



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](http://www.ElderlyAffairs.com)**

Published as a public service by the City and County of Honolulu  
Mayor Kirk Caldwell

## 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](http://www.elderlyaffairs.com)
-  For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.

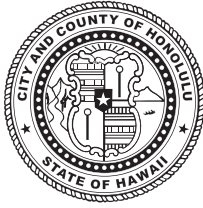
# SENIOR INFORMATION & ASSISTANCE HANDBOOK



Elderly  
Affairs  
Division  
A G E S M A R T

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

2018 edition



## MESSAGE FROM MAYOR KIRK CALDWELL



Aloha. On behalf of the residents of the City and County of Honolulu, I am pleased to present this updated Senior Information and Assistance Handbook, a well-referenced guide to services and support for seniors and the individuals who care for them.

The Department of Community Services, Elderly Affairs Division, has produced this resource directory to serve the community, service providers and our Kūpuna, with the goal of assisting our seniors with aging in their homes and communities for as long as possible.

Copies of this handbook are available at all nine City and County of Honolulu Satellite City Hall offices on O'ahu. For more information on senior or caregiver issues, please visit [www.elderlyaffairs.com](http://www.elderlyaffairs.com) or call the Senior Helpline at 768-7700.

A handwritten signature in black ink, appearing to read "Kirk Caldwell". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kirk Caldwell

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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: 768-7700**  
[www.elderlyaffairs.com](http://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 & 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 (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 **Aging Network**.

**The Aging Network** are the groups, agencies, and providers that serve and advocate for the elderly. Now, more than ever, is their collaboration and innovation needed. ***Aging affects all ages***, and the more each of us understand the aging 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***.

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# Hawaii Area Agencies on Aging

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**Hawaii Aging & Disability Resource Centers (ADRC)** **643-2372**  
(All of Hawaii's Agencies on Aging) [www.hawaiiadrc.org](http://www.hawaiiadrc.org)

**Kauai Agency on Elderly Affairs** **1-808-241-4470**  
Piikoi Building 4444 Rice St. Suite 330 Lihue 96766 **FAX: 1-808-241-5113**  
[www.kauaiadrc.org](http://www.kauaiadrc.org)

**Hawaii County Office of Aging** **1-808-961-8626**  
1055 Kinoole St. Suite 101 Hilo 96720 **FAX: 1-808-961-8603**  
[www.hcoahawaii.org](http://www.hcoahawaii.org)

**Kona Office** **1-808-323-4390**  
74-5044 Ane Keohokalole Hwy. Kailua-Kona 96740 **FAX: 1-808-323-4398**

**Maui County Office on Aging** **1-808-270-7774**  
2200 Main St. Suite 547 Wailuku 96793 **FAX: 1-808-270-7935**  
[www.mauicountyadrc.org](http://www.mauicountyadrc.org)

**Molokai Office** **1-808-553-5241**  
**Lanai Office** **1-808-565-6818**

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## State Unit on Aging

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

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## Other Area Agencies on Aging

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To find other Area Agencies on Aging in the United States & its territories, call the  
**National Eldercare Locator** **1-800-677-1116**  
[www.eldercare.gov](http://www.eldercare.gov)

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# Basic Needs – Food

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For **Food Stamps**, see **Financial Assistance**, page 56.

## Food Banks

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### Hawaii Foodbank

**836-3600**

For food assistance in your area, call 211.

[www.hawaiifoodbank.org](http://www.hawaiifoodbank.org)

For information on senior programs, call 954-7889.

2611 Kilihau St. Honolulu 96819

### Honolulu Community Action Program (HCAP)

**521-4531**

Federal surplus food distribution for qualified

[www.hcapweb.org](http://www.hcapweb.org)

individuals with low income. Call to find closest district.

## Meals

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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.

**535-6700**

Ke Ola Pono No Na Kupuna Project

[www.alulike.org](http://www.alulike.org)

Group dining and home delivered meals for Native Hawaiian

Elders, including recreation and limited transportation.

2969 Mapunapuna Pl. #200 Honolulu 96819

### Arcadia Home Health Services

**983-5900**

Home-delivered meals Monday - Friday.

[www.arcadia.org](http://www.arcadia.org)

Lower Nuuanu to Hawaii Kai

1660 S. Beretania St. Suite 101 Honolulu 96826

### Hawaii Meals on Wheels

**988-6747**

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

[www.hmow.org](http://www.hmow.org)

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

### Lanakila Meals on Wheels

**531-0555**

Lanakila Pacific

[www.lanakilapacific.org](http://www.lanakilapacific.org)

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

1809 Bachelot St. Honolulu 96817

## **Lanakila Meals on Wheels**

**531-0555**

### **Kupuna Wellness Center Sites:**

Pohulani (Kakaako/Downtown), Wahiawa Recreation Center,  
Waianae District Park, & West Loch Village (Ewa).

## **Lunalilo Meal Service**

**395-1000**

Meals delivered in East Oahu area and available for pick up.  
Hot lunches and chilled meals for dinner/weekend available.  
501 Kehauluohi St. Honolulu 96825

## **Palolo Chinese Home**

**737-2555, ext. 803 or 801**

Hot lunch and/or dinner delivered in Palolo and nearby areas.  
Convenient frozen meals also available for delivery and pick-up.  
2459 10th Ave. Honolulu 96816

[www.palolohome.org](http://www.palolohome.org)

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## **Basic Needs – Housing**

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Most older adults prefer to age in-place and many continue to live in their own homes with added support (see **Family Support**, page 26). 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 38) 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**

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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 & County Rehabilitation Loans**

51 Merchant St. Honolulu 96813

**768-7076**

[www.honolulu.gov/dcs/housing.htm](http://www.honolulu.gov/dcs/housing.htm)

## **USDA Rural Development**

**541-2600 ext 4**

Section 504 Repair Loan & Grant Prog.

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

300 Ala Moana Blvd. #1-340 Honolulu 96850

## **Household Goods**

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### **Helping Hands Hawaii**

**440-3800**

### **Community Clearinghouse**

**536-7234**

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

2100 N. Nimitz Hwy. Honolulu 96819

[www.helpinghandshawaii.org](http://www.helpinghandshawaii.org)

### **Kaumakapili Church Free Store**

**845-0908**

Clothes and household items for individuals in need.

Donations accepted. Call for hours.

766 N. King St. Honolulu 96817

[www.kaumakapili.org](http://www.kaumakapili.org)

## **Housing Search & Information**

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

### **Catholic Charities Hawaii**

**524-4673**

Housing Assistance Program

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

Helps seniors and affordable rentals.

### **Hawaii Public Housing Authority**

**832-5960**

New applications on hold for Oahu units (as of October 2018).

1002 N. School St. Building A Honolulu 96817

[www.hpha.hawaii.gov](http://www.hpha.hawaii.gov)

### **HUD - Dept. of Housing & Urban Development**

**457-4662**

1132 Bishop St. Suite 1400 Honolulu 96813

[www.hud.gov/states/hawaii/homeownership/seniors](http://www.hud.gov/states/hawaii/homeownership/seniors)

## Homelessness & Shelters

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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](http://humanservices.hawaii.gov/bessd/home/hp)

### **Waianae Community Outreach**

**696-5667**

PO Box 1912, Waianae, HI 96792

### **Institute for Human Services (IHS):**

Hawaii's Homeless Shelter

[www.ihshawaii.org](http://www.ihshawaii.org)

#### **Women's Shelter**

**447-2900**

546 Kaahi St. Honolulu 96817

#### **Men's Shelter**

**447-2800**

350 Sumner St. Honolulu 96817

### **Next Step Shelter - Waikiki Health**

**585-8800**

Pier 1, Honolulu 96813

[waikikihc.org/locations/nextstep](http://waikikihc.org/locations/nextstep)

## Transitional Housing

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### **Kulaokahua Senior Apartments**

**599-5759**

1311 Ward Ave. 96814

[www.hsiservices.net](http://www.hsiservices.net)

## Nursing Facilities

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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 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the **Office of Health Care Assurance** at 692-7420. To check ratings of Nursing Homes go online to: [www.medicare.gov/nursinghomecompare/search.html](http://www.medicare.gov/nursinghomecompare/search.html)

### **15 Craigside**

**523-7000**

15 Craigside Pl. Honolulu 96817

[www.arcadia.org](http://www.arcadia.org)

### **Aloha Nursing & Rehab Centre**

**247-2220**

45-545 Kamehameha Hwy. Kaneohe 96744

[www.alohanursing.com](http://www.alohanursing.com)

<b>Ann Pearl Nursing Facility</b> 45-181 Waikalua Rd. Kaneohe 96744	<b>247-8558</b> <a href="http://www.annpearlnursing.com">www.annpearlnursing.com</a>
<b>Arcadia Retirement Residence - Nursing Facility</b> 1434 Punahou St. Honolulu 96822	<b>941-0941</b> <a href="http://www.arcadia.org">www.arcadia.org</a>
<b>Avalon Care Center – Honolulu, LLC</b> 1930 Kamehameha IV Rd. Honolulu 96819	<b>847-4834</b> <a href="http://www.avalonhci.com">www.avalonhci.com</a>
<b>The Care Center of Honolulu</b> 1900 Bachelot St. Honolulu 96817	<b>531-5302</b> <a href="http://www.ccoh.us">www.ccoh.us</a>
<b>The Clarence T.C. Ching Villas at St. Francis</b> 2230 Liliha St. Honolulu 96817	<b>524-1955</b> <a href="http://www.thevillashawaii.com">www.thevillashawaii.com</a>
<b>Hale Ho Aloha</b> 2670 Pacific Heights Rd. Honolulu 96813	<b>524-1955</b> <a href="http://www.halehoaloha.com">www.halehoaloha.com</a>
<b>Hale Malamalama</b> 6163 Summer St. Honolulu 96821	<b>396-0537</b> <a href="http://www.halemalamalamanursing.com">www.halemalamalamanursing.com</a>
<b>Hale Nani Rehabilitation &amp; Nursing Center</b> 1677 Pensacola St. Honolulu 96822	<b>537-3371</b> <a href="http://www.avalonhci.com">www.avalonhci.com</a>
<b>Hale Ola Kino at One Kalakaua</b> 1314 Kalakaua Ave. 2nd Floor Honolulu 96826	<b>983-4444</b> <a href="http://www.haleolakino.com">www.haleolakino.com</a>
<b>H. &amp; J. Weinberg Care Center at Pohai Nani</b> 45-090 Namoku St. Kaneohe 96744	<b>235-6314</b> <a href="http://www.pohainani.org">www.pohainani.org</a>
<b>Hiolani Care Center at Kahala Nui</b> 4389 Malia St. Honolulu 96821	<b>218-7001</b> <a href="http://www.kahalanui.com">www.kahalanui.com</a>
<b>Ka Punawai Ola</b> 91-575 Farrington Hwy. Kapolei 96707	<b>674-9262</b> <a href="http://www.kapunawaiola.com">www.kapunawaiola.com</a>
<b>Kahuku Medical Center</b> 56-117 Pualalea St. Kahuku 96731	<b>293-9221</b> <a href="http://www.kahuku.hhsc.org">www.kahuku.hhsc.org</a>
<b>Kalakaua Gardens, LLC</b> 1723 Kalakaua Ave. Honolulu 96826	<b>518-2273</b> <a href="http://www.kalakauagardens.com">www.kalakauagardens.com</a>
<b>Kuakini Geriatric Care</b> 347 N. Kuakini St. Honolulu 96817	<b>536-2236</b> <a href="http://www.kuakini.org">www.kuakini.org</a>

**Leahi Hospital & Nursing Home**

3675 Kilauea Ave. Honolulu 96816

**733-8000**[www.leahi.hhsc.org](http://www.leahi.hhsc.org)**Liliha Healthcare Center**

1814 Liliha St. Honolulu 96817

**537-9557****Maluhia Hospital & Nursing Home**

1027 Hala Dr. Honolulu 96817

**832-5874**[www.maluhia.hhsc.org](http://www.maluhia.hhsc.org)**Manoa Cottage Kaimuki**

748 Olokele Ave. Honolulu 96816

**426-7850**[manoacottage.com/skilled-nursing-facility](http://manoacottage.com/skilled-nursing-facility)**Maunalani Nursing & Rehabilitation Center**

5113 Maunalani Circle Honolulu 96816

**732-2555**[maunalaninursing.org](http://maunalaninursing.org)**Nuuanu Hale**

2900 Pali Hwy. Honolulu 96817

**595-6311****Oahu Care Facility**

1808 S. Beretania St. Honolulu 96826

**973-1900**[oahucarefacility.com](http://oahucarefacility.com)**Palolo Chinese Home**

2459 10th Ave. Honolulu 96816

**737-2555**[www.palolohome.org](http://www.palolohome.org)**Pearl City Nursing Home**

919 Lehua Ave. Pearl City 96782

**453-1919**[pearlcitynursinghome.com](http://pearlcitynursinghome.com)**Pu'uwai 'O Makaha**

84-390 Jade St. Waiānae 96792

**695-9508**[www.ohanapacific.com](http://www.ohanapacific.com)**Wahiawa General Hospital Nursing & Rehab**

128 Lehua St. Wahiawa 96786-2036

**621-8411**[www.wahiawageneral.org](http://www.wahiawageneral.org)**Residential Care Homes & Adult Foster Homes**

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**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 activities of daily living 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 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/](http://health.hawaii.gov/ohca/state-licensing-section/)

## **Adult Intake Unit**

Department of Human Services

Care Home placement for Medicaid or SSI eligible clients.

420 Waiakamilo Rd. #202 Honolulu 96817

**832-5115**

[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

## **Care Sift**

Assistance with placement free of charge.

**1-844-559-7624**

[www.caresift.com](http://www.caresift.com)

## **Office of Health Care Assurance**

Department of Health

Visit website for a complete list of licensed care homes.

601 Kamokila Blvd. Room 361 Kapolei 96707

**692-7400**

[www.hawaii.gov/health](http://www.hawaii.gov/health)

## **Retirement & Assisted Living Residences**

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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**

Independent living, assisted living, memory care, skilled nursing and rehab available.

**533-5416**

[www.arcadia.org](http://www.arcadia.org)

### **Arcadia Retirement Residence**

Independent living, assisted living, memory care, skilled nursing and rehab available.

1434 Punahou St. Honolulu 96822

**533-5416**

[www.arcadia.org](http://www.arcadia.org)

### **Good Samaritan Society-Pohai Nani**

45-090 Namoku St. Kaneohe 96744

**235-6314**

**toll free 1-866-247-3448**

[www.good-sam.com](http://www.good-sam.com)

<b>Hawaii Kai Retirement &amp; Assisted Living</b>	<b>395-9599 or 396-0720</b>
428 Kawaihae St. Honolulu 96825	<a href="http://www.hawaiiikai1.com">www.hawaiiikai1.com</a>
<b>Kahala Nui Life Care Retirement Community</b>	<b>218-7001</b>
Hiolani skilled nursing and dementia care facility on site. 4389 Malia St. Honolulu 96821	<a href="http://www.kahalanui.com">www.kahalanui.com</a>
<b>Kalakaua Gardens, LLC</b>	<b>518-2273</b>
1723 Kalakaua Ave. Honolulu 96826	<a href="http://www.kalakauagardens.com">www.kalakauagardens.com</a>
<b>Oceanside Hawaii Assisted Living</b>	<b>293-1100</b>
53-594 Kamehameha Hwy. Hauula 96717	<a href="http://www.oceansidehawaii.com">www.oceansidehawaii.com</a>
<b>The Plaza Assisted Living</b>	
Independent living, assisted living, memory care, and respite care.	<a href="http://www.plazaassistedliving.com">www.plazaassistedliving.com</a>
<b>Punchbowl</b>	<b>792-8800</b>
918 Lunalilo St. Honolulu 96822	
<b>Mililani</b>	<b>626-8807</b>
95-1050 Ukuwai St. Mililani 96789	
<b>Moanalua</b>	<b>833-8880</b>
1280 Moanalualani Pl. Honolulu 96819	
<b>Pearl City</b>	<b>455-8808</b>
1048 Kuala St. Pearl City 96782	
<b>Waikiki</b>	<b>955-0800</b>
1812 Kalakaua Ave. Honolulu 96815	

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## Basic Needs - Transportation

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### Driver & Pedestrian Information

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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](http://www.thehartford.com/talkwitholderdrivers) and the American Automobile Association at: [seniordriving.aaa.com](http://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](http://www.aarpdriversafety.org)

## **Driver's License & Motor Vehicle**

**768-9100**

Division of Motor Vehicles & Licensing  
Registration information.

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

## **Rehab Hospital Driving Evaluation & Training Program 566-3762**

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.

226 N. Kuakini St. Honolulu 96817

[www.rehabhospital.org](http://www.rehabhospital.org)

## **Driver Rehab Hawaii**

**294-3269**

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

4429 Malaai St. Suite 101, Honolulu, 96818

[www.driverrehabhawaii.com](http://www.driverrehabhawaii.com)

## **Local Transportation & Passes**

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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](http://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**

**595-7544**

## **National Cancer Information Center**

**1-800-227-2345**

Referrals to resources, including the Road to Recovery program to assist with finding transportation to medical appointments.

[www.cancer.org](http://www.cancer.org)

**Catholic Charities Hawaii**

Transportation services for seniors.

**527-4777**

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

**Charley's Taxi and Limousine - MediCab**

1451 S. King St. Suite 300 Honolulu 96814

**531-1333**

[www.charleystaxi.com](http://www.charleystaxi.com)

**Persons with Disabilities Parking Permit**

Download parking permit form: [www.health.hawaii.gov/dcab](http://www.health.hawaii.gov/dcab)

**586-8121****TheBus - Oahu Transit Services, Inc.**

811 Middle St. Honolulu 96819

[www.thebus.org](http://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****848-4444****Customer Service****848-4500****Schedules and Routes****848-5555****TheHandi-Van - Oahu Transit Services, Inc.**

For persons with disabilities who are unable to use TheBus.

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

Application involves interview/assessment at their office.

1100 Ward Ave. Suite 835 Honolulu 96814

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## Community Services

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### Information and Referral

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**Action Line**

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

c/o KHON2 88 Piikoi St. Honolulu 96814

**591-0222**

[www.khon2.com](http://www.khon2.com)

## **Aloha United Way**

**536-1951**

Dial 211 for information and referral for community service resources.

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

[www.auw211.org](http://www.auw211.org)

200 N Vineyard Blvd # 700 Honolulu 96817

## **Better Business Bureau of Hawaii, Inc.**

**536-6956**

Neighbor islands call toll free number.

**1-877-222-6551**

1132 Bishop St. Suite 615 Honolulu 96813

[www.bbb.org/hawaii](http://www.bbb.org/hawaii)

## **City & County of Honolulu**

**768-4385**

Information Branch

[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

## **National Eldercare Locator**

**1-800-677-1116**

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

[www.eldercare.gov](http://www.eldercare.gov)

## **Senior Helpline**

**768-7700**

Elderly Affairs Division

[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

Telephone, personal consultation, information, and referral.

## **Personal Identification**

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### **Alzheimer's Association**

**1-800-272-3900**

Safe Return + MedicAlert

[www.alz.org/hawaii](http://www.alz.org/hawaii)

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

### **MedicAlert**

**1-800-432-5378**

Medical identification bracelets and services.

[www.medicalert.org](http://www.medicalert.org)

### **State Identification**

**532-7730**

Official Hawaii State Identification Card

[www.honolulu.gov/csd/stateid.html](http://www.honolulu.gov/csd/stateid.html)

**Available at Driver Licensing Centers:**

#### **Kapalama/Honolulu**

**768-9100**

925 Dillingham Blvd #101

#### **Wahiawa**

**768-4054**

330 N. Cane St.

#### **Waianae**

**768-4222**

85-670 Farrington Hwy #3

## **Driver Licensing Centers, continued:**

<b>Kapolei</b>	<b>768-3100</b>
1000 Uluohia St.	
<b>Koolau/Kaneohe</b>	<b>239-6301</b>
47-388 Hui Iwa St. #19	

## **Satellite City Halls**

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

## **Senior Centers**

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

**Catholic Charities Hawaii** **847-1322**  
**Lanakila Multi-Purpose Senior Center** [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)  
Serving Moanalua to Kakaako.  
1640 Lanakila Ave. Honolulu 96817

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

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

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

**Moiliili Senior Center at Moiliili Community Center** **955-1555**  
Serving seniors from Hawaii Kai to Makiki.  
Also offers group dining and special program for frail elders.  
2535 S. King St. Honolulu 96826 [www.moiliilicc.org](http://www.moiliilicc.org)

**ORI Anuenue Hale Inc.** **622-3929**  
64-1510 Kamehameha Hwy. Wahiawa 96786

**Waikiki Community Center** **923-1802**  
310 Paoakalani Ave. Honolulu 96815 [www.waikikicommunitycenter.org](http://www.waikikicommunitycenter.org)

## **Senior Clubs & Organizations**

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

**AARP-Hawaii** **545-6024**  
Advocacy, education, and service on behalf of older adults. [www.aarp.org/states/hi](http://www.aarp.org/states/hi)

**Department of Parks & Rec. - Senior Citizen Section** **973-7258**  
Senior activities, events, and clubs (for 55 years & older).  
1541 Kalakaua Ave. Box 3 Honolulu 96826 [www.honolulu.gov/parks](http://www.honolulu.gov/parks)

**HGEA-Retirees Unit** **543-0054**  
Hawaii Government Employees Association [www.hgea.org](http://www.hgea.org)  
888 Mililani St. #601 Honolulu 96813



## **HSTA-R**

**833-2711**

Hawaii State Teachers Association-Retired  
1200 Kapuna St. Honolulu 96819

## **Kokuia Council**

**540-1928**

mail: c/o Harris United Methodist Church  
20 S. Vineyard Blvd. Honolulu 96813

[kokuacouncil.org](http://kokuacouncil.org)

## **NARFE – National Active & Retired Federal Employees**

Refer to website below for local Hawaii Chapters:  
[sites.google.com/site/narfehi/chapter-information](http://sites.google.com/site/narfehi/chapter-information)  
300 Ala Moana Blvd. Room 7-213 Honolulu 96850

**1-800-456-8410**

[www.narfe.org](http://www.narfe.org)

## **Volunteer Opportunities**

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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**

**527-4777**

Volunteers provide friendly visits, escort services, and transportation to seniors. Also seeking volunteer pharmacists to provide medication presentations and medication screenings.

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

### **CFS Gerontology Program**

**543-8468**

Child & Family Service  
Seeking volunteers to enhance the quality of seniors.  
91-1841 Ft. Weaver Rd., Ewa Beach 96706

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

### **Department of Human Services**

Adult & Community Care Branch

[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

#### **Foster Grandparent Program**

**832-5169**

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

#### **Senior Companion Program**

**832-0340**

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

### **Project Dana**

**945-3736**

Volunteers provide services to frail seniors.  
902 University Ave. Honolulu 96826

[www.projectdana.org](http://www.projectdana.org)

## **RSVP Volunteer Program**

**768-7700**

Elderly Affairs Division

Volunteer opportunities for persons 55 years and older.

925 Dillingham Blvd. Suite 200 Honolulu 96813

## **Long Term Care Ombudsman**

**586-0100**

Executive Office on Aging

[www.adrchawaii.org](http://www.adrchawaii.org)

Volunteers advocate for residents in long term care facilities.

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# **Education**

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## **Learning Opportunities**

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Also see **Senior Centers** and **Senior Clubs and Organizations**, page 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](http://www.librarieshawaii.org)

## **Adult Education Section - Department of Education**

**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](http://www.hawaiipublicschools.org/TeachingAndLearning/AdultEducation)

## **Hawaii Literacy Inc.**

**537-6706**

Adult Literacy program offering free basic English language classes.

245 N Kukui #202 Honolulu 96817

[www.hawaiiliteracy.org](http://www.hawaiiliteracy.org)

## **Hawaii State Public Library System**

**586-3500**

51 locations statewide.

[www.librarieshawaii.org](http://www.librarieshawaii.org)

## **The Emeritus College at Honolulu Community College**

**845-9451**

Offers a wide-range of Continuing Education workshops in computer education for those 55 years & older.

874 Dillingham Blvd. Honolulu 96817

[pcatt.org/emeritus](http://pcatt.org/emeritus)

**Kapiolani Comm. College - Continuing Ed. & Training 734-9211**

Non-credit courses for enrichment, continuing professional development, and/or re-careering. [continuinged.kapiolani.hawaii.edu](http://continuinged.kapiolani.hawaii.edu)

**Kupuna Education Center at Kapiolani Comm. College 734-9108**

Training and education for older adults, family caregivers, and community health workers.  
4303 Diamond Head Rd. Kopiko 201 Honolulu 96816 [kupunaeducation.com](http://kupunaeducation.com)

**Leeward Community College 455-0477**

Office of Continuing Education & Workforce Development  
96-045 Ala Ike St. CE-101 Pearl City 96782 [www.ocewd.org](http://www.ocewd.org)

**University of Hawaii at Manoa**

**Center on Aging 956-5001**

2430 Campus Rd. Gartley Hall #201B Honolulu 96822 [www.hawaii.edu/aging](http://www.hawaii.edu/aging)

**Osher Lifelong Learning Institute 956-0654**

Educational opportunities for seniors. [www.osher.socialsciences.hawaii.edu](http://www.osher.socialsciences.hawaii.edu)  
2500 Dole St. Krauss Hall Rm.113 Honolulu 96822

**Outreach College Professional Programs 956-9249**

Non-credit courses for personal and professional development.  
2425 Campus Rd. Sinclair Library Room 310 [www.outreach.hawaii.edu](http://www.outreach.hawaii.edu)

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

**Office of Equity, Excellence & Diversity** [www.hawaii.edu/diversity](http://www.hawaii.edu/diversity)

Program welcomes Hawaii residents 60 years & older to participate in regular college classes at no-cost (class auditing).

2600 Campus Rd. Student Services Center #413 Honolulu 96822

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

**CTAHR Cooperative Extension Service** [cms.ctahr.hawaii.edu/tcym](http://cms.ctahr.hawaii.edu/tcym)

Financial education telecourse with internet components.

1955 East-West Rd. #217 Honolulu 96822

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

Career and community education  
91-1001 Farrington Hwy. Kapolei 96707 [www.uhwo.hawaii.edu](http://www.uhwo.hawaii.edu)

**Windward Community College 235-7433**

Office of Continuing Education, Hale Kuhina  
45-720 Keaahala Rd. Kaneohe 96744 [windwardcce.org](http://windwardcce.org)

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# Family Support

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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 the appropriate 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, 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 person 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

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See also **Support Groups**, pages 34-35, and **Health & Safety Education**, page 43. Go to [www.elderlyaffairs.com](http://www.elderlyaffairs.com) for the Family Caregiving Guide.

### Alzheimer's Association

**591-2771**

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

1130 N Nimitz Hwy, suite A-265 96817

[www.alz.org/hawaii](http://www.alz.org/hawaii)

### Elderly Affairs Division - Senior Helpline

**768-7700**

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

[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

## Case Management

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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, and 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, 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. Understanding the purpose of the case manager and being honest about abilities and preferences will help them help their clients achieve 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.

### Care Sift

**1-844-559-7624**

Assistance finding the right elder care options for your loved one.

Personalized consultation & linkages provided free of charge. [www.caresift.com](http://www.caresift.com)

### Ke Ola Mamo

**848-8000**

Native Hawaiian Health Care System

[www.keolamamo.org](http://www.keolamamo.org)

Island-wide services for Native Hawaiians.

1505 Dillingham Blvd. Suite 205 Honolulu 96817

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

**Hawaii Health & Harm Reduction Center** **521-2437**  
Case management & support services for people with HIV/AIDS,  
Smoking Cessation Program, HIV/AIDS testing, wound care,  
syringe exchange, Hepatitis Care, Transgender Services, & Referral  
Program to divert low-level offenders into social services.  
677 Ala Moana Blvd. #226 Honolulu 96813 [www.hhhrc.org](http://www.hhhrc.org)

## **Emergency Alert Systems**

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**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** **1-800-806-8281**  
Statewide service. [www.lifelinehawaiiservices.com](http://www.lifelinehawaiiservices.com)

**Queen's Lifeline** **691-4526**  
1301 Punchbowl St. Honolulu 96813 [www.queens.org](http://www.queens.org)

**Tunstall Hawaii (formally Kupuna Monitoring)** **721-1201**  
Medical alert, medication dispensing system monitoring,  
and Auto Alert fall detector. Statewide service.  
98-030 Hekaha St. #4, Aiea 96701 [www.kupunamonitoring.com](http://www.kupunamonitoring.com)

## **Escort**

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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** **945-3736**  
902 University Ave. Honolulu 96826 [www.projectdana.org](http://www.projectdana.org)

## Exercise for Frail & Disabled Elders

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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**

**596-2900**

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

2752 Woodlawn Dr. Suite 5-204B Honolulu 96822

[www.arthritis.org](http://www.arthritis.org)

### **Dept. of Parks & Recreation - Therapeutic Rec. Unit**

**768-3027**

Support for the inclusion of people with disabilities into

Parks & Recreation programs.

1000 Uluohia St. Suite 309 Kapolei 96707

[www.honolulu.gov/parks](http://www.honolulu.gov/parks)

### **Kokua Kalihi Valley (KKV) Elderly Services**

#### **Health Maintenance Program**

**848-0977**

For elders residing in Kalihi Valley.

[www.kkv.net](http://www.kkv.net)

#### **KKV Elder Center**

1846 Gulick Ave. Honolulu 96819

#### **KPT Community Hall**

1475 Linapuni St. Honolulu 96819

### **YMCA - Exercise Programs**

Aqua exercise classes for people with arthritis and

Silver and Fit, a land exercise class for seniors.

[www.ymcahonolulu.org](http://www.ymcahonolulu.org)

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

**848-2494**

**Nuuanu** - 1441 Pali Hwy. Honolulu 96813

**536-3556**

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

**737-5544**

**Leeward** - 94-440 Mokuola St. Waipahu 96797

**691-6495**

**Mililani** - 95-1190 Hikikikaulia St. Mililani 96789

**625-1040**

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

**261-0808**

## Respite – Adult Day Care & Day Health

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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](http://health.hawaii.gov/ohca)

**Aged to Perfection Adult Day Care Centers** **622-4717**

94-330 Mokuola St. Waipahu 96707

1445 California Ave. Wahiawa 96786

[www.agedtoperfectionhawaii.com](http://www.agedtoperfectionhawaii.com)

**Aloha Wellness Center, Inc. - Adult Day Care** **393-7000**

94-1388 Moaniani St. #203 Waipahu 96797

**Ann Pearl Adult Day Health** **247-8558**

45-181 Waikalua Rd. Kaneohe 96744

[www.annpearlnursing.com](http://www.annpearlnursing.com)

**Beckwith Hillside Adult Day Care** **953-9642**

2373 Beckwith St. Honolulu 96822

[www.beckwithhillside.com](http://www.beckwithhillside.com)



<b>Casamina Adult Day Care</b> 1426 Ala Napunani St. Honolulu 96813	<b>839-9733</b>
<b>Central Union Church - ADC &amp; ADH Center</b> 1660 S. Beretania St. Honolulu 96826	<b>983-5910</b> arcadia.org
<b>The Ethnic Adult Day Care Center</b> 1313 Pensacola St. Honolulu 96814	<b>219-1767</b>
<b>Evergreen Adult Day Care Centers</b> 1500 Kapiolani Blvd. Suite 102E Honolulu 96814 825 Keeaumoku St. Suite 113 Honolulu 96814	<b>372-8257 or 796-7059</b>
<b>Franciscan Adult Day Center</b> 2715 Pamoia Rd. Honolulu 96822	<b>988-5678</b> www.stfrancishawaii.org
<b>Fukumoto Adult Care, LLC</b> 98-779 Kaamilo St. Aiea 96701	<b>487-7528</b>
<b>Furukawa Living Treasure Day Care Centers</b> Japanese language services available at all 3 sites.	
<b>Kapalama</b> 1449 Brigham St. Honolulu 96817	<b>842-5175</b>
<b>Palolo &amp; Pearl City</b> 1647 Palolo Ave. Honolulu 96816 858 2nd St. Pearl City 96782	<b>737-4345</b>
<b>Hale Hauoli Hawaii - Adult Day Care</b> 98-1247 Kaahumanu St. Suite 207 Aiea 96701	<b>798-8706</b> www.halehauolihawaii.org
<b>Hulu Makua, Inc. - Adult Day Care</b> 1029 Kapahulu Ave. Suite 408 Honolulu 96816	<b>729-9086</b> www.hulumakua.com
<b>Kilohana Senior Enrichment Center - ADC &amp; ADH</b> 5829 Mahimahi St. Honolulu 96821	<b>373-2700</b> arcadia.org
<b>King Lunalilo Home - Adult Day Care</b> 501 Kekauluohi St. Honolulu 96825	<b>395-4065</b> www.lunalilo.org
<b>Kuakini Adult Day Care at St. Timothy's Church</b> 98-939 Moanalua Rd. Aiea 96701	<b>487-1586</b> www.kuakini.org

**Leahi - Adult Day Health**

Day Health only, no Day Care  
3675 Kilauea Ave. Honolulu 96816

**733-7955**

[www.leahi.hhsc.org](http://www.leahi.hhsc.org)

**Live Well at Iwilei by Kahala Nui - Adult Day Care**

888 Iwilei Rd. Suite 105 Honolulu 96817

**218-7777**

[www.livewellhi.org](http://www.livewellhi.org)

**Lotus Adult Day Care Center**

99-186 Puakala St. Aiea 96701

**486-5050****Malama Adult Day Care**

1208 Artesian St. Honolulu 96826

**946-9672**

[malamaadultdaycare.com](http://malamaadultdaycare.com)

**Maluhia - Adult Day Health**

Day Health only, no Day Care.  
1027 Hala Dr. Honolulu 96817

**832-6130**

[maluhia.hhsc.org](http://maluhia.hhsc.org)

**Mililani Hale - Adult Day Care**

95-257 Kaloapau St. Mililani 96789

**306-5194**

[www.wcchc.com](http://www.wcchc.com)

**Nakasato Adult Day Care Center**

3010B Papali St. Honolulu 96782

**389-8514****Palolo Chinese Home- Adult Day Care**

Open to all, 7 days a week & most holidays.  
2459 10th Ave. Honolulu 96816

**748-4907**

[www.palolohome.org](http://www.palolohome.org)

**St. Francis Adult Day Care Center**

91-1758 O'ohao Street Ewa Beach 96706

**681-0100**

[www.stfrancis.org](http://www.stfrancis.org)

**St. Francis Adult Day Care at Diamond Head**

708 Palekaua St. Honolulu 9681

**734-0234**

[www.secoh.org](http://www.secoh.org)

**Sakura House - Adult Day Care**

Japanese language services available.  
1666 Mott Smith Dr. Honolulu 96822

**536-1112**

[www.sakurahousehawaii.com](http://www.sakurahousehawaii.com)

**Salvation Army - Adult Day Care & Day Health**

296 N. Vineyard Blvd. Honolulu 96817

**521-6553**

[hawaii.salvationarmy.org/hawaii/adhs](http://hawaii.salvationarmy.org/hawaii/adhs)

**Seagull Schools Adult Day Center**

Provides unique intergenerational program with adjoining preschool.

91-531 Farrington Hwy. Kapolei 96707

**674-1160**

[www.seagullschoools.com](http://www.seagullschoools.com)

**Waipahu Hongwanji Mission - Adult Day Care** **678-1770**  
94-821 Kuhaulua St. Waipahu 96797 [waipahuhongwanji.org/adult-day-care](http://waipahuhongwanji.org/adult-day-care)

**Windward Seniors Adult Day Care - Hope Center** **261-4947**  
77 N. Kainalu Dr. Kailua 96734 [www.windwardseniordaycarecenter.org](http://www.windwardseniordaycarecenter.org)

## **Respite – In Home**

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Temporary relief for caregivers provided in their home. Also see **In Home Assistance** on page 38.

**Care Sift** **1-844-559-7624**  
Assistance finding respite caregivers free of charge. [www.caresift.com](http://www.caresift.com)

**Kokua Kalihi Valley Elderly Services** **848-0977**  
**Caregiver Respite Program**  
For Kalihi Valley residents. [www.kkv.net](http://www.kkv.net)

**Project Dana** **945-3736**  
Services provided by volunteers. [www.projectdana.org](http://www.projectdana.org)

**St. Anthony of Padua Outreach** **266-2227**  
148-A Makawao St. Kailua 96734 [www.stanthonyskailua.org](http://www.stanthonyskailua.org)

## **Respite – Other**

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

**Care Sift** **1-844-559-7624**  
Assistance finding respite facilities free of charge. [www.caresift.com](http://www.caresift.com)

**Lunalilo Home** **395-1000**  
501 Kekauluohi St. Honolulu 96825 [www.lunalilo.org](http://www.lunalilo.org)

**Hale Ho Aloha** **524-1955**  
2670 Pacific Heights Rd. Honolulu 96813 [www.halehoaloha.com](http://www.halehoaloha.com)

**Palolo Chinese Home** **737-2555**  
PCH Respite Center- Open to all for day and overnight services.  
2459 10th Ave. Honolulu 96816 [www.PaloloHome.org](http://www.PaloloHome.org)

## **Respite Nanea, Inc.**

**542-9073**

Short term respite in care homes & licensed facilities.  
P.O. Box 1285 Pearl City 96782

## **U.S. Department of Veterans Affairs**

**433-0218 or 433-0219**

VA Center for Aging - Respite Program

[www.va.gov/hawaii](http://www.va.gov/hawaii)

For eligible veterans.

459 Patterson Rd. Bldg. 110 Honolulu 96819

## **Support Groups**

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Also see **Caregiver Support Groups**, page 35, or call 211.

### **Alcoholics Anonymous**

**946-1438**

call or check online for meeting locations and times. [www.oahucentraloffice.com](http://www.oahucentraloffice.com)

### **Alzheimer's Association**

**1-800-272-3900**

1130 N. Nimitz Hwy. Suite A-265 Honolulu 96817

[www.alz.org/hawaii](http://www.alz.org/hawaii)

### **American Diabetes Association - Hawaii**

**947-5979**

National Call Center

1-800-342-2383

900 Ft. St. Mall #940 Honolulu 96813

[www.diabetes.org/hawaii](http://www.diabetes.org/hawaii)

### **American Heart Association & Stroke Association**

**337-6630**

Mended Hearts and Stroke Support groups.

677 Ala Moana Blvd. Suite 600 Honolulu 96813

[www.americanheart.org](http://www.americanheart.org)

### **American Lung Association of Hawaii**

**537-5966**

Support group for people with lung disease.

[www.ala-hawaii.org](http://www.ala-hawaii.org)

Every 4th Thursday/month at 10 a.m. - 12 p.m.

810 Richards St. Suite 750 Honolulu 96813

### **Castle Medical Center - Wellness Center**

**263-5400**

Live Well Tobacco Free program.

[www.castlemed.org](http://www.castlemed.org)

642 Ulukahiki St. Kailua 96734

### **Epilepsy Foundation of Hawaii**

**528-3058**

Support groups for people with Epilepsy and their caregivers.

toll free:

1-866-528-3058

200 N. Vineyard Blvd. Suite B259 Honolulu 96817

[www.EpilepsyHawaii.org](http://www.EpilepsyHawaii.org)

**Hina Mauka**

Drug and alcohol treatment services.  
45-845 Pookela St. Kaneohe 96744

**236-2600**

[www.hinamauka.org](http://www.hinamauka.org)

**Kuakini Medical Center - Education Services Dept.****547-9562**

“Us Too!” Prostate Cancer Support Group  
Breast Cancer Education & Support Group  
347 N. Kuakini St. Honolulu 96817

[www.kuakini.org](http://www.kuakini.org)

**Hawaii Parkinson Association****219-8874**

P.O. Box 1312 Kailua 96734

[www.parkinsonhawaii.org](http://www.parkinsonhawaii.org)

**Muscular Dystrophy Association – Hawaii****593-4454**

1221 Kapiolani Blvd. Suite 220 Honolulu 96814

[www.mda.org](http://www.mda.org)

**National Kidney Foundation of Hawaii****593-1515**

1314 S. King St. Suite 1555 Honolulu 96814

[www.kidneyhi.org](http://www.kidneyhi.org)

**Overeaters Anonymous****505-891-2664**

Call for a meeting near you.

**Support Groups – Caregivers Only**

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**Castle Caregiver Support Group****263-5400**

For caregivers, friends, and family. Meets monthly.

**Hale Hauoli Hawaii - Caregiver Support Group****292-4665**

Open to all. Meets first Monday of the month from 6:30 p.m. to 8:30 p.m.

Respite is available on location during the meeting at no cost

(Adult Day level of care only).

98-1247 Kaahumanu St. Suite 207 Aiea 96701

[www.halehauolihawaii.org](http://www.halehauolihawaii.org)

**Kokua Kalihi Valley Elderly Services****848-0977**

Caregiver Support Groups

[www.kkv.net](http://www.kkv.net)

**Caregiver Foundation Support Groups****625-3782**

Various sites.

[www.thecaregiverfoundation.org](http://www.thecaregiverfoundation.org)

**Project Dana****945-3736**

Caring for the Caregiver Support Group

[www.projectdana.org](http://www.projectdana.org)

## **VA Caregivers Support Group**

Support group held once a month.

**433-7646**

459 Patterson Rd. Honolulu 96819

## **Windward Seniors Day Care - CG Support Group**

**261-4947**

Open to all. Meets second Saturday of the month from 9:00 a.m. to 11:00 a.m.

Respite is available on location during the meeting at no cost

(Adult Day level of care only).

77 N. Kainalu Dr. Kailua 96734

[www.windwardseniordaycarecenter.org](http://www.windwardseniordaycarecenter.org)

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## **End of Life Services**

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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](http://www.kokuamau.org).

## **Advance Directives, POLST, CCO, & DNR**

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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 from the Emergency Medical Services Section, Department of Health (733-9210) or download at [www.kokuamau.org](http://www.kokuamau.org).

## **Kokua Mau**

Hawaii’s Hospice and Palliative Care Organization

**585-9977**

[www.kokuamau.org](http://www.kokuamau.org)

## **University of Hawaii Elder Law Program (UHELP)**

**956-6544**

William S. Richardson School of Law

2515 Dole St. #201 Honolulu 96822

[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

## Bereavement Counseling & Support

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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 37, and **Mental Health & Counseling**, page 49.

## Funeral & Memorial Services

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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.  
Many helpful publications online.

**1-802-865-8300**

[www.funerals.org](http://www.funerals.org)

### Med-QUEST Division

Department of Human Services

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

801 Dillingham Blvd. 3rd Floor Honolulu 96817

**587-3521**

[medquest.hawaii.gov](http://medquest.hawaii.gov)

### U.S. Department of Veterans Affairs

Veterans Service Center

Burial benefits for veterans.

P.O. Box 29040 Honolulu 96820

**1-800-827-1000**

[www.cem.va.gov/cem/burial\\_benefits/index.asp](http://www.cem.va.gov/cem/burial_benefits/index.asp)

## Hospice

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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

500 Ala Moana Blvd. Suite 4-547 Honolulu 96813

**536-8012**

[www.bristolhospice.com](http://www.bristolhospice.com)

### Hospice Hawaii

860 Iwilei Rd. Honolulu 96817

**924-9255**

[www.hospicehawaii.org](http://www.hospicehawaii.org)

### Islands Hospice

560 N. Nimitz Hwy. Suite 204 Honolulu 96817 [www.islandshospice.com](http://www.islandshospice.com)

**550-2552**

## Organ or Body Donation

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### **Lions Eye Bank and Makana Foundation**

405 N. Kuakini St. Suite 801 Honolulu 96817

**536-7416**

[www.hlebmhf.org](http://www.hlebmhf.org)

### **Legacy of Life Hawaii**

(Formerly Organ Donation Center of Hawaii)

only organ donation, not body donation.

405 N. Kuakini St. Suite 810 Honolulu 96817

**599-7630**

[www.legacyoflifehawaii.org](http://www.legacyoflifehawaii.org)

### **University of Hawaii School of Medicine**

Willed Body Program, body donation to science

651 Ilalo Street, BSB 110, Honolulu, 96813 [jabsom.hawaii.edu/donors/willedbody](http://jabsom.hawaii.edu/donors/willedbody)

**692-1445**

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## In Home Assistance

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It is often difficult for older adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is 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 768-7700.



## Chore/ Homemaker Services

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May include housekeeping, shopping, and errands.

### Adult Intake Unit

832-5115

Department of Human Services

For low income, SSI, and Medicaid eligible.

420 Waiakamilo Rd. Suite 300A Honolulu 96817

### Palolo Chinese Home - Home Cleaning Service

748-7994

Serving seniors island-wide.

[www.palolohome.org](http://www.palolohome.org)

## Home Care & Home Health Agencies

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**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.

**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](http://health.hawaii.gov/ohca). For reviews of Medicare certified Home Health Agencies, go to: [www.medicare.gov](http://www.medicare.gov).

## Home Health Agencies

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<b>Adventist Health - Castle Home Care</b>	<b>263-5077</b>
46-001 Kamehameha Hwy. Suite 212 Kaneohe 96744	<a href="http://www.castlemed.com">www.castlemed.com</a>

<b>Arcadia Home Health Services</b>	<b>983-5900</b>
1660 S. Beretania St. Honolulu 96826	<a href="http://www.arcadia.org">www.arcadia.org</a>

<b>Attention Plus Care</b>	<b>739-2811</b>
1580 Makaloa St. # 1060 Honolulu 96814	<a href="http://www.attentionplus.com">www.attentionplus.com</a>

<b>Bayada Home Health Care</b>	<b>591-6050</b>
615 Piikoi St. Suite 600 Honolulu 96814	<a href="http://www.bayadahomehealth.com">www.bayadahomehealth.com</a>

<b>Care Resource Hawaii</b>	<b>599-4999</b>
680 Iwilei Rd. Suite 660 Honolulu 96817	<a href="http://www.careresourcehawaii.org">www.careresourcehawaii.org</a>

<b>Kaiser Home Health Agency</b>	<b>432-5688</b>
2828 Paa St. #2048 Honolulu 96819	

<b>Lou's Quality HHC Services, LLC</b>	<b>623-7109 or 754-3934</b>
95-212 Wailawa St. Mililani 96789	<a href="http://www.lousqualcare.com">www.lousqualcare.com</a>

<b>Mastercare Homecare &amp; Healthcare</b>	<b>597-1564</b>
1314 S. King St. #424 Honolulu 96814	

<b>Oahu Home Healthcare, LLC</b>	<b>492-1403</b>
560 N. Nimitz Hwy #114b Honolulu 96817	
<b>Prime Care Services of Hawaii, Inc.</b>	<b>531-0050</b>
3375 Koapaka St. # I-570 Honolulu 96819	<a href="http://www.primecarehawaii.com">www.primecarehawaii.com</a>
<b>Kokua Nurses Home Health</b>	<b>594-2326</b>
1210 Artesian St. # 201 Hon. 96826	<a href="http://www.hawaiiinursinghomes.com">www.hawaiiinursinghomes.com</a>
<b>Safe Harbor Homecare, INC.</b>	<b>488-8826</b>
99-080 Kauhale St. #C-16 Aiea 96701	<a href="http://www.safeharborhomecare.net/">http://www.safeharborhomecare.net/</a>
<b>SeniorCare Foundation</b>	<b>626-5968</b>
94-1035 Leihaku St. Waipahu 96797	<a href="http://seniorcarefoundation.org">seniorcarefoundation.org</a>
<b>Wahiawa General Hospital Home Health</b>	<b>621-4438</b>
Serves Mililani to North Shore area. 128 Lehua St. Wahiawa 96786	<a href="http://www.wahiawageneral.org">www.wahiawageneral.org</a>
<b>Wilson Homecare</b>	<b>596-4486</b>
1221 Kapiolani Blvd. #940 Honolulu 96814	<a href="http://www.wilsonhomecare.net">www.wilsonhomecare.net</a>

## Personal Care

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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 37.

<b>St. Francis Health Services for Senior Citizens</b>	<b>547-6121</b>
Bathing service for frail seniors 60 years and older in their home. P.O. 2228 Liliha St. #408 Honolulu 96817	
<b>Hookele Care at Home, LLC</b>	<b>457-1655</b>
1345 S. Beretania ST. #304 Honolulu 96814	

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# Health Care

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## Fall Prevention & Home Safety

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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.

### **Simple things you can do to reduce your risk:**

- Exercise daily to maintain strength and coordination. Walking counts! Tip: Join a program or exercise with friends for mutual support. Check out **Dept. of Parks and Recreation** and **Senior Centers**, page 21.
- Have your eyes checked yearly. Tell your eye doctor of any changes immediately.
- Visit your doctor regularly and ask about your risk of falling.
- Talk to your doctor or pharmacist to understand your medication side effects and potential interactions, such as dizziness or nausea.
- Don't rush! Being late is better than being hospitalized. Pace yourself when getting up from sitting or lying down.
- Drink lots of water throughout the day. At least 5 cups a day are recommended for older adults.
- Eat healthy and practice good nutrition habits.
- Wear comfortable shoes and check the tread and traction every few months.
- Understand your physical limitations. Use a walking aid, such as a cane or walker, if needed. Hold on to railings when using steps.
- Walk only where there is a safe pathway. Avoid wet and uneven surfaces.

### **When at Home:**

- Avoid the clutter bug. Are your walkways free of hazards?
- Remove or secure loose rugs.
- Keep your telephone easily accessible and nearby. Or get a wireless or cellular phone to put in your pocket, especially if you are alone most of the time. Also consider an emergency alert system, page 28.
- Install grab bars, get a shower chair, and learn how to properly use them.
- Use a non-slip mat in the shower.
- Keep your home well lit. Use automatic night lights.
- Store items in easy to reach locations.

For additional resources, see **Health & Safety Education**, page 43, **Exercise for Frail & Disabled Elders**, page 29, and **Assistive Technology**, page 61.

### **More information online:**

#### **Mountain-Pacific QIO Home Safety Checklist:**

[mpqhf.com/QIO/wp-content/uploads/2015/02/homesafehome5081.pdf](http://mpqhf.com/QIO/wp-content/uploads/2015/02/homesafehome5081.pdf)

#### **National Institute on Aging:**

[go4life.nia.nih.gov/preventing-falls](http://go4life.nia.nih.gov/preventing-falls)

#### **Hawaii Department of Health:**

[health.hawaii.gov/injuryprevention/home/preventing-falls/information](http://health.hawaii.gov/injuryprevention/home/preventing-falls/information)

#### **Centers for Disease Control and Prevention:**

[www.cdc.gov/HomeandRecreationalSafety/Falls/index.html](http://www.cdc.gov/HomeandRecreationalSafety/Falls/index.html)

## **Health & Safety Education**

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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](http://www.medlineplus.gov).

Also see **Exercise for Frail Seniors** (page 29), **Support Groups** (page 34), **Education** (page 24), and **Caregiver Education** (page 26).

### **Alzheimer's Association**

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

**591-2771**

[www.alz.org/hawaii](http://www.alz.org/hawaii)

### **Arthritis Foundation, Hawaii Branch**

Free arthritis education and wellness brochures.

**596-2900**

[www.arthritis.org/hawaii](http://www.arthritis.org/hawaii)

### **CFS Gerontology Program**

Child & Family Service

Health maintenance program

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

**543-8468**

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

### **Department of Emergency Management**

Classes on emergency preparedness.

650 S. King St. Basement Honolulu 96813

**723-8960**

[www.oahudem.org](http://www.oahudem.org)

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

**Honolulu Police Department** **529-3111**  
Community Affairs - Crime prevention and safety tips. [www.honolulupd.org](http://www.honolulupd.org)  
801 S. Beretania St. Honolulu 96813

**Kaiser Permanente** **432-2260**  
Senior Summit Lecture Series  
1010 Pensacola St. Honolulu 96814 [www.kaiserpermanente.org](http://www.kaiserpermanente.org)

**Kapiolani Women's Health Center** **535-7000**  
Women's health classes [www.kapiolani.org](http://www.kapiolani.org)

**Project Dana Home Safety Program** **945-3736**  
Home is assessed to identify hazards to  
frail elders; provides safety education and recommendations. [www.projectdana.org](http://www.projectdana.org)

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

## **Health Information & Referral**

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

**Alzheimer's Association** **1-800-272-3900**  
24-hour Helpline [www.alz.org/hawaii](http://www.alz.org/hawaii)

**American Cancer Society** **1-800-227-2345**  
24-Hour Referral and Information [www.cancer.org](http://www.cancer.org)

**Audient** **1-866-956-5400**  
Program for affordable hearing aids. [www.audientalliance.org](http://www.audientalliance.org)

**Dental Lifeline Network** **1-888-449-9670**  
(Formerly Donated Dental Services) [www.nfdh.org](http://www.nfdh.org)

**Hearing Aid Helpline** **1-800-521-5247**  
International Hearing Society [www.ihsinfo.org](http://www.ihsinfo.org)

**Honolulu County Medical Society** **536-6988**  
[www.hcmsonline.org](http://www.hcmsonline.org)

## Poison Control Center

Information for poison emergencies or prevention.

**1-800-222-1222**

[www.rmpdc.org](http://www.rmpdc.org)

## Quit Line, Hawaii Tobacco

To stop smoking

**1-800-784-8669**

[www.callitquitshawaii.org](http://www.callitquitshawaii.org)

## Seniors EyeCare Program

Website only

[www.eyecareamerica.org](http://www.eyecareamerica.org)

## CDC Information

Centers for Disease Control & Prevention

**1-800-232-4636**

[www.cdc.gov](http://www.cdc.gov)

## Hospital Discharge Information

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### 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 29.

## 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

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

### Aloha Medical Mission - Dental clinic

**847-3400**

Serves the uninsured. Call for appointment.

810 N. Vineyard Blvd. Honolulu 96817

[www.alohamedicalmission.org](http://www.alohamedicalmission.org)

### Dept. of Health – Lanakila Health Center

1700 Lanakila Ave. Honolulu 968

[www.health.hawaii.gov](http://www.health.hawaii.gov)

**Dental Clinics** (Priority to Medicaid eligible persons)

**832-5710**

**Tuberculosis Testing Center**

**832-5731**

**Tuberculosis Information Line**

**832-5738**

### Kalihi Palama Health Center

**845-8578**

915 N. King St. Honolulu 96817

[www.kphc.org](http://www.kphc.org)

**Dental**

**845-0686**

**Optometry**

**792-5599**

**Behavioral Health**

**841-7981**



## **Kokua Kalihi Valley**

Comprehensive Family Services Geriatric Medicine

Consultation & Dental services for residents of Kalihi Valley.

[www.kkv.net](http://www.kkv.net)

### **Main clinic**

**791-9400**

2239 N. School St. Honolulu 96819

### **KKV Elder Center**

**848-0977**

1846 Gulick Ave. Honolulu 96819

## **Koolauloa Community**

Health & Wellness Center

[www.koolauloachc.org](http://www.koolauloachc.org)

### **Hauula**

**293-9216**

54-316 Kamehameha Hwy. Hauula 96717

### **Kahuku**

**293-9231**

56-119 Pualalea St. Kahuku 96731

## **Queen Emma Clinics**

1301 Punchbowl St. Honolulu 96813

[www.queens.org](http://www.queens.org)

### **Adult Medicine**

**691-4970**

### **Queen's Medical Center Dental Clinic**

**691-4292**

## **Queen's Medical Center**

### **Geriatric Services**

**691-8877**

550 S. Beretania St. #601 Honolulu 96813

[www.queens.org](http://www.queens.org)

## **University of Hawaii at Manoa Dental Hygiene Clinic** **956-8229**

Basic dental hygiene services available at a reduced cost.

2445 Campus Rd. Hemenway Hall Room 200 Honolulu 96822

[nursing.hawaii.edu/dental-hygiene-clinic](http://nursing.hawaii.edu/dental-hygiene-clinic)

## **Waikiki Health Center**

**922-4787**

935 Makahiki Way Honolulu 96826

[www.waikikihc.org](http://www.waikikihc.org)

## **Waimanalo Health Center**

**259-7948**

41-1347 Kalanianaʻole Hwy. Waimanalo 96795

[www.waimanalohc.org](http://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 – 2018 monthly premium is \$134 for most beneficiaries.

**Part D**, Drug coverage – plans and premiums vary.

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

Each of these plans have their own unique advantages and limitations. ***Be careful when choosing Part C or D plans as they may affect your other coverages, such as an employer retirement plan.*** 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 (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](http://www.medicare.gov)

## **Executive Office on Aging**

### **Hawaii SHIP**

Hawaii-based Medicare health insurance counseling.

[www.hawaiiadrc.org](http://www.hawaiiadrc.org)

**586-7299**

**toll free 1-888-875-9229**

[www.hawaiiiship.org](http://www.hawaiiiship.org)

### **Senior Medicare Patrol (SMP)**

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

**586-7281**

**toll free 1-800-296-9422**

[www.smphawaii.org](http://www.smphawaii.org)

## **Med-QUEST Division**

### **Honolulu**

801 Dillingham Blvd. 3rd Floor

### **Kapolei**

601 Kamokila Blvd. Room 415

[medquest.hawaii.gov](http://medquest.hawaii.gov)

**587-3521**

**692-7364**

## **Medical Equipment**

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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 (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](http://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**

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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** **586-4686**  
**Access and Crisis Line** **832-3100**

Department of Health [www.health.hawaii.gov/amhd](http://www.health.hawaii.gov/amhd)  
1250 Punchbowl St. #256 Honolulu 96813

**Samaritan Counseling Center Hawaii** **545-2740**  
1020 S. Beretania St. Honolulu 96814 [www.samaritancounselingcenterhawaii.org](http://www.samaritancounselingcenterhawaii.org)

**Kahi Mohala Behavioral Health** **671-8511**  
91-2301 Old Ft. Weaver Rd. Ewa Beach 96706 [www.kahimohala.org](http://www.kahimohala.org)

**Mental Health America of Hawaii** **521-1846**  
For persons with mental health concerns [www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)  
regarding access, treatment, and service.  
1136 Union Mall, #510 Honolulu 96813

**The Queen’s Health Systems** [www.queens.org](http://www.queens.org)  
**Behavioral Health Services (Outpatient)** **691-4352**  
**Family Treatment Center** **691-4221**

**Safe Haven – Puuhonua** **524-7233**  
Support and services [www.mhkhawaii.weebly.com/safe-haven.html](http://www.mhkhawaii.weebly.com/safe-haven.html)  
for mentally ill homeless persons.  
126 N. Pauahi St. Honolulu 96813

## **Prescription Drugs & Medications**

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Also see **Medicare & Medicaid**, page 47.

**Partnership for Prescription Assistance** **1-888-477-2669**  
Information on Patient Assistance Programs for [www.pparx.org](http://www.pparx.org)  
those who qualify.

**Medicare Part D** **1-800-633-4227**  
For eligibility, information, and help [www.medicare.gov](http://www.medicare.gov)  
choosing a plan call Hawaii SHIP at 586-7299.

## Public Health Nurses

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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** **832-3773**

1700 Lanakila Ave #201 Honolulu 96817

### **Central Oahu** **453-6190**

860 Fourth St. #130 Pearl City 96782

### **Leeward** **675-0080**

94-275 Mokuola St. #101 Waipahu 96797

### **East Honolulu** **733-9220**

3627 Kilauea Ave. #311 Honolulu 96819

### **West Honolulu** **832-5757**

1700 Lanakila Ave. #200 Honolulu 96816

### **Windward** **233-5450**

45-691 Keaahala Rd. Kaneohe 96744

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## Income Security

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## Consumer Assistance & Protection

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For information from the Federal Trade Commission on identity theft, visit [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). Financial Fraud and Scams

### **Better Business Bureau of Hawaii Inc.** **536-6956**

Neighbor Islands call toll free.

**1-877-222-6551**

### **Senior Scam Hotline** **628-3950**

1132 Bishop St. Suite 615 Honolulu 96813

**1-888-333-1593**

[www.hawaii.bbb.org](http://www.hawaii.bbb.org)

<b>Dept. of Commerce &amp; Consumer Affairs</b>	<a href="http://www.hawaii.gov/dcca">www.hawaii.gov/dcca</a>
<b>Office of Consumer Protection</b>	<b>586-2630</b>
<b>Consumer Information Line</b>	<b>587-1234</b>
Pre-recorded information on common consumer issues.	
<b>Consumer Resource Center</b>	<b>587-4272</b>
Check status of a business or licensee.	
<b>Landlord-Tenant Information</b>	<b>586-2634</b>
Monday - Friday 8 a.m. - 12 p.m.	
<b>Insurance Fraud Unit Hotline</b>	<b>587-7416</b>
Insurance fraud complaints.	
<b>Investor Education Program</b>	<b>587-7400</b>
Free information and presentations on	<a href="http://www.investing.hawaii.gov">www.investing.hawaii.gov</a>
investment products, current scams, and how to avoid fraud.	
<b>Securities Fraud Hotline</b>	<b>587-2267</b>
Call to report securities violations like fraud.	
<b>Direct Marketing Association</b>	<b>1-212-768-7277</b>
Register your home address	<a href="http://www.dmaconsumers.org/cgi/offmailinglist">www.dmaconsumers.org/cgi/offmailinglist</a>
with DMA's Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as "junk mail") you receive.	
1111 19th St. NW Suite 1100 Washington, DC 20036	
<b>Elder Abuse Justice Unit</b>	<b>768-7400</b>
Dept. of the Prosecuting Attorney	<a href="http://www1.honolulu.gov/prosecuting">www1.honolulu.gov/prosecuting</a>
Prosecutes criminal cases involving victims 60 years and older. Community presentations about elder abuse and prevention.	
<b>Dept. of the Attorney General</b>	<b>586-1058</b>
Medicaid Fraud Control Unit – Criminal Justice Div. Also investigates abuse of dependent adults committed by Medicaid providers, care facilities, and paid caregivers.	
333 Queen St. 10th Floor Honolulu 96813	<a href="http://www.hawaii.gov/ag">www.hawaii.gov/ag</a>
<b>Honolulu Police Department</b>	<b>723-3704</b>
White Collar Crime – Criminal Investigation Div.	<b>723-3609</b>
Investigates telemarketing or investment fraud.	<a href="http://www.honoluluupd.org">www.honoluluupd.org</a>
801 S. Beretania St. CID Honolulu 96813	

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

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

**U.S. Consumer Product Safety Commission** **1-800-638-2772**  
Report product safety hazards. Obtain recall information [www.cpsc.gov](http://www.cpsc.gov)  
575 Cooke St. Suite A #2208 Honolulu 96813

## **Employment & Training Programs**

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For assistance for immigrants see **Immigrant Assistance**, page 59.

**Goodwill Industries of Hawaii Inc.** **836-0313**  
2610 Kilihau St. Honolulu 96819 [www.higoodwill.org](http://www.higoodwill.org)

**Honolulu Community Action Program (HCAP)** **521-4531**  
Senior Community Service Employment Program (SCSEP) [www.hcapweb.org](http://www.hcapweb.org)  
Part time, paid employment training and job search services for seniors.

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

**Pacific Gateway Center** **851-7010**  
Helping immigrants, refugees, and low-income residents to self-sufficiency.  
723-C Umi Street Honolulu, Hawaii 96819 [www.pacificgatewaycenter.org](http://www.pacificgatewaycenter.org)

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

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

# Financial Fraud, Exploitation, & Scams

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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](http://www.stopfraud.gov)

**Honolulu Prosecuting Attorney:** [honoluluprosecutor.org/elder-abuse-justice-unit/](http://honoluluprosecutor.org/elder-abuse-justice-unit/)

**Hawaii's Fraud Prevention & Resource Guide:** [health.hawaii.gov/eoa/files/2013/04/Fraud.pdf](http://health.hawaii.gov/eoa/files/2013/04/Fraud.pdf)

## **Money & Debt Management**

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

**Take Charge of Your Money!** **956-7290**  
 University of Hawaii - Cooperative Extension Service  
 Financial education telecourse with internet components.  
[www.ctahr.hawaii.edu/site/extprograms.aspx](http://www.ctahr.hawaii.edu/site/extprograms.aspx)

## **Social Security & SSI**

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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](http://www.socialsecurity.gov)

**Honolulu Office**  
 300 Ala Moana Blvd. #I-114 Honolulu 96850

**Kapolei Halekuai Center**  
 563 Farrington Hwy, #201 Halekuai Center Kapolei 96707

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# Financial Help

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## Financial Assistance

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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](http://www.hawaii.gov/dhs)

### **Med-QUEST Division**

Department of Human Services

[medquest.hawaii.gov](http://medquest.hawaii.gov)

Medical assistance for eligible persons. Applications also available online.

#### **Honolulu**

**587-3521**

801 Dillingham Blvd. 3rd Floor

#### **Kapolei**

**692-7364**

601 Kamokila Blvd. Room 415

## Temporary Financial Aid

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### **Catholic Charities Hawaii**

**521- HELP (521-4357)**

Helpline

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

### **Domestic Violence Action Center**

**531-3771**

For victims of intimate partner abuse.

P.O. Box 3198 Honolulu 96801

[www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

### **Jewish Community Services**

**258-7121**

Counseling, referrals, and resources for the Jewish community

2550 Pali Hwy. Honolulu 96817

### **Kealahou West Oahu**

**696-5667**

Services for persons experiencing homelessness.

P.O. Box 1912 (87-132 Farrington Hwy.) Waianae 96792

### **Salvation Army**

**841-5565**

Rental Assistance for persons facing eviction or homelessness. Food pantry, Clothing voucher.

296 N. Vineyard Blvd Honolulu 96819

[www.salvationarmyhawaii.org](http://www.salvationarmyhawaii.org)

## Utility Assistance

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### **Honolulu Community Action Program (HCAP)**

**521-4531**

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

[www.hcapweb.org](http://www.hcapweb.org)

### **Lifeline - Federal Telephone Subsidy**

For qualified individuals. Go online for list of other participating companies.

[www.lifelinesupport.org](http://www.lifelinesupport.org)

[cca.hawaii.gov/dca/telecommunications/lifeline](http://cca.hawaii.gov/dca/telecommunications/lifeline)

### **Hawaiian Telecom Lifeline**

**643-3456**

[www.hawaiiantel.com](http://www.hawaiiantel.com)

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## Legal Services & Advocacy

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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](http://www.librarieshawaii.org)) with call number: H346.013Pi.

## Advocacy

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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](http://www.courts.state.hi.us/docs/1FP/ProSeIncap.pdf)

### **Office of Health Care Assurance - Department of Health**

#### **Care Home complaints**

**692-7400**

601 Kamokila Blvd. Room 361 Kapolei 96707

#### **Hospital & Nursing Home complaints**

**692-7420**

601 Kamokila Blvd. Room 395 Kapolei 96707

### **Hawaii Disability Rights Center**

**949-2922**

1132 Bishop St. Suite 2102 Honolulu 96813

[www.hawaiidisabilityrights.org](http://www.hawaiidisabilityrights.org)

### **Legal Aid Society of Hawaii**

**536-4302**

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

924 Bethel St. Honolulu 96813

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

## **Long Term Care Ombudsman**

Executive Office on Aging

For nursing, care home, assisted living,  
and community care foster family home residents.

**586-0100**

[www.hawaiiadrc.org](http://www.hawaiiadrc.org)

## **Mental Health America of Hawaii**

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

**521-1846**

[www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)

## **Office of the Public Guardian**

Guardianship for incapacitated adults of the state.  
P.O. Box 1200 Honolulu 96807-1200

**534-6100**

## **State Office of the Ombudsman**

Complaints about executive branch agencies  
of state and county governments.  
465 S. King St. 4th Floor Honolulu 96813

**587-0770**

**TTY 587-0774**

[www.ombudsman.hawaii.gov](http://www.ombudsman.hawaii.gov)

## **UHELP**

University of Hawaii Elder Law Program

**956-6544**

[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

## **Victim Witness Kokua Services**

Department of the Prosecuting Attorney  
Assistance to victims of criminal offenses.  
1060 Richards St. 9th Floor Honolulu 96813

**768-7400**

[honoluluprosecutor.org](http://honoluluprosecutor.org)

## **Legal Representation & Mediation**

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### **Hawaii Immigrant Justice Center**

**536-8826**

#### **Legal Aid Society of Hawaii**

**1-877-208-8828**

Legal services, community outreach & education, and  
advocacy for immigrants. Neighbor islands call toll free.  
P.O. Box 3950 Honolulu 96812

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

### **Lawyer Referral & Information Service**

Hawaii State Bar Association

**537-9140**

[hawaiilawyerreferral.com](http://hawaiilawyerreferral.com)

### **Legal Aid Society of Hawaii (LASH)**

Income eligible service, locations island-wide.  
924 Bethel St. Honolulu 96813

**536-4302**

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

**Affordable Lawyers Project****527-8027**

Affordable services for those who do not qualify for LASH.

**Mediation Center of the Pacific****521-6767**

Mediation services.

[www.mediatehawaii.org](http://www.mediatehawaii.org)

245 N. Kukui St. Suite 206 Honolulu 96817

**Volunteer Legal Services Hawaii****528-7046**

Free or reduced cost services for needy clients.

545 Queen St. #100 Honolulu 96819

**Immigrant Assistance**

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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 53.

**Bilingual Access Line (24-hours)****526-9724**

Helping Hands Hawaii

[www.helpinghandshawaii.org](http://www.helpinghandshawaii.org)

Interpreter and translation services.

2100 N. Nimitz Hwy. Honolulu 96819

**Catholic Charities Hawaii****524-HOPE (524-4673)**

Immigrant Services

[www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

Assistance for low-income immigrants.

**Goodwill Industries of Hawaii Inc.****836-0313**

2610 Kili Hau St. Honolulu 96819

[www.higoodwill.org](http://www.higoodwill.org)

**Lanakila Easy Access Project****832-5685**

Referrals for immigrants living in U.S. less than a year.

1700 Lanakila Ave. Suite 104 Honolulu 96817

**Pacific Gateway Center****851-7010**

Helping immigrants, refugees, and

[www.pacificgatewaycenter.org](http://www.pacificgatewaycenter.org)

low-income residents to self-sufficiency.

723 C Umi St. Honolulu 96819

**Employment Core Services for Refugees****543-8436**

Child & Family Service

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

Help with job search, filling out forms, and English training.

91-1841 Ft. Weaver Rd Ewa Beach HI 96706

## **Susannah Wesley Community Center**

Refugee Service Program  
1117 Kaili St. Honolulu 96819

**847-1535**

[susannahwesley.org](http://susannahwesley.org)

## **U.S. Citizenship & Immigration Services**

500 Ala Moana Blvd. Honolulu 96813

**1-800-375-5283**

[www.uscis.gov](http://www.uscis.gov)

## **Taxes**

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**AARP Tax Aide Program** provides simple income tax assistance to seniors during tax seasons. For locations, call AARP at 829-2433, or email [taxaidehawaii@gmail.com](mailto:taxaidehawaii@gmail.com).

## **City & 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](http://www.realpropertyhonolulu.com)

### **Honolulu Office**

842 Bethel St. Honolulu 96813

**768-3799**

### **Kapolei Office**

1000 Uluohia St. Suite 206 Kapolei 96707

**768-3169**

## **City & County Tax Collections**

### **Treasury Division**

[www.qpublic.net/hi/honolulu](http://www.qpublic.net/hi/honolulu)

### **Current Collections**

Questions on tax payments.

530 S. King St. Room 115 Honolulu 96813

**768-3980**

### **Real Property Tax Credit**

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

**768-3205**

## **Federal Internal Revenue Service (IRS)**

**1-800-829-1040**

[www.irs.gov](http://www.irs.gov)

## **State Tax Information**

**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](http://www.hawaii.gov/tax)

## **Taxpayer Advocate Service**

**566-2950**

Handles taxpayer problems not resolved through normal IRS channels.

MSH2200 1099 Alakea St. Floor 22 Honolulu 96813

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## **Persons with Disabilities**

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### **Assistive Technology**

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#### **ATRC**

**532-7110**

**Assistive Technology Resource Centers of Hawaii**

**TTY 532-7113**

Information on assistive devices and funding resources.

**Fax 532-7120**

200 N Vineyard Blvd #430 Honolulu 96817

[www.atrc.org](http://www.atrc.org)

#### **ISG, Inc.**

**Voice/TTY 732-4622**

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

**Fax 739-5464**

3472 Kanaina Ave. Honolulu 96815

[www.isghawaii.com](http://www.isghawaii.com)

### **Blind/Visually Impaