



Elderly Affairs Division
AGESMART

SENIOR

INFORMATION & ASSISTANCE

HANDBOOK

The Area Agency on Aging of the
City and County of Honolulu Since 1973

www.ElderlyAffairs.com

Published as a public service by the City and County of Honolulu
Mayor Rick Blangiardi

HOW TO USE THIS BOOK

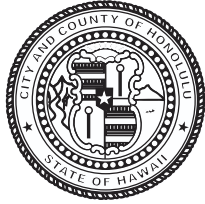
- 🌀 To locate services, use the Table of Contents or the Index. For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings, or search online.
- 🌀 TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
- 🌀 If an agency is listed more than once, its address may appear only in the first entry.
- 🌀 Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.
- 🌀 This handbook can also be found on our website:
www.elderlyaffairs.com
- 🌀 For more information, call the Elderly Affairs Division Senior Helpline at 808-768-7700.

SENIOR INFORMATION & ASSISTANCE HANDBOOK



Elderly
Affairs
Division
AGE SMART

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



MESSAGE FROM MAYOR RICK BLANGIARDI



Aloha,

Together with Department of Community Services, Elderly Affairs Division, we take great pleasure in presenting the updated **Senior Information and Assistance Handbook**. This handbook is a key resource for our Kupuna, their families and caregivers to assure our elders are comfortable, healthy and have safe living environments as they age in place.

The Senior Information Guide provides valuable information on senior housing options, meal assistance, transportation, community services and much more. Family and caregivers can also find resources to adult day care, in home care, safety and fall prevention and also support group classes.

Please use and share the Senior Information Guide with your loved ones, friends and neighbors. For more information, please visit www.elderlyaffairs.com or call our Senior Helpline at 808-768-7700.

A handwritten signature in black ink that reads "Rick Blangiardi". The signature is written in a cursive, flowing style.

Rick Blangiardi

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Elderly Affairs Division

A G E S M A R T

**Department of Community Services
City and County of Honolulu
925 Dillingham Boulevard, Suite 200
Honolulu, Hawaii 96817
Elderly Affairs Helpline: 808-768-7700
www.elderlyaffairs.com**

The Elderly Affairs Division (EAD) has been the designated **Area Agency on Aging** for Oahu since 1973. Created by the **Older Americans Act of 1965**, it is one of 600 Area Agencies on Aging nationwide. Its mission is to develop a comprehensive and coordinated system of services to assist older persons in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

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

- Case Management
- Personal Care
- Homemaker and Attendant Care
- Home Delivered and Congregate Meals
- Housing Information and Assistance

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

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

- Elderly Affairs Helpline (808-768-7700)
- Telephone consultation, information, and referral to services
- Assessments of frail and homebound elders
- Speakers, event exhibits, publications, website
- Volunteer opportunities for active seniors (RSVP Program)

With advances in health care and increasing disparity of lifestyles, the frail and the elderly have evolved into a diverse group. Many people in their 50s are now acquiring chronic conditions that require ongoing assistance. Some in their 80s and 90s may still be physically independent, but suffer from dementia or social isolation. Older persons of today now span several generations, each with their own sub-cultures and values. Mixed in with Hawaii's ethnic and cultural diversity, the wide range of complex issues arising are a growing challenge for our **Ageing Network**.

The Ageing Network are the groups, agencies, and providers that serve and advocate for the elderly. Now, more than ever, is their collaboration and innovation needed. **Ageing affects all ages**, and the more each of us understand the ageing process, the better we can respond to assist our Kupuna. Having proper knowledge and being prepared can improve quality of life or even prevent a crisis or costly intervention.

Whether you are a grandchild tasked to watch your grandparents, a working adult that takes time off for your parents' medical appointments, a supermarket cashier that frequently assists seniors, or a young college student living next door to retirees, **all of us could benefit from knowing more**. Being able to redirect outbursts and calm an elder with dementia, recognizing the signs of isolation, mental illness, and financial exploitation, knowing what questions to ask when hospitalized, where to go for counseling or a support group, how to make your own Advance Directive, or just knowing who to refer to can make all the difference in the world to **your** family member, neighbor, spouse, or **even you**.

Hawaii Area Agencies on Aging

Hawaii Aging & Disability Resource Centers (ADRC) 808-643-2372
(All of Hawaii's Agencies on Aging) www.hawaiiadrc.org

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

Hawaii County Office of Aging 1-808-961-8626
Hilo Office www.hcoahawaii.org
1055 Kinoole St. Suite 101 Hilo 96720

Kona Office 1-808-323-4390
74-5044 Ane Keohokalole Hwy. Kailua-Kona 96740

Maui County Office on Aging 1-808-270-7774
95 Mahalani St. Suite 20 Wailuku 96793 www.mauicountyadrc.org

Molokai Office 1-808-553-5241
290 Kolapa Pl. Suite 20 Kaunakakai 96748

Lanai Office 1-808-565-6818
309 Seventh St. Lanai City 96763

State Unit on Aging

State Executive Office on Aging 808-586-0100
250 S. Hotel St. Suite 406 Honolulu 96813 www.hawaii.gov/health/ea

Other Area Agencies on Aging

To find other Area Agencies on Aging in the United States & its territories, call the
National Eldercare Locator 1-800-677-1116
www.eldercare.acl.gov

Basic Needs – Food

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

Food Banks

Hawaii Foodbank

2611 Kilihau St. Honolulu 96819

For food assistance in your area, call 211.

Information on senior programs, call 808-954-7877.

808-836-3600

www.hawaiifoodbank.org

Honolulu Community Action Program (HCAP)

1132 Bishop St. Suite 100 Honolulu 96813

Federal surplus food distribution for qualified

individuals with low income. Call to find closest district.

808-521-4531

www.hcapweb.org

Meals

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

Alu Like, Inc. – Ke Ola Pono No Na Kupuna Project

2969 Mapunapuna Pl. #200 Honolulu 96819

Group dining and home delivered meals for Native Hawaiian Elders

808-535-6700

www.alulike.org

Arcadia Home Health Services

1660 S. Beretania St. Suite 101 Honolulu 96826

Home-delivered chilled and hot meals Monday - Friday.

Town, Nuuanu to Niu Valley

808-983-5900

www.arcadia.org

Hawaii Meals on Wheels (HMOW)

P.O. Box 61194, Honolulu 96839

Home-delivered hot meals in Honolulu, Aiea, Pearl City

Waipahu, Ewa, Mililani, Kaneohe, Kailua, and Waimanalo.

808-988-6747

www.hmow.org

Keiki to Kupuna

94-252 Pupuole St. Waipahu 96797

Home-delivered frozen meals in Pearl City to Waianae.

808-677-0067

www.keikitokupuna.org

Lanakila Meals on Wheels

1809 Bachelot St. Honolulu 96817

Home-delivered meals island-wide. Group dining at Kupuna Wellness Centers:

Pohulani (Kakaako/Downtown), Wahiawa Recreation Center,

Waianae District Park, & West Loch Village (Ewa).

808-531-0555www.lanakilapacific.org**Lunalilo Meal Service**

501 Kehauluohi St. Honolulu 96825

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

Hot lunches and chilled meals for dinner/weekend available.

808-395-1000**Mom's Meals**

Chilled meals delivered to your home.

1-877-508-6667www.momsmeal.com**Palolo Chinese Home**

2459 10th Ave. Honolulu 96816

Hot lunch and/or dinner delivered in Palolo and nearby areas.

Convenient frozen meals also available for delivery and pick-up.

808-737-2555 ext. 803 or 801www.palolohome.org

Basic Needs – Housing

Most older adults prefer to age in-place and many continue to live in their own homes with added support (see **Family Support**, page 25). Others may choose or find it necessary to live with others or an alternative residence for support, convenience, and/or socialization.

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

For those who need help with activities of daily living, options include getting **In Home Assistance** (page 37) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, options include Skilled Nursing and Intermediate Care Facilities (nursing homes), Expanded ARCHs, or Foster Family Care Homes.

Home Improvement

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

City and County Rehabilitation Loans

808-768-7076

51 Merchant St. Honolulu 96813

www.honolulu.gov/dcs/housing.htm

USDA Rural Development

808-541-2600 ext 4

300 Ala Moana Blvd. #1-340 Honolulu 96850

Section 504 Repair Loan & Grant Prog.

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

Household Goods

Helping Hands Hawaii – Community Clearinghouse

808-440-3800

2100 N. Nimitz Hwy. Honolulu 96819

808-536-7234

Contact to donate items. To receive items, ask a social service agency to apply on your behalf.

www.helpinghandshawaii.org

Kaumakapili Church Free Store

808-845-0908

766 N. King St. Honolulu 96817

www.kaumakapili.org

Clothes and household items for individuals in need.

Donations accepted. Call for hours.

Housing Search & Information

Start your search early as wait lists for low-income senior housing are extremely long, especially in urban Honolulu. Go to www.elderlyaffairs.com for additional housing information. Please note the Section 8 programs with the State Housing Authority and the City and County of Honolulu are currently not accepting applications due to an extensive waitlist and limited funding.

Catholic Charities Hawaii

808-527-4777

Housing Assistance Program

www.catholiccharitieshawaii.org

Helps seniors needing affordable rentals.

Hawaii Public Housing Authority

808-832-4692

1002 N. School St. Building A Honolulu 96817

www.hpha.hawaii.gov

HUD - Dept. of Housing & Urban Development**808-457-4662**

1132 Bishop St. Suite 1400 Honolulu 96813

www.hud.gov/states/hawaii/homeownership/seniors**Homelessness & Shelters**

There are different resources for persons experiencing homelessness, however, many programs have specific eligibility criteria. For more information on these programs and a updated list of shelters, go online to: humanservices.hawaii.gov/bessd/home/hp

Waianae Community Outreach**808-696-5667**

P.O. Box 1912, Waianae, HI 96792

www.wcohawaii.org**Institute for Human Services (IHS):**www.ihshawaii.org**Women's Shelter****808-447-2800**

546 Kaaahi St. Honolulu 96817

Men's Shelter**808-447-2900**

350 Sumner St. Honolulu 96817

Next Step Shelter - Waikiki Health**808-585-8800**

200 Keawe St. Honolulu 96813

waikikihc.org/locations/nextstep**Transitional Housing**

Kulaokahua Senior Apartments**808-599-5759**

1311 Ward Ave. 96814

www.hsiservices.net**Nursing Facilities**

Listed below are nursing facilities that provide intermediate and skilled nursing care that may be short-term (rehab) or long-term (for chronic conditions). Concerns about quality of care provided at these facilities may be discussed with the **Long Term Care Ombudsman** at 808-586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the **Office of Health Care Assurance** at 808-692-7420. To check ratings of Nursing Homes go online to: www.medicare.gov/nursinghomecompare/search.html

15 Craigside**808-523-7000**

15 Craigside Pl. Honolulu 96817

www.arcadia.org

Aloha Nursing & Rehab Centre 45-545 Kamehameha Hwy. Kaneohe 96744	808-247-2220 www.alohanursing.com
Ann Pearl Rehabilitation & Healthcare 45-181 Waikalua Rd. Kaneohe 96744	808-247-8558 ohanapacific.com
Arcadia Retirement Residence - Nursing Facility 1434 Punahou St. Honolulu 96822	808-941-0941 www.arcadia.org
Avalon Care Center – Honolulu, LLC 1930 Kamehameha IV Rd. Honolulu 96819	808-847-4834 www.avalonhealthcare.com/honolulu
The Care Center of Honolulu 1900 Bachelot St. Honolulu 96817	808-531-5302 www.ccoh.us
The Clarence T.C. Ching Villas at St. Francis 2230 Liliha St. Suite 500 Honolulu 96817	808-547-6000 www.thevillashawaii.com
Hale Ho Aloha 2670 Pacific Heights Rd. Honolulu 96813	808-524-1955 www.halehoaloha.com
Hale Malamalama 6163 Summer St. Honolulu 96821	808-396-0537 www.halemalamalamanursing.com
Hale Nani Rehabilitation & Nursing Center 1677 Pensacola St. Honolulu 96822	808-537-3371 www.avalonhealthcare.com/halenani
Hale Ola Kino at One Kalakaua 1314 Kalakaua Ave. 2nd Floor Honolulu 96826	808-983-4444 www.haleolakino.com
H. & J. Weinberg Care Center at Pohai Nani 45-090 Namoku St. Kaneohe 96744	808-247-1670 www.pohainani.org
Hiolani Care Center at Kahala Nui 4389 Malia St. Honolulu 96821	808-218-7001 www.kahalanui.com
Ka Punawai Ola 575 Farrington Hwy. Kapolei 96707	808-674-9262 www.kapunawaiola.com
Kahuku Medical Center 56-117 Pualalea St. Kahuku 96731	808-293-9221 www.kahuku.hhsc.org
Kalakaua Gardens, LLC 1723 Kalakaua Ave. Honolulu 96826	808-518-2273 www.kalakauagardens.com

