dedicated to providing education, support and services to patients, their families, health care professionals and the general public while raising awareness and funding for research for a cause(s), treatment, prevention and cure for Alzheimer's disease and related disorders.

Alzheimer's Association Eastern North Carolina Chapter: 919-803-8285

www.alz.org

The Cumberland Building

3739 National Drive, Suite 110, Raleigh

Durham Center for Senior Life Adult Day Health: 919 - 682-0215

www.dcsinc.org

406 Rigsbee Avenue, Suite 101, Durham

A therapeutic service where the participants are often experiencing difficulties associated with dementia, stroke, isolation and confusion. Approximately 79 percent of participants in the center maintained or improved their cognitive condition due to the structure and stimulation of activities within the center. Participants enjoy a safe and comfortable surrounding and are provided stimulating activities designed to meet the physical, social, emotional, and mental needs of the adults. The activities include arts and crafts, discussion groups, and light exercise designed for functionally impaired individuals.

The Florence Gray Soltys Adult Day Health Program: 919-245-2017

www.soltysdayhealth.org

105 Meadowland Drive, Hillsborough

Provides an environment that is safe and caring, to address the social, physical and emotional needs of the participants. Veterans are welcome.

The PACE (Program of the All-Inclusive Care for the Elderly) Health Center at Senior Community Care of North Carolina: 919-425-3050

www.seniorcommunitycarenc.org

4022 Stirrup Creek Drive, Suite 315, Durham

The program provides health care services for seniors living at home who need help with daily activities.

Charles House Daytime Elder Care Center: 919-967-7570

www.charleshouse.org

109 Hillcrest Avenue, Carrboro

The Center provides quality personalized care to elders and respite for their caregiving families.

Advocacy Services

Care-Line: 800-662-7030 or TTY 877-452-2514

Local: 919-855-4400 or TTY 919-733-4851

The CARE LINE is the North Carolina Department of Health and Human Services' (NCDHHS) toll-free Information and Referral telephone service. Information and Referral specialists provide information and referrals regarding human services in government and non-profit agencies.

Disabilities Rights North Carolina: 919-856-2195 or 877-235-4210

TTY: 888-268-5535

www.disabilityrightsnc.org

3724 National Drive, Suite 100, Raleigh

A team of attorneys, advocates, paralegals and support staff provide advocacy and legal services at no charge for people with disabilities across North Carolina. As the state's federally mandated protection and advocacy system, Disability Rights North Carolina is charged with protecting the rights of children and adults with disabilities living in North Carolina.

Legal Aid of North Carolina: 919-688-6396 or 866-219-5262

877-579-7562 Senior Law Project

www.legalaidnc.org

201 W. Main Street, Suite 400, Durham,

House Eldercare Home in Chapel Hill provides quality personalized care to elders. Provides free legal services to low-income individuals to ensure equal access to justice and remove barriers to economic opportunities. Individuals, families and communities are helped with legal problems affecting basic human needs, such as housing, employment and income.

North Carolina Department of Insurance: 919-807-6900

Consumer Services Division—800-546-5664 (Toll free inside North Carolina)

SHIIP (Senior Health Insurance Information Program) Helpline—800-443-9354
www.ncshiip@ncdoi.gov

11 South Boylan Avenue, Raleigh

Respond to consumers' insurance-related questions and complaints, assist consumers in resolving those complaints whenever possible, and help consumers understand their options for dealing with insurance-related matters.

Patient Advocacy Foundation: 800-532-5274

www.patientadvocate.org

421 Butler Farm Road, Hampton, VA

Provides effective mediation and arbitration services to patients and removes obstacles to accessing healthcare. These include: medical debt crisis; insurance access issues; and employment issues for patients with chronic, debilitating and/or life-threatening illnesses.

Triangle J Area Agency on Aging Long Term Care Ombudsman: 800-310-9777

www.tjcog.dst.nc.us/aging/ombudsmen.shtml

The Ombudsman Program gives long-term care facility residents and their families a voice. Ombudsmen advocate on behalf of long-term care facility residents to uphold residents' rights and address quality of care and quality of life issues through information, education and mediation. Ombudsmen monitor the implementation of federal, state and local laws governing long-term care facilities, and work to educate the public, residents, family members and facility staff regarding long-term care issues and elder abuse prevention, detection and reporting requirements.

Veterans Helping Veterans of America: 919-598-9997

208 S. Hoover Road, Durham

The mission is to serve as a “one-stop resource center” where veterans can find information about and access to services they need to help them sustain a healthy and productive civilian life. In most cases, a veteran seeking help typically has to travel a difficult maze of organizations and people to identify the appropriate service and its source when he or she needs it. A “one-stop resource center” concept and a vested interest are welcomed among the veteran community. Veterans are offered camaraderie and understanding, benefit rights information and monitoring, housing and health care referrals, job training and classes (truck driving, starting a business, resume and communication, etc.), an art therapy program, and more.

Social Security, Supplemental Security Income (SSI), and Retirement Benefits

Benefits.gov: 800-333-4636

www.benefits.gov

Benefits.gov is the official benefits website of the U.S. government, with information on over 1,000 benefit and assistance programs.

Benefits Checkup: 800-677-1116

www.benefitscheckup.org

Find and enroll in federal, state, local and private programs that help pay for prescription drugs, utility bills, meals, health care and other needs.

National Council on Aging: 800-424-9046

www.ncoa.org

251 18th Street South, Suite 500, Arlington, VA 22202

Assists vulnerable and disadvantaged older adults with access to benefits, development of personal economic action plans, secure training and jobs, explore options for use of home equity, better manage chronic conditions, learn to prevent falls, improve health, and strengthen aging services programs.

Pension Benefit Guaranty Corporation (PBGC): 800-400-7242 or 202-326-4000

www.pbgc.gov

PO Box 151750, Alexandria Va. 22315-1750

Guarantees “basic benefits” earned before your employer’s plan’s termination date and assists retirees in locating lost pensions.

Durham Social Security Administration: 888-759-3908

National line: 7:00am–7:00pm, Monday–Friday

800-772-1213 or TTY 800325-0778 Fax: 919-541-5443

www.ssa.gov

3004 Tower Boulevard, Durham

Services are delivered through a network of offices that meet the changing needs of the public. Seniors may apply for Social Security benefits, Medicare and Disability benefits.

Caregiver Resources and Support

Duke Family Support Program: 919-660-7510 or 800-646-2028

www.geri.duke.edu/service/dfsp/index.htm

3600 DUMC, Durham

Provides help with Alzheimer's, memory disorders and elder care decisions. The program serves families and professionals concerned about or caring for persons with memory disorders in North Carolina. The program also assists Duke employees who are seeking help with elder care decisions.

Family Caregiver Support Program: 919-688-8247

Email: lmcneil@dcsinc.org

www.dcsinc.org

406 Rigsbee Avenue, Durham

Offers support to family members who care for senior relatives over the age of 60 at home. Direct assistance is provided about available community services, assistance in accessing services, support groups, caregiver training, individual counseling, respite care and supplemental services of various kinds.

Parentcare 101

LaVerne@parentcare101.com

4711 Hope Valley Road, Suite 128, Durham

Supportive website created by experienced caregiver, speaker, and information guide, LaVerne Coan; promoting a healthy balance of caring and thriving, with links to core triangle and on-line resources, caregiving books, and a Balanced Eldercare blog.

Community Assistance Agencies

This section includes information about assistance programs for those needing information and support for Alzheimer's disease and related disorders, cancer resources and support, HIV/AIDS services, food, medicine, rent, utilities, and temporary shelter.

Alzheimer's Disease

Alzheimer's Association Eastern North Carolina Chapter: 919-803-8285

24 hour Helpline 1-800-272-3900

www.alz.org

3739 National Drive, Suite 110, Raleigh

The Alzheimer's Association is the world's leading voluntary health organization in Alzheimer's care, support and research.

Alzheimer's North Carolina: 800-228-8738 or 919-832-3732

www.alznc.org

1305 Navaho Drive, Suite 101, Raleigh

Alzheimer's North Carolina is dedicated to providing education, support and services to patients, their families, health care professionals and the general public. The agency raises awareness and funding for research for a cause(s), treatment, prevention and cure for Alzheimer's disease and related disorders.

Good Shephard Lutheran Church

Ginny Poston at 919-846-7650

ginnyposton@nc.rr.com

7000 Creedmoor Rd. Raleigh, NC 27613

2nd Monday of each month from 4:30 - 6:00PM. A fun, safe, welcoming place for fellowship, dinner, and MUSIC! Individuals experiencing dementia and their caregivers who wish to socialize with others in similar circumstances while enjoying an evening out are invited to participate. RSVP required.

Jewish Family Services

Jennifer Schwartz at 919-354-4923

jschwartz@shalomdch.org

Jewish Community Center

1937 Cornwallis Road, Durham

1st Thursday of each month from 10:00 to noon. For individuals who are experiencing memory problems to get out of the house and engage in a fun, and mentally stimulating activity. Friends and family of these individuals are also welcome to attend and can drop in without an appointment to talk to an experienced volunteer or professional member of the JFS counseling team.

Cancer

American Cancer Society Road to Recovery: 800-227-2345

www.cancer.org

Provides rides by volunteers to patients who have no way to get to their cancer treatment.

Cancer Care: 800-813-4673

www.cancercare.org

Provides supports services including counseling, education, financial assistance, and practical help.

Patient Advocate Foundation: 800-532-5274

www.patientadvocate.org

The patient advocacy foundation provides education, legal counseling and referrals, specializing in managed care, insurance, financial issues, job discrimination, and debt crisis

Food

Adventist Community Services: 919-596-4440

www.communityservices.org

2104 S. Alston Avenue, Durham

1309 Lincoln Street, Durham

Hours: 10:00am – 1:00pm, every other Wednesday.

American Red Cross: 919-489-6541

<http://redcross.org/Triangle>

4737 University Drive, Building #3, Durham

Hours: Provides 24-hour emergency assistance, food and shelter for fire or natural disaster only.

Bell Yeager Free Will Baptist Church: 919-489-3963

128 E. Cornwallis Road, Durham

Hours: Food pantry 2nd and 4th Thursday of each month 1:00pm

Bethlehem Temple: 919-683-1291 or 606-2981

600 N. Roxboro Road, Durham

Hours: Friday 10:00am–12:00pm

Calvary Baptist Church: 919-596-2592

www.calvarybaptistdurham.org

1204 Lynn Road, Durham

Hours: Food pantry, 3rd Thursday night of each month, ID and Social Security card required. Call at 9:30am Thursday to get on list, first 15 people served.

Catholic Charities: 919-286-1964

www.catholiccharitiesraleigh.org

3711 University Drive, Suite D, Durham
Hours: Wednesday, 9:30am–1:00pm when food is available.

Christian Assembly Emergency Food Pantry: 919-471-0220

<http://cafoodpantry.org>

5516 N. Roxboro Road, Durham
Hours: 2nd and 4th Thursday 4:00pm–6:00pm.
Requires ID, limit one visit every three months.

Community Café at Urban Ministries Center: 919-682-0538

www.umdurham.org/what-we-do/cafe.html

410 Liberty Street, Durham
Breakfast 8: am–9:00am Monday–Friday & 9:30am–10:15am Saturday–Sunday
Lunch 10:15am–12 pm, Monday–Friday & 12:30pm–1:30pm Saturday–Sunday
Supper 7:00pm–7:45pm, Monday–Saturday and 6:00pm–7:00pm Sunday
Serves three meals a day, seven days a week to shelter residents and anyone else in need of a meal.

Durham County Department of Social Services (without children):

919-560-8600

414 E Main Street, Durham

Food card. Hours: Monday–Friday 7:45am–4:45pm. Must call for appointment.

Durham County Department of Social Services (with children):

919-560-8301

414 E Main Street, Durham

Hours: Monday–Friday 7:30am–5:30pm. Must call for appointment. Food card.

Durham Center for Senior Life: 919-688-8247

www.dcsln.org Email: info@dcsln.org

406 Rigsbee Avenue, Durham

Maintains a small pantry of non-perishable items for adults 60 years or older.

Durham First Assembly of God: 919-471-1370

1034 Hamlin Road, Durham

Hours: Sunday 9:00am–10:30am. Please leave message by 4:00pm Sunday on church voicemail.

Emmanuel Pentecostal Temple: 919-596-0038

2722 E. Main Street, Durham

Hours: Wednesday 4:00pm–6:00pm

Emmanuel Temple Seven Day Adventist: 919-596-4440

2104 S. Alston Avenue, Durham

Hours: 10:00am -1:00pm, every other Wednesday

Food pantry, clothing, counseling.

First Calvary Baptist Church: 919-489-4184

<http://firstcalvary.org>

1311 Morehead Avenue, Durham

Hours: Tuesdays and Thursdays, 10:00am-12:00pm and ID Required, Anyone, once a year.

First Pentecostal: 919-477-6555

www.fpcdurham.org

2008 W. Carver Street, Durham

Hours: Call on Monday for an appointment by 8:30am and on Tuesdays all requests are filled that day.

Fisher Memorial United Holy Church: 919-682-7416

420 E. Piedmont Avenue, Durham

Hours: Wednesdays, 12:00pm. At least first 70 clients.

Five Oaks Seventh Day Adventist: 919-489-7777

4124 Farrington Road, Durham

Hours: 2:00pm–6:00pm

By appointment only, call first.

Greystone Baptist Church sponsoring (Second Mile Ministries): 919-286-3596

<http://www.greystonechurch.com>

2601 Hillsborough Road, Durham

Hours: Wednesday, 7:00am-9:30 am, first 35 people.

Healing with CAARE, Inc.: 919-683-5300

214 Broadway Street, Durham

Hours: Monday, Tuesday, Wednesday and Friday, 1:00pm–3:00pm. Call one day ahead to make appointment and if food is available.

Immanuel Temple SDA Community Services: 919-596-4440

www.immanueltemplechurch.com

2104 S. Alston Avenue, Durham

Hours: Sunday–Wednesday 10:00am–1:00pm; and as needed.

Meals on Wheels: 919-667-9424

www.mowdurham.org

2522 Ross Road, Durham

Hours: Meals delivered 10:30am–12:45pm

Provides home-delivered meals to qualified older adults and persons with disabilities who are homebound.

Monument of Faith: 919-688-7838

<http://mofchurch.org>

900 Simmons Street, Durham

Hours: Every 3rd Saturday, 7:00am-9:00am for the food bank. Also, every 1st Wednesday of each month from 9:00am-11:00am.

Mt. Calvary United Church of Christ: 919-688-5066

www.mtcalvaryucc.org

1715 Athens Avenue, Durham

Hours: Call Monday-Friday and leave contact information to receive a personal appointment for food pick up.

Mt. Zion Christian Church: 919-688-4245

www.mzccdurham.org

3519 Fayetteville Street, Durham

Hours: Monday–Thursday 9:30am–11:30am, Monday, Tuesday and Thursday 2:30pm–4:00pm. Please call first for availability.

Nehemiah Christian Center: 919-688-4203

514 N. Mangum Street, Durham

Hours: Soup kitchen and one bag of food to go, Tuesday only, 11:45am–1:30pm.

New Creations United Methodist Church: 919-688-4578

201 S. Alston Avenue, Durham

Hours: Food Pantry Monday – Wednesday, 11:00am -12 noon with valid ID.

Russell Memorial: 919-682-2523

703 S. Alston Avenue, Durham

Provides a hot breakfast Sunday morning beginning at 7:15am. Will pick up two van loads from the Urban Ministries of Durham shelter around 6:30/7:00am.

Hours: Food Pantry Wednesday 9:00am– 12noon.

Oak Grove UA Free Will Baptist Church, Inc.: 919-680-2927

1008A Simmons Street, Durham

Hours: Monday 9:00am–1:00pm and Thursday 9:30am–1:30pm. Limit one visit every two months.

Salvation Army: 919-688-7306

www.salvationarmycarolinas.org/commands/durham

909 Liberty Street, Durham

Hours: 8:00am–5:00pm (closed 12:00pm–1:00pm). Call at 8:00am for appointments until all slots are filled.

Southside Church of Christ: 919-688-3535

www.sside.org

800 Elmira Avenue, Durham

Hours: Wednesday 11:00am–1:00pm. Must have ID.

Rise and Shine: 919-471-9766

4625 Denfield Street, Durham

Hours: Every other Friday 11:00am–1:00pm. Priority to zip codes 27704 and 27712.

St. James of Durham Baptist Church: 919-286-3680

www.stjamesfgbc.org

1305 West Club Blvd, Durham

Hours: 4th Saturday, 10am–12:00pm; Call first for availability.

The River: 919-433-0333

www.theriverdurham.com

4900 Prospectus Drive, Durham

Hours: Monday – Thursday 10:00am-3:00pm.

Urban Ministries of Durham: 919-682-0538 ext. 6

www.umdurham.org

410 Liberty Street, Durham (across the street from WTVD ABC11 TV station)

Groceries available Monday – Thursday at 9:00am. Food pantry limited to one visit every 30 days from the last date of your visit. Food only for families with children, persons over 62 or persons receiving disability payments. First-time—please bring proof of children and/or disability payments.

Meals provided at the Community Café Daily:

Monday – Friday Breakfast & Bag Lunch pickup 8am-9:00am, Dinner 6:45 - 7:45pm.

Saturday Breakfast 9:30-10:15am, Lunch 12:30-1:30pm, Dinner 6:00-7:00pm.

Sunday Breakfast 9:30-10:15am, Lunch 12:30-1:30pm, Dinner 5:45-6:45pm.

Victorious Praise Fellowship Church: 919-957-7500

victoriouspraise.org

2116 Page Road, Durham

Hours: Must call on Tuesdays to have your name put on the list. Pick-up on Wednesdays, 2:00pm –3:00pm. ID is required.

Yates Baptist Association: 919-489-3396

www.yatesba.com

4800 Garret Road, Durham

Yates Baptist Food Pantry is located at Antioch Baptist Church 1415 Holloway Street, Durham

919-688-8893. Individual must call in advance to have your name put on the list. Food Pick-up on Tuesday and Thursday, 9:00am -12 noon. ID is required.

HIV/AIDS Services

AIDS Community Residence Association: 919-956-7901

www.acranc.org/index.htm

Housing for people with HIV/AIDS.

Alliance of AIDS Services: 919-596-9898

www.aas-c.org

Tillery Place 1637 Old Louisburg Road

Provides emergency *financial* assistance for housing, utilities, bus tickets, basic needs; assists with applications for Medicaid and food stamps.

CAARE, Inc.: 919-683-5303

www.caare-inc.org

214 Broadway Street, Durham

Provides supportive services for individuals living with HIV/AIDS and their affected families.