Kuakini Geriatric Care 347 N. Kuakini St. Honolulu 96817	808-547-9741 www.kuakini.org
Leahi Hospital & Nursing Home 3675 Kilauea Ave. Honolulu 96816	808-733-8000 www.leahi.hhsc.org
Liliha Healthcare Center 1814 Liliha St. Honolulu 96817	808-537-9557 newfamilyhealthhi.com/liliha-healthcare-center
Maluhia Hospital & Nursing Home 1027 Hala Dr. Honolulu 96817	808-832-5874 www.maluhia.hhsc.org
Manoa Cottage Kaimuki 748 Olokele Ave. Honolulu 96816	808-426-7850 manoacottage.com/skilled-nursing-facility
Maunalani Nursing & Rehabilitation Center 5113 Maunalani Circle Honolulu 96816	808-732-0771 maunalaninursing.org
Nuuanu Hale 2900 Pali Hwy. Honolulu 96817	808-595-6311 newfamilyhealthhi.com/nuuanu-hale
Oahu Care Facility 1808 S. Beretania St. Honolulu 96826	808-973-1900 oahucarefacility.com
Palolo Chinese Home 2459 10th Ave. Honolulu 96816	808-737-2555 www.palolohome.org
Pearl City Nursing Home 919 Lehua Ave. Pearl City 96782	808-453-1919 pearlcitynursinghome.com
Pu‘uwai ‘O Makaha 84-390 Jade St. Waianae 96792	808-695-9508 www.ohanapacific.com/locations/oahu
Wahiawa General Hospital Nursing & Rehab 128 Lehua St. Wahiawa 96786-2036	808-621-4269 www.wahiawageneral.org/services

Residential Care Homes & Adult Foster Homes

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

These homes are regulated by the State Department of Health **Office of Health Care Assurance**. There are over 1000 ARCHs, ExpARCHs, and CCFFHs on Oahu. Most are private homes in residential communities certified to

care for just a few persons. A few are large facilities with many residents. Some offer specialized care, such as for persons with dementia. Costs vary greatly depending on location, amenities, and the amount of care provided.

ARCHs, ExpARCHs, & Adult Foster Homes...

What's the difference?

An ARCH provides 24 hour supervision and assist residents with daily living tasks such as meal preparation, toileting, and bathing. An ExpARCH is an ARCH that has additional certification to provide a higher level of care, known as **Intermediate Care Facility (ICF)** level of care.

Adult Foster Care Homes, also known as **Community Care Foster Family Homes (CCFFH)** only offers ICF Level care and were previously regulated by the Hawaii Department of Human Services. CCFFHs were created as a community-based alternative to traditional Nursing Homes specifically for Medicaid clients. However, ExpARCHs eventually were also allowed to accept Medicaid-covered residents and CCFFHs now have the option to accept some private-pay residents. Placement for ICF level residents must be done through a specialized case management agency licensed by the **Office of Healthcare Assurance**.

What are the advantages and disadvantages?

Costs for a care home are much more affordable than 24 hour care provided in your own home or in a traditional Skilled Nursing Home. For ICF-level patients, they provide an option to remain in a home environment rather than a larger institutional setting.

However, Nursing Homes will have more skilled staff available at any given time because of the larger resident population. Meals are also more regulated for specific diets, and there are usually more options for activities available to the residents.

When considering any one of these homes, it is a good idea to talk to the caregivers and residents, observe the condition of the physical and social environment, and inquire about the visiting hours. You may want to discuss the expectations of the caregiver to provide transportation, meals, and personal care, if needed. Also request to view the most recent survey/inspection findings done by the Department of Health. If you have concerns about a care home, consult with the **Long Term Care Ombudsman** at 808-586-0100.

Lists of licensed ARCHs, ExpARCHs, CCFFHs, and CCFFH case management agencies are on the **Office of Healthcare Assurance** website: health.hawaii.gov/ohca/state-licensing-section.

Adult Intake Unit – Department of Human Services 808-832-5115
420 Waiakamilo Rd. #202 Honolulu 96817 www.hawaii.gov/dhs
Care Home placement for Medicaid or SSI eligible clients.

Care Sift 808-400-9992
Assistance with placement free of charge. www.caresift.com

Office of Health Care Assurance – Department of Health 808-692-7400
601 Kamokila Blvd. Room 361 Kapolei 96707 www.hawaii.gov/health/ohca
Visit website for a complete list of licensed care homes.

Retirement & Assisted Living Residences

Retirement residences are for independent seniors, normally 55 and older, that have amenities such as housekeeping, on-site dining and meals, and transportation coordination. Assisted Living residences add the component of intermittent personal care. Some facilities also offer special dementia units and several have skilled nursing facilities on site.

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

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

15 Craigside 808-533-5416
Independent living, assisted living, memory care, www.arcadia.org
skilled nursing and rehab available.

Arcadia Retirement Residence 808-533-5416
1434 Punahou St. Honolulu 96822 www.arcadia.org
Independent living, assisted living, memory care,
skilled nursing and rehab available.

Good Samaritan Society-Pohai Nani 808-247-6211
45-090 Namoku St. Kaneohe 96744 toll free 1-866-247-3448
www.good-sam.com/locations/pohai-nani

Hawaii Kai Retirement & Assisted Living 808-395-9599 or 808-396-0720
428 Kawaihae St. Honolulu 96825 www.hawaiikai1.com

Kahala Nui Life Care Retirement Community

4389 Malia St. Honolulu 96821

Hiolani skilled nursing and dementia care facility on site.

808-218-7001www.kahalanui.com**Kalakaua Gardens, LLC**

1723 Kalakaua Ave. Honolulu 96826

808-518-2273www.kalakauagardens.com**The Plaza Assisted Living**Independent living, assisted living, memory care,
and respite care.www.plazaassistedliving.com**Kaneohe**

46--068 Alaloa St. Kaneohe 96744

808-235-5055**Mililani**

95-1050 Ukuwai St. Mililani 96789

808-626-8807**Moanalua**

1280 Moanalualani Pl. Honolulu 96819

808-833-8880**Pearl City**

1048 Kuala St. Pearl City 96782

808-455-8808**Punchbowl**

918 Lunalilo St. Honolulu 96822

808-792-8800**Waikiki**

1812 Kalakaua Ave. Honolulu 96815

808-955-0800

Basic Needs - Transportation

Driver & Pedestrian Information

For driving ability evaluation, ask your doctor for referral to the Driver Evaluation Program at the Rehabilitation Hospital of the Pacific; see below. Also see websites from The Hartford at www.thehartford.com/talkwitholderdrivers and the American Automobile Association at: seniordriving.aaa.com

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

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

Driver's License & Motor Vehicle

Division of Motor Vehicles & Licensing
Registration information.

808-768-9100www.honolulu.gov/csd**Rehab Hospital Driving Evaluation & Training Program 808-566-3762**

226 N. Kuakini St. Honolulu 96817

www.rehabhospital.org

For those with a medical condition that could impair their ability to drive.
To maintain safe driving skills & learn proper use of adaptive equipment,
if needed. Ask your doctor to make a referral.

Driver Rehab Hawaii**808-294-3269**

4429 Malaai St. Suite 101, Honolulu, 96818

www.driverrehabhawaii.com

Specializes in working with seniors and their family to determine ability to
drive safely & independently, with or without the need for adaptive equipment.

Local Transportation & Passes

Some services are for persons who are elderly or disabled that can travel
alone; others are for persons who need to be accompanied. Applications for
Persons with Disabilities Parking Permits are available at any Satellite City
Hall (page 21) or download form from www.hawaii.gov/health/dcab. If you have a
smart phone, consider using ride share such as Lyft and Uber.

The following providers offer non-emergency curb-to-curb service. **Curb-to-curb service** is pick-up and drop-off only. Some may also offer door-to-door,
escort, or other services. **Door-to-door service** includes assistance between
the vehicle to the building entrance, usually for passengers who are frail or use a
wheelchair. Some medical transportation providers also accommodate gurneys
and stretchers and may accept Medicaid for qualified medical appointments;
these services are also non-emergency transportation only.

American Cancer Society**808-595-7544****National Cancer Information Center****1-800-227-2345**

Referrals to resources, including the Road to Recovery
program.

www.cancer.org**Catholic Charities Hawaii****808-527-4777**

Transportation services for seniors.

www.catholiccharitieshawaii.org**Charley's Taxi and Limousine - MediCab****808-531-1333**

1451 S. King St. Suite 300 Honolulu 96814

www.charleystaxi.com

Persons with Disabilities Parking Permit**808-586-8121**Download parking permit form: www.health.hawaii.gov/dcab**TheBus - Oahu Transit Services, Inc.**

811 Middle St. Honolulu 96819

www.thebus.org

For discounted fare, show your valid Medicare card to the bus driver or apply for a monthly or annual Senior Bus Pass at the Middle Street office. Monthly renewal stickers available at Satellite City Halls and TheBus office.

Bus Pass Office/Lost & Found**808-848-4444****Customer Service****808-848-4500****Schedules and Routes****808-848-5555****TheHandi-Van - Oahu Transit Services, Inc.**

For persons with disabilities who are unable to use TheBus.

Customer Service, Reservations &**808-456-5555****Cancellations/Late Pick-Up****TTY 808-454-5054****TheHandi-Van Eligibility Center****808-538-0033**

1100 Ward Ave. Suite 835 Honolulu 96814

Application involves interview/assessment at their office.

Community Services

Information & Referral

Action Line**808-591-0222**

c/o KHON2 88 Piikoi St. Honolulu 96814

www.khon2.com

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

Aloha United Way**808-536-1951**

200 N Vineyard Blvd # 700 Honolulu 96817

www.auw211.org

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

Dial 211 for information and referral for community service resources.

Better Business Bureau of Hawaii, Inc.**808-536-6956**

Neighbor islands call toll free number.

1-877-222-6551

900 Fort Street Mall Suite 1310 Honolulu 96813

www.bbb.org/hawaii

City and County of Honolulu

Information Branch

808-768-4385www.honolulu.gov**National Eldercare Locator**

Information and Referral for resources for older adults and their families in the United States.

1-800-677-1116eldercare.acl.gov**Senior Helpline**

Elderly Affairs Division

Telephone, personal consultation, information, and referral.

808-768-7700www.elderlyaffairs.com**Personal Identification**

Alzheimer's Association

Safe Return + MedicAlert

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

1-800-272-3900www.alz.org/hawaii**MedicAlert**

Medical identification bracelets and services.

1-800-432-5378www.medicalert.org**State Identification**

Official Hawaii State Identification Card

Available at Driver Licensing Centers:www.honolulu.gov/csd/stateid.html**808-532-7730****Kapalama/Honolulu**

925 Dillingham Blvd #101

808-768-9100**Wahiawa**

330 N. Cane St.

808-768-4054**Waianae**

85-670 Farrington Hwy #3

808-768-4222**Kapolei**

1000 Uluohia St.

808-768-3100**Koolau/Kaneohe**

47-388 Hui Iwa St. #19

808-239-6301

Satellite City Halls

Customer Service Dept. Information Line	808-768-3798
Motor vehicle registration, bus pass sales, Persons with Disabilities Parking Permit, and other services. Information also online at: www.honolulu.gov/csd	
Ala Moana Center	808-768-4300
1450 Ala Moana Blvd. #1286 Honolulu 96814	
Fort Street (Downtown)	808-768-4103
1000 Fort Street Mall Honolulu 96813	
Hawaii Kai Corporate Plaza	808-768-4800
6600 Kalanianaʻole Hwy. Suite 101 Honolulu 96825	
Kalihi – Kapalama Hale	808-768-4500
925 Dillingham Blvd. #102 (Driver’s Licensing #101) 96817	
Kaneohe – Windward City Shopping Center	808-768-4100
45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744	
Kapolei Hale	808-768-3400
1000 Uluohia St. Kapolei 96707	
Pearlridge Shopping Center – Uptown	808-768-5000
98-1005 Moanalua Rd. 244B Aiea 96701	
Wahiawa	808-768-4700
330 N. Cane St. Wahiawa 96786	
Waianae Neighborhood Community Center	808-768-4900
85-670 Farrington Hwy. Waianae 96792	

Senior Centers

Recreation, education, social support, and volunteer activities for independent older adults. Also go online to www.honolulu.gov/parks for Department of Parks & Recreation activities.

Catholic Charities Hawaii	808-847-1322
Lanakila Multi-Purpose Senior Center	www.catholiccharitieshawaii.org
1640 Lanakila Ave. Honolulu 96817	
Serving Ward Ave. to Middle St.	
Kaneohe Community & Senior Center	808-768-6847 or 808-233-7317
45-613 Puohala St. Kaneohe 96744	

Kapahulu Center 3410 Campbell Ave. Honolulu 96815	808-737-1748 www.kapahulucenter.org
Makua Alii Senior Center 1541 Kalakaua Ave. Box 3 Honolulu 96826 Department of Parks & Recreation	808-768-6895 www.honolulu.gov/parks
Moiliili Senior Center at Moiliili Community Center 2535 S. King St. Honolulu 96826 Serving seniors from Hawaii Kai to Makiki. Also offers group dining and special program for frail elders.	808-955-1555 www.moiliilicc.org
ORI Anuenue Hale Inc. 64-1510 Kamehameha Hwy. Wahiawa 96786	808-622-3929 www.ori-hawaii.com
Waikiki Community Center 310 Paoakalani Ave. Honolulu 96815	808-923-1802 www.waikikicommunitycenter.org

Senior Clubs & Organizations

Also call **Senior Centers**, page 21, and ask about their clubs. Many churches and temples also have senior groups.

AARP-Hawaii 1132 Bishop St. Suite 1920 Honolulu 96813 Advocacy, education, and service on behalf of older adults.	1-866-295-7282 www.aarp.org/states/hi
Department of Parks & Rec. - Senior Citizen Section 1541 Kalakaua Ave. Box 3 Honolulu 96826 Senior activities, events, and clubs (for 55 years & older).	808-973-7258 www.honolulu.gov/parks
HGEA-Retirees Unit 888 Mililani St. #601 Honolulu 96813 Hawaii Government Employees Association	808-543-0054 www.hgea.org
HSTA-R 1200 Kapuna St. Honolulu 96819 Hawaii State Teachers Association-Retired	808-840-2258 www.hstaretired.org
Kokua Council mail: c/o Harris United Methodist Church 20 S. Vineyard Blvd. Honolulu 96813	808-540-1928 www.kokuacouncil.org

NARFE – National Active & Retired Federal Employees 1-800-456-8410

300 Ala Moana Blvd. Room 7-213 Honolulu 96850

Refer to website below for local Hawaii Chapters:

www.narfe.org sites.google.com/site/narfehi/chapter-information

Volunteer Opportunities

Share your skills and time by volunteering. In addition to the agencies listed below, call other organizations listed in this handbook for information about their volunteer opportunities.

Catholic Charities Hawaii

808-527-4777

Volunteers provide friendly visits, escort services, and transportation to seniors.

www.catholiccharitieshawaii.org

CFS Gerontology Program

808-543-8468

91-1841 Ft. Weaver Rd., Ewa Beach 96706

www.childandfamilyservice.org

Child & Family Service: seeking volunteers to enhance the quality of seniors.

Department of Human Services

Adult & Community Care Branch

www.hawaii.gov/dhs

Foster Grandparent Program

808-832-5169

For income-eligible persons 55 years & older interested in serving children with special needs in schools.

Senior Companion Program

808-832-0340

For income-eligible persons 55 years & older interested in serving frail seniors.

Project Dana

808-945-3736

902 University Ave. Honolulu 96826

www.projectdana.org

Volunteers provide services to frail seniors.

RSVP Program (Retired and Senior Volunteer Program) 808-768-7778

City and County of Honolulu

www.elderlyaffairs.com/site/460/rsvp.aspx

Department of Community Services – Elderly Affairs Division

925 Dillingham Blvd. Suite 200 Honolulu 96813

Volunteer opportunities for persons 55 years and older.

Long Term Care Ombudsman

808-586-7268

Executive Office on Aging

hi-ltc-ombudsman.org

Volunteers advocate for residents in long term care facilities.

Education

Learning Opportunities

Also see **Senior Centers** and **Senior Clubs and Organizations**, page 21 and 22. Use your library! No longer just for books, public libraries provide access to computers and the internet, music & movie media, e-books and audio books, educational presentations, performances, community events, etc. Check out the **Hawaii State Public Library System** online at: www.librarieshawaii.org

Adult Education Section - Department of Education **808-305-9777**

Community schools for adults island-wide, offering classes for high school diploma equivalency, substitute teacher certification, citizenship, special interests, etc.

www.hawaiipublicschools.org/TeachingAndLearning/AdultEducation

Hawaii Literacy Inc. **808-537-6706**

245 N Kukui #202 Honolulu 96817

www.hawaiiliteracy.org

Adult Literacy program offering free basic English language classes.

Hawaii State Public Library System **808-586-3500**

51 locations statewide.

www.librarieshawaii.org

The Emeritus College at Honolulu Community College **808-845-9296**

874 Dillingham Blvd. Honolulu 96817

pcatt.org/emergitus

Kapiolani Community College

Non-credited courses/training for older adults. continuinged.kapiolani.hawaii.edu

Continuing Education & Training **808-734-9211**

4303 Diamond Head Rd. Ilima 203 Honolulu 96816

Kupuna Education Center **808-734-9108**

4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

Senior Citizen Program **808-734-9513**

Admissions Info: kapiolani.hawaii.edu/admissions/senior-citizen-program

Leeward Community College **808-455-0477**

96-045 Ala Ike St. CE-101 Pearl City 96782

www.ocewd.org

Office of Continuing Education & Workforce Development

University of Hawaii at Manoa

Center on Aging **808-956-5001**

2430 Campus Rd. Gartley Hall #201B Honolulu 96822 www.hawaii.edu/aging

Osher Lifelong Learning Institute **808-956-0654**

2500 Dole St. Krauss Hall Rm.113 Honolulu 96822

Educational opportunities for seniors. www.osher.socialsciences.hawaii.edu

Outreach College Professional Programs **808-956-7221**

2425 Campus Rd. Sinclair Library Room 310 www.outreach.hawaii.edu

Non-credit courses for personal and professional development.

Senior Citizen Visitor Program, Na Kupuna Program **808-956-4642**

Office of Equity, Excellence & Diversity www.hawaii.edu/diversity

2600 Campus Rd. Student Services Center #413 Honolulu 96822

College classes at no-cost for participants 60 years & older.

Take Charge of Your Money! **808-956-7138**

CTAHR Cooperative Extension Service cms.ctahr.hawaii.edu/tcym

1955 East-West Rd. #217 Honolulu 96822

Financial education telecourse with internet components.

University of Hawaii – West Oahu **808-689-2800**

91-1001 Farrington Hwy. Kapolei 96707

www.uhwo.hawaii.edu

Career and community education

Windward Community College **808-235-7433**

45-720 Keaahala Rd. Kaneohe 96744

windwardcce.org

Office of Continuing Education, Hale Kuhina

Family Support

The following are providers that promote quality of life by supplementing the care for frail elders that is generally provided by friends & families. If you help a friend or family member who needs assistance with things like transportation to the doctor, grocery shopping, or help with personal care and grooming, then you are a **Family Caregiver**. It is a common belief that only paid and professionally trained people are caregivers. However, informal & unpaid support from family caregivers consist of a significant portion of all the long-term care services provided in the community.

Family caregivers often don't think of getting help until they burn out or until a crisis occurs. Many do not have sufficient skills and/or understand the legal and financial implications of being a caregiver to an elder. Support groups,

counseling, classes, and workshops can help them to better understand their situation, learn appropriate skills, reduce stress, and maintain their health so that they may continue their important role.

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

Medical insurance (such as Medicare) normally only covers a limited amount of skilled nursing care for the purpose of **rehabilitating the health of a patient (to help them get better)**. If the care an elder needs is related to a **chronic condition that is not expected to improve**, then the elder may be considered to need LTC. The prognosis of diagnosed medical conditions is key to understanding if rehab, LTC, or hospice care would be most appropriate.

Caregiver Education

See also **Support Groups**, pages 34-35, and **Health & Safety Education**, page 44. Go to www.elderlyaffairs.com for the Family Caregiving Guide.

Alzheimer's Association

808-591-2771

11670 Makaloa St. Suite 204 PMB 316 Honolulu 96814

www.alz.org/hawaii

Classes, orientation, and information for caregivers of dementia patients.

Elderly Affairs Division - Senior Helpline

808-768-7700

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

www.elderlyaffairs.com

Ohana Caregivers

www.ctahr.hawaii.edu/ohanacaregivers

Web-based information and resources for family caregivers.

Case Management

Most case managers specialize in providing **specific assistance in certain situations**, such as those facing homelessness or planning hospital discharges. They may work for agencies that **serve only a certain demographic**, such as frail elders, at-risk youth, or those with developmental disabilities. Or they may only provide a specific task, such as in-home care coordination or facility placement. Case managers that help with coordinating care for frail or disabled elderly persons develop care plans based on individual needs. They may also assist with service delivery, finding resources, and/or monitoring progress.

Some mistakenly believe Case Managers are supposed to help clients with any problem they may have or provide for all client requests. Others may expect them to make decisions for clients, or force clients to do what is appropriate. On the contrary, case managers will have a dialogue with clients to help empower them, set goals to improve their situation, and follow a plan that is achievable. This includes explaining options and the benefits and consequences of each.

The goals are often what the client wants, with the plan encompassing the difficult decisions and effort to reach them. If a client is not dedicated to the plan, goals are often not achieved. It may not be apparent when a client agrees to parts of the plan that may be difficult for them. When clients understand the purpose of their case manager and are honest about their abilities and preferences, they are more likely to succeed in reaching their goals.

Not all case managers are Social Workers. Some may have medical or other social service backgrounds. For placement into Community Care Foster Family Homes (CCFFH) for individuals requiring Intermediate Care Facility (ICF) levels of care, contact a Community Case Management Agencies (CCMA). Refer to **Residential Care Homes & Foster Homes** on page 14 for more information.

Hawaii Health & Harm Reduction Center

808-521-2437

677 Ala Moana Blvd. #226 Honolulu 96813

www.hhhrc.org

Case management and support services for people with HIV/AIDS, Smoking Cessation Program, HIV/AIDS testing, wound care, syringe exchange, Hepatitis Care, Transgender Services, and Referral Program to divert low-level offenders into social services.

Ho'okele Health Navigators

808-457-1655

820 Mililani St. #711 Honolulu 96813

www.hookelehealth.com

Provides assessment, planning, coordination of community resources & monitoring.

Ke Ola Mamo

808-848-8000

680 Iwilei Rd. Suite 500 Honolulu 96817

www.keolamamo.org

Native Hawaiian Health Care System
Island-wide services for Native Hawaiians.

Kokua Kalihi Valley Comprehensive Family Services

808-848-0977

KKV Elder Center 1846 Gulick Ave. Honolulu 96819

www.kkv.net

Case management for frail elderly in Kalihi Valley.

Emergency Alert Systems

Personal Emergency Alert Systems, also known as **Personal Emergency Response Systems**, are wireless devices that will alert a designated contact when activated. They may be attached to a home telephone or connect to a cellular phone network. Such devices may be useful for persons who live alone or are alone for long periods of time. Some also offer fall detection technology and medication dispensing devices.

Lifeline Hawaii Services

Statewide service.

808-306-6424

www.lifelinehawaii.org

Queen's Lifeline

1301 Punchbowl St. Honolulu 96813

808-691-4526

www.queens.org

Tunstall Hawaii (formally Kupuna Monitoring)

98-030 Hekaha St. #4, Aiea 96701

808-721-1201

www.connectamerica.com

Medical alert, medication dispensing system monitoring, and Auto Alert fall detector. Statewide service.

Escort

A type of Attendant Care service that provides personal assistance or supervision for an elder, usually during transportation to and from a location. Also see **Transportation** on page 17 and **Home Health Agencies** on page 39.

Project Dana

902 University Ave. Honolulu 96826

808-945-3736

www.projectdana.org

Exercise for Frail & Disabled Elders

See also **Education** on page 24, and **Senior Centers** on page 21. Also ask your health insurance plan or doctor for referrals to programs.

Arthritis Foundation, Hawaii Branch

2752 Woodlawn Dr. Suite 5-204B Honolulu 96822

800-283-7800 or 808-596-2900

www.arthritis.org

Land exercises, AQUA, and Tai Chi offered at various locations.

Dept. of Parks & Recreation - Therapeutic Rec. Unit

1000 Uluohia St. Suite 309 Kapolei 96707

808-768-3027

www.honolulu.gov/parks

Support for the inclusion of people with disabilities into Parks & Recreation programs.

Kokua Kalihi Valley (KKV) Elderly Services

Health Maintenance Program

For elders residing in Kalihi Valley.

KKV Elder Center

1846 Gulick Ave. Honolulu 96819

KPT Community Hall

1475 Linapuni St. Honolulu 96819

808-848-0977

www.kkv.net/elder

YMCA - Exercise Programs

Aqua exercise classes for people with arthritis and Silver and Fit, a land exercise class for seniors.

www.ymcahonolulu.org

Kalihi - 1335 Kalihi St. Honolulu 96819 (No aquatic classes) **808-848-2494**

Nuuanu - 1441 Pali Hwy. Honolulu 96813 **808-536-3556**

Kaimuki - 4835 Kilauea Ave. Honolulu 96816 **808-737-5544**

Leeward - 94-440 Mokuola St. Waipahu 96797 **808-671-6495**

Mililani - 95-1190 Hikikikaulia St. Mililani 96789 **808-625-1040**

Windward - 1200 Kailua Rd. Kailua 96734 **808-261-0808**

Respite – Adult Day Care & Day Health

These programs provide day-time respite in a communal environment for an elder that needs supervision. This service is ideal for a caregiver who may work during the day. Activities, amenities, meals, on-site services, and hours of operation vary greatly. A few also offer half-day, weekend, and/or holiday service. Typical prices range from \$50-100/day which is a much more affordable option when compared to in-home care on an hourly basis.

Adult Day Care (ADC) programs include supervision, recreation, socialization, exercise, meals, and group activities. ADC providers are licensed by the Department of Health, **Office of Health Care Assurance, State Licensing Section**. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently, and transfer with little or no assistance. Some provide additional assistance or special services, such as assisting with personal care or specialized dementia care, usually for an added cost.

Adult Day Health (ADH) programs offer similar services as ADC but are certified to care for those who require a higher level of care, up to intermediate care facility (ICF) level. Additional services under this higher level could include health assessments, administration of medication, or care coordination. There

may also be specialized care that cannot be provided normally under ADC. ADH providers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. ADH Centers are licensed and regulated by the Department of Health, **Office of Health Care Assurance, Medicare Section.**

ADC and ADH providers require 2-step TB testing and medical clearance (physical exam) to participate. Most have a nominal application or assessment fee, require pre-payment that may be non-refundable for missed days, and have a minimal attendance to stay enrolled, usually at least 2 days/week. Some providers will suggest a trial period if there is concern that the applicant may not be appropriate for their program.

For the most updated list of ADC and ADH providers, go online to the **Office of Healthcare Assurance** website: health.hawaii.gov/ohca

Aged to Perfection Adult Day Care Centers **808-622-4717**
94-330 Mokuola St. Waipahu 96707 www.agedtoperfectionhawaii.com
1445 California Ave. Wahiawa 96786

Aloha Wellness Center, Inc. - Adult Day Care **808-393-7000**
94-1388 Moaniani St. #203 Waipahu 96797

Ann Pearl Adult Day Health **808-247-8558**
45-181 Waikalua Rd. Kaneohe 96744 www.ohanapacific.com/locations/oahu

Beckwith Hillside Adult Day Care **808-953-9642**
2373 Beckwith St. Honolulu 96822 www.beckwithhillside.com

Casamina Adult Day Care **808-839-9733**
1426 Ala Napunani St. Honolulu 96818

Central Union Church - ADC & ADH Center **808-983-5910**
1660 S. Beretania St. Honolulu 96826 arcadia.org/central-union

The Ethnic Adult Day Care Center **808-219-1767**
1313 Pensacola St. Honolulu 96814

Evergreen Adult Day Care Centers **808-946-7505 or 808-796-7059**
1500 Kapiolani Blvd. Suite 102E Honolulu 96814 evergreenhawaiiadc.com
825 Keeaumoku St. Suite 113 Honolulu 96814

Family Living Treasure **808-842-5175 or 808-203-7826**
1449 Brigham St. Honolulu 96817

Franciscan Adult Day Center 2715 Pamoia Rd. Honolulu 96822	808-988-5678 www.stfrancishawaii.org
Fukumoto Adult Care, LLC 98-779 Kaamilo St. Aiea 96701	808-487-7528
Furukawa Living Treasure Day Care Centers 1647 Palolo Ave. Honolulu 96816 3510 Nuuanu Pali Drive, Honolulu 96817	808-737-4345 808-386-2006
Hale Hauoli Hawaii - Adult Day Care 98-1247 Kaahumanu St. Suite 207 Aiea 96701	808-798-8706 www.halehauolihawaii.org
Hulu Makua, Inc. - Adult Day Care 1029 Kapahulu Ave. Suite 408 Honolulu 96816	808-729-9086
King Lunalilo Home - Adult Day Care 501 Kekauluohi St. Honolulu 96825	808-395-4065 www.lunalilo.org
Kuakini Adult Day Care at St. Timothy's Church 98-939 Moanalua Rd. Aiea 96701	808-487-1586 www.kuakini.org
Leahi - Adult Day Health Day Health only, no Day Care 3675 Kilauea Ave. Honolulu 96816	808-733-7955 www.leahi.hhsc.org
Live Well at Iwilei by Kahala Nui - Adult Day Care 888 Iwilei Rd. Suite 105 Honolulu 96817	808-218-7777 www.livewellhi.org
Lotus Adult Day Care Center 99-186 Puakala St. Aiea 96701	808-486-5050
Malama Adult Day Care 1208 Artesian St. Honolulu 96826	808-946-9672 malamaadultdaycare.com
Maluhia - Adult Day Health 1027 Hala Dr. Honolulu 96817 Day Health only, no Day Care.	808-832-6130 maluhia.hhsc.org
Mililani Hale - Adult Day Care 95-257 Kaloapau St. Mililani 96789	808-561-2147 or 808-457-8623 mililanihongwanji.org/adult-care
Nakasato Adult Day Care Center 3010B Papali St. Honolulu 96782	808-389-8514

Palolo Chinese Home- Adult Day Care

2459 10th Ave. Honolulu 96816

Open to all, 7 days a week & most holidays.

808-748-4907www.palolohome.org**St. Francis Adult Day Care Center**

91-1758 O'ohao Street Ewa Beach 96706

808-681-0100www.stfrancis.org**St. Francis Adult Day Care at Diamond Head**

708 Palekaua St. Honolulu 96816

808-734-0234www.secoh.org**Sakura House - Adult Day Care**

1666 Mott Smith Dr. Honolulu 96822

Japanese language services available.

808-536-1112www.sakurahousehawaii.com**Salvation Army - Adult Day Care & Day Health**

296 N. Vineyard Blvd. Honolulu 96817

hawaii.salvationarmy.org/hawaii/adhs**808-521-6553****Seagull Schools Adult Day Center**

91-531 Farrington Hwy. Kapolei 96707

Provides unique intergenerational program with adjoining preschool.

808-674-1160www.seagullschools.com**Waipahu Hongwanji Mission - Adult Day Care**

94-821 Kuhaulua St. Waipahu 96797

waipahuhongwanji.org/adult-day-care**808-678-1770****Windward Seniors Adult Day Care - Hope Center**

77 N. Kainalu Dr. Kailua 96734

www.windwardseniordaycarecenter.org**808-261-4947****Respite – In Home**

Temporary relief for caregivers provided in their home. Also see **In Home Assistance** on page 37.

Kokua Kalihi Valley Elderly Services

Caregiver Respite Program for Kalihi Valley residents.

808-848-0977www.kkv.net**Ho'okele Care at Home**

820 Mililani St. #711 Honolulu 96813

Also provides other services such as companion & respite.

808-457-1655www.hookelehealth.com**Project Dana**

Services provided by volunteers.

808-945-3736www.projectdana.org**St. Anthony of Padua Outreach**

148-A Makawao St. Kailua 96734

808-266-2222www.stanthonyskailua.org

Respite – Other

This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Plan reservations as far in advance as possible as providers are often at capacity. Many **Nursing Homes, Care Homes, and Assisted Living Residences** also provide respite care (page 16).

Care Sift Assists with finding respite facilities.	808-400-9992 www.caresift.com
Lunalilo Home 501 Kekauloahi St. Honolulu 96825	808-395-1000 www.lunalilo.org
Hale Ho Aloha 2670 Pacific Heights Rd. Honolulu 96813	808-524-1955 www.halehoaloha.com
Palolo Chinese Home 2459 10th Ave. Honolulu 96816 PCH Respite Center- Day & overnight service available.	808-737-2555 www.palolohome.org
Respite Nanea, Inc. P.O. Box 1285 Pearl City 96782 Short term respite in care homes & licensed facilities.	808-542-9073
U.S. Department of Veterans Affairs 459 Patterson Rd. Bldg. 110 Honolulu 96819 VA Center for Aging - Respite Program for eligible veterans.	808-433-0660 or 800-214-1306 www.hawaii.va.gov

Support Groups

Also see **Caregiver Support Groups**, page 34, or call 211.

Alcoholics Anonymous Call or check online for meeting locations and times.	808-946-1438 www.oahucentraloffice.com
Alzheimer's Association 11670 Makaloa St. Suite 204 PMB 316 Honolulu 96814	1-800-272-3900 www.alz.org/hawaii
American Diabetes Association - Hawaii National Call Center 900 Ft. St. Mall #940 Honolulu 96813	808-947-5979 1-800-342-2383 www.diabetes.org/hawaii

American Heart Association & Stroke Association 677 Ala Moana Blvd. Suite 600 Honolulu 96813	808-337-6630 www.americanheart.org
American Lung Association of Hawaii 201 Merchant St. Suite 901 Honolulu 96813	808-537-5966 www.lung.org/hawaii
Castle Medical Center - Wellness Center 642 Ulukahiki St. Kailua 96734 Live Well Tobacco Free program.	808-263-5400 www.castlemed.org
Epilepsy Foundation of Hawaii 200 N. Vineyard Blvd. Suite B259 Honolulu 96817	808-528-3058 www.epilepsyhawaii.org
Hina Mauka - Alcohol & Drug Treatment Services 45-845 Pookela St. Kaneohe 96744	808-236-2600 www.hinamauka.org
Kuakini Medical Center - Health & Wellness 347 N. Kuakini St. Honolulu 96817 Call Education Services Department for Support Groups Info.	808-547-9252 www.kuakini.org
Hawaii Parkinson Association P.O. Box 1312 Kailua 96734	808-219-8874 www.parkinsonhawaii.org
Muscular Dystrophy Association – Hawaii 1221 Kapiolani Blvd. Suite 220 Honolulu 96814	808-593-4454 www.mda.org
National Kidney Foundation of Hawaii 1314 S. King St. Suite 1555 Honolulu 96814	808-593-1515 www.kidneyhi.org
Overeaters Anonymous Call for a meeting near you.	505-891-2664 oahawaii.org

Support Groups – Caregivers Only

Castle Caregiver Support Group adventisthealthcare.org/castle/patient-resources/classes-events/support-groups	808-263-5400
Hale Hauoli Hawaii - Caregiver Support Group 98-1247 Kaahumanu St. Suite 207 Aiea 96701	808-292-4665 www.halehauolihawaii.org
Kokua Kalihi Valley Elderly Services Caregiver Support Groups	808-848-0977 www.kkv.net

Caregiver Foundation Support Groups Various sites.	808-625-3782 www.thecaregiverfoundation.org
Project Dana Caring for the Caregiver Support Group	808-945-3736 www.projectdana.org
VA Caregivers Support Group 459 Patterson Rd. Honolulu 96819	808-433-7646
Windward Seniors Day Care - CG Support Group 77 N. Kainalu Dr. Kailua 96734 Respite is available on location during the meeting at no cost	808-261-4947 www.windwardseniordaycarecenter.org

End of Life Services

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

Advance Directives, POLST, CCO & DNR

Formerly known as “Living Wills.” You can let your family and physician know what kind of treatment you want in the event you cannot speak for yourself. You can also designate someone to make decisions for you if you become incapacitated. Forms may be obtained from most hospitals, healthcare organizations, attorneys’ offices or from UHELP.

Other documents, including **Physician’s Orders for Life-Sustaining Treatment (POLST)** and **Comfort Care Only/Do Not Resuscitate (CCO- DNR)** I.D. bracelets, give instructions to health care personnel in emergencies. Forms may be obtained online at www.kokuamau.org.

Kokua Mau Hawaii’s Hospice and Palliative Care Organization	808-585-9977 www.kokuamau.org
University of Hawaii Elder Law Program (UHELP) William S. Richardson School of Law 2515 Dole St. #201 Honolulu 96822	808-956-6544 www.hawaii.edu/uhelp

Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker or contact your own religious organization. Also see **Support Groups**, page 34, **Hospice**, page 36, and **Mental Health & Counseling**, page 50.

Funeral & Memorial Services

When looking for private pay services, make sure to shop around as options and prices can vary greatly.

Funeral Consumers Alliance

Non-profit funeral planning, consumer advocate.

1-802-865-8300

www.funerals.org

Med-QUEST Division

Department of Human Services
801 Dillingham Blvd. 3rd Floor Honolulu 96817

Will determine eligibility for funeral payments. Must be Medicaid eligible.

808-587-3521

medquest.hawaii.gov

U.S. Department of Veterans Affairs

Veterans Service Center
P.O. Box 29040 Honolulu 96820

Burial benefits for veterans.

1-800-827-1000

www.cem.va.gov/cem/burial_benefits/index.asp

Hospice

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

Bristol Hospice Hawaii, LLC

55 Merchant Street #2900 Honolulu 96813

808-536-8012

www.bristolhospice.com

Islands Hospice

820 Mililani Street Suite 400 Honolulu 96813
1001 Kamokila Blvd. Suite 262 Kapolei 96707

808-550-2552

www.islandshospice.com

Navian Hawaii (formally Hospice Hawaii)

860 Iwilei Rd. Honolulu 96817

808-924-9255

www.navianhawaii.org

St. Francis Hospice

2226 Liliha St. Honolulu 96817

808-595-7566

www.stfrancishawaii.org

Organ or Body Donation

Lions Eye Bank and Makana Foundation

405 N. Kuakini St. Suite 801 Honolulu 96817

808-536-7416

www.hlebmf.org

Legacy of Life Hawaii (formally Organ Donation Center)

405 N. Kuakini St. Suite 810 Honolulu 96817

808-599-7630

www.legacyoflifehawaii.org

University of Hawaii School of Medicine

651 Ilalo St. BSB 110 Honolulu 96813

808-692-1445

jabsom.hawaii.edu/donors/willedbody

In Home Assistance

Older adults are often reluctant to accept in-home assistance. They may not want strangers in their home, deny the need, or fear that admitting they need help means the next step is being placed in a nursing home. On the contrary, this assistance may actually delay or avoid institutionalization, allowing them to remain at home longer.

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

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

Medicaid clients should contact their **QUEST Integrated (QI)** plan provider to see if they are eligible for service covered under their plan. For more information and referrals for assistance in the home, call the Senior Helpline at 808-768-7700.

Chore/Homemaker Services

May include housekeeping, shopping, and errands.

Adult Intake Unit

808-832-5115

Department of Human Services
1010 Richards Street Unit 710, Honolulu 96813
For low income, SSI, and Medicaid eligible.

Ho‘okele Care at Home

808-457-1655

820 Mililani St. #711 Honolulu 96813 www.hookelehealth.com
Also provides other services such as companion & respite.

Palolo Chinese Home - Home Cleaning Service

808-748-7994

Serving seniors island-wide. www.palolohome.org

Home Care & Home Health Agencies

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

Home Care Agencies provide custodial care services which are non-medical such as housekeeping, meal preparation, and ongoing assistance with personal care. The Department of Health is currently in the process of licensing Home Care Agencies. Home Care Agency services are not covered by regular Medicare plans; services are private pay. To check the license status of a Home Care Agency, go to: health.hawaii.gov/ohca/state-licensing-section/hcal/agencies/.

Home Health Agencies may only provide Medicare-ordered services (doctor ordered, usually for short-term after hospitalization), private-duty services (private-pay, usually for long-term), or both. **Home Care Agencies** are private-pay services, however, some also work with **QUEST Integrated** plans. For private-duty services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive on-going services, typically a minimum of once or twice a week. Some offer temporary respite, live-in care, and/or travel assistance/escort. The lowest level of care typically starts at \$18-24 an hour and includes services such as companionship, housekeeping, and light meal preparation provided by staff often referred to as “**companion aides**” or “**home helpers**.” Rates are higher when hands-on services such as help with transferring, bathing,

and toileting are provided. These specially trained staff, may be referred to as “**personal care assistants**,” “**home health aides**” or **Certified Nursing Assistants (CNA)**. Skilled care requiring **Licensed Practical Nurses (LPN)** or **Registered Nurses (RN)** can cost \$35-60 an hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (page 29) which is a much more affordable option.

When searching for any service that brings workers in your home, make sure to inquire what kind of safeguards they have established to prevent adverse events. This would include things like insurance, bonding, background checks, accreditations, and certifications. It is highly recommended to put away and secure ALL valuables before services begin to prevent any unfounded misunderstandings or accusations, especially if the care-recipient has a cognitive impairment.

Listed below are licensed **Home Health Agencies** on Oahu. For a complete list of licensed Home Health Agencies statewide, go to the **Office of Health Care Assurance** website at: health.hawaii.gov/ohca/state-licensing-section/hcal/agencies. For reviews of Medicare certified Home Health Agencies, go to: www.medicare.gov.

Home Health Agencies

Adventist Health - Castle Home Care 45-045 Kamehameha Hwy. HPU Annex Kaneohe 96744	808-263-5077 www.castlemed.com
Arcadia Home Health Services 1660 S. Beretania St. Honolulu 96826	808-983-5900 www.arcadia.org
Attention Plus Care 1580 Makaloa St. # 1060 Honolulu 96814	808-739-2811 www.attentionplus.com
Bayada Home Health Care 615 Piikoi St. Suite 601 Honolulu 96814	808-591-6068 www.bayadahomehealth.com
Care Resource Hawaii 680 Iwilei Rd. Suite 660 Honolulu 96817	808-599-4999 www.careresourcehawaii.org
Kaiser Home Health Agency 501 Alakawa Street 2nd Floor Honolulu 96817	808-432-4660
Lou’s Quality HHC Services, LLC 95-212 Wailawa St. Mililani 96789	808-623-7109 or 808-754-3934 www.louscare.com

Mastercare Homecare & Healthcare

1314 S. King St. #424 Honolulu 96814

808-597-1564www.gomastercare.com**Oahu Home Healthcare, LLC**

820 Mililani Street Suite 725 Honolulu 96813

808-492-1403www.oahuhomehealthcare.com**Prime Care Services of Hawaii, Inc.**

3375 Koapaka St. Suite B-256 Honolulu 96819

808-531-0050www.primecarehawaii.com**Safe Harbor Homecare, INC.**

450 Kamehameha Hwy. #3 Pearl City 96782

808-488-8826www.safeharborhomecare.net**Wilson Homecare**

1221 Kapiolani Blvd. #940 Honolulu 96814

808-596-4486www.wilsonhomecare.net**Personal Care**

Health-related services provided in the home, including bathing and grooming. Also see **Home Health Agencies**, page 39. For hospice eligible clients, see **Hospice**, page 36.

St. Francis Health Services for Senior Citizens

2228 Liliha St. #408 Honolulu 96817

808-547-6121**Ho'okele Care at Home**

820 Mililani St. #711 Honolulu 96813

808-457-1655www.hookelehealth.com

Health Care

**Home Modification and Fall Prevention Tips
for Kupuna & Caregivers**

Information provided by Occupational Therapists Catia Garell, MA, OTR, SCEM of Thrive for Life, LLC and Kendall Horan OTS, OTR, BS, ECHM in support of Age-Friendly Honolulu www.agefriendlyhonolulu.com

No matter what your age, everyone is at risk of falling. However, older persons are more likely to be severely injured from a fall. Falls among older adults are the leading cause of fatal and nonfatal injuries. Each year, one out of three

older adults falls, resulting in emergency room visits and hospitalizations. Most kupuna prefer to live independently in their own home and in the community for as long as possible. Given the costly impact of falls, it is critical to have a safe home environment in order to age-in-place. Below, you will find valuable home modification and fall prevention tips for kupuna and family caregivers.

Remember Your Telehealth/In-person Physical Exams:

Telehealth or video calls can be requested to connect you with your primary care provider (PCP) from the comfort of your own home. During a telehealth or in-person physical exam, let your PCP know you are concerned about falls and ask about the following fall prevention strategies.

Health Maintenance and Exercise is Important

- If you have had a fall, or a “near fall,” or are concerned about falling, discuss this with your PCP. Consider requesting your PCP to generate a referral to a Physical and/or Occupational Therapist to further identify and address your fall risk.
- Start a regular exercise routine
- Try Tai Chi, research has shown that it is effective in preventing falls in older adults
- Check with your insurance plan to see if a free gym membership is included

See Clearly to Prevent Falls

- Schedule a annual visit with your eye doctor
- Light bulbs: Increase wattage (3,000-4,000 Kelvin) and change to energy efficient LED light bulbs
- Use natural lighting from windows
- Increase light sources in your kitchen, hallways, bathrooms, bedrooms, as well as at the top and bottom of your stairs
- Install a pathway of motion centered lights for night time bathroom visits
- Install lighting for activities that require more attention such as reading, cutting foods, or writing
- Place dark furniture against light walls
- Replace white light switches with darker color switch cases or create a border using dark colored tape
- Change colors for different surface levels

Manage Your Medications to Prevent Falls

- Schedule a visit with your pharmacist to review current medications, vitamins, and supplements
- Use a pill box or an organized schedule to make sure you keep track of the medications you are taking
- Trouble opening your medication bottles? Ask the pharmacist to load medication in an electric pill box dispenser
- Confirm with your PCP how much daily hydration and output is appropriate for you

Small Changes to Make Your Home Safer

- Contact a knowledgeable rehabilitation professional such as an Occupational or Physical Therapist for a home assessment
 - In addition, there are other professionals that are knowledgeable in the principles of aging-in-place such as a: Certified Aging in Place specialist or Certified Living in Place Professional
- Pick up items off the floor, stairs, and any high use areas to reduce clutter
- Place frequently used items in areas that are easy to reach
- Move heavy items to lower shelves
- Remove throw rugs
- To reduce your risk for heat exhaustion have your air conditioner inspected regularly
- Be aware of fluid intake as this leads to dehydration that increases the risk of falling
- Install lever style door handles, D-shape/C-shape cabinet handles, and rocker style light switches for ease of use
- Are your floors slippery? Apply a layer of anti-slip flooring and/or non-skid tape
- Install interior and exterior motion sensed lighting
- Install handrails at all staircases and steps

Changes for a Safer Bathroom

- Install a handheld shower hose on a vertical glide bar that is a grab bar
- Discuss with your health care provider the appropriate location for grab bars to support your safety. Use a licensed contractor to install grab bars
- Discuss with your health care provider what type of seating system is safe for you to use in the shower
- Increase lighting throughout the bathroom especially at the toilet and the shower

- Apply a layer of anti-slip flooring and/or non-skid tape in high use; wet areas
- Position shampoo and soap in a safe and reachable area

Caregivers Can Help to Prevent Falls

- Communicate with your client/loved ones' medical team regularly regarding your concern for falls, fear of falling, "near falls", or recent falls
- Request a referral to a rehabilitation professional like a Physical or Occupational therapist to reduce their risk for falls
- Discuss with your client/loved ones pharmacist about all medication and supplements
- Discuss the above fall prevention tips with your client/loved one

Tips for Working with Home Modification Professionals

- To reduce your risk for falls, prior to hiring a contractor, consider contacting a knowledgeable rehabilitation professional (Occupational or Physical Therapist)
- Prior to hiring or discussing your needs with a contractor call this number to confirm their license: (808)-587-4272 or visit www.businesscheck.hawaii.gov
- Problems with a contractor? Contact Regulated Industries Complaints Office (RICO) at (808)-586-2666
- Verify an Occupational Therapy or Physical Therapy License: (808)-586-3000 or <https://pvl.ehawaii.gov/pvlsearch>
- Do I need a Permit? Call Honolulu Department of Permitting and Planning (808)-768-8220 or visit: www.honoluludpp.org
- Want to know your rights as a renter? Legal Aid Society of Hawai'i (808)-536-4302 Senior Intake Hotline at Legal Aid: (808)-536-0011 or visit <https://www.fairhousinghawaii.org/>

Helpful Resources:

- Google Search: Free Publication AARP Homefit guide or visit: <https://www.aarp.org/livable-communities/housing/info-2020/homefit-guide.html>
- CDC fall prevention. Google search: CDC Home and Recreation Safety Older Adult Falls or visit: cdc.gov/homeandrecreationalsafety/falls/adultfalls.html
- Google Search: STEADI from Centers for Disease Control and Prevention, National Center for Injury Prevention and Control, Division of Unintentional Injury Prevention or visit: <https://www.cdc.gov/steady/index.html>

- Google Search: HUD Aging in Place: Facilitating Choice and Independence or visit: <https://www.huduser.gov/portal/periodicals/em/fall13/highlight1.html>
- Google Search: What you can do to prevent falls by CDC STEADI or visit: <https://www.cdc.gov/steady/pdf/STEADI-Brochure-WhatYouCanDo-508.pdf>. For additional resources, see **Health & Safety Education**, page 44, **Exercise for Frail & Disabled Elders**, page 28.

More information online:

Mountain-Pacific QIO Home Safety Checklist:

mpqhf.com/QIO/wp-content/uploads/2015/02/homesafefhome5081.pdf

National Institute on Aging:

go4life.nia.nih.gov/preventing-falls

Hawaii Department of Health:

health.hawaii.gov/injuryprevention/home/preventing-falls/information

Centers for Disease Control and Prevention:

www.cdc.gov/HomeandRecreationalSafety/Falls/index.html

Health & Safety Education

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

Also see **Exercise for Frail Seniors** (page 28), **Support Groups** (page 34), **Education** (page 24), and **Caregiver Education** (page 26).

Alzheimer’s Association

808-591-2771

Maintain Your Brain: How to live a brain healthy lifestyle.

www.alz.org/hawaii

Arthritis Foundation, Hawaii Branch

808-596-2900

Free arthritis education and wellness brochures.

www.arthritis.org/hawaii

CFS Gerontology Program

808-543-8468

91-1841 Ft. Weaver Rd., Ewa Beach 96701

www.childandfamilyservice.org

Child & Family Service Health maintenance program

Department of Emergency Management 650 S. King St. Basement Honolulu 96813 Classes on emergency preparedness.	808-723-8960 www.oahudem.org
Kokua Kalihi Valley (KKV) Elderly Services Health Maintenance Program for Kalihi Valley Elders.	808-848-0977 www.kkv.net/elder
Honolulu Police Department 801 S. Beretania St. Honolulu 96813 Community Affairs Division - Crime prevention and safety tips.	808-529-3111 www.honolulu.org/cad
Kaiser Permanente 1010 Pensacola St. Honolulu 96814 Prevention & Health Education Dept. - Senior Summit Seminars	808-432-2260 www.kaiserpermanente.org
Kapiolani Medical Center - Health & Wellness Classes	808-535-7000 www.hawaii-pacific-health.org/kapiolani/health-wellness
Project Dana Fall Prevention Program Fall prevention education and recommendations.	808-945-3736 www.projectdana.org
Wellness and Lifestyle Medicine Center 642 Ulukahiki St. Suite 105 Kailua 96734 Castle Medical Center	808-263-5050

Health Information & Referral

To find a doctor, ask your insurance provider for referrals.

Alzheimer's Association 24-hour Helpline	1-800-272-3900 www.alz.org/hawaii
American Cancer Society 24-Hour Referral and Information	1-800-227-2345 www.cancer.org
Audient - Epic Hearing Healthcare Program for affordable hearing aids.	1-866-956-5400 www.epichearing.com/home
Dental Lifeline Network (Formerly Donated Dental Services)	1-888-449-9670 www.dentallifeline.org/hawaii
Hearing Aid Helpline International Hearing Society	1-800-521-5247 www.ihinfo.org

Honolulu County Medical Society

808-536-6988

www.hcmsonline.org

Poison Control Center

Information for poison emergencies or prevention.

1-800-222-1222

www.rmpdc.org

Quit Line, Hawaii Tobacco

To stop smoking

1-800-784-8669

hawaiiquitlogix.org

Seniors EyeCare Program

Website only

www.eyecareamerica.org

CDC Information

Centers for Disease Control & Prevention

1-800-232-4636

www.cdc.gov

Hospital Discharge Information

What you should know when leaving the hospital:

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

Ask Questions!

It is important to consult with doctors, nurses and social workers on a discharge plan ***while the patient is still in the hospital.*** Family members may be assigned tasks such as changing wound dressings, dispensing medications, and/or transferring the patient in the home while he or she is recovering. Those responsible must understand their role and make it clear to the discharge staff if they feel they need assistance or cannot adequately perform the tasks.

Some Questions you may want to ask:

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

- Does the patient need medical equipment?
- Where will it come from?

Learn all the options...

If there are no friends or family who can adequately assist, other in-home services may be needed. Ask if the patient’s condition makes him or her eligible for in-home care covered under insurance. In some cases, the hospital physician can order these services before discharge. Also consider other options, such as private-pay services. See page 38 for **In-Home Assistance**. If you only need help during the day, consider **Adult Day Care & Day Health**, page 30.

Care Facility Placement?

If the patient needs long-term care that cannot be provided at home, ask the discharge planner for assistance with placement into a care facility such as a care home, adult foster home, or nursing home. **Consider this option before the patient’s discharge plan is finalized.** See pages 12-14 for information on **Nursing Homes, Care Homes, and Adult Foster Homes**.

Many organizations provide information on what you should expect during hospital discharge and the questions you should ask. Search “**Hospital Discharge**” online for more information.

Medical & Dental Clinics

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

Aloha Medical Mission - Dental clinic

200 N. Vineyard Blvd. Honolulu 96817

808-847-3400

www.alohamedicalmission.org

Dept. of Health – Lanakila Health Center

1700 Lanakila Ave. Honolulu 968

www.health.hawaii.gov

Dental Clinics (Priority to Medicaid eligible persons)

808-832-5710

Tuberculosis Testing Center

808-832-5731

Tuberculosis Information Line

808-832-5738

Kalihi Palama Health Center

915 N. King St. Honolulu 96817

808-845-8578

www.kphc.org

Dental

808-845-0686

Optometry

808-792-5599

Behavioral Health

808-841-7981

Kokua Kalihi Valley

Comprehensive Family Services Geriatric Medicine
Consultation & Dental services for residents of Kalihi Valley.

www.kkv.net

Main clinic

2239 N. School St. Honolulu 96819

808-791-9400

KKV Elder Center

1846 Gulick Ave. Honolulu 96819

808-848-0977

Koolauloa Community

Health & Wellness Center

www.koolauloachc.org

Hauula

54-316 Kamehameha Hwy. Hauula 96717

808-293-9216

Kahuku

56-119 Pualalea St. Kahuku 96731

808-293-9231

Queen Emma Clinics

1301 Punchbowl St. Honolulu 96813

www.queens.org

Adult Medicine

808-691-4970

Queen's Medical Center Dental Clinic

808-691-4292

Queen's Medical Center

Geriatric Services

550 S. Beretania St. #601 Honolulu 96813

808-691-8877

www.queens.org

University of Hawaii at Manoa Dental Hygiene Clinic

808-956-8229

2445 Campus Rd. Hemenway Hall Room 200 Honolulu 96822

Dental hygiene services at a reduced cost.

nursing.hawaii.edu/dental-hygiene-clinic

Waikiki Health Center

808-922-4787

935 Makahiki Way Honolulu 96826

www.waikikihc.org

Waimanalo Health Center

808-259-7948

41-1347 Kalaniana'ole Hwy. Waimanalo 96795

www.waimanalohc.org

Medicare & Medicaid

Medicare is a federal health insurance plan available to seniors 65 years and older and certain people with disabilities. It does not pay for all medical costs. Beneficiaries are responsible for deductibles, copays, premiums, and non-

covered services. **Medicare does not pay for long-term care**; skilled nursing facility care provided by Medicare is limited to less than 100 days, depending on the beneficiary's condition.

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

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

Part D, Drug coverage – plans and premiums vary.

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

Each of these plans have their own unique advantages and limitations. **Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.** If you receive medical coverage outside of Medicare, consult with that provider before making any changes to your Medicare coverage.

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

Call **Hawaii SHIP (808-586-7299)** if you need help understanding your options and choosing a Medicare plan. It is important to sign up for Medicare as soon as you become eligible, otherwise you may have to pay a penalty or have a gap in coverage if you miss your initial enrollment period.

Medicaid is a State-administered health insurance program for persons with certain disabilities/medical conditions and persons 65 years and older who have very low incomes and limited assets. In Hawaii, the Medicaid program is run by the Department of Human Services Med-QUEST Division. Services are provided through the managed care program **QUEST Integration (QI)**.

Centers for Medicare & Medicaid Services

Medicare Information

Online information on Medicare & Medicaid.

1-800-633-4227

www.medicare.gov

Executive Office on Aging

Hawaii SHIP

Hawaii-based Medicare health insurance counseling.

Senior Medicare Patrol (SMP)

Volunteers trained to give presentations about Medicare/Medicaid fraud, waste, abuse and provide counseling on how to read medical statements.

www.hawaiiadrc.org

808-586-7299

toll free 1-888-875-9229

www.hawaiiiship.org

808-586-7281

toll free 1-800-296-9422

www.smphawaii.org

Med-QUEST Division

Honolulu

801 Dillingham Blvd. 3rd Floor

Kapolei

601 Kamokila Blvd. Room 415

medquest.hawaii.gov

808-587-3521

808-692-7364

Medical Equipment

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

In some cases, renting DME may be more appropriate than purchasing. Renting is also covered under Medicare. Consult with a **Hawaii SHIP (808-586-7299)** counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit, you may be responsible for repairs and /or replacement. Be sure to get information in writing on warranty coverage BEFORE purchasing the equipment.

To find a DME supplier go to www.medicare.gov and click on "Find suppliers of medical equipment & supplies."

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

Mental Health Care & Counseling

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

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

Adult Mental Health Division **808-586-4686**

Access and Crisis Line – Department of Health **808-832-3100**

1250 Punchbowl St. #256 Honolulu 96813 www.health.hawaii.gov/amhd

Samaritan Counseling Center Hawaii **808-545-2740**

1020 S. Beretania St. Honolulu 96814 www.samaritancounselingcenterhawaii.org

Kahi Mohala Behavioral Health **808-671-8511**

91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 www.kahimohala.org

Mental Health America of Hawaii **808-521-1846**

1136 Union Mall, #510 Honolulu 96813 www.mentalhealth-hi.org

For persons with mental health concerns regarding access, treatment, and service.

The Queen’s Health Systems www.queens.org

Behavioral Health Services (Outpatient) **808-691-4352**

Family Treatment Center **808-691-4221**

Safe Haven – Mental Health Kokua **808-524-7233**

126 N. Pauahi St. Honolulu 96813 www.mhkhawaii.weebly.com/safe-haven.html

Support and services for mentally ill homeless persons.

Prescription Drugs & Medications

Also see **Medicare & Medicaid**, page 48.

Partnership for Prescription Assistance **1-888-477-2669**

Information on Patient Assistance Programs for those who qualify. www.pparx.org

Medicare Part D **1-800-633-4227**

For eligibility, information, and help choosing a plan call Hawaii SHIP at 808-586-7299. www.medicare.gov

Public Health Nurses

The Public Health Nursing Branch provides services by registered nurses Statewide with home visits for frail, vulnerable elders with complex health conditions and limited resources; and provides health consultation to groups and organizations on emergency preparedness, control of communicable disease, and health and wellness related to elders.

Administration 1700 Lanakila Ave #201 Honolulu 96817	808-832-3773
Central Oahu 860 Fourth St. #130 Pearl City 96782	808-453-6190
Leeward 94-275 Mokuola St. #101 Waipahu 96797	808-675-0080
East Honolulu 3627 Kilauea Ave. #311 Honolulu 96819	808-733-9220
West Honolulu 1700 Lanakila Ave. #200 Honolulu 96816	808-832-5757
Windward 45-691 Keaahala Rd. Kaneohe 96744	808-233-5450

Income Security

Consumer Assistance & Protection

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

Better Business Bureau of Hawaii Inc. Neighbor Islands call toll free.	808-536-6956 1-877-222-6551
Senior Scam Hotline 1132 Bishop St. Suite 615 Honolulu 96813	808-628-3950 1-888-333-1593 www.bbb.org/us/hi

Dept. of Commerce & Consumer Affairs	www.hawaii.gov/dcca
Office of Consumer Protection	808-586-2630
Consumer Information Line	808-587-1234
Pre-recorded information on common consumer issues.	
Consumer Resource Center	808-587-4272
Check status of a business or licensee.	
Landlord-Tenant Information	808-586-2634
Monday - Friday 8 a.m. - 12 p.m.	
Insurance Fraud Unit Hotline	808-587-7416
Insurance fraud complaints.	
Investor Education Program	808-587-7400
Free information and presentations on investment products, current scams, and how to avoid fraud.	www.investing.hawaii.gov
Securities Fraud Hotline	808-587-2267
Call to report securities violations like fraud.	
Direct Marketing Association	1-212-768-7277
1111 19th St. NW Suite 1100 Washington, DC 20036	
Register your home address with DMA's Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as "junk mail") you receive: www.dmaconsumers.org/cgi/offmailinglist	
Elder Abuse Justice Unit	808-768-7400
Dept. of the Prosecuting Attorney honoluluprosecutor.org/elder-abuse-justice-unit	
Prosecutes criminal cases involving victims 60 years and older. Community presentations about elder abuse and prevention.	
Dept. of the Attorney General - Medicaid Fraud Control	808-586-1058
333 Queen St. 10th Floor Honolulu 96813	www.ag.hawaii.gov
Criminal Justice Div. also investigates abuse of dependent adults committed by Medicaid providers, care facilities and paid caregivers.	
Honolulu Police Department - Criminal Investigation Division	
801 S. Beretania St. CID Honolulu 96813	808-723-3609
White Collar Crime – Telemarketing or investment fraud. www.honolulu.org/cid	
Inspector General's Office	1-800-447-8477
Hot line operation on Medicare, Medicaid, or health care fraud.	

National Do Not Call Registry

Federal Trade Commission Registry to stop most telemarketing calls. If you often get calls from the same business or organization, tell them to remove your number from their call list. By law, they are obligated to comply.

toll free 1-888-382-1222www.donotcall.gov**U.S. Consumer Product Safety Commission**

575 Cooke St. Suite A #2208 Honolulu 96813
Report product safety hazards. Obtain recall information

1-800-638-2772www.cpsc.gov**Employment & Training Programs**

For assistance for immigrants see **Immigrant Assistance**, page 60.

Goodwill Industries of Hawaii Inc.

2610 Kilihau St. Honolulu 96819

808-836-0313www.higoodwill.org**Honolulu Community Action Program (HCAP)**

Senior Community Service Employment Program (SCSEP) Part time, paid employment training and job search services for seniors.

808-521-4531www.hcapweb.org**American Job Center Hawaii (formally Oahu WorkLinks) 808-768-5600**

Career planning, job search & training opportunities. For employer assistance with recruitment, referrals, employee training, and tax credits, call 808-220-5619.

Pacific Gateway Center

723-C Umi Street Honolulu, Hawaii 96819
Helping immigrants, refugees, and low-income residents to self-sufficiency.

808-851-7010www.pacificgatewaycenter.org**Respite Companion Service Program****Department of Human Services**

420 Waiakamilo Rd. #202 Honolulu 96819
Part-time employment and training program for income eligible persons 55 years and older.

808-832-5236 or 808-832-5235www.hawaii.gov/dhs**Winners at Work dba Abilities Unlimited**

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

808-532-2100

Financial Fraud, Exploitation, & Scams

Financial fraud, exploitation, and scams are a growing problem with seniors in Hawaii. Understanding the risks and being able to identify signs of a scam can help protect you and your loved ones from being victimized. Elders with the highest risk are frequently alone or isolated, have memory or mental health issues, and have histories of addictive or risky behavior.

Are you being scammed? Here are some warning signs:

- The perpetrator demands an immediate response, says offer will expire, or tries to threaten or scare you into participating.
- The perpetrator **refuses to give contact information** or send written terms of the opportunity.
- The perpetrator promises an easy reward in exchange for a fee.
- The perpetrator still contacts you after you have requested they stop.

Is an elder you know being exploited? Look for these signs:

- Change in banking habits; frequent withdrawals or large transfers.
- Missing financial statements; no recollection of where statements went.
- Missing valuables, especially those of personal importance to the elder.
- When on social outings, elder often has no cash for minor expenses.
- Frequent purchases of unneeded items or costly gifts.
- Unpaid bills and collection notices.
- Noticable changes after meeting a new “love interest” or “friend.” Includes reduced participation in social activities and changes in moods or habits.
- The new “friend” escorts elder everywhere, speaks on their behalf, and supervises elder’s conversations with others.

What can you do?

- Keep up with current events by watching the news or reading the newspaper. Agencies will issue warnings on new scams to the media.
- Say “NO” to solicitations by phone and mail.
- Be cautious of those who try to befriend you, especially if they are aware of your income, assets, or other valuables.
- Do not fill out contest or prize application forms.
- Never give out your personal information to unknown persons.
- Maintain regular contact with friends and family who are vulnerable and at risk of victimization.
- Report suspected exploitation or abuse to APS.

- Keep a detailed record of frequent suspicious activity.
- File a police report when you know a scam has occurred.

More information online:

Financial Fraud Enforcement Task Force: www.stopfraud.gov
Honolulu Prosecuting Attorney: honoluluprosecutor.org/elder-abuse-justice-unit/
Hawaii’s Fraud Prevention & Resource Guide: health.hawaii.gov/eoa/files/2013/04/Fraud.pdf

Money & Debt Management

CSI Trust Company (CSI Inc.) **808-538-0353**
 1001 Bishop St. Suite 2305 Honolulu 96813 www.csitrustcompany.org

Take Charge of Your Money! **808-956-7290**
 University of Hawaii - Cooperative Extension Service. cms.ctahr.hawaii.edu/tcym
 Financial education telecourse with internet components.

Social Security & SSI

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

Social Security Administration **1-800-772-1213**
 Medicare, retirement, survivors, and disability benefits. www.socialsecurity.gov
Honolulu Office **1-855-572-4879**
 300 Ala Moana Blvd. #I-114 Honolulu 96850
Kapolei Office **1-855-572-4866**
 970 Manawai St. Kapolei 96707

Financial Help

Financial Assistance

Financial aid and/or Food Stamps based on eligibility.

Benefit, Employment & Support Services Division (BESSD)

Department of Human Services - Welfare & Food Stamp programs.

Public Assistance Information Line

1-855-643-1643

For eligibility information and application locations.

www.hawaii.gov/dhs

Med-QUEST Division

Department of Human Services

medquest.hawaii.gov

Medical assistance for eligible persons. Applications also available online.

Honolulu

808-587-3521

801 Dillingham Blvd. 3rd Floor

Kapolei

808-692-7364

601 Kamokila Blvd. Room 415

Temporary Financial Aid

Catholic Charities Hawaii

808-521- HELP (808-521-4357)

Helpline

www.catholiccharitieshawaii.org

Domestic Violence Action Center

808-531-3771

P.O. Box 3198 Honolulu 96801

www.domesticviolenceactioncenter.org

For victims of intimate partner abuse.

Jewish Community Services

808-258-7121

2550 Pali Hwy. Honolulu 96817

jcs-hi.org

Counseling, referrals, and resources for the Jewish community

Kealahou West Oahu

808-696-5667

87-132 Farrington Hwy. Waianae 96792

Services for persons experiencing homelessness.

Salvation Army

808-841-5565

296 N. Vineyard Blvd Honolulu 96819

www.salvationarmyhawaii.org

Rental Assistance for persons facing eviction or homelessness.

Food pantry, Clothing voucher.

Utility Assistance

Honolulu Community Action Program (HCAP)

Subsidies for electric bills through the Low-Income Home Energy Assistance Program (LIHEAP). Applications accepted only once a year.

808-521-4531

www.hcapweb.org

Lifeline - Federal Telephone Subsidy

For qualified individuals. Go online for list of other participating companies: cca.hawaii.gov/dca/telecommunications/lifeline

www.lifelinesupport.org

Hawaiian Telecom Lifeline

808-643-3456

www.hawaiiantel.com

Legal Services & Advocacy

Many types of Elder Law concerns are presented in Deciding What's Next and Trying to Remember... a publication of the University of Hawaii Elder Law Program. Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call number: H346.013Pi.

Advocacy

The **Guardianship Pro-se Packet** describes the steps necessary to establish guardianship of an incapacitated person. Available online:

www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf

Office of Health Care Assurance - Department of Health

Care Home complaints

601 Kamokila Blvd. Room 361 Kapolei 96707

808-692-7400

Hospital & Nursing Home complaints

601 Kamokila Blvd. Room 395 Kapolei 96707

808-692-7420

Hawaii Disability Rights Center

1132 Bishop St. Suite 2102 Honolulu 96813

808-949-2922

www.hawaiidisabilityrights.org

Legal Aid Society of Hawaii

924 Bethel St. Honolulu 96813

808-536-4302

www.legalaidhawaii.org

Non-profit law firm assisting the low to moderate-income community.

Long Term Care Ombudsman **808-586-7268**
Executive Office on Aging hi-ltc-ombudsman.org
For nursing, care home, assisted living,
and community care foster family home residents.

Mental Health America of Hawaii **808-521-1846**
1124 Fort St. #205 Honolulu 96813 www.mentalhealth-hi.org
For persons with mental health concerns regarding access, treatment & service.

Office of the Public Guardian **808-534-6100**
P.O. Box 1200 Honolulu 96807-1200
Guardianship for incapacitated adults of the state.

State Office of the Ombudsman **808-587-0770**
465 S. King St. 4th Floor Honolulu 96813 **TTY 808-587-0774**
Complaints about executive branch agencies www.ombudsman.hawaii.gov
of state and county governments.

UHELP **808-956-6544**
University of Hawaii Elder Law Program www.hawaii.edu/uhelp

Victim Witness Kokua Services **808-768-7400**
1060 Richards St. 9th Floor Honolulu 96813 honoluluprosecutor.org
Dept. of the Prosecuting Attorney - Assistance to victims of criminal offenses.

Legal Representation & Mediation

Hawaii Immigrant Justice Center **808-536-8826**
Legal Aid Society of Hawaii **1-877-208-8828**
P.O. Box 3950 Honolulu 96812 www.legalaidhawaii.org
Legal services, advocacy for immigrants. Neighbor islands call toll free.

Lawyer Referral & Information Service **808-537-9140**
Hawaii State Bar Association hawaiilawyerreferral.com

Legal Aid Society of Hawaii (LASH) **808-536-4302**
924 Bethel St. Honolulu 96813 www.legalaidhawaii.org/immigrant-justice-center
Income eligible service, locations island-wide.

Affordable Lawyers Project **808-527-8027**
Affordable services for those who do not qualify for LASH.

Mediation Center of the Pacific
245 N. Kukui St. Suite 206 Honolulu 96817

808-521-6767
www.mediatehawaii.org

Volunteer Legal Services Hawaii
545 Queen St. #100 Honolulu 96819
Free or reduced cost services for needy clients.

808-528-7046

Immigrant Assistance

Services for people who are new to the U.S. and need assistance such as translation, job search, and filling out applications. Also see **Employment & Training Programs**, page 54.

Bilingual Access Line 24-hours - Helping Hands Hawaii **808-526-9724**
2100 N. Nimitz Hwy. Honolulu 96819 www.helpinghandshawaii.org
Interpreter and translation services.

Catholic Charities Hawaii **808-524-HOPE (808-524-4673)**
Assistance for low-income immigrants. www.catholiccharitieshawaii.org

Goodwill Industries of Hawaii Inc. **808-836-0313**
2610 Kilihau St. Honolulu 96819 www.higoodwill.org

Lanakila Easy Access Project **808-832-5685**
1700 Lanakila Ave. Suite 104 Honolulu 96817
Referrals for immigrants living in U.S. less than a year.

Pacific Gateway Center **808-851-7010**
723 C Umi St. Honolulu 96819 www.pacificgatewaycenter.org
Helping immigrants, refugees, and low-income residents to self-sufficiency.

Employment Core Services for Refugees **808-543-8436**
Child & Family Service www.childandfamilyservice.org
91-1841 Ft. Weaver Rd Ewa Beach Hi 96706
Help with job search, filling out forms, and English training.

Susannah Wesley Community Center **808-847-1535**
1117 Kaili St. Honolulu 96819 susannahwesley.org
Refugee Service Program

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

Taxes

AARP Tax Aide Program provides simple income tax assistance to seniors during tax seasons. For locations, call the Senior HelpLine at 808-768-7700

City and County - Real Property Assessment Division

Real Property Tax Exemption

Lowers the taxable value of your home.

Based on age and certain disabilities.

www.realpropertyhonolulu.com

Honolulu Office

808-768-3799

842 Bethel St. Honolulu 96813

Kapolei Office

808-768-3169

1000 Uluohia St. Suite 206 Kapolei 96707

City and County Tax Collections

Treasury Division

www.qpublic.net/hi/honolulu

Current Collections

808-768-3980

530 S. King St. Room 115 Honolulu 96813

Questions on tax payments.

Real Property Tax Credit

808-768-3205

Based on the homeowner's income. Credit would be applied for taxed amounts exceeding a certain percentage of a homeowner's income.

Federal Internal Revenue Service (IRS)

1-800-829-1040

www.irs.gov

State Tax Information

808-587-4242

Information on billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

1-800-222-3229

www.hawaii.gov/tax

Taxpayer Advocate Service

808-566-2950

MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

Handles taxpayer problems not resolved through normal IRS channels.

Persons with Disabilities

Assistive Technology

ATRC

Assistive Technology Resource Centers of Hawaii

200 N Vineyard Blvd #430 Honolulu 96817

Information on assistive devices and funding resources.

808-532-7110

TTY 808-532-7113

www.atrc.org

ISG, Inc. – Island Skill Gathering

3472 Kanaina Ave. Honolulu 96815

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

Voice/TTY 808-732-4622

www.isghawaii.com

Blind/Visually Impaired

Aloha State Association of the Deaf

Non-profit association of and for deaf citizens.

808-371-0020

American Foundation for the Blind

www.afb.org

American Sign Language Education

Voice/TTY 808-792-3704

Kapiolani Community College

4303 Diamond Head Rd. Manono Bldg. Room 111D Honolulu 96816

Credit and non-credit courses in American Sign Language (ASL).

Deaf Center at Kapiolani Comm. College

Voice/TTY 808-734-9210

4303 Diamond Head Rd. Manono Bldg.

Video Phone 808-447-3189

Room 102 Honolulu 96816

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

Hoopono

Voice/TTY 808-586-5269

1901 Bachelot St. Honolulu 96817 humanservices.hawaii.gov/vr/hoopono/about

Individualized vocational rehabilitation services.

Library for the Blind and Physically Handicapped

402 Kapahulu Ave. Honolulu 96815

For persons unable to use/read regular prints due to visual/physical disabilities.

Voice/TTY 808-733-8444

www.librarieshawaii.org

Telecommunications Relay Service (TRS)

711

Text Telephone (TTY)

1-877-447-5990

Voice Carry Over (toll free)

1-877-447-5991

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

University of Hawaii School of Medicine

808-692-1580

677 Ala Moana Blvd. #625 Honolulu 96813

manoa.hawaii.edu/csd/uhshc

Speech hearing clinic

Vocational Rehabilitation Division

808-586-4824

Department of Human Services

www.hawaii.gov/dhs

600 Kapiolani Blvd #305 Honolulu 96813

Employment services for people with disabilities.

Other

Access to Independence

808-369-9521

200 N. Vineyard Suite 508 Box 4 Honolulu 96817

1-800-976-2776

Assistance for persons with disabilities.

accesstoindpendence.org/location/hawaii

University of Hawaii School of Medicine

808-692-1370

651 Ilalo St. #104 Honolulu 96813

manoa.hawaii.edu/pbrrtc

Pacific Disabilities Center - Research, evaluation, technology for business.

Easter Seals Hawaii

808-536-1015

710 Green St. Honolulu 96813

www.eastersealshawaii.org

Services for children and adults with disabilities or special needs.

The Arc in Hawaii

808-737-7995

3989 Diamond Head Rd. Honolulu 96816

www.thearcinhawaii.org

Advocacy & services for people with intellectual or developmental disabilities.

Other Groups

Abuse & Neglect Victims

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

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

Financial exploitation is a growing problem. Some people will try to take advantage of vulnerable elders. Perpetrators are often a caregiver, friend, or even a family member. For agencies that deal with scams and fraud see also **Consumer Assistance & Protection**, page 54.

Adult Protective Services

Dept. of Human Services – Adult Intake Unit **808-832-5115**
420 Waiakamilo Rd. Suite 202 Honolulu 96817 www.hawaii.gov/dhs.
If you know of a dependent adult who is being abused or neglected, call this number for assistance

Domestic Violence Action Center **808-531-3771**
P.O. Box 3198 Honolulu 96801 www.domesticviolenceactioncenter.org

Elder Abuse Justice Unit **808-768-7536**
Department of the Prosecuting Attorney
Prosecutes criminal cases involving victims 60 years and older.

Honolulu Domestic Violence Shelter **808-841-0822**
Child & Family Service www.childandfamilyservice.org
91-1841 Ft. Weaver Rd., Ewa Beach 96706
Shelter for abused spouses/children.

Hawaii Immigrant Justice Center **808-536-8826**
Legal Aid Society of Hawaii **1-877-208-8828**
P.O. Box 3950 Honolulu 96812 www.legalaidhawaii.org
Legal services, community outreach & education, and advocacy for immigrants. Neighbor islands call toll free.

PACT Family Peace Center**808-832-0855****Crisis Hotline****808-585-7944**

1485 Linapuni St. #105 Honolulu 96819

www.pacthawaii.org

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

The Sex Abuse Treatment Center**808-535-7600**

Harbor Court, 55 Merchant St. 22nd Floor

24 hr Hotline 808-524-7273

Honolulu 96813

www.satchawaii.com

Support for victims of sexual assault. Support for victims of sexual assault.

Grandparents

Resources for grandparents raising children. Visit Generations United at www.gu.org, and AARP-Hawaii at: www.aarp.org/life/grandparents.

Hawaii Family Services, Inc.**808-696-3482**

87-227 St. Johns Rd. Waianae 96792

Programs for grandparents raising grandchildren in Waianae/Leeward area.

PATCH - People Attentive to Children**808-839-1988**

560 N. Nimitz Hwy. Suite 218 Honolulu 96817

www.patchhawaii.org

Child care resource and referral agency.

Queen Liliuokalani Trust**808-235-7613**

46-316 Haiku Rd. Kaneohe 96744

www.onipaa.org

Support group for grandparents & relative caregivers of minors.

The Parent Line**808-526-1222 or 1-800-816-1222**

P.O. Box 3102 Honolulu 96802

www.theparentline.org

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

Partners in Development Foundation - Tutu and Me**808-524-7633**

2345 Nuuanu Ave. Honolulu 96817

www.pidfoundation.org

Traveling preschool for grandparents raising children up to five years of age.

Pet Owners

Hawaiian Humane Society

808-356-2200

Adoptions

808-356-2218

2700 Waialae Ave. Honolulu 96826

www.hawaiianhumane.org

Reduced adoption fees for seniors adopting older animals.

Veterans

State Office of Veterans Services

808-433-0420

459 Patterson Rd., E-Wing, Room 1-A103 Honolulu 96819

Services to Veterans and their family members.

U.S. Department of Veterans Affairs

459 Patterson Rd. Honolulu 96819

www.va.gov

Veterans Service Center

1-800-827-1000

Burial benefits disability, education, home loan guaranty, homeless veterans, medical treatment, minority veterans, and vocational rehabilitation.

VA Caregivers Support Program

808-433-0371

Caregiver Support Line

1-855-260-3274

Support, education and information for Family Caregivers of all Era Veterans.

www.caregiver.va.gov

VA Crisis Line

1-800-273-8255

www.veteranscrisisline.net

U.S. Vets Transitional Housing & Homeless Program

808-682-9000

P.O. Box 75329 Kapolei 96707

www.usvetsinc.org

Help veterans achieve independence.

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Emergency Preparedness

After a disaster such as a hurricane, tsunami, or earthquake, it may be a while before the government can respond. A little planning and preparing on your part could make a big difference when a disaster strikes.

Think about what you would need in different situations and **create a plan**. **Identify who you would contact** and discuss your plan with them. **Designate a meeting place** in case you are unable to contact each other, such as a nearby shelter. **Keep the information on your emergency contacts** in one easily accessible place, such as on a card on your refrigerator or next to your telephone.

Depending on the type of emergency and where you live, you may be advised to stay where you are (shelter in place) rather than evacuate. If you live in an apartment or condo, **make sure you familiarize yourself with any safe zones and/or evacuation plans**.

Look in the phone book for other emergency preparedness information and identify the closest shelters to you. If you have pets, plan accordingly as shelters may have specific requirements.

Making Your Plan:

Identify who could help you:

What they would do for you:

Places near me identified as potential shelters:

Your Emergency Kit

Prepare enough supplies to last 14 days or more. Expect to be without telephone, power, and tap water. You will need **water for drinking, cooking, and hygiene**. At least **1 gallon per person, per day**, is suggested.

- Water, at least 14 gallons per person. Tip: If you receive early warning, fill up pots, large containers, buckets, and/or your bathtub with tap water.
- Food, non-perishable, enough to last 14 days.
- If you have a vehicle, top off your gas tank.

Keep on hand:

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

If you need to evacuate, have these items ready to go:

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

What other things would you specifically need in an emergency?

- _____
- _____
- _____
- _____

For more tips & information go online:

www.honolulu.gov/dem
www.ready.gov

Frequently Called Government Numbers

City and County of Honolulu

TheBus Schedule & Routes	808-848-5555
TheHandi-Van - Reservations	808-456-5555/ TTY 808-454-5045
City Public Information Center	808-768-9311
City Complaints	808-768-4381
Driver's License & State ID Information	808-768-9100
Motor Vehicle Registration Information	808-768-4325
Elderly Affairs Division - Senior Helpline	808-768-7700
Mayor's Office	808-768-4141
People's Open Markets	808-768-9299
Office of the City Clerk (City Council, Public Hearings, Elections)	808-768-3810
Board of Water Supply	808-748-5000
Neighborhood Commission Office (Neighborhood Boards)	808-768-3710
Environmental Services - Refuse Division	808-768-3200
Environmental Services - Refuse Division (Household Hazardous Waste Program)	808-768-3201

State of Hawaii

Adult Protective Services	808-832-5115
Adult Mental Health Division Crisis Line	808-832-3100
Public Assistance Information Line	1-855-643-1643
Executive Office on Aging	808-586-0100
Long Term Care Ombudsman	808-586-7268
Med-QUEST Division	808-587-3540 or 808-692-7364
State Employees Retirement System (ERS)	808-586-1735
State Tax Information	808-587-4242
Vital Records	808-586-4539

Federal

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

Call the Senior Helpline
for help or information
about Senior Services
808-768-7700

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