North Carolina Department of Health and Human Services: 919-733-3419

<http://www.ncdhhs.gov/>

1902 Mail Service Center, Raleigh

ADAP/AIDS Drug Assistance Program

HIV/STD Prevention and Care

Provides financial assistance for the purchase of medications specifically used to combat HIV for low income residents of North Carolina.

Kidney Disease

DaVita Durham: 800-424-6589

www.davita.com

601 Fayetteville Street, Durham

Provides In-Center Hemodialysis, Self Care, Peritoneal Dialysis, and In-home Hemodialysis

Briggs Avenue Dialysis Center: 919-598-9992

1209 S. Briggs Avenue, Durham

Provides In-Facility Dialysis, Home Dialysis, and Transplant Support.

Freedom Lake Dialysis Center: 919-477-3005

4016 Freedom Lake Drive, Durham

Provides In-Center Hemodialysis.

West Pettigrew Dialysis Center: 919-286-4777

1507 W. Pettigrew Street, Durham

Provides In-Facility Dialysis, Home Dialysis, and Transplant Support.

South Durham Dialysis Center: 919-544-3451

3516 TriCenter Blvd, Durham

Provides In-Facility Dialysis, Home Dialysis, and Transplant Support.

Medicine

Partnership for Prescription Assistance: 888-477-2669

www.pparx.org

Provides assistance with getting medication at minimal or no cost to qualifying patients without prescription drug coverage.

Presbyterian Urban Ministries: 919-220-8757

2004 N. Roxboro Street, Durham

Provides assistance by appointment only.

Salvation Army: 919-688-7306

www.salvationarmycarolinas.org/commands/durham

909 Liberty Street, Durham

Call for requirements.

Senior PharmAssist: 919-688-4772

www.seniorpharmassist.org

406 Rigsbee Avenue, Suite 201, Durham

Senior PharmAssist helps Durham County seniors remain healthy and independent by providing practical help to manage and appropriately use necessary medications, pay for prescriptions, choose Medicare-approved drug plans, and access other community resources. This nonprofit has served Durham since 1994 and participates with NC Seniors' Health Insurance Information Program (SHIIP). If you are 60 or older or have Medicare and need help with your medications, please call Senior PharmAssist.

Rental Assistance

Alliance of AIDS Services: 919-596-9898

www.aas-c.org

1810 E. Main Street, Durham

Hours: 9:00am–5:00pm. Persons with HIV or AIDS, clients only.

Catholic Charities: 919-286-1964

www.catholiccharitiesraleigh.org

3711 University Drive, Suite D, Durham

Provides limited rental assistance. Must call on 2nd Monday each month, starting at 9:00am to receive an appointment for food pick up.

Department of Social Services Adult Services: 919-560-8600 or 919-560-8614

<http://dconc.gov/government/departments-f-z/social-services>

414 E. Main Street, Durham

Provides a wide range of services for elderly and disabled adults seeking emergency assistance.

Department of Social Services Immediate Services: 919-560-8301

<http://dconc.gov/government/departments-f-z/social-services>

414 E. Main Street, Durham

Provides services to families with children.

First Calvary Baptist Church: 919-489-4184

firstcalvary.org

1311 Morehead Avenue, Durham

Hours: Mon-Fri 9:00am–12:00pm. Call first for availability.

Presbyterian Urban Ministries: 919-667-0999

Must call and leave a voicemail to the automated message, and they will get back to you within 24 hours. These services are provided through the Department of Social Services.

Salvation Army: 919-688-7306 ext. 100

www.salvationarmycarolinas.org/commands/durham

909 Liberty Street, Durham

Provides limited rental assistance, call office between 7:30 and 8:00am for an appointment. Caller must leave voicemail with name and contact information.

Second Mile Ministry Greystone Baptist Church: 919-286-3596

www.gsduham.com/#/ministries/second-mile

2601 Hillsborough Road, Durham

Wednesdays 9:00 a.m. to 12:00

Should arrive on site between 7 and 7:30am; first 35 families are seen.

White Rock Baptist Church: 919-688-8136

www.whiterockbaptiestchurch.org

3400 Fayetteville Street, Durham

Open 3rd Tuesday of each month, door opens at 6:00am

Will see first 25 people; financial assistance is once a year.

Urban Ministries of Durham (Mission Society): 919-682-0538 ext. 26

www.umdurham.org

410 Liberty Street, Durham

Hours: Call for appointment, leave message. Only single mothers with dependent children in the home, elderly over 62 and disabled persons; must provide proof of children and/or disability. Temporary Shelter.

Durham Crisis Response Center Office: 919-403-9425

durhamcrisisresponse.org

919-403-6563 (24 hours) 919-519-3735 (Spanish Crisis Center)

Hours: 365 days a year. Temporary shelter for battered women and children; 24-hour crisis line, victims of domestic violence and sexual assault. Provide case management, counseling, and legal advocacy. Also work with residential and non-residential citizens. Only provide services to those 13 years and older.

Durham Rescue Mission: 919-688-9641 or 919-688-4909

www.durhamrescuemission.org

1201 E. Main Street, Durham

Hours: Monday–Friday 8:00am–4:00pm. Single men, single women and families.

Freedom House (Francis St. Women’s Halfway House): 919-425-5453

2404 Francis Street, Durham

Hours: 365 days a year

Transitional housing for recovering substance abuse persons and mental health. Women only.

Freedom House Transitional living Facility (Co-ed): 919-425-5474

601 Carlton Avenue, Durham

Hours: 365 days a year, 24 hours a day. Transitional housing for recovering substance abuse persons and mental health. Men and women.

Freedom House (Durham Men’s Halfway House): 919-425-5472

529 Holloway Street, Durham

Transitional housing for recovering substance abuse persons. Men only.

Genesis Home (for families with children): 919-683-5878

www.geneshome.org

300 N. Queen Street, Durham

Transitional housing for recovering substance abuse persons, families with children only, No single persons

Housing for New Hope (Dove House): 919-682-3777

1406 Holloway Street, Durham

Hours: 4:00pm–7:00pm, 365 days a year.

Transitional housing for recovering substance abuse individuals. Women only. Emphasis on addiction recovery; vocational development, life skills.

Interfaith Hospitality Network: 919-682-2846

1216 N. Roxboro Street, Durham

Hours: Monday–Friday 9:00am–5:00pm

Family shelter; six family capacity, families only; generally a waiting period. No services for recently recovering or active substance abusers, Maximum stay is 90 days.

Oxford House (Amhurst): 919-237-3401

www.oxfordhousesnc.org

6420 Amhurst Road, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Women only.

Oxford House (Driver): 919-767-4919

www.oxfordhousesnc.org

3013 Oxford Drive, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Durham): 919-425-1929

203 Pekoe Street, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Ferris): 919-237-2667

715 Ferris Road, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Gardenview): 919-251-9831

8 Gardenview Place, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Women only.

Oxford House (Guess Road): 919-765-5481

3519 Guess Road, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Maynard): 919-767-0099

412 East Maynard Avenue, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (McGehee): 919-908-9078

2411 McGehee Street, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Moreene Road): 919-767-0099

518 Moreene Road, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Peace St.): 919-381-6647

2815 Wyeth Street, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Shirley St): 919-237-2694

2510 Shirley Street, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Spaulding): 919-381-4931

103 Erie Street, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Men only.

Oxford House (Triangle): 919-767-5956

5218 Revere Road, Durham

365 days a year. Transitional housing for recovering substance abuse persons. Women only.

Urban Ministries Community Shelter:

919-682-0538, ext 21

<http://umdurham.org>

412 Liberty Street, Durham

Hours: Pre-check in: 6:30pm, Check in 7:00–8:30pm 365 days a year. Provides shelter to single men, single women, and nine units for families with children. Call ahead to see if a family unit is available.

Used Furniture

Durham Rescue Mission Thrift Store #1: 919-484-9014

3220 Apex Hwy 55, Durham

Furniture, appliances, household items. Hours: Monday – Saturday, 8:00am - 7:30pm

Durham Rescue Mission Thrift Store # 2: 919-401-1935

10701 Glenwood Avenue, Durham

Furniture, appliances, household items. Hours: Monday – Saturday, 8:00am - 8:30pm.

Goodwill Industries: 919-493-1182

4318 Garrett Rd or 5267 N. Roxboro Road, Durham

Hours: Mon–Fri 9:00am-8:30pm, Saturday 9:00am-6:00pm, Sunday 12noon-6:00pm. Furniture, appliances, household items.

Habitat for Humanity: 919-403-8668

5501 Chapel Hill Blvd, Durham

Hours: Tues–Sat 10:00am–6:00pm; Used furniture and appliances, household items.

Salvation Army Thrift Store: 919-384-7130

3167 Hillsborough Road, Durham

Hours: Monday–Saturday 9:00am–6:00pm
Furniture, appliances, household items.

Trosa Thrift Store: 919-220-6119

3500 North Roxboro Street, Durham (Oxford Common Plaza)

Hours: Closed Mon, Tues–Sat 10:00am–7:00pm, Sunday 12noon–5:00pm. Used furniture and household items.

Utilities

Catholic Charities: 919-286-1964

www.catholiccharitiesraleigh.org

3711 University Drive, Suite D, Durham

Provides limited assistance. Second Monday of each month. Call first.

Durham Center for Senior Life: 919-688-8247

www.dcsinc.org Email: info@dcsinc.org

406 Rigsbee Avenue, Suite 202

Provides limited utilities assistance for adults 60 years or older. ID and cut off notice required.

Presbyterian Urban Ministries: 919-220-8757

2004 N. Roxboro Street, Durham

Provides limited assistance.

Salvation Army: 919-688-7306 ext. 100

www.salvationarmycarolinas.org/commands/durham

909 Liberty Street, Durham

Provides limited assistance. Call for appointment.

Telephone Service Assistance.

Food pantry hours: MWF by appointment. (Accept food stamps and non-food stamps recipients; call for details)

Assurance Wireless: 888-898-4888 or 877-378-1761

www.assurancewireless.com

Provides free cell phone and minutes for eligible persons receiving food stamps/SNAP, SSI, Medicaid, temporary assistance to needy families (TANF), federal public housing assistance (Section 8), low income home energy assistance program (LIHEAP) or participate in the National school lunch program's free lunch program. Application are provided at Durham DHHS office.

SafeLink Wireless: 800-977-3768 or 800-723-3546

www.safelinkwireless.com

Provides free cell phone and minutes for eligible clients (persons receiving food stamps, SSI, Medicaid, public housing or Section 8, Low Income Energy Assistance, or TANF).

Consumer Issues and Complaints

Filing a Service Complaint

Better Business Bureau of Eastern North Carolina: 919-277-4222

www.bbb.org

5540 Munford Road, Suite 130, Raleigh

Provides information that allows a consumer to check out a business or charity.

The Dispute Settlement Center: 919-929-8800

www.disputesettlement.org

302 Weaver Street, Carrboro

Provides assistance to resolve dispute and prevent escalation of conflict through mediation, conciliation, facilitation and training.

North Carolina Bar Association: 919-677-0561

Referral: 800-662-7407

www.ncbar.org

8000 Weston Parkway, Cary

Serves the public and the legal profession by promoting the administration of justice and encouraging the highest standards of integrity, competence, civility and well-being of all members of the profession.

North Carolina Crime Victim Compensation Services:

919-733-7974 or 800-826-6200

www.ncdps.gov/index2.cfm?a=000003,002144,000016

North Carolina Department of Justice

Attorney General's Office: 919-716-6000

www.ncdoj.gov

North Carolina Victims Assistance Network:

www.nc-van.org

5700 Six Forks Road Suite 101 Raleigh, NC. 27609

919-831-2857 or 800-348-5068

Filing a Complaint about a Physician

North Carolina Medical Board: 919-326-1109 or 800-253-9653

www.ncmedboard.org

1203 Front Street, Raleigh

Regulates medicine and surgery for the benefit and protection of the people of North Carolina. 8:30am to 5:00pm M-F

Filing a Complaint about Patient Care

Duke Patient and Visitor Relations: 919-681-2020

www.dukehealth.org/locations/duke_hospital/patient_resources/important_contacts

A patient or visitor may compliment an employee or share a concern regarding care received at Duke Hospital or Duke Clinic.

Duke Regional Hospital: Patient Advocacy Line/Patient Help Line:

919-470-4747

www.durhamregional.org

3643 N. Roxboro Road, Durham

A patient or visitor may express concerns about the care provided at Duke Regional Hospital by calling the Patient Help Line.

Crime and Fraud Reporting a Crime

Police or Emergency Number: 911 (24 hours)

Non-Emergency Number: 919-560-4600 (24 hours)

www.durhampolice.com

Crime Stoppers: 919-683-1200 (24 hours)

www.durhampolice.com/crimestoppers

Disability Resources General Disability and Accessibility Programs

Disability Info.gov

www.disability.gov

Provides easy access to comprehensive disability-related information and resources.

Disability Rights North Carolina: 919-856-2195

877-235-4210 TTY: 888-268-5535

www.disabilityrightsncc.org

3724 National Drive, Raleigh

Provides protection and advocacy for those with disabilities.

North Carolina Assistive Technology Program: 919-859-8360

Raleigh Regional Center

www.ncatp.org

4900 Waters Edge Drive, Suite, 250, Raleigh

Provides assistive technology services statewide to people of all ages and abilities.

North Carolina Division Independent Living: 919-560-6810 or 888-666-4916

www.ncdhhs.gov/dvrs/pwd/ils.htm

4312 Western Park Place, Durham

Provides durable medical equipment for those severely disabled to prevent skilled nursing facility placement

North Carolina Division of Vocational Rehabilitation (DVR): 919-560-6815 or 888-666-4916

<http://dvr.dhhs.state.nc.us>

4312 Western Park Place, Durham

Provides job placement, guidance and counseling, restoration training, and post-employment support for the disabled.

Hearing Assistance

AT&T Accessible Communication: 800-246-8464

TTY: 800-397-3172

www.att.com/gen/general?pid=10190

Provides communication products and devices for use by persons with hearing and vision impairments.

CapTel North Carolina: 866-545-4012

Email: kim.m.calabretta@sprint.com

www.relaync.com

A free service provided by CapTel North Carolina that allows individuals to hear and read everything being said.

Hearing Loss Association: 301-657-2248 or TTY: (V) 301-657-2248

www.hearingloss.org

Provides assistance and resources for people with hearing loss and their families to learn how to adjust to living with hearing loss.

Vision Assistance

North Carolina Division of Services for the Blind:

919-733-9822 or 866-222-1546

www.dhhs.state.nc.us/dsb

309 Ashe Avenue, Fisher Building, Raleigh

Provides services to those who are blind or vision impaired

North Carolina Library for the Blind and Physically Handicapped: 919-733-4376

TDD 919-733-1462 or 888-388-2460

<http://statelibrary.ncdcr.gov/lbph/index.html> Email: nclbph@ncdcr.gov

1841 Capital Boulevard, Raleigh

A special public library that circulates books and magazines especially made for persons who cannot use regular printed material because of a visual or physical disability.

Oasis Program (Durham County Library): 919-560-0152

<http://durhamcountylibrary.org/services/oasis>

Provides services for older adults and homebound individuals.

Triangle Radio Reading Service: 919-832-5138

www.trianglereadingservice.org Email: reading@trrs.nc.org

211 E. Six Forks Road Suite 103, Raleigh NC

Operates 24 hours a day on an audio network of radio, television, cable and Internet streams that disseminates current news, information and entertainment from print media for those who are blind or have low vision.

Education and Recreation

Arts and Cultural Activities

Carolina Theater Fletcher Hall: 919-560-3030 or 919-560-3040

www.carolinatheatre.org

309 W. Morgan Street, Durham

Provides vibrant, thought-provoking film and live performances that contribute to the cultural and economic vitality of downtown Durham and the Triangle Region.

Duke University Box Office: 919-684-4444

<http://tickets.duke.edu>

125 Science Dr. Durham, NC.

104 Bryan University Center, Durham

Located in the Bryan Student Center on the Upper Level off of Science Drive. Provides ticket sales for events held at Page Auditorium, Reynolds Theater, Baldwin Auditorium, Sheaffer Theater and Griffin Film Theater.

Durham Arts Council: 919-560-2787

www.durhamarts.org

120 Morris Street, Durham

Helps residents and visitors find, enjoy and participate in the artistic and cultural events available in the community; offers classes in the performing, literary and visual arts for toddlers through seniors.

Durham Center for Senior Life: 919-688-8247

www.dcsln.org Email: info@dcsln.org

406 Rigsbee Avenue, Durham

Offers diverse creative and ongoing activities that enhance the lives of older adults in a welcoming community setting.

Museum of Life and Science: 919-220-5429

www.ncmls.org

433 Murray Avenue, Durham

Provides a place for lifelong learning for people, from youth to seniors, to embrace science as a way of gaining self-awareness and to learn about their community, and their world. Admission is charged.

St. Joseph's Historic Foundation Hayti Heritage Center: 919-683-1709

www.hayti.org

804 Old Fayetteville Street, Durham

Dedicated to advancing cultural understanding through diverse programs that examine the experiences of Americans of African descent and through preserving, restoring and developing the Hayti Heritage Center (formerly St. Joseph's AME

Church), a National Historic Landmark, as a cultural and economic anchor to the greater Durham community.

Games and Exercise

City of Durham Parks and Recreation Department: 919-560-4355

www.ci.durham.nc.us/departments/parks

Provides opportunities to help citizens discover, explore, and enjoy life through creative and challenging recreational choices that contribute to their physical, emotional, and social health.

Duke Center for Living: 1-855-855-6484 or 1-888-275-3853

www.dukehealth.org/locations/center_for_living

3475 Erwin Road, Durham

Provides a host of health and wellness programs for innovative, personalized care.

Durham Center for Senior Life: 919-688-8247

www.dcsln.org Email: info@dcsln.org

406 Rigsbee Avenue, Durham

The Durham Center for Senior Life provides opportunities for older adults to remain active, healthy and independent through a variety of free exercise classes, games, health promotion and innovative social activities.

Gerofit (Durham VA Medical Center): 919-286-0411 ext. 6776

508 Fulton Street, Durham

Provides exercise and health promotion for older veterans. Limited to VA patients, contact VA physician for referral.

YMCA (Downtown): 919-667-9622

www.ymcatriangle.org

218 Morgan Street, Durham

Provides programs and services that build healthy spirits, minds and bodies.

The YMCA Wellness Center at American Tobacco Historic District-919-956-9602

www.ymcatriangle.org/Durham_YMCA.aspx

410 Blackwell Street, Durham

Provides programs and services building healthy spirits, minds and bodies.

Education

Duke Continuing Education/Osher Lifelong Learning Institute (OLLI):

919-684-6259

www.learnmore.duke.edu/olli

Offers non-credit courses for adults; call for fee, scholarship information, and class schedule.

Durham County Cooperative Extension—919-560-0525

<http://durham.ces.ncsu.edu>

721 Foster Street, Durham

Offers a variety of consumer classes.

Durham Technical Community College: 919-536-7200

www.durhamtech.edu

Offers a variety of classes.

Road Scholar: 800-454-5768

www.roadscholar.org

Offers group education and travel adventures designed for ages 55 and older.

Elder Abuse, Neglect, Exploitation and Domestic Violence

North Carolina General Statutes state that a disabled adult age 18 years or older “shall be in need of protective services if that person, due to physical or mental incapacity, is unable to perform or obtain for himself [herself] essential services and, if that person is without able, responsible, and willing persons to perform or obtain for him [her] essential services.” North Carolina General Statutes further require that “any person having reasonable cause to believe that a disabled adult is in need of protective services, shall report such information” to the County Department of Social Services. Reports can be made anonymously.

Department of Social Services: 919-560-8000

www.co.durham.nc.us/departments/dss

414 E. Main Street, Durham

Adult Protective Services assess reports of abuse, neglect or exploitation of elderly or disabled adults. Services may include guardianship, adult day care or in-home aides to assure safety.

Durham Crisis Response Center:

Office Line: 919-403-9425

(24 Hour Crisis Line): English 919-403-6562 or Spanish 919-519-3735

www.durhamcrisisresponse.org

206 N. Dillard Street, Durham

Provides comprehensive shelter and support services in the Durham area, including counseling, legal advocacy, support groups, and shelter to survivors and their families in the aftermath of domestic or sexual violence.

Durham Police Department Emergency: 911

Elna B. Spaulding Conflict Resolution Center: 919-680-4575

www.crc-mediation.org

634 Foster Street, Durham

Assists domestic violence victims through mediation and conflict resolution.

National Center on Elder Abuse: (located at the Tech School of Medicine at the University of Southern California) Office Line: 1-855-500-3537

To report elder abuse Department of Health and Human Services: 800-662-7030

To report abuse in a nursing home or long term care facility: 800-662-7030

www.ncea.aoa.gov Email: ncea-info@aoa.hhs.gov

Directed by the U.S. Administration on Aging, the National Center on Elder Abuse is committed to helping national, state, and local partners to be fully prepared to ensure that older Americans will live with dignity, integrity, independence, and without abuse, neglect, and exploitation.

North Carolina Coalition against Domestic Violence:

919-956-912 or 888-232-9124

www.nccadv.org

3710 University Drive, Suite 140, Durham

Creates social change through the elimination of the institutional, cultural, and individual oppressions that contribute to domestic violence.

Emergency Preparedness

Disaster Preparedness Contacts

Duke Energy:

To report power outages: 800-769-3766

Durham City Police Department:

Emergency: 911

Non-emergency: 919-560-4600

www.durhampolice.com

Durham City Fire Department:

Emergency: 911

Non-emergency: 919-560-4242

www.durham.nc.gov

Durham County Emergency Management:

919-560-0660

During a disaster: 919-560-HELP (919-560-4357)

www.durhamcountync.gov/departments/emgt

2422 Broad Street, Durham

Durham County Emergency Medical Services:

Emergency: 911

Main Number: 919-560-8285

www.durhamems.com

Durham County Sheriff's Office:

Emergency: 911

Non-emergency: 919-560-0897

www.durhamsheriff

Piedmont Electric Membership Corporation: 800-222-3107

To report power outages: 800-449-2667

www.pemc.org/automated.php

Progress Energy: 800-452-2777

To report power outages: 800-419-6356

www.progress-energy.com

PSNC Energy: 877-776-2427

To report gas leak: 911 and then 877-776-2427

www.psnenergy.com

Disaster Preparedness Recovery

American Red Cross: 919-489-6541 or 800-448-3543

<http://centralnorthcarolina.redcross.org> or www.redcross.org

4737 University Drive, Durham

Provides food and shelter for fire or natural disaster only.

DisasterAssistance.gov:

www.disasterassistance.gov

On-line application for disaster assistance.

Durham County Emergency Management: Main Number: 919-560-0660

During a disaster: 919-560-HELP (919-560-4357)

www.durhamcountync.gov/departments/emgt

2422 Broad Street, Durham

Responsible for maintaining the County Emergency Operations Plan, and will be the coordinating agency for all emergency response/recovery force activity when the emergency operations plan is implemented, and it will be the agency through which the County Board of Commissioners and the Durham City Council exercise the authority vested in them during accidents and disasters.

Federal Emergency Management Agency (FEMA)

800-621-3362 or TTY 800-462-7585

To apply for help after a disaster:

www.fema.gov

FEMA's mission is to support citizens and is first responder to ensure that agencies together to build, sustain, and improve the capability to prepare for, protect against, respond to, recover from, and mitigate all hazards during a disaster.

North Carolina Cooperative Extension Service:

Disaster Information Center

www.ces.ncsu.edu/disaster

Offers on-line disaster preparedness information.

North Carolina Department of Health and Human Services:

www.ncdhhs.gov

On-line customizable Family Disaster Plan.

Ready.gov: 800-BE READY or 800-237-3239

www.ready.gov

Offers disaster preparedness information.

Employment Employment Assistance

North Carolina Department of Commerce Division of Employment Security
919-560-6880

<https://desncc.com>

1105 Briggs Avenue, Durham

Provides employment services, unemployment insurance, and labor market information to the North Carolina workers, employers, and the public.

Project LIFT (Learning Information for Today)

919-560-0125

Librarian is available by appointment to help with job searching, proofreading resumes and cover letters, and practicing to interview.

Part-Time Employment

North Carolina Department of Commerce Division of Employment Security
919-560-6880

<https://desncc.com>

1105 Briggs Avenue, Durham

Provides employment services, unemployment insurance, and labor market information to the North Carolina workers, employers, and the public.

National Caucus and Center on Black Aged:

Senior Community Service Employment Program: 919- 572-2964

www.ncba-aged.org

2800 Meridian Parkway, Suite 175, Durham

Provides part-time work experience and training in community service for low-income persons over the age of 55.

General Job Search Information

AARP Work and Retirement: 888-687-2277

www.aarp.org/work

Provides resources for people who are age 55 and over to obtain new job knowledge and enhance skills.

End of Life Planning and Hospice Care

Project Compassion: 919-402-1844

www.project-compassion.org

180 Providence Road, Suite 1-C, Chapel Hill

Creates community and provides support for people living with serious illness, care giving, end of life and grief.

Hospice Services

Hospice care is provided by health professionals and volunteers giving medical, psychological and spiritual support to help people who are dying have peace, comfort and dignity. Hospice programs also provide services to support a patient's family.

3HC Hospice Services: 800-260-4442

www.3hc.org Email: info@3hc.org

Home health, nursing PTOT, speech therapy, home health aide, social work, hospice and private duty.

Amedisys Hospice: 919-220-5505

www.amedisys.com

2609 N. Duke Street, Suite 102, Durham

A serious illness can raise so many questions. Finally, a place with some answers.

Community Home Care and Hospice: 919-233-1100

7714 Chapel Hill Road, Raleigh

www.communityhch.com

Duke HomeCare and Hospice: 919-620-3853

www.dhch.duhs.duke.edu

4321 Medical Park Drive, Suite 101, Durham

Hospice of Wake County: 919-828-0890

www.hospiceofwake.org

250 Hospice Circle, Raleigh

Celebrating life since 1979, Hospice of Wake County provides physical, emotional and spiritual care to those living with an advanced illness, their caregivers and those who have lost a loved one.

Liberty Home Care and Hospice Services: 919-471-1368 or 800-295-0626

www.libertyhomecare.com

3414 Duke Street, Suite 201, Durham

Open until 5:00 p.m.

PruittHealth Hospice of Rocky Mount: 919- 383-1546 or 800-973-3938

www.pruitthealth.com

3100 Erwin Rd, Durham

Faith Based Resources

Jewish Family Services: 919-354-4936

www.shalomdch.org

1937 W. Cornwallis Road, Durham

Affordable services and educational workshops to foster the Jewish tradition of empowering people to care for themselves and others, including: individuals, couples, families and group counseling; assessment, evaluation, and information; referrals to area resources and local Jewish clinicians; family education workshops and groups; elder services; financial assistance; and interfaith and intergenerational programs.

Financial Counseling

A financial broker is an expert in financial matters, providing services to both companies and individuals. Services can include: personal financial planning, life cover, serious illness cover, income protection, health insurance, savings, investments, pensions, retirement planning, business financial planning, inheritance tax planning, mortgages and commercial finance.

Durham Regional Financial Center: 919-688-3381

<http://drfcenter.org/wordpress>

2634 Durham-Chapel Hill Blvd Suite #212

Durham, NC. 27707

Certified Financial Planners Board of Standards: 800-487-1497

www.cfp.net

On-line Locator service to find a Certified Financial Planner

Homeland Estate and Financial Services: 919-443-1632 or 919-641-2773

www.hefs-nc.com/hefs-nc.aspx

2327 Englert Drive, Suite 304, Durham

Homeownership Preservation Foundation Hotline: 888-995-4673

www.995hope.org

National Association of Personal Financial Advisors: 847-483-5400

www.napfa.org

Free locator service online.

Legal Aid of North Carolina: Mortgage Foreclosure Project: 919-688-6396 or 866-219-5262

Senior Program 877-579-7562

www.legalaidnc.org/public/learn/statewide_projects/MFP or www.legalaidnc.org

201 West Main Street, Durham

Helps keep families in possession of their homes and equity.

Retirement and Asset Protection, Inc.: 919-493-3977

2 Claire Court, Durham or 1415 W. North Carolina 54 Durham, NC. 27707

U.S. Financial Literacy and Education Commission:

My Money: 888-696-6639

www.mymoney.gov

Provides information on budgeting and retirement planning.

Funeral Arrangements

Clements Funeral Home: 919-286-1224

www.clementsfuneralservice.com

1105 Broad Street, Durham NC 27705

Clements Funeral Home: 919-732-8002

www.clementsfuneralservice.com

148 N. Churton Street, Hillsborough, NC 27278

A family owned and operated full service funeral home for more than 50 years.

Cremation Society of the Carolinas: 919-571-3300 or 800-993-5333

www.cremationsocietync.com

2205 E. Millbrook Rd, Raleigh, NC. 27604

Ellis D. Jones and Sons Funeral Home: 919-688-1323

www.ellisdjones.com

419 Dowd Street, Durham, NC. 27701

Hall-Wynn Funeral Services and Crematory: 919-688-6387

www.hallwynn.com

1113 W. Main Street, Durham, NC. 27701

Hanes Funeral Home: 919-598-9968

hanesfuneralservice.com

460 S. Driver Street, Durham, NC. 27703

Holloway Funeral Home: 919-598-8496

<http://hollowaymemorial.com>

2502 Highway 55, Durham, NC 27713

Howerton-Bryan Funeral Home: 919-682-5464

www.howertonbryan.com

1005 W. Main Street, Durham, NC 27701

Hudson Funeral Home Inc.: 919-596-8269

www.hudsonfuneralhome.com

211 S. Miami Boulevard, Durham, NC 27703

Quality Mortuary Service, Inc.: 919-598-1416

448 S. Driver Street, Durham, NC 27703

Scarborough & Hargett Funeral Home Inc.: 919 -682-1171

www.scarboroughandhargettfh.com

923B Old Fayetteville Street, Durham, NC 27701

Future Planning Retirement

AARP:

888-687-2277 or TTY: 877-434-7598 Spanish 877-342-2277

www.aarp.org/money/retirement or www.aarp.org

On-line tools and information

Choose to Save: 202-659-0670

www.choosetosave.org/calculators

Retirement calculator and information on-line.

Federal Deposit Insurance Corporation: 877-275-3342

www.fdic.gov/consumers/consumer/moneysmart/index.html

The Money Smart program may be used by financial institutions and other organizations interested in sponsoring financial education workshops.

Future Planning Services, LLC: 919-451-9223

www.futureplanningservices.com

P O Box 51807, Durham, NC 27717

Provides help to pre-plan and pre-fund for end of life events. This includes, but is not limited to: funeral and final expense planning, as well as other details associated with this stressful time.

North Carolina Cooperative Extension Service: 919-560-0521 or 560-0525

www.ces.ncsu.edu/depts/fcs/resource.html

721 Foster Street, Durham

To help families deal with the economic downturn, North Carolina Cooperative Extension provides a website with facts sheets on how to cope with personal and financial crises. These facts sheets have information on saving money, talking to children about the economy, shopping for healthy foods on a tight budget, avoiding home foreclosure and other timely topics.

Social Security Administration: 800-772-1213

www.ssa.gov/retire2

Retirement Planner available on line application for Social Security benefits.

U.S. Financial Literacy and Education Commission: 800-333-4636

www.mymoney.gov

One-stop shop for federal financial literacy and education programs, grants and other information.

Women's Institute for a Secure Retirement (WISER):

202-393-5452

www.wiserwomen.org

Provides retirement and estate planning information.

Advanced Directives and Other Services

Legal Aid of North Carolina Senior Law Project:

919-688-6396 or 866-219-5262

www.legalaidnc.org

201 W. Main Street, Durham

Serves clients that are 60 years of age or older, special priority is given to the population consisting of those seniors with the greatest economic or social need. Clients who are age 60 or older are exempt from income limitations and are eligible for services.

NOLO Self Help Law Center: 800-728-3555

www.nolo.com

950 Parker Street, Berkeley, CA

Free legal information, law books, legal software, legal forms and lawyer directory.

North Carolina Department of the Secretary of State: 919-807-2167

www.secretary.state.nc.us/ahcdr

Advanced Health Care Directive Registry

Geriatric Care Management

Professional Geriatric Care Managers are health and human service specialists trained and experienced in any of several fields related to care management, including, but not limited to nursing, gerontology, social work, or psychology, with a specialized focus on issues related to aging and elder care. They assist older and disabled adults, and family caregivers in managing care needs to promote maximum functional potential of the care recipient.

Adult Care Solutions, LLC: 919-402-0442

www.adultcaresolutionsnc.com

1601 James Street, Durham

Always Best Care Senior Services: 919-357-1440

www.alwaysbestcarechapelhill-durham.com

1340 Environ Way, Chapel Hill

Always Best Care Senior Services: 919-357-1440

www.alwaysbestcarechapelhill-durham.com

2530 Meridian Parkway, Suite 300, Durham

Always Best Care Senior Services: 919-554-2223

www.NC-SeniorCare.com

12324 Hampton Way Drive, Suite 104, Wake Forest

There is never a charge for our initial assessment for personal and companion care or help with selecting a supportive living option that fits your physical, social and financial requirements.

Everybody Needs a Nurse: 919-606-1819

81110 Alexander, Chapel Hill

www.everybodyneedsanurse.com

Golden Eldercare Management: 919-604-1231

www.goldeneldercare.pro

1515 W. Highway 54, Suite 220, Durham

Golden Eldercare Management, PC (or GEM) helps their clients live life as fully and safely as possible—whether at home or in an extended care facility.

Senior Care Management Associates, LLC: 919-794-1888

www.senior-care-management.com

4711 Hope Valley Rd., Suite 4F-519 Durham, NC

Senior Transitions of North Carolina, PLLC: 919-240-7476

www.seniortransitionsnc.com

1289 N. Fordham Boulevard, # 353, Chapel Hill 27514

Health Care Resources Eye Care

Duke Eye Center: 919-684-6611

www.dukehealth.org/eye_center

2351 Erwin Road, Durham

Eye Care Center:

14 Consultant Place, Durham 919-493-3668

1058 W Club Blvd, Durham (Northgate Mall) 919-286-7732

<http://www.eyecarecenter.com>

North Carolina Eye, Ear, Nose & Throat: 919-595-2000

www.nceent.com

4102 North Roxboro St., Durham—919-595-2000

5726 Fayetteville Road, Suite 102, Durham—919-287-3443

1110 S.E. Cary Parkway, Suite 100, Cary—919-859-6771

911-A Bridge Road, Roxboro—336-597-2826

Upchurch Optical: 919-477-9113

www.upchurchopticalnc.com

5108 N. Roxboro Road, Durham

5826 Fayetteville Road Suite 104, Durham

Licensed optician provides eye exams and carries a full array of eyeglasses and contacts.

Hearing Care

CapTel North Carolina: 866-545-4012

http://www.ncdhhs.gov/search?search_api_views_fulltext=captel

Email: kim.m.calabretta@sprint.com

A free service provided by CapTel North Carolina that allows individuals to hear and read everything the person on the telephone is saying.

North Carolina Eye, Ear, Nose & Throat: 919-595-2000

www.nceent.com

4102 North Roxboro St., Durham—919-595-2000

5726 Fayetteville Road, Suite 102, Durham—919-287-3443

1110 S.E. Cary Parkway, Suite 100, Cary—919-859-6771

911-A Bridge Road, Roxboro—336-597-2826

Health Centers

Duke Geriatric Evaluation and Treatment Center: 919-620-4070

www.geri.duke.edu

DUMC 3469 Duke University Medical Center

Provides a variety of services to older adults and their families.

Duke Neurological Disorders Clinic: 919-668-7600

932 Morreene Road, Durham

3116 North Duke St, Durham
40 Duke Medicine Circle, Durham
4309 Medical Park Drive, Durham

Clinical services provided by neurologists specializing in movement and memory disorders like Alzheimer's, Parkinson's, and Huntington's disease.

Duke Regional Hospital: 919-470-4000

3643 N. Roxboro Road, Durham

www.dukeregional.org

Duke University Medical Outpatient Clinic: 919-471-8344 or 919-684-4111

www.dukehealth.org/locations/duke_outpatient_clinic

4220 N. Roxboro Road, Durham

Provides primary care for residents of Durham and surrounding counties.

Early Intervention Clinic: 919-560-7726

www.lincolnchc.org/patient-services/early-intervention-clinic.html

414 E. Main Street, Durham

Healthcare for the Homeless Clinic: 919-808-5604

www.lincolnchc.org/patient-services/healthcare-for-the-homeless.html

412 Liberty Street, Durham

Hillside Wellness Center: 919-956-4519

3727 Fayetteville Street, Durham

Holton Clinic: 919-530-8210

www.lincolnchc.org/patient-services/holton-clinic.html

401 N. Driver Street, Suite 1106, Durham

Joseph & Kathleen Bryan Alzheimer's Disease Research Center:

919-444-2372

<https://adrc.mc.duke.edu>

2200 W. Main Street, Suite A200, Durham

Referrals to the Memory Disorders Clinic are made by physician only.

Lincoln Community Health Center: 919-956-4000

www.lincolnchc.org

1301 Fayetteville Street, Durham

North Carolina Eye, Ear, Nose & Throat: 919-595-2000

www.nceent.com

4102 North Roxboro St., Durham—919-595-2000

5726 Fayetteville Road, Suite 102, Durham—919-287-3443

1110 S.E. Cary Parkway, Suite 100, Cary—919-859-6771

911-A Bridge Road, Roxboro—336-597-2826

VA Outpatient Clinic: 919-383-6107 or 286-0411

1824 Hillandale Road, Durham

Dental Services

Lincoln Community Health Center: 919-956-4000

1301 Fayetteville Street, Durham

www.lincolnchc.org

Providing accessible, affordable, high quality outpatient health care services to the medically underserved.

National Foundation of Dentistry for the Handicapped:

Donated Dental Services Program: 888-471-6334

www.nfdh.org

Through collaboration, arranges comprehensive dental treatment and long-term preventive services to needy, disabled, elderly or medically compromised individuals through a national network of direct service programs.

University of North Carolina Dental School Clinic:

Urgent Care: 919-537-3737

Dentures: 919-537-3997

General Number: 919-537-3737

www.dent.unc.edu

101 Manning Drive, Chapel Hill

Hospitals

Duke Regional Hospital: 919-470-4000

www.dukeregional.org

3643 N. Roxboro Road, Durham

Duke University Medical Center: 919-684-8111 or 888-275-3853

www.dukemedicine.org

2301 Erwin Road, Durham

Durham VA Medical Center: 919-286-0411

www.durham.va.gov

508 Fulton Street, Durham

University of North Carolina Memorial Hospital: 919-966-4131

www.unchealthcare.org

101 Manning Drive, Chapel Hill

Health Insurance

Blue Cross/Blue Shield of North Carolina: 919-765-4197

www.bcbsnc.com

P.O. Box 2291, Durham

Offers Blue Medicare plans.

Locating a Physician

Durham-Orange County Medical Society—919-833-3836

www.docmedsoc.org

Physician Locator Service (Duke Regional Hospital): 919-403-4374

www.dukeregional.org/physicians

3643 N. Roxboro Road, Durham

Mental Health Clinics

Alliance Behavioral Health Care: 919-651-8401

Alliance Access and Information Center: 800-510-9132

You can call 24/7 if you have questions or want to talk about receiving services.

4600 Emperor Boulevard, Durham

Values recovery, self-determination, resiliency, person-centered planning, and consumer and family-driven services. Meets the challenges of mental health, intellectual/developmental disabilities and substance use/addiction service needs.

Carolina Partners in Mental Healthcare:

www.carolinapartners.com

1502 W. NC Highway 54, Suite 103, Durham: 919-354-0850

3604 Shannon Road, Suite 200, Durham: 919-403-2122

1415 W. Highway 54, Suite 207, Durham: 919-401-2933

1415 W. Highway 54, Suite 121, Durham: 919-401-2933

Treating Mental Health Disorders, Substance Abuse, Mood, Anger, Anxiety, Personality, Behavioral, Trauma, Cognitive, Depression, Relationships/Divorce, Eating Disorders, and more with Psychiatry, Psychology, Naturopathy, Homeopathy, Nutritional Counseling, Massage Therapy, Hydrotherapy, Integrative Medicine, Mindfulness Meditation and Dietary Supplement Counseling

Duke Hospital Division of Geriatric Psychiatry: 919-668-2572

http://psychiatry.duke.edu/modules/psych_div_geriatric/index.php?id=1

Duke South Hospital, Room 3547 Blue Zone

Geriatric Psychiatry diagnoses and treats mental disorders in older adults.

Duke Regional Hospital: 919-470-6137

www.durhamregional.org/services/psychiatry

3643 N. Roxboro Street, Durham

Rob Womack M. Div/LPCA: 919-682-6549

RobWomackcounseling.com

Nurse Care

Everybody Needs a Nurse: 919-606-1819

www.everybodyneedsanurse.com

Email: yournurse@everybodyneedsanurse.com

Offers the advice and guidance of a registered nurse to help seniors and their families navigate the health care system and specializes in complex medical situations, medication reconciliation, home visits, and doctor's appointments.

Nurse Care of North Carolina: 919-309-4333

www.nursecarenc.com

3200 Croasdaile Drive, Suite 701, Durham

Provides in-home hands-on care for children, and adults of all ages.

Triangle Orthopaedic Associates, P.A.: 800-359-3053

www.triangleortho.com

Triangle Orthopaedic Associates, P.A. is a physician directed medical practice, caring for patients with musculoskeletal and pain problems. Our main office, located

in Durham, has nearly 20 healthcare providers ready to give your needs the highest priority with respect, compassion and dignity.

Vascular

Carolina Vein Institute: 919-929-6777

www.carolinaveininstitutenc.com

100 Europa Drive, Suite 100, Chapel Hill

Selecting a Psychiatrist or Psychologist

Carolina Partners for Marriage and Family Therapy: 919-354-0850

1502 W. Highway 54 103, Durham

North Carolina Association of Social Workers:

919-828-9650 or 800-280-6207

www.naswnc.org

North Carolina Psychology Association: 919-872-1005

www.ncpsychology.com Email: ncpal@mindspring.com

1004 Dresser Court, Suite 106, Raleigh

Medical Supplies

Gurley's Medical Supply: 919-237-3608

www.gurleysmedicalsupply.com

1720 Guess Road, Durham

Medical Supply Superstore: 919-220-0740

www.medicalsupplync.com

3306 Guess Road, Durham

PLM Equipment Services, Inc.: 919-233-2231

www.plmequipment.com

212 Powell Drive, Suite 122, Raleigh

Right Choice Medical Supplies: 252-753-5538 or 866-532-3026

<http://rightchoicemedicalsupplies.com/Welcome.html>

3637 S. George Street, Farmville

Patient Education Consultation

Everybody Needs a Nurse: 919-606-1819

www.everybodyneedsanurse.com

Email: enanurse@hotmail.com

Offers the advice and guidance of a registered nurse to help seniors and their families navigate the health care system and specializes in complex medical situations, medication reconciliation, home visits, and doctor's appointments.

Radiology

Wake Radiology: 919-787-7411

www.wakerad.com

3949 Browning Place, Raleigh

Wellness

Therapeutic Massage: 919-489-4118

3622 Randolph Road, Durham

Home Care Services

Accessible Home Health Care of Mid Carolina: 919-896-7679

www.accessiblemidcarolina.com

Advantage Care In-Home Services, Inc.: 919-471-1314

3600 N. Duke Street, Suite 100A, Durham

Amedisys Home Health: 919-941-5793 or toll free 800-682-6670

www.amedisys.com/HomeHealth

1005 Slater Road, Suite 105, Durham

AmeriCare HomeCare of North Carolina: 919-942-2840

www.americare-homecare.com

1829 E. Franklin Street Suite 100B, Chapel Hill

B & C Care System, Inc.: 919-638-2190

3020 Pickett Road, Suite 129, Durham

Accept Medicaid

Comfort Keepers: 919-338-2044

<http://durham-832.comfortkeepers.com>
1415 W. NC Highway 54, Suite 209, Durham

Comprehensive Community Care Inc.: 919-402-0323
www.compcarenc.com
3308 Durham Chapel Hill Boulevard # 160 (Building F), Durham

Diverse Family Services: 919-572-8833
www.dfservices.org
2402 S. Miami Boulevard, Suite 108, Durham
Medicaid Only

Divine Support Edge Healthcare Services: 919-401-6655
www.divinesupportedge.com
4307 Western Park Place, Suite 206, Durham

Duke HomeCare and Hospice: 919-620-3853
www.dhch.duhs.duke.edu
4321 Medical Park Drive, Suite 101, Durham

Durham County Social Services–In-Home Services: 919-560-8600
<http://dconc.gov/government/departments-f-z/social-services/adult-crisis-services/in-home-services>
414 E. Main Street, Durham

GeriCare and Health Services: 919-479-3000
www.gericareandhealth.com
3790 Guess Road, Suite 201, Durham

Health Care Options of the Triangle, Inc.: 919-477-2030 or 877-503-0974
www.healthcareoptionsnc.com/
3600 N. Duke Street, Suite 103, Durham

Home Choice Partners, Inc.: 919-433-5180
<http://homechoicepartners.com>
2300 Englert Drive, Suite A, Durham
Provide Home Infusion and Home Health

Home Instead Senior Care: 919-479-4600 or 919-794-5130
www.homeinstead.com/157
2726 Croasdaile Drive, Suite 203, Durham

Homewatch Caregivers: 919-960-6038
www.homewatchcaregivers.com/chapel-hill
101 Cosgrove Avenue, Suite 120, Chapel Hill

Interim Health Care of the Triangle, LLC: 919-493-7575
www.interimhealthcare.com
3710 University Drive, Suite 330, Durham

Jareh Healthcare, Inc.: 919-957-3354
2116 S. Miami Boulevard, Durham

Liberty Home Care: 919-382-7474
www.libertyhomecare.com
3414 N. Duke Street, Suite 201, Durham
Accept Medicaid

Maxim Healthcare Services, Inc.: 919-419-1484
www.maxhealthcare.com
Email: durhamhh@maxhealth.com
2634 Durham Chapel Hill Blvd., Suite 210, Durham
Accept Medicaid

Nurse Care of North Carolina: 919-309-4333
www.nursecarenc.com
3200 Croasdaile Drive, Suite 701, Durham

P.H.P. of N.C., Inc.: 919-220-0021
www.phpncinc.com
1500 E. Club Boulevard, Durham

Pacific Health Care Services, Inc.: 919-797-2506
www.pacifichealthcares.com
2327 Englert Drive, Suite 101-11, Durham
Accept Medicaid

Rainbow 66 Storehouse Home Care: 919-403-9193

www.rainbow66storehouse.com

3020 Pickett Road, Suite 449, Durham

Accept Medicaid

Reliable Home Care Agency: 919-596-9479

1020 S. Miami Boulevard, Suite 106, Durham

Right at Home Durham/Chapel Hill: 919-237-2333

www.rahdch.com

4905 Pine Cone Drive, Suite 2, Durham

Senior Helpers: 919-213-7282

www.seniorhelpers.com

5007 Southpark Drive, Suite 200-H Durham

Shalom Home Health, Inc.: 919-475-4541

3100 Pickett Road, Suite 112, Durham

Sunrise Home Care Inc.: 919-808-0854

www.sunrise-homecare.com

Sunrise Home Care Services: 919-451-6337

3622 Shannon Rd, Suite 100, Durham

Gentiva Home Health: 919-361-1921

<http://www.gentiva.com>

2500 Meridian Parkway Suite 106, Durham

The Cedars of Chapel Hill Home Care Agency:

919-259-7000

100 Cedar Club Circle, Chapel Hill

Wanda Best Health Care, Inc.: 919-381-4590

400 W. Main Street, Durham

Warm Home Health Care Agency, Inc.: 919-596-2706

212 Corcoran Street, Suite 207, Durham

Wisdom Healthcare Solutions: 919-323-3693

<http://www.wisdomhealthcare.net>

3622 Shannon Road, Suite 103, Durham

Private Pay, Non-Medical In-Home Services

These agencies provide companionship and help with errands, light housekeeping, meal preparation, and other non-medical services.

A Helping Hand: 919-403-5555

www.ahelpinghandnc.org

1502 North Carolina 54, Suite 405, Durham

East Carolina Home Care: 252-451-1333

301 S. Church Street, Rocky Mount

Handy Hands Services: 919-556-4181

U.S. 1 North, Wake Forest

Provides live-in aide service, minimum 30 hours weekly.

Senior Transitions of North Carolina, PLLC: 919-225-0379

www.seniortransitionsnc.com

Email: caringforseniors@aol.com

2801 Summerwind Road, Chapel Hill

Housing for Seniors

Federally Subsidized and Affordable Rental Senior Housing

The North Carolina Fair Housing Act makes it illegal to discriminate in housing because of race, color, religion, sex, national origin, physical or mental handicaps, or family status (families with children).

Carver Creek Apartments: 919-471-6913

531 E. Carver Street, Durham

Durham Hosiery Mill Apartments: 919-682-4866

804 Angier Avenue, Durham

Durham Housing Authority: 919-683-1551

www.durhamhousingauthority.org
330 E. Main Street, Durham

J.F.K. Towers: 919-477-9813
4900 N. Roxboro Road, Durham

Lakeside Gardens: 919-484-0390
www.lakesidegardensapts.com
820 Martin Luther King Parkway, Durham

Maple Court Apartments: 919-477-0571
207 Commons Boulevard, Durham

Maplewood Square: 919-402-1684
www.maplewood-square.com Email: maplewood-square@cmc-nc.com
1520 Chapel Hill Road, Durham

Morehead Hills Apartments: 919-683-2713
500 Cobb Street, Durham

Morning Glory Senior Village: 919-667-9907
www.morninggloryseniorvillage.com
1107 Morning Glory Avenue, Durham

Mutual Manor Apartments: 919-956-7481
3146 Fayetteville Street, Durham

New Bethel and L.W. Reid Homes: 919-286-7898
2614 Crest Street, Durham
62 years of age or older

Preiss-Steele Place: 919-479-5050
www.durhamhousingauthority.org/communities-view.asp?id=14
500 Pickwick Tr., Durham

Rockwood Cottages: 919-403-9051
1 E. Rock Cottage Court, Durham

St. Joseph's Place: 919-682-9807
www.uchas.org/supportive/st-josephs-place.asp
506 Hope Avenue, Durham

Placement Services

Senior Housing Consultants: 919-239-2576
www.srhousingconsultants.com
503 Kimloch Drive, Garner
Looking for senior housing? Allow us to help you find the best fit!

Landlord Complaints

City of Durham Human Relations Commission: 919-560-4107 ext. 24247
<http://durhamnc.gov/ich/cb/nis/Pages/Human-Relations-Commission.aspx>
101 City Hall Plaza, Durham

Legal Aid of North Carolina: 919-688-6396 or 866-219-5262
www.legalaidnc.org
201 W. Main Street, 4th Floor, Durham
Provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity.

North Carolina Bar Association: 919-677-0561 or 800-662-7407
www.ncbar.org

Homeowner/Tenant Rights

City of Durham Community Development Department: 919-560-4570
<http://durhamnc.gov/ich/cb/cdd/Pages/Home.aspx>
807 E. Main Street, Suite 2-200, Durham

North Central Legal Aid of North Carolina: 919-688-6396 or 866-219-5262
www.legalaidnc.org
201 W. Main Street, 4th Floor, Durham
Provides free legal services in civil matters to low-income people in order to ensure equal access to justice and to remove legal barriers to economic opportunity.

Reinvestment Partners: 919-683-1185 or 919-677-1000

www.reinvestmentpartners.org

110 E. Geer Street, Durham

Advocates for change in the lending practices of financial institutions to promote wealth building of underserved communities and to end predatory lending practices that strip wealth.

Unsafe/ Substandard Housing/Code Violations

City of Durham Community Development Department: 919-560-4570

<http://durhamnc.gov/ich/cb/cdd/Pages/Home.aspx>

807 E. Main Street, Suite 2-200, Durham

Durham County Government: 919-560-4144

www.co.durham.nc.us

101 City Hall Plaza, Durham

Home Repairs/Modifications

When doing home repairs and modifications, remember:

- Never let a door-to-door salesman into your home unless you know him or her.
- It is never wise to sign a contract for any service until you get recommendations from someone who has used the repair service for a similar project.
- Check to be sure the repair service is licensed and bonded.
- Check with the Better Business Bureau about the repair services' record.

City of Durham Community Development Department: 919-560-4570

<http://durhamnc.gov/ich/cb/cdd/Pages/Home.aspx>

807 E. Main Street, Suite 2-200, Durham

Durham Habitat for Humanity: 919-682-0516

www.durhamhabitat.org

215 N. Church Street, Durham

Builds and repairs homes.

Operation Breakthrough, Inc. Weatherization Department: 919-688-8111

www.obtnc.org

800 N. Mangum Street, Durham

Property Tax Relief for Elderly and Disabled

Durham County Tax Administration: 919-560-0300

www.tax.durhamcountync.gov

200 E. Main Street, 1st Floor Old Court House, Durham

Independent Living Support Services

Many older and disabled adults can live independently. However, some may need assistance in order to continue living in their own home. Listed below are resources that may help disabled adults continue living independently.

Special Equipment for the Home

Easter Seals Equipment Provision Program: 919-861-00354

<http://www.easterseals.com>

2315 Myron Drive, Raleigh

Independent Living Rehabilitation: 919-560-6815

4312 Western Park Place, Durham

Provides medical equipment to disabled individuals to promote independent living and prevent institutionalization.

Acorn Masterpiece Stair Lifts: 919-623-9934

www.maSuiterpiecestairlifts.com

105 Merryhill Drive, Cary

North Carolina Assistive Technology Project: 919-859-8360

www.ncatp.org

4900 Waters Edge Drive, Suite 250, Raleigh

Provides assistive technology services statewide to people of all ages and abilities.

Daily Phone Contact

Hopeline, Inc.: 919-231-4525 or 877-235-4525 (toll free)

www.hopeline-nc.org

Brief “check-in” calls to senior citizens who are continuing to live independently with little or no daily contact with others. These daily calls provide reassurance

and a reminder that there is a compassionate person who cares and is willing to listen.

Durham Center for Senior Life: 919-688-8247

www.dcslnc.org

Email: info@dcslnc.org

406 Rigsbee Avenue, Durham

Provides weekday calls to seniors who are homebound or may have limited contact with other people. The telephone reassurance calls to older adults in Durham County are made by considerate and concerned volunteers.

Emergency Response Systems

ADT Home Health Security Services: 800-521-0772

www.adt.com

First Security Service, Inc.: 984-244-2475

Email: kimc@firstsecurityserviceinc.com

www.fsscass.com

Guardian Medical Monitoring: 877-435-7225

www.guardianmedicalmonitoring.com

Life Aid Medical Alert: 919-942-2840

northcarolina.americareinfo.com

1829 E. Franklin Street Suite 100B, Chapel Hill

LifeFone: 1-844-253-7939

www.lifefone.com

Carolina Medical Alerts: 919-479-6050

www.trianglelifeline.com

4220 NC Hwy 55 #335, Durham, NC 27713

Home Delivered Meals

Meals on Wheels: 919-667-9424

www.mowdurham.org

2522 Ross Road, Durham

Home Delivered Medications

Central Pharmacy: 919-220-5121

www.centralpharmacync.com

2609 N. Duke Street, Suite 103, Durham

Clinic Pharmacy: 919-383-7495

<http://theclinicpharmacy.com>

2726 Croasdaile Drive Suite 104, Durham

Gurley's Pharmacy, Inc.: 919-688-8978

<http://gurleyspharmacy.com>

114 W. Main Street, Durham

Main Street Pharmacy: 919-688-1368

<http://mymainstreetpharmacy.com>

E-mail: mainSt.rx@nc.rr.com

213 W. Main Street, Durham

Meds Delivery Pharmacy: 919-856-9501

Fax: 919-856-9503

Email: tony@medsdeliverlypharmacy.com

745 W. Johnson St. Ste. A, Raleigh

Physician's Pharmacy Alliance: 919-463-5555

www.rxhealthcare.org

118 Mackenan Drive, Suite 200 Cary

Upchurch Drugs and Gifts: 919-477-7325

<http://upchurchdrugsandgifts.com>

5108 N. Roxboro Street, Durham

Provide delivery to JFK Towers

Information and Referral

Elder Service Locators

Durham Center for Senior Life: 919-688-8247

www.dcsln.org

Email: info@dcsinc.org

406 Rigsbee Avenue, Durham

Information and Options Counseling specialists help empower seniors to solve complex problems. All assistance is confidential. Services are accessed by phone, in-person and via e-mail. All requests are recorded and follow up is required. The agency received over 4000 contacts for services related to health issues, food insecurity, housing, utilities, insurance, and other areas. These services are designed to reduce barriers to access, increase the knowledge of the senior and assist with implementation of services. Provides confidential information, referrals and assistance to older adults, family members, and caregivers on housing, long term care, emergency assistance (rent, mortgage, utilities, food), legal issues, transportation, financial issues, reverse mortgage, caregiver issues, tax assistance, in-home aide services, disaster preparedness, senior centers, nutrition/congregate meal programs, employment assistance, medical equipment, end-of-life care, health care, mental health, rehabilitation services, respite services, adult day programs, elder abuse, neglect and exploitation, crime and safety, Medicare and Medicaid.

Eldercare Locator: 800-677-1116

www.eldercare.gov

The Eldercare Locator is a public service of the U.S. Administration on Aging and for helping older persons and their families find home and community-based services like transportation, meals, home care, and caregiver support services in every U.S. community.

Federal Information Line: 800-333-4636

www.usa.gov

Provides information on Federal programs and services.

Senior PharmAssist: 919-688-4772

www.seniorpharmassist.org

406 Rigsbee Avenue, Suite 201, Durham

Helps Durham County seniors remain healthy and independent by providing practical help to manage and appropriately use necessary medications, pay for prescriptions, choose Medicare-approved drug plans, and access other community resources. This nonprofit has served Durham since 1994 and participates with NC Seniors' Health Insurance Information Program (SHIIP). If you are 60 or older or

have Medicare and need help with your medications, please call Senior PharmAssist.

Triangle J Area Agency on Aging: 919-558-2711

www.tjaaa.org

4307 Emperor Boulevard, Suite 110 Research Triangle Park

Focuses on its partnership efforts as a means of leveraging a quality continuum of support for the region's older adults. The mission is to promote the highest level of well-being of older adults in the seven-county region by partnering with organizations to provide a comprehensive system of opportunities, services and protective supports.

Crisis Lines

Durham Crisis Response Center: 919-403-6562(English)

919-519-3735 (Spanish)

www.durhamcrisisresponse.org

24 hour line for victims or abuse or violence providing case management, counseling and advocacy.

Hope Line, Inc.: 919-231-4525 or 877-235-4525

www.hopeline-nc.org

National Suicide Prevention Lifeline: 800-273-8255

TTY: 800-799-4889

www.suicidepreventionlifeline.org

Information Technology Services

This section lists resources for information technology services, such as set-up and installation of computers hardware and software, computer repairs, networking, website design, and other related services.

Data Tech Services, LLC: 919-225-1742

www.datatechservicesllc.com

Offers computer set-up, troubleshooting and training for technophobic boomers and seniors and provides IT support services and website development for non-profits and small businesses.

Immanuel Consulting Services: 919-489-0321

Skytel: 919-443-1551

<http://www.skytelsystems.co>

Selecting an Attorney

AARP Legal Services Network: 866-330-0753

<https://www.aarplsn.com/lsn/home.do>

American Bar Association: 800-285-2221

www.abanet.org/lawyerlocator/searchlawyer.html

National Academy of Elder Law Attorneys: 703-942-5711

www.naela.org

North Carolina Bar Association Lawyer Referral Service:

919-677-8574 or 800-662-7660

www.ncbar.org

Elder Law and Estate Attorneys

Carolina Estate Counsel: 919-656-2959

www.carolinaestatecounsel.com

5540 Centerview Drive, Suite 200, Raleigh

Dewitt Law, PLLC: 919-388-8200

118 E. Main Street, Suite A, Carrboro

Eagen and Eagen, Elder Law Attorneys: 919-490-1900

Toll free: 866-745-8820

4 Consultant Place, Durham

www.eagenandeagen.com

Law Office of Douglas E. Koenig, PLLC: 919-883-2800

www.dougkoeniglaw.com

6208 Fayetteville Road, Suite 104, Durham

McPherson, Rocamora, Nicholson & Nordgren, PLL: 919-493-0584

www.macroclaw.com

3211 Shannon Road, Durham

Walker Lambe Rhudy Costley & Gill, PLLC: 919-493-8411

www.walkerlambe.com

240 Leigh Farm Road, Suite 100, Durham

102 Market Street, Suite 105, Chapel Hill

Complaint about an Attorney

North Carolina State Bar: 919-828-4620

www.ncbar.gov

208 Fayetteville Street, Raleigh

Denied Benefits or Services

City of Durham Human Relations Commission: 919-560-4214

<http://durhamnc.gov/1193/Human-Relations-Commission>

101 City Hall Plaza, Durham

Legal Aid of North Carolina: 919-688-6396 or 866-219-5262

www.legalaidnc.org

201 W. Main Street, Suite 400, Durham

Long Term Care

Assisted Living Communities

Assisted living facilities are for people needing assistance with Activities of Daily Living (ADLs) but wishing to live as independently as possible for as long as possible. Assisted living exists to bridge the gap between independent living and nursing homes. Residents in assisted living centers are not able to live by themselves but do not require constant care either. Assisted living facilities offer help with ADLs such as eating, bathing, dressing, laundry, housekeeping, and assistance with medications. Many facilities also have centers for medical care; however, the care offered may not be as intensive or available to residents as the care offered at a nursing home. Assisted living is not an alternative to a nursing home, but an intermediate level of long-term care appropriate for many seniors.

Atria Southpoint Walk: 919-401-0100

5705 Fayetteville Road, Durham

Autumn's Way Care Home: 919-402-0442
4811 Bay Point Drive, Durham
www.lynnscarevillage.com

Camellia Gardens: 919-544-0257
5010 S. Alston Avenue, Durham

Carillon Assisted Living of Hillsborough: 919-732-9040
www.carillonassistedliving.com

1911 Orange Grove Road, Hillsborough

Our philosophy is based on three foundational pillars from which all operations and policies are conducted and developed: wellness, preservation of dignity and Independence, and social interaction and well being.

Brookdale Macarthur Park: 919-263-0496
Personalized Assisted Living, Alzheimer's and Dementia Care
www.brookdaleliving.com
111 MacArthur Drive, Cary

Brookdale Meadowmont: 919-918-7600
Personalized Assisted Living, Alzheimer's and Dementia Care
www.brookdaleliving.com
100 Lanark Road, Chapel Hill

Brookdale Durham: 919-479-9966
Personalized Assisted Living, Alzheimer's and Dementia Care
www.brookdaleliving.com
4434 Ben Franklin Boulevard, Durham

Brookdale Wake Forest: 919-636-4255
Personalized Assisted Living, Alzheimer's and Dementia Care
www.brookdaleliving.com
611 S. Brooks Street, Wake Forest

Brookdale Chapel Hill: 919-636-5247
Personalized Assisted Living, Alzheimer's and Dementia Care
www.brookdaleliving.com/clare-bridge-of-chapel-hill.aspx

2220 Farmington Drive, Chapel Hill

Croasdaile Village: 919-384-2000

www.croasdailevillage.com

2600 Croasdaile Farm Parkway, Durham

Durham Ridge Assisted Living Memory Care: 919-596-9464

www.durhamridgeassistedliving.com

3420 Wake Forest Highway, Durham

Eden Spring Living Center: 919-544-0874

3812 Booker Street, Durham

Ellisons Rest Home: 919-544-3714

100 Ellison Drive, Durham

Eno Pointe Assisted Living: 919-471-6306

5600 N. Roxboro Road, Durham

Brookdale North Raleigh: 919-268-8938

www.brookdaleliving.com/the-heritage-of-raleigh.aspx

Independent Living—Supportive Living

1200 Carlos Drive, Raleigh

Seasons at Southpoint: 919-484-8518

www.seasonsatsouthpoint.com.

1002 E. Highway 54, Durham

Spring Arbor of Durham: 919-403-0055 or 919-403-5667

www.springarborliving.com

4523 Hope Valley Road, Durham

Brookdale Chapel Hill: 9149-268-8933

www.brookdaleliving.com/wynwood-of-chapel-hill.aspx

Personalized Assisted Living

2220 Farmington Drive, Chapel Hill

Family Care Homes

Family Care Homes provide room and board, 24 hour supervision and services for clients needing assistance with ADL'S and some health care needs.

Jua Valley Family Care Home: 866-654-1113

LiveWell Care Homes, Inc.: 919-403-6718

www.livewellcarehomes.com

6720 Pauline Drive, Chapel Hill

Nursing Homes

Nursing home facilities provide care (usually long-term) of patients who are not sick enough to need hospitalization but need either rehabilitative care (to return home to independent living or supported living with family or assisted living facility), or need long term medical care due to chronic and disabling disorders.

Brian Center Health and Rehabilitation: 919-544-9021

<http://www.briancenterofdurham.com>

6000 Fayetteville Road, Durham

Carver Living Center: 919-471-3558

www.carverlivingcenter.com

303 E. Carver Street, Durham

Croasdaile Village: 919-384-2516

www.croasdailevillage.com

2600 Croasdaile Farm Parkway, Durham

Grace Health Care (LaSalle)—919-383-5521

411 S. LaSalle Street, Durham

Hillcrest Convalescent Center: 919-286-7705

Email: info@hillcrestnc.com

www.hillcrestnc.com

1417 W. Pettigrew Street, Durham

Peak Resources Treyburn: 919-477-4474

www.peakresourcesinc.com

2059 Torredge Road, Durham

Provides a variety of short- and long-term rehabilitation and nursing services.

Pettigrew Rehabilitation: 919-286-0751

www.pettigrewhc.com

1515 W. Pettigrew Street, Durham

Rose Manor Healthcare Center: 919-477-9805

www.rosemanorhc.com

4230 N. Roxboro Road, Durham

The Cedars of Chapel Hill: 919-259-7000

www.cedarsofchapelhill.com

100 Cedar Club Circle, Chapel Hill

The Forest at Duke: 919-490-8000

www.forestduke.com

2701 Pickett Road, Durham

UniHealth Post-Acute Care of Durham: 919-383-1547

www.uhs-pruitt.com

3100 Erwin Road, Durham

UniHealth Post-Acute Care: Carolina Point

919-383-1546

www.uhs-pruitt.com

5935 Mount Sinai Road, Durham

Nursing Home and Adult Care Home Complaints

NC Division of Health Service Regulations: 919-855-3750

800-624-3004 (within NC)

www.ncdhhs.gov/dhsr

Triangle J Council of Governments: 919-549-0551

www.tjcog.org

Ask to speak with your regional ombudsman.

Long - Term Acute Care Hospitals

Long Term Acute Care hospitals are different from acute care in nursing homes in that most cases are there for 20 days or more. Long term acute care provides medically complex treatment and may include weaning patients off ventilators, occupational, speech or physical therapy, pulmonary, critical care and other rehabilitation. These hospitals provide aggressive care to patients who are ill, have few options left and need prolonged recovery time.

Kindred Hospital: 336-271-2800
2401 S. Side Boulevard, Greensboro

LifeCare Hospitals of North Carolina: 252-451-4045 or 877-852-5822
1051 Noell Lane, Rocky Mount

Continuing Care Retirement Communities

Continuing Care Retirement Communities offer a continuum of care to older adults under a contract for the life of the resident, including independent living, assisted living, and skilled nursing care. Housing options consist of cottages, townhomes, and apartments with a variety of services, such as restaurant-style dining, crafts, fitness centers, beauty/barber shops, walking trails, gardens, golf, transportation services, social services, and other amenities.

Carol Woods: 919-968-4511
800-518-9333
www.carolwoods.org
750 Weaver Dairy Road, Chapel Hill

Carolina Meadows: 919-942-4014
www.carolinameadows.org
100 Carolina Meadows, Chapel Hill

Croasdaile Village: 919-384-2000
www.croasdailevillage.com
2600 Croasdaile Farm Parkway, Durham

The Cedars of Chapel Hill: 919-259-7000
www.cedarsofchapelhill.com
100 Cedar Club Circle, Chapel Hill

The Forest at Duke: 919-490-8000

www.forestduke.org

2701 Pickett Road, Durham

Retirement and Independent Living Communities

Retirement Communities offer an independent lifestyle for older adults. Services can include shopping, social events, prepared meals, and transportation services. Retirement communities do not offer health care or assistance to older adults who are ill.

Alta Walk: 919-405-2141

www.altawalk.com

altawalk@bellpartnersinc.com

5705 Fayetteville Road, Durham

Croasdaile Village: 919-384-2000

800-960-7737

www.croasdailevillage.com

2600 Croasdaile Farm Parkway, Durham

Durham Regent Retirement Community: 919-490-6224

www.holidaytouch.com/Our-Communities/durham-regent.aspx

3007 Pickett Road, Durham

Emerald Pond Retirement Community: 919-493-4713

www.holidaytouch.com/Our-Communities/emerald-pond.aspx

205 Emerald Pond Lane, Durham

Heritage of Raleigh: 919-636-4206

www.brookdaleliving.com/the-heritage-of-raleigh.aspx

Independent Living—Supportive Living

1200 Carlos Drive, Raleigh

Medical Equipment

Gurley's Medical Supply: 919-237-3608

www.gurleymedicalsupply.com

1720 Guess Road, Number 72, Durham

Medical Supply Superstore: 919-220-0740

www.medicalsupplync.com

3300 Guess Road, Durham

PLM Equipment Services: 919-233-2231

www.plmequipment.com

Installation, service and repair of medical equipment.

212 Powell Drive, Suite 122, Raleigh

Medicare and Insurance

Insurance Counseling and Assistance

Durham County Cooperative Extension Service: 919-560-0525

<http://durham.ces.ncsu.edu>

721 Foster Street, Durham

Seniors' Health Insurance Information Program (SHIIP): 855-408-1212

Monday – Friday 8:00 am to 5:00 pm

www.ncshiip.com

Answers questions and counsels Medicare beneficiaries and caregivers about Medicare, Medicare supplements, Medicare Advantage, Medicare prescription drug plans, long-term care and other health insurance concerns.

Senior PharmAssist: 919-688-4772

www.seniorpharmassist.org

406 Rigsbee Avenue, Suite 201, Durham

Senior PharmAssist helps Durham County seniors remain healthy and independent by providing practical help to manage and appropriately use necessary medications, pay for prescriptions, choose Medicare-approved drug plans, and access other community resources. This nonprofit has served Durham since 1994 and participates with NC Seniors' Health Insurance Information Program (SHIIP). If you are 60 or

older or have Medicare and need help with your medications, please call Senior PharmAssist.

AARP Homeowners Insurance Program: 800-423-4114

www.aarpfinancial.com/content/Learning/insurance_homeowners.cfm

Medicare Claims

Medical Insurance Claim Service: 800-228-8662

510 Summit Ave.

P.O. Box 188, Greensboro

Assists with filing and tracking claims for a fee.

Medicare Durable Medical Equipment: 800-618-5481

Intermediary: Palmetto GBA of South Carolina

Medicare Part A Hospital Coverage and Claims:

Blue Cross Blue Shield in Durham

919-688-5528 or 800-685-1512

Intermediary: Palmetto GBA

Medicare Part B Coverage and Claims: 800-672-3071

Intermediary: CIGNA Medicare Part B Carrier

Medicare Advantage Insurance

According to Medicare.gov, a Medicare Advantage Plan is another Medicare health plan choice as part of Medicare, sometimes called “Part C” or “MA” plans, offered by private companies approved by Medicare. This plan will provide all of your Part A and Part B coverage and may offer extra coverage, such as: vision, hearing, dental and/or health or wellness programs. Most include prescription drug coverage (Part D). Medicare pays a fixed amount for your care every month to the companies offering the plans. These plans can charge different out-of-pocket costs and have different rules for how to get services such as whether you need a referral to see a specialist or if you have to go to only doctors, facilities, or suppliers that belong to the plan for non-emergency or non-urgent care. These rules can change each year. Before you join, find and compare Medicare Health Plans in your area.

Blue Cross/Blue Shield of North Carolina: 800-665-8037

www.bcbsnc.com

Offers Blue Medicare plans. Long-Term Care Insurance.

Comfort Long Term Care: 919-259-6401

www.senior-care-management.com

4711 Hope Valley Road

Prescription Drug Assistance

Department of Social Services: 919-560-8000

300 N. Duke Street, Durham

NeedyMeds:

www.needymeds.org

On-line only.

RxAssist: 401-729-3284

Email: info@rxassist.org

www.rxassist.org

RxOutreach: 800-769-3880

www.rxoutreach.com

Senior PharmAssist: 919-688-4772

www.seniorpharmassist.org

406 Rigsbee Avenue, Suite 201, Durham

Senior PharmAssist helps Durham County seniors remain healthy and independent by providing practical help to manage and appropriately use necessary medications, pay for prescriptions, choose Medicare-approved drug plans, and access other community resources. This nonprofit has served Durham since 1994 and participates with NC Seniors' Health Insurance Information Program (SHIIP). If you are 60 or older or have Medicare and need help with your medications, please call Senior PharmAssist.

Together Rx Access: 800-444-4106

www.togetherrxaccess.com

Rehabilitation Services

ElderFit Physical Therapy: 919-614-1923

www.elderfitpt.com

1101 Bartlett Circle, Hillsborough

Peak Resources/Treyburn: 919-477-4474

www.peakresourcesinc.com/nursing/treyburn.html

2059 Torredge Road, Durham

Triangle Orthopedic Associates, P.A.: 800-359-3053

www.triangleortho.com

A physician directed medical practice, caring for patients with musculoskeletal pain problems. Our main office, located in Durham, has nearly 20 healthcare providers ready to give your needs the highest priority with respect, compassion and dignity.

Relocation and Transition Services

Relocation Specialists

Aspire Transitions: 919-533-6610

www.aspiretransitions.vpweb.com

Our goal is your total satisfaction. We can assist with your transition from start to finish. We provide both physical and emotional support to make this stressful time a more pleasant experience.

Assisted Moving, Inc.: 919-845-8888

www.assistedmoving.com

7000 Harps Mill Road, Suite 102, Raleigh

Caring Transitions: 919-237-9359

caringtransitions.net

811 Kimball Drive, Durham

Carolina Relocation & Transition Specialist: 919-610-1888

www.carolina-RTS.com

Free in home assessment.

Our Mission: "To provide superior service to our clients as we assist them through their Individual life transitions."

Move Elders with Ease: 919-218-4783

www.moveelderswithease.com

1251 N.W. Maynard Road, Suite 264, Cary

Reverse Mortgage

Reverse Mortgage/Home Equity Conversion Mortgage Counseling

Reverse mortgage is a loan secured by home equity that does not need to be repaid until the end of the loan term, which is usually when the homeowner can no longer occupy the home as a principal residence, sells the home or dies. According to a North Carolina statute, you are required to receive counseling from a state-certified housing counselor (see below) who will help you understand. A borrower may be charged for this service. If you receive a reverse mortgage, you are still responsible for maintenance, insurance and taxes for the home. You may use the money however you choose. To qualify for a reverse mortgage, you and any co-borrower must be at least 62 years old, must own your home free and clear (or have a very low outstanding debt) and must occupy the home as your primary residence.

Bank of England/ENG Lending: 919-876-8400

4004 Barrett Dr. Ste. 201 Raleigh

www.boereverse.com

Approved by the NC Commissioner of Banks, specializing in helping seniors and their families decide if reverse mortgage is appropriate for their unique situation. Advises, supports and services all clients with professional integrity and respect.

Durham Regional Financial Center: 919-688-3381

<http://drfcenter.org/wordpress>

2634 Durham- Chapel Hill Blvd. # 212, Durham

Senior Advisor

Jeff Goll: 919-683-8667

www.changingage.org

Provides assistance with organization, paying bills, housing transition, close bank accounts, transfer titles, close credit cards and make sure that seniors get pension transfers.

A Place for Mom: 919-948-2983

www.aplaceformom.com

Mannix Associates Senior Care and Caregiver Consulting: 919-869-4215
www.raleighassistedliving.org

Stair Lifts

Acorn Stair Lifts: 919-623-9934
<http://www.masterpiecestairlifts.com/>
1135 Kildare Farm Road, Cary

Support Groups

This section provides older adults and caregivers with information on the support network in our area. Some groups may be for people with a disease or their families, for example, Alzheimer's disease. Others may provide support for losing loved ones. Most groups are open to everyone.

Caregiver Support Groups

Alzheimer's Association Eastern North Carolina Chapter: 919-803-8285
www.alznc.org
The Cumberland Building 3739 National Drive, Suite 110, Raleigh

Cary and Ruth Henderson Patient and Caregiver Support Group:
919-660-7510 or 800-672-4213 Call for information.

Daughters Concerned for Aging Relatives: 919-660-7510
Meets last Wednesday each month from 12:00–1:00pm, Room 3512, Blue Zone, Duke Hospital South (3rd floor, Center for Aging)

Durham Center for Senior Life: 919-688-8247 ext. 115
www.dcsln.org Email: info@dcsln.org
406 Rigsbee Avenue, Durham
Meets the 2nd Tuesday each month from 1:00pm-2:00pm. Call for meeting location.

Jewish Family Services: 919-354-4923
www.shalomdch.org
3622 Lyckan Parkway, Suite 3003, Durham

See list of services under Jewish Family Services in previous section of this directory.

Community Support Groups

Alcoholics Anonymous: 919-286-9499

www.aa.org

Alzheimer' Disease Support Group: 919-660-7510

American Cancer Society: 800-227-2345

www.cancer.org

Cornucopia House Inc (Cancer Support Center): 919-407-9333

www.cancersupport4u.org

NC Alliance for Mentally Ill (NAMI): 919-788-0801 or 800-451-9628

www.nami.org

Orange/Durham Coalition Battered Women: Helpline: 919-683-8628

Teer House: 919-477-2644

www.dukehealth.org/locations/teer_house

4019 N. Roxboro Road, Durham

Provides a variety of support groups including: diabetes, low carb/low glycemic weight loss management, grief change and loss, motherhood: the new reality show, and perinatal loss during pregnancy or after birth.

Duke Medicine Support Groups

Alzheimer's Evening Support Group (Contact Bobbi Matchar): 919-660-7510

Cary & Ruth Henderson Patient/Caregiver Support Group (Contact Lisa Gwyther): 919-660-7510

Early Stage Alzheimer's Support Group (Contact Bobbi Matchar): 919-660-7510

Better Breathers Club: 919-220-5261

Breast Cancer: 919-684-4497

Daughters Concerned for Aging Parents (Contact Bobbi Matchar): 919-660-7510

Duke Heart Center Patient Support Program: 919-681-5031

Lymphoma Support Group: 919-684-4497
Prostate Cancer Support Group: 919-684-4497
Stroke Support Group: 919-660-0096
The Living Bank: 800-528-2971
Unicorn Bereavement Center: 919-644-6869

Taxes

County Tax Office: 919-560-0300
www.durhamcountync.gov/departments/txad
200 E. Main Street, 1st Floor Old Courthouse Durham
Provides Property Tax Filing and Tax Exemption forms.

Internal Revenue Service (IRS): 800-829-1040 or TDD: 800-829-4059
www.irs.gov
Provides information and forms for filing federal taxes.

North Carolina Department of Revenue: General Information: 877-252-3052
Individual Income Tax Refund Inquiry: 877-252-4052
www.dor.state.nc.us
Provides information and forms for filing state taxes.

Volunteer Income Tax Assistance (VITA):
919-536-7247 ext. 5303 or 919-536-7247 ext.5301
www.durhamtech.edu/html/aboutdt/rsvp.htm
1637 Lawson Street, Durham
Free seasonal assistance with income tax filing offered at several locations. Call for dates and times.

Transportation

Transportation Choices for Persons 65 Years and Older

A Helping Hand: 919-403-5555
www.ahelpinghandnc.org
Call for reservations and fees. Can provide transportation from 6:30am–8:00pm for seniors and adults with disabilities. Can provide escorted transportation by appointment only. Mileage fees apply. Cannot transport wheelchairs.

American Red Cross: 919-489-6541 or 919-489-6542

<http://centralnorthcarolina.redcross.org>

Curb-to-curb transportation to medical appointments within Durham City limits. Medicaid clients ride FREE with DSS approval. Call for rates.

DATA: 919-560-7422

<http://data.durhamnc.gov/about.cfm>

Can provide transportation from 5:30am–12:30am Monday–Saturday, 6:30am–7:30pm Sundays and Holidays. Wheelchair accessible buses, free to seniors (65+) with government or DATA issued ID offering fixed routes inside Durham City limits.

DATA Access: —919-560-1551

<http://data.durhamnc.gov/access.cfm>

Can provide transportation 5:30am–12:30am Monday–Saturday, 6:30am–7:30pm Sundays and Holidays.

DATA Access is an ADA certified curb-to-curb paratransit system is designed for those persons whose disabilities prevent them from using accessible fixed-route transit. FREE to Medicaid clients for medical transportation with prior approval from Durham County Department of Social Services (call: 919-560-8600 for information). Application process required. \$2 each way or can purchase discounted vouchers. All locations in Durham City Limits. Reservations must be made by 4:30pm at least one day before date of trip but no more than 14 days in advance.

DATA Taxicab Program: 919-560-1551

<http://data.durhamnc.gov/access.cfm>

Durham Center for Senior Life: 919-688-8247

www.dcsln.org

406 Rigsbee Avenue, Durham

Provides transportation to congregate meal sites.

Kerr Area Rural Transportation System (KARTS): 252-438-2573

www.KARTSNC.com

Transportation service provide for regional community system in the Durham, Franklin, Chapel Hill, Granville, Raleigh, Vance, and Warren County. Transportation provided for medical and non-medical. Medicaid accepted for medical appointments. Call for reservation and fees.

Lincoln Community Health Center: 919-956-4000

www.lincolnchc.org

Reservations accepted from 10am–11:00am and 2:00pm–3:00pm. Persons with confirmed medical appointments at Lincoln, or referred by Lincoln elsewhere. Ride free within city limits. Transportation for medical appointments only (excludes lab and pharmacy).

North State Medical Transport: 919-261-891

www.nsmpt.biz

Seniors on the Go, LLC: 800-517-4149

www.ncseniorsonthego.com

The Triangle's exclusive transporter for the active senior.

Triangle Transit Authority (TTA): 919-549-9999 or 919-485-7433

www.triangletransit.org

T-Linx Services: 919-485-7433

TDD/TTY 800-735-2965

www.triangletransit.org/bus/accessibility

Provides ADA paratransit services for certified disabled available on certain routes (check with TTA) for persons within $\frac{3}{4}$ miles of route. Buses are wheelchair accessible. Must complete application process. Call for fees.

Private Ambulance Services

Johnston Ambulance Service, Inc.: 919-957-8993 or 800-625-3500 (main number)

Taxi Services

Taxis are usually available 24 hours a day and offer reduced fare for seniors with state or Government ID. Taxi vouchers are available from DATA for a reduced price. Wheelchair accessibility varies.

Wheelchair Vans

Carolina Livery Service: 919-957-1111

www.carolinaliveryservice.net

Interstate and Intrastate

AMTRAK: 919-956-7932 or 800-872-7245

www.amtrak.com

601 W. Main Street, Durham

Greyhound Lines: 919-687-4800

www.greyhound.com

515 W. Pettigrew Street, Durham

Driver Safety Courses

AARP Safe Driving: 800-227-7669 or 888-AARP-NOW

www.aarp.org/family/housing/driver_safety_program

24 hours daily

Handicap Placards

North Carolina Division of Motor Vehicles: 919-715-7000

www.ncdot.org/dmv/vehicle_services/licenseplates/handicapped.html

3148 Mail Service Center Raleigh

Driver Safety Information and Resources

AAA: www.AAASeniors.com

If you wish to intervene directly and have a person's license restricted or revoked:

- Send a letter to the Department of Motor Vehicles stating why you think this person should no longer be driving;
- Include the person's complete name, mailing address, and date of birth, social security number, and driver's license number, if possible;
- All letters must be signed or the Department of Motor Vehicles will not look into the case;
- All correspondence becomes a permanent part of the person's file.

Letters should be sent to:

Department of Motor Vehicles

ATTN: Medical Section

1100 New Bern Avenue, Raleigh

919-733-7872

Veterans Benefits

Durham County Veterans Services: 919-560-8387
www.co.durham.nc.us (click on Departments, click on Veterans)
414 E. Main Street, Second Floor Durham

Durham VA Medical Center: 919-286-0411 or 888-878-6890
www.durham.va.gov
508 Fulton Street, Durham

North Carolina Division of Veterans Affairs: 919-560-6672
www.doa.nc.gov/vets
115 Market Street, Suite 205, Durham

Volunteering

Many seniors like to stay active in their retirement by volunteering. This section provides information about agencies that place seniors in volunteer positions.

Durham Center for Senior Life: 919-688-8247
www.dcsln.org Email: info@dcsln.org
406 Rigsbee Avenue, Durham
Short- and long-term volunteer opportunities available.

Executive Service Corps: 919-294-9803
<http://www.esctrangle.org/>
3211 Shannon Rd. Durham

Meals on Wheels: 919-667-9424
www.mowdurham.org

Retired and Senior Volunteer Program (RSVP):
919-536-7247 ext. 5303 or ext. 5301
www.durhamtech.edu/html/aboutdt/rsvp.htm
Email: rsvpdurhamnc@durhamtech.edu
1637 Lawson Street, Durham
Provides opportunities for persons age 55 and over to make a difference in their communities through volunteer service. RSVP volunteers contribute anywhere

from one to over forty hours a week, serving nonprofit and public organizations to help meet critical community needs.

Service Corp of Retired Executives (SCORE): National: www.score.org
Chapel Hill Office —919-968-6894 www.scorechapelhill.org
104 S. Estes Drive, Chapel Hill
Raleigh Office—919-856-4739 www.raleighscore.org
Email: contactus@raleighscore.org
300 Fayetteville Street, Suite 306, Raleigh

Volunteer Center of Greater Durham: 919-613-5105
www.thevolunteercenter.org
700 W. Main Street, Durham (No walk-ins. Call for an appointment.)
Connecting people with meaningful opportunities to help the community, Durham and surrounding areas.

Weight Loss

Durham Center for Senior Life 919-688-8247
www.dcslnc.org Email: info@dcslnc.org
406 Rigsbee Avenue, Durham
Taking Off Pounds Sensibly (TOPS). Meets each Tuesday at 10:00am

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 within the directory!). Make sure your family members know where to find it or give them a copy for their records. Review and update the information at least once a year or as things change.

Date	
Name	Social Security Number
Emergency Contact Person	Phone

Healthcare Information

Medicare Number	Medicaid Number
Supplemental Insurance	Policy Number

Doctors

Name	Specialty
Address	Phone

Name	Specialty
Address	Phone

Name	Specialty
Address	Phone

Other Healthcare Providers

Pharmacy	Phone
In Home Care Provider	Phone

Legal and Financial

Stocks
Bonds
Other investments

Insurance Company Location of Policy

Long Term Care
Disability
Life
Homeowners/Renters
Automobile
Other

Helpful Information

Medicare Advantage Insurance

According to Medicare.gov, a Medicare Advantage Plan is another Medicare health plan choice as part of Medicare, sometimes called “Part C” or “MA” plans, offered by private companies approved by Medicare. This plan will provide all of your Part A and Part B coverage and may offer extra coverage, such as: vision, hearing, dental and/or health or wellness programs. Most include prescription drug coverage (Part D). Medicare pays a fixed amount for your care every month to the companies offering the plans. These plans can charge different out-of-pocket costs

and have different rules for how to get services such as whether you need a referral to see a specialist or if you have to go to only doctors, facilities, or suppliers that belong to the plan for non-emergency or non-urgent care. These rules can change each year. Before you join, find and compare Medicare Health Plans in your area.

Long-Term Care Insurance

Health insurance and Medicare do not cover the costs of many long-term care services or facilities. They do not cover services in your home including personal care. Long term care insurance will cover the costs of long-term care services. They provide flexibility and allow for choice. You may select a range of options and benefits that allow you to get the services you need, where you need them. The cost is based on the type and amount of services you choose, how old you are when you buy the policy and any optional benefits. Look carefully at policies, as one size does not fit all. If you choose to buy policies that only pay room and board, plan for supplies, medications, linens and other items that are not covered. Buying coverage when you are younger is less expensive. Make sure that you can afford the long term care insurance policy. Consider different options and talk with a professional insurance counselor before making a decision.

Supplemental Insurance

Original Medicare which includes Part A Hospital Insurance and Part B Medical Insurance pays for most, not all, health related services and medical supplies. An insurance policy to cover the “gaps”, such as copayments, coinsurance and deductibles that can be purchased is called Supplemental Insurance. This insurance is voluntary and you are responsible for the premium. Medicare will not pay any of your costs to purchase a policy. If you purchase a supplemental policy, Medicare pays its share of the Medicare-approved health care costs, and then your supplement pays its share of the cost. Supplemental policies are sold by private insurance companies. They must be clearly identified as Medicare Supplemental Insurance and each policy must follow federal and state laws designed to protect consumers. Each plan must offer the same basic benefits, no matter which insurance company sells it. Medicare defines what each plan offers, but does not regulate what the insurance company can charge for premiums.

Tips to Remember When Talking to an Insurance Agent

- An agent should not come to your home without being asked.
- An agent should not sell you duplicate policies.

- An agent should not use scare tactics to frighten you into dropping existing policies.
- An agent should not try to persuade you to purchase policies you do not have a need for or cannot afford. If this happens, call NC Department of Insurance 800-662-7777 or 919-733-3352.

Assessing the Needs of Older Drivers

According to the Center for Disease Control (CDC), driving helps older adults stay mobile and independent, but the risk of being injured or killed in a motor vehicle crash increases as you age. There are steps that can be taken. Driving plays an important role in many older adults' mobility and independence. If you are a driver age 65 or older, you can make your time behind the wheel safer by using some of these online tools and helpful resources:

- SeniorDrivers.org (AAA)
- Driver Safety Program (AARP)
- Asking your doctor or pharmacist to review your medicines (both prescription and over-the counter) to reduce possible side effects and drug interactions.
- Having your eyes checked by an eye doctor at least once a year, and wearing your glasses and contact lenses as required.
- Planning your route before you drive.
- Leaving a large following distance behind the car in front of you.
- Avoiding distractions in your car, such as listening to a loud radio, talking on your cell phone, texting, and eating.
- Considering potential alternatives to driving, such as riding with a friend or using public transportation that could be used to get around.

Care for the Caregiver

Caregiver Stress

Caring for a loved one strains even the most resilient people. If you're a caregiver, take steps to preserve your own health and well-being.

Caregiving is Rewarding but Stressful

If you're a caregiver, you know that taking care of someone who needs your assistance can be very rewarding. Being there for your loved ones when they need you is a core value for many. But being a caregiver can exact a high toll, and caregiver stress is common.

Caregiver stress is the emotional and physical strain of caregiving. Individuals who experience the most caregiver stress are the most vulnerable to changes in their own health. Your body sends out physical, emotional, and behavioral warning signs of caregiver stress.

Emotional Warning Signs:

- Anger
- Inability to concentrate
- Unproductive worry
- Sadness and periodic crying
- Frequent mood swings

Physical Warning Signs:

- Stooped posture
- Sweaty palms
- Tension headaches
- Neck pain
- Chronic back pain
- Chronic fatigue
- Weight gain or loss
- Problems with sleep

Behavioral Warning Signs:

- Overreacting
- Acting on impulse
- Using alcohol or drugs
- Withdrawing from relationships
- Changing jobs often

Ten Commandments for Caregivers:

- Get a diagnosis or assessment of medical, physical, mental condition of your care recipient as soon as possible. Sometimes a person appears physically healthy and it is easy to ignore unusual behaviors or attribute them to stress.
- **Warning signs of memory loss:**
 - Difficulty performing familiar tasks;
 - Problems with language;

Disorientation to time and place;
Poor or decreased judgment;
Problems with abstract thinking;
Misplacing things;
Changes in mood or behavior;
Changes in personality;
Loss of initiative.

- Become an educated caregiver. Learn what resources are available and learn what to expect with care recipient's diagnosis.
- Seek and get help! Enlist family support.
- Take care of yourself. Exercise, eat right, get plenty of rest (use respite services, in-home aide, or adult day services), maintain social relationships with friends and family, take care of your health needs (keep up with routine and preventive health care).
- Manage your stress and maintain a sense of humor. (Take breaks to distress, use deep breathing, exercise or take walks, seek professional counseling.)
- Have compassion for yourself and your care recipient. (Have empathy, not sympathy for your care recipient and be kind to yourself and them.)
- Be flexible and realistic. Accept that changes will occur and require changes in your care recipient's needs—and yours.
- Take care of the legal and financial planning issues. (See Future Planning and Legal sections in this directory.)
- Know when to say "no!" Recognize that you are doing the best you can.

Source: Alzheimer's Association, Eastern NC Chapter

Tips for Caregivers

- Each day, take time to focus on the things which you are thankful.
- Focus more on what you like versus what you don't like.
- At least once a day, find something to laugh about.
- Recite the *Serenity Prayer* when you are bothered by those things you simply cannot change.
- Maintain your social connections and support networks.
- Imagine the negative self-talk portion of your brain as the size of a peanut (it has no influence on you).
- Imagine yourself as judge over the jury in your brain—you decide what you will think.

- Imagine yourself having boundaries like a cell; you have an impermeable membrane to anything that is toxic and harmful for you.
- Whenever you find yourself having a guilty thought, imagine yourself with a baseball bat, beating the thought over the head (you are beating up guilt versus it beating you up).
- Wear a “complaint” bracelet—every time you feel the urge to complain, blame, or automatically want to say yes, snap the bracelet as a reminder.
- Have a list of phone numbers of people you know you can call, day or night, when needed—especially when you are tempted to isolate yourself when things get tough.
- Surround yourself with positive people when you can.
- Imagine yourself as a gremlin or lion tamer—every time you begin to have a negative thought, know that you have the power and the choice to change it and try out new options.
- Make a difference in someone else’s life!
- Get outdoors—stimulate your senses in nature’s sounds.
- Go for a walk—move.
- Pray/meditate/rest/press the “pause” button for a while.
- Focus on a goal or dream you have—don’t wait for the “bucket list” and when you are older—do it now!
- “Be the change you wish to see in the world” ~Ghandi (take the initiative).

Source: Carole Netherton, MS, MFTA, of Caregiver Connections, PLLC

Moving a Parent

Deciding if it is Time to Move an Elderly Loved One

The decision about whether older adults should move is often tricky and emotional. Each family will have its own reasons for wanting (or not wanting) to take such a step. One family may decide a move is right because the older adult(s) no longer need so much space or cannot manage the home. For another family, the need for hands-on care in a long-term care facility motivates a change. In some cases, a move frees up cash so that the older adult can afford a more suitable situation.

In the case of long-distance caregivers, the notion of moving can seem like a solution to the problem of not being close enough to help. For some caregivers, moving a sick or aging parent or relative to their own home or community can be a viable alternative. In some cases, an adult child moves back to the parent’s home to

become the primary caregiver. Keep in mind that leaving a home, community, and familiar medical care can be very disruptive and difficult.

Older adults and their families have some choices when it comes to deciding where to live, but these choices can be limited by factors such as illness, financial resources, and personal preferences. Making a decision that is best for your loved one—and making that decision with them—can be difficult. Try to learn as much as you can about possible housing options.

Older adults, or those with serious illness, can:

- Stay in their own home, or move to a smaller one;
- Move to an assisted living facility or retirement community;
- Move to a long-term care facility; or
- Move in with another family member.

Experts advise families to think carefully before moving an aging adult into an adult child's home. In its fact sheet *Home Away From Home*, the Family Caregiver Alliance suggests considering the following issues before deciding whether or not to move your parent (or other older relative) into your home.

- Evaluate whether your parent needs constant supervision or assistance throughout the day, and consider how this will be provided.
- Identify which activities of daily living (eating, bathing, toileting) your parent can perform independently.
- Determine your comfort level for providing personal care such as bathing or changing an adult diaper.
- Take an honest look at your health and physical abilities, and decide if you are able to provide care for your parent.
- Expect changes in your parent's medical or cognitive condition.
- Explore the availability of services such as in-home care, or adult day services.
- Investigate back-up options if living with your parent does not work or is not your choice.
- Consider the type of medical care your parent needs and find out if appropriate doctors and services are available in your community.

Source: Adapted from National Institute on Aging *So Far Away: 20 Questions for Long Distance Caregivers*

Making the decision as a caregiver and talking to your family member about relocating will be extremely difficult, bringing with it feelings of failure and guilt. There is no easy way to do this; however, there are some helpful points to keep in mind.

1. Be aware that both you and your older family member have varying feelings that are attached to this decision. Make sure you recognize them and address them if you can.

2. Remain calm. Raised voices or outward displays of anger will only leave both parties feeling hurt. This is a highly emotional time for both of you; recognize it, but try not to let it enter the conversation.

3. Give your family member a chance to react to this decision and voice their concerns. Do not console them by saying how great it will be to move. Instead, hear them out. Listen to their fears. Acknowledge how hard this is for them. Empathize.

4. Calmly tell them why this is the right decision and explain it in practical terms. Don't be emotional. Explain how they need more medical expertise or attention than you can provide; that you want them to be safe and well-cared for. Stay focused on the practical reasons and do not address any emotional reasons; you're stressed, your family is unhappy, etc.

5. Do not coax them into moving by making false promises, such as "if you don't like it, you can move back home."

6. Reassure them by telling them that you and your family will continue to be actively involved in their life. For seniors, moving from a home to a facility feels like they've been severed from their family. Knowing that you will continue to see each other on a regular basis helps them feel connected.

7. Let the senior member make some decisions, such as a choice between facilities, what to move and what to leave, the color of the room. Anything that will help them feel they're part of this decision.

8. If you're family member is having a difficult time accepting this decision, allow them time to absorb the news. You may also consider seeking professional help, such as a counselor or a senior moving specialist. Sometimes it helps to have a neutral outside party to talk to.

9. Don't be hard on yourself; try not to feel bad about this decision. Be good to yourself and know that this is the best thing for the entire family. Dealing with your emotions outside of the decision will help ensure that your conversation remains calm and focused.

Source: About.com

Dealing With Guilt

Know the difference between false guilt and real guilt.

- False guilt is guilt that that is the heavy burden we carry as a result of unresolved anxiety and a feeling of helplessness that we have somehow displeased another or not done something he or she has desired us to do. In

other words, we have not played the role well of the pleaser, the good daughter, good son, etc.

- Real guilt is when we have purposefully done something wrong (stolen something, said something cruel or hurtful to another and need to make amends) and we know we are in the wrong.
- False guilt serves to keep us stuck in our roles of needing to please others while we neglect our own needs.
- False guilt can come from many sources: well-meaning friends and relatives, our own family members, our spouses and so forth. We may hear statements such as “you’ve been married all of these years-surely your husband deserves to live at home with you!” Few caregivers can resist this type of pressure. It is often easier to continue an intolerable regime of care, or to believe that we really are responsible for our mother or father’s feelings and reactions to their losses and life circumstances (this is often a very old and outdated script!) We have simply learned our lines very well.
- We have learned to carry others’ burdens and baggage of guilt with us, often unnecessarily and at great cost to our own well-being.

Choosing a Home Care Agency

Home care provides health care services (and sometime personal care) where a patient lives. Patients can receive home care services whether they live in their own homes, with or without family members, or in an assisted living facility. The purpose of home care is to promote, maintain, or restore a patient’s health and reduce the effects of disease or disability. Ask if the agency accepts Medicare, Medicaid, or is private pay only. (Medicare does not pay for personal care or housekeeping assistance.)

Reputation, Licensing, and Accreditation

When it comes to choosing a homecare company, there are many facets to consider. First and foremost, you should ensure that the company employs highly trained and professional caregivers. After all, the company you select is going to supply you with a caregiver who will have direct contact with you or your loved one. You want to make sure that your caregiver is compassionate and trustworthy, and above all, compatible with your needs. Insist that you meet him or her prior to hiring. Ask about qualifications and credentials, as well as previous homecare service experience.

In addition to providing thoroughly screened and qualified caregivers, reputable homecare companies have the proper certification and accreditation for their state and types of services offered. Inquire about these certifications and services to guarantee that your needs will be met.

Working with a home healthcare company that is licensed in your state, and/or accredited by a national body, is an indicator that they are a trusted homecare provider that is held to higher standards than what is required by the state or federal government. In some states, licensing is not required for companion (non-medical) services. If a company is not licensed for that reason, be sure to ask that company if they follow rules and procedures similar to licensed medical providers.

Management of Care

Verify to see if your agency not only hires the caregiver, but handles taxes, workers' compensation claims, background checks, and other tests. If you select an agency with the proper insurance, including workers' compensation, it can protect you should something happen to your caregiver while in your home.

Also, be sure to ask the company if its caregivers are employees of the company. Some companies contract out caregivers for their agency. Companies that directly employ their caregivers are also more likely to work closely with those employees and offer you greater support.

Meeting Your Needs

Before hiring a caregiver, the first thing you should do is to write out a list of your needs. That way, when talking to a company you can compare your needs to what they provide. Talk to the provider about who is responsible for the care you receive. Are you overseeing the caregiver or does the home healthcare company provide a clinician or case manager to oversee care? Review all skills necessary for your care. If you are seeking skilled medical care, review all necessary skills that your caregiver may need and all tasks they may need to perform. This will ensure you are matched up with the ideal caregiver.

In addition, before hiring an agency, ask about the continuity of care. Do they offer an in-home visit? Do they work closely with the caregiver to help provide the best service? Will they supply a new caregiver should the one provided not suit your needs? Let's face it, sometimes personalities don't mesh well. It is important, as the patient, that you feel as comfortable as possible. Ensuring that a homecare company will work with you to fit your needs is extremely important. Don't be afraid to ask a company how they handle these difficult situations.

Background Checks, References, and Reliability

When a caregiver comes into your home, you want to ensure it is someone you can trust. Therefore, it is advised to work with a homecare company that does thorough screening and background checks of its employees. Find out if the company you hire goes beyond basic certification checks and also does criminal background checks, skills tests, or verification of residency and credentials.

Emergency/Contingency Plans

It is important to investigate what resources are available in an emergency. Should you need immediate service or a replacement should your regular caregiver fall ill or have an emergency, ensuring continuity of care is vital. Therefore, it is essential to find a homecare company that can provide service 24-hours a day, seven days a week, and will find a replacement for your caregiver should that be necessary.

Also, if your situation drastically changes, some homecare companies even provide caregivers to you or your loved one in an assisted living facility. The ultimate goal is to give you quality care in the environment that's most comfortable. Determine this information up front to save you the trouble of finding a new company if you or your loved one ultimately needs more specialized care.

Training

When searching for a homecare company, look for a company that provides training for its healthcare professionals and office staff. It is important to find a homecare agency that you can trust not only with your care, but also your privacy.

Source: Maxim Healthcare Services

Long-Term Care Facility Checklist

If you will be visiting multiple facilities, make several copies of this form so you can use one at each place.

Facility Name: _____

First Impressions

- Do you like the facility's outward appearance?
- Is the location convenient for visits by family and friends?
- Is the residence clean, free of odors and appropriately heated/cooled?
- Does the 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 about the staff?
- Are staff members courteous to residents and to each other?
- Does staff respond to requests for assistance in a timely way?
- Are visits with the residents encouraged and welcome at any time?
- How many of the units are occupied?
- What is the noise level in the facility?

Living Area and Accommodations

- Is the floor plan well-designed and easy to follow?
- Are there different sizes and types of units available with optional floor plans?
- Are single units available and/or double occupancy units 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?
- Are residents allowed to smoke in their units or are there designated public areas?
- What laundry services or facilities are available for residents' personal clothing?

Safety and Accessibility

- Are doorways, hallways and rooms accessible to 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? 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 from the usual? Is there an additional charge for these?
- To what extent are medical services available within the facility, and how are these services provided?
- How are medical emergencies handled? Does the residence have a clearly-stated procedure for responding to medical emergencies? Is there an arrangement with a nearby hospital?
- Is there a staff person to coordinate home care visits from a nurse, physical or occupational therapist, etc. when needed on a temporary basis?
- Does the residence provide transportation to doctors' offices, the hairdresser, shopping and other activities desired by residents and how is it arranged?
- Are pharmacy, barber/beautician and/or physical therapy services offered on-site or nearby?

Social and Recreational Activities

- What kinds of group/individual recreational activities, if any, are offered? Who schedules them?
- Is there an organized activities program with a posted daily schedule of events?
- Does the facility schedule trips or go to other events off-premises?
- Are the resident social and activity areas appropriate and desirable to the prospective resident?
- Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening)?
- Are religious services held on the premises or are arrangements made for residents to attend nearby services?
- Are there fitness facilities? Regularly-scheduled exercise classes?
- Are residents' pets allowed? Does the facility have pets and 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? Are menus posted?
- 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 visit 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 for a unit to become available?
- What is involved with the moving in/out process?
- Is there a written statement of residents' rights and responsibilities?
- 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 resident handle his/her 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? Special Assistance for Adults?
- What additional services are available if the resident's needs change? Is 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 the resident would be forced to move out because of increased need for care?
- 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?
- How long has it been in business? Is it in good financial health?

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 daily 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: Resources for Seniors, Inc.

Before Choosing a Nursing Home

- Visit several nursing homes, speak with some of the residents and ask to see the facility.
- Ask for a copy of the state survey; observe the date of the report to see if there were any problems and what was done to resolve them.
- Find out if the nursing home accepts Medicare, Medicaid, other insurance plans or if it is private pay only.
- Find out the nurse-to-patient ratio.
- Make sure you know what services are covered by the rates and what services will cost you extra money.
- A nursing home will require an FL-2 form, completed by a physician before they will admit a patient. These forms are available from the doctor's office or from the nursing home.

Before Choosing a Continuing Care Retirement Community

- Visit several continuing care retirement communities.
- Ask about regular activities that are offered.
- Ask about up-front entrance fees and monthly fees.
- Make sure the entrance and monthly fees are consistent with how much money you are willing to spend. Bear in mind that monthly fees may increase over the years.
- Make sure you know what services your fees cover and what services will cost you extra money. Check with the North Carolina Department of Insurance at www.ncdoi.com or call 919-807-6612 or 919-807-6626 or 919-807-6614 for a comparison publication on Continuing Care Retirement Communities.

Before Choosing a Retirement Community

- Visit several communities and speak with residents about their experiences.
- Find out how much you will pay in rent and utilities each month.
- Make sure you know what services are covered by your rent and what services will cost extra.

Home Safety Checklist

Fall and Fire Prevention

Falls and fires are two leading causes of unintentional injuries and deaths among adults 65 and older. About two-thirds of all hospital emergency room visits by older people involve falls. Older adults have a higher death rate from fires than the general population. Make your home safer by following these tips. (For more safety information, visit the Consumer Product Safety Commission online at www.cpsc.gov.)

To help prevent falls:

- When using stairs, always grip the handrails. Keep stairs well lighted. Repair loose hand rails and install them where needed.
- Keep floors cleared, clean and slip resistant. Remove loose carpets, cords, and other items you could trip over. Be sure all rugs, mats, and other surfaces are non-skid. Keep living areas well lit.
- Install grab bars and slip-resistant surfaces in your bathroom.
- Use only stable step stools with a top handrail. Don't climb alone—have someone nearby to help you.
- Stand up slowly from a sitting or lying down position.
- Be sure your telephones and emergency numbers are easily accessible so you can get help if you fall.
- Have your vision checked annually and talk with your doctor about your medicines and any side effects that could impair your balance.
- Exercise regularly to improve strength and balance.

To help prevent fire deaths and injuries:

- Install a smoke alarm in every bedroom, outside every sleeping area, and on every floor of your home.
- Install a carbon monoxide (CO) alarm outside every sleeping area.

- Do not smoke in bed.
- Keep space heaters away from flammable materials. Hire a professional to check all fuel-burning appliances, including fireplaces, every year.
- Do not wear loose-fitting clothing with long sleeves near ranges or ovens.
- Store combustibles away from all heat-producing appliances.
- Practice an emergency fire escape plan.

Source: List adapted from the U.S. Consumer Product Safety Commission

Check for Safety: A Home Fall Prevention Checklist for Older Adults

Falls at Home

Each year, thousands of older Americans fall at home. Many of them are seriously injured, and some are disabled. In 2002, more than 12,800 people over age 65 died, and 1.6 million were treated in emergency departments because of falls.

Falls are often due to hazards that are easy to overlook but easy to fix. This checklist will help you find and fix those hazards in your home.

The checklist asks about hazards found in each room of your home. For each hazard, the checklist tells you how to fix the problem. At the end of the checklist, you'll find other tips for preventing falls.

Floors: Look at the floor in each room.

- When you walk through a room, do you have to walk around furniture? Ask someone to move the furniture so your path is clear.*
- Do you have throw rugs on the floor? Remove the rugs or use double-sided tape or a non-slip backing so the rugs won't slip.*
- Are there papers, books, towels, shoes, magazines, boxes, blankets, or other objects on the floor? Pick up things that are on the floor. Always keep objects off the floor.*
- Do you have to walk over or around wires or cords (like lamp, telephone, or extension cords)? Coil or tape cords and wires next to the wall so you can't trip over them. If needed, have an electrician put in another outlet.*

Stairs and Steps: Look at the stairs you use both inside and outside your home.

- Are there papers, shoes, books, or other objects on the stairs? Pick up things on the stairs. Always keep objects off stairs.*
- Are some steps broken or uneven? Fix loose or uneven steps.*
- Are you missing a light over the stairway? Have an electrician put in an overhead light at the top and bottom of the stairs.*

- Do you have only one light switch for your stairs (only at the top or at the bottom of the stairs)?* Have an electrician put in a light switch at the top and bottom of the stairs. You can get light switches that glow.
- Has the stairway light bulb burned out?* Have a friend or family member change the light bulb.
- Is the carpet on the steps loose or torn?* Make sure the carpet is firmly attached to every step, or remove the carpet and attach non-slip rubber treads to the stairs.
- Are the handrails loose or broken? Is there a handrail on only one side of the stairs?* Fix loose handrails or put in new ones. Make sure handrails are on both sides of the stairs and are as long as the stairs.

Kitchen: Look at your kitchen and eating area.

- Are the things you use often on high shelves?* Move items in your cabinets. Keep things you use often on the lower shelves (about waist level).
- Is your step stool unsteady?* If you must use a step stool, get one with a bar to hold on to. Never use a chair as a step stool.

Bathrooms: Look at all your bathrooms.

- Is the tub or shower floor slippery?* Put a non-slip rubber mat or self-stick strips on the floor of the tub or shower.
- Do you need some support when you get in and out of the tub or up from the toilet?* Have a carpenter put grab bars inside the tub and next to the toilet.

Bedrooms: Look at all your bedrooms.

- Is the light near the bed hard to reach?* Place a lamp close to the bed where it's easy to reach.
- Is the path from your bed to the bathroom dark?* Put in a night-light so you can see where you're walking. Some night-lights go on by themselves after dark.

Other Things You Can Do to Prevent Falls

- Exercise regularly. Exercise makes you stronger and improves your balance and coordination.
- Have your doctor or pharmacist look at all the medicines you take, even over-the-counter medicines. Some medicines can make you sleepy or dizzy.
- Have your vision checked at least once a year by an eye doctor. Poor vision can increase your risk of falling.

- Get up slowly after you sit or lie down.
- Wear shoes both inside and outside the house. Avoid going barefoot or wearing slippers.
- Improve the lighting in your home. Put in brighter light bulbs. Florescent bulbs are bright and cost less to use.
- It's safest to have uniform lighting in a room. Add lighting to dark areas. Hang lightweight curtains or shades to reduce glare.
- Paint a contrasting color on the top edge of all steps so you can see the stairs better. For example, use light color paint on dark wood.

Other Safety Tips

- Keep emergency numbers in large print near each phone.
- Put a phone near the floor in case you fall and can't get up.
- Think about wearing an alarm device that will bring help in case you fall and can't get up.

Source: CDC National Center for Injury Prevention and Control

Disaster Preparedness

Weather Tracker

What Watches and Warnings Mean

The National Weather Service uses the words “watches” and “warnings” to alert you to potentially dangerous weather. Knowing the difference between the two can be a life saver.

Weather Watches

A watch means conditions are right for dangerous weather. In other words, a “watch” means watch out for what the weather could do, be ready to act.

- For events that come and go quickly, such as severe thunderstorms, tornadoes or flash floods, a watch means that the odds are good for the dangerous weather, but it's not yet happening.
- For longer-lived events, such as hurricanes or winter storms, a watch means that the storm isn't an immediate threat.
- For either kind of event, a watch means you should keep up with the weather and be ready to act.

When a severe thunderstorm, tornado or flash flood watch is in effect, it means you should watch the sky for signs of dangerous weather. Sometimes a severe thunderstorm, a tornado or a flash flood happens so quickly that warnings can't be issued in time. Many areas don't have civil-defense sirens or other warning methods. People who live near streams that quickly reach flood levels should be ready to flee at the first signs of a flash flood.

Hurricane or winter storm watches mean it's time to prepare by stocking up on emergency supplies and making sure you know what to do if a warning is issued. For those who live near the ocean, a hurricane watch may mean it's time to prepare for evacuation.

Weather Warnings

A warning means that the dangerous weather is threatening the area.

For severe thunderstorms, tornadoes and flash floods, a warning means the event is occurring. Since tornadoes are small—a half-mile wide tornado is considered huge—a tornado will miss many more buildings that it hits in the area warned.

Still, a tornado warning means be ready to take shelter immediately if there are any indications a tornado is approaching. Severe thunderstorms are larger, maybe 10 or 15 miles across.

A hurricane warning means either evacuate or move to safe shelter.

A winter storm warning means it's not safe to venture out. If traveling, head for the nearest shelter.

How Alerts are Issued

Before watches and warnings are issued, the National Weather Service, private forecasters, newspapers, radio and television normally try to alert the public to potential weather dangers. Often, forecasters begin issuing bulletins on hurricanes and winter storms three or four days before the storm hits.

But forecasters can't issue alerts for the danger of severe thunderstorms, tornadoes and flash floods that far ahead. Usually, the Storm Prediction Center sends out alerts the day before dangerous weather is likely. Most television weathercasters highlight these alerts on the evening news the day before threatening weather.

Weather Radio

A weather radio is one of the best ways to stay tuned-in to dangerous weather. These radios receive broadcasts from the National Weather Service. The broadcasts are from weather service offices.

Broadcasts include ordinary forecasts of several kinds, including for boating, farming, traveling and outdoor recreation as well as general forecasts for the area.

The stations immediately broadcast all watches and warnings. Some weather radios have a feature that turn on the radio automatically when a watch or warning is broadcast. Such “tone alert” weather radios are highly recommended for places where large numbers of people could be endangered by tornadoes or flash floods. These include schools, nursing homes, shopping center security offices, hospitals, and recreation areas such as swimming pools.

This National Weather Service page has information on weather radio, including a list of weather radio stations in each state.

Source: USA Today

Recommended Basic Emergency Supply Kit

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation.
- Food, at least a three-day supply of non-perishable food.
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both.
- Flashlight and extra batteries.
- First aid kit.
- Whistle to signal for help.
- Dust mask, to help filter contaminated air, and plastic sheeting and duct tape to shelter-in-place.
- Moist towelettes and hand sanitizer, garbage bags and plastic ties for personal sanitation.
- Wrench or pliers to turn off utilities.
- Can opener for food (if kit contains canned food).
- Local maps.
- Cell phone with chargers (a hand-crank cell phone charger may be useful).

Additional Items to Consider Adding

- Prescription medications and glasses.
- Infant formula and diapers.
- Pet food and extra water for your pet.
- Important family documents, such as insurance policies, identification and bank account records in a waterproof, portable container.

- Cash or traveler’s checks and change (ATM machines do not work when power is off).
- Emergency reference material such as a first aid book or information from www.ready.gov.
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- Complete change of clothing including a long sleeved shirt, long pants and sturdy shoes.
- Consider additional clothing and rain gear if you live in a cold-weather climate.
- Household chlorine bleach and medicine dropper—when diluted, nine parts water to one part bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color-safe or bleaches with added cleaners.
- Fire extinguisher.
- Matches in a waterproof container like a zip-lock bag.
- Feminine supplies, personal hygiene items, incontinence supplies.
- Mess kits, paper cups, plates and plastic utensils, paper towels.
- Paper and pencil.
- Books, games, puzzles or other activities.

Source: Lists adapted from www.ready.gov

Medical Care Decisions and Advanced Directives

Creating a North Carolina health care power of attorney and advance directive is important estate planning. There are two basic kinds of health care documents. In North Carolina, the official name for this form is a **health care power of attorney**. This document names a trusted person to direct your health care if you are unable to do so yourself. In North Carolina the second form is called an **advance directive**. This defines the types of medical treatment you would or would not like to receive in certain situations. In North Carolina, the person you name to make decisions for you is called your **health care agent**. This could be your spouse, partner, relative, or close friend. Under North Carolina law, your health care agent may not be:

- Under the age of 18, or
- Providing health care to you for compensation.

You can use this Advance Directive (“Living Will”) form to give instructions for the future if you want your health care providers to withhold or withdraw life-prolonging measures in certain situations. You should talk to your doctor about what these terms mean. The Living Will states what choices you would have made for yourself if you were able to communicate. Talk to your family members, friends, and others you trust about your choices. Also, it is a good idea to talk with professionals such as your doctors, clergypersons, and lawyers before you complete and sign this Living Will. You do not have to use this form to give those instructions, but if you create your own Advance Directive you need to be very careful to ensure that it is consistent with North Carolina law. This Living Will form is intended to be valid in any jurisdiction in which it is presented, but places outside North Carolina may impose requirements that this form does not meet. If you want to use this form, you must complete it, sign it, and have your signature witnessed by two qualified witnesses and proved by a notary public. Follow the instructions about which choices you can initial very carefully. **Do not sign this form** until two witnesses and a notary public are present to watch you sign it. You then should consider giving a copy to your primary physician and/or a trusted relative, and should consider filing it with the Advanced Health Care.

An attorney is usually not needed to prepare documents directing your health care. In fact, state governments have designed these forms for people to complete on their own by filling in the blanks. You can find the health care forms you need for North Carolina at the North Carolina Secretary of state www.secstate.state.nc.us.

An advance instruction for **mental health treatment** makes a declaration of instructions, information and preferences regarding your mental health treatment. It also states that you are aware that the advance instruction authorizes a mental health treatment provider to act according to your wishes. It may also outline your consent or refusal of mental health treatment

Advanced Directives and Other Services

Advance directives are legal documents that allow you to make and communicate decisions about your end-of-life care ahead of time. The most common advanced directives are Living Wills and Healthcare Power of Attorney. Living Wills address your preferences for care intended to sustain life. With a Living Will, you can indicate what medical care you accept and what care you refuse. Common issues addressed in a Living Will include:

- The use of dialysis and breathing machines.
- Resuscitation if you stop breathing or your heart stops.

- The use of tube feeding.
- The donation of your organs or tissues.

To learn more about creating a Living Will, you can speak to an Elder Law attorney or visit the North Carolina Secretary of State website on Advance Directives at: www.secretary.state.nc.us/ahcdr/.

Power of Attorney for health care is a document that names your health care proxy, which is someone you trust to make health decisions if you are unable to do so. To learn more about creating a Power of Attorney, you can speak to an Elder Law attorney or visit the North Carolina Secretary of State website on Advance Directives at: www.secretary.state.nc.us/ahcdr/.

**Source: Adapted from Medline Plus “Advanced Directives” at
www.nlm.nih.gov/medlineplus/advancedirectives.html**

Memory Care

Warning Signs of Memory Loss

- Difficulty performing familiar tasks.
- Problems with language.
- Disorientation to time and place.
- Poor or decreased judgment.
- Problems with abstract thinking.
- Misplacing things.
- Changes in mood or behavior.
- Changes in personality.
- Loss of initiative.

Tips for Keeping a Schedule

- Write all of your appointments down in one calendar that you always keep in the same location. Make it a habit to check the calendar at the same time every day (for example, when you have coffee in the morning). Then cross off items before going to bed.
- Use a digital clock that displays the date, day, and time and temperature.
- Ask a relative or friend to help you to remember important appointments as a back-up plan.
- Use a dry-erase board to write on each day as a reminder.

Tips for Keeping Your Home Organized

- Grandma used to say, “A place for everything and everything in its place”—those “take-away” places where you always keep your keys, eyeglasses, hearing aids, etc., will help ensure we do not overtax our memory system.
- Label drawers and shelves to make it more convenient to find things.
- An atmosphere that is quiet and calm and uncluttered will help. When the mail comes, sort out the junk and throw it away—recycle the day’s newspaper at the end of the day.
- Good lighting is important including the hallways and stairs.

Tips for Finding the Right Words

- If you are having difficulty remembering a word or name, ask the people you are with to give you one or two plausible suggestions. If this is not what you are looking for, let it go and move on (it may come back when you do not need it on command).
- If you are having trouble with someone’s name—we all have trouble with names—try this, “Your name is stuck on the tip of my tongue. Can you help loosen it?”

Tips to Help Short-Term Memory

- Structure your world to help you with those times when your short-term memory might make it difficult for you to remember recent events, appointments or something someone said to you. In doing so, you will not have to rely solely on the short-term memory—we all need to have memory aids!
- Break down complex tasks into single steps. Finish each step before you go on to the next one. As we age, we generally have difficulty multitasking.
- If a project becomes frustrating, set it aside for a later time.
- Simplify! Having too many things going on at once or too much sensory stimulation can be confusing and frustrating.
- Keep a scrapbook, day book, calendar to record visits from friends, special outings, etc. Some people use a small, pocket-sized tape recorder to help make reminders to yourself.
- Keep your daily routine consistent.
- Maintain a daily routine: Get up at the same time every day, go to bed at the same time every day, and eat meals at the same time daily.

- Use notes in a consistent manner. Put notes on the refrigerator or in a calendar. Use sticky notes. Use one system that works for you and do not put the same note or reminder in more than one place.
- Place a list of emergency numbers near the telephone: Place any important information near where you are most likely to find it (the telephone, the refrigerator).
- Have a list with your medications/dosages in your wallet at all times! It is important to have an updated list of all of your medications, vitamins, herbal supplements and other over-the-counter meds you take on a regular basis. Some people have created an Excel spreadsheet and updated it along with your personal information—Social Security number, Medicare number, insurance information, address, phone number, and the name of a person to contact in case of emergency.
- Place a short list of steps on how to use appliances, TV, VCR, DVD player, computer, etc. near each one. Near the computer, keep a list of all of your passwords and user names.
- Have take-away places for your eyeglasses, keys, wallet, handbag, and other items you use daily (always have the same place where you will know to find these items).
- Feel free to let others know you have a memory loss.
- Utilize a clock with the day, date and time on it.
- Do not drive if you are feeling confused.
- Ask people their names if you forget them.
- Ask questions about things you may not understand.
- Ask people to slow down and repeat themselves if necessary. We all tend to talk too fast, and we do not give one another enough time to respond.
- Let go of things that cause you to be anxious. For example, do not dwell on looking for a lost item.
- Do use a navigator, especially in unfamiliar places.
- Trust others to help you pay bills and to make decisions.

Source: Alzheimer's Association, Eastern NC Chapter

Tips for Maximizing Your Cognitive Strengths

- Music enriches and soothes the soul and helps calm anxiety. It also helps to improve brain function. Play your favorite music CDs. Attend concerts, recitals, and dances. Get a headphone set to play with a portable CD player or iPod.

- Do active and stress-reducing hobbies such as Tai Chi, aerobics, or walking. Exercise helps with brain function and helps with sleep.
- Keep an active social life! The senior center, church, clubs and getting out being with others can help with brain function.
- Do activities that can stimulate the brain—sewing, needlework, gardening, quilting, card games, dancing, trying a new food, etc. Learning something new or tackling a project can help the brain to make new connections, which is a protective factor.
- Keep a journal of your reminiscences or life story. Make a scrapbook, create a video recording or a tape recording as a legacy for your family.
- Be mindful of becoming stressed or fatigued. Fatigue and stress can have a negative effect on cognition and memory. Know yourself and which times of day are better for you than others. Focus on the process, or the enjoyment of a project rather than the finished product.

Source: Alzheimer’s Association, Eastern NC Chapter

Helping With Aphasia

Remember—K I S S: Keep it Short and Sweet

Set up the best conditions:

- The best setting or environment—a quiet and restful place with limited or no distractions present.
- The best state of mind—calm and relaxed, when you are not in a state of stress or “fight or flight” mode!

The best way to talk:

- Say the most important thing first; be brief and be direct.
- Use the positive approach by going slow, getting the person’s attention, getting low, offering your hand, and maintaining eye contact.
- Give time for a response.
- Repeat if necessary.
- Re-approach later if necessary.
- Use every day words and simple grammar.
- Use nouns, names of people and objects (be specific).
- Do not use abstract words generalities or pronouns.
- Give a running commentary on what you are going to do, and how you will do it, for each step of a task.

To help the person with dementia understand:

- Use non-verbal cues and prompts—hand signals, miming the activity to be done, showing pictures.
- Write it down if necessary (the ability to read may be intact even if verbal skills are impaired.)
- Avoid questions if you can. If you do ask them, use ones that need “Yes” or “No” answers.
- Try to provide information versus asking questions that may require remembering details or may upset a person if he/she feels they might give the wrong answer and fail.
- Use as much non-verbal expression as possible. Most people with dementia are able to comprehend and respond to non-verbal clues (smiling, eye contact, gestures, facial expression, being shown what to do or by using a hand-over-hand technique.)

Source: Carol Netherton, MS, MFTA, of Caregiver Connections, PLLC Best Practices with Communication

Things Your Care Partner Needs the Most

- I am not stupid—I am wounded. Please respect me.
- Come close, speak slowly, and enunciate clearly.
- Repeat yourself—assume I know nothing and start from the beginning, over and over (remember, the part of my brain that stores recent information is all but gone.)
- Be patient with me the 20th time you teach me something, as you were with the first.
- Approach me with an open heart and slow your energy down. Please take your time.
- Be aware that your body language and facial expressions are communicating to me.
- Make eye contact with me—come find me—I am here.
- Please don't raise your voice—I am not deaf, I am wounded.
- Touch me appropriately and connect with me.
- Honor the healing power of sleep and rest periods.
- Protect my energy—please minimize distractions: TV, radio, nervous energy!
- Stimulate my brain, but know when I have had enough.

- Trust me that I am doing the best I can—as you are—I cannot do what you can on your skill level, nor can I do what I used to on my old skill level.
- Avoid yes/no questions—ask me multiple choice questions.
- Love me for who I am today—do not hold me for being the person I was yesterday—I have a different brain now.
- Focus on what I can do versus bemoan what I cannot do.
- Break down all actions into smaller steps.
- Remember that in the absence of some functions, I still have strengths.
- Celebrate successes!
- Keep me familiar with my family, friends, and loving support—use visuals—photos and cards, make collages where I can see them.
- Look for obstacles that might be a stumbling block for me.
- By all means, get support for you.
- You cannot do this alone!
- Do cheer me on and have a sense of humor when I do and say things that are funny.
- Do have faith. Utilize your higher power and remember to take care of yourself and your needs.

Source: Jill Bolte Taylor My Stroke of Insight: A Brain Scientist's Personal Journey

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 to be lived through. Planning ahead, and discussing your plans with family members is a great kindness to them and will spare them much anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times. The more you can plan ahead, the less difficult it will be for those you leave behind.

Planning Ahead

Consider Your Values and 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:

- Complete Advance Directives including Living Will and Healthcare Power of Attorney.
- Write down your wishes about body disposition and funeral arrangements.
- Make a will and select an executor to handle your estate.
- Assemble written material to help your family locate your important papers and financial information.

Communicate:

- Discuss your wishes with family members, doctors, clergy, and other important people in your life.
- Make sure your healthcare agent and the executor of your will know who they are and what they will be expected to do.
- Make sure that all the important players are aware of your wishes, especially if you anticipate conflict among them.

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 healthcare providers.
- Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank accounts, etc.
- Write/review obituary, if desired.

After Death, Survivors Must:

- Notify attending physician, hospice, etc. if death does not occur in 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, and 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.

Source: Resources for Seniors, Inc.



DCSL is a private, non-profit 501(c)(3) organization that serves older adults and caregivers each year through programs designed to assist them to stay independent and healthy in their homes.

Each year DCSL is able to distribute over 3,000 directories throughout Durham free of charge. Please consider partnering with us to enhance the life of a senior by donating to DCSL. Your donation makes a difference by supporting services to older adults such as:

- Congregate meals
- Caregiver support and In-home respite care
- Adult Day Health Center
- Information and Options Counseling
- Transportation
- Exercise and Health Promotion/Disease Prevention

To learn more about DCSL and to make a secure online donation, please visit our website at www.dcsln.org. On behalf of the Durham Center for Senior Life, as well as our participants and their families, we thank you in advance for your generous support. We could not do our work without you.

If you would like to schedule a tour, please contact the agency at 919-688-8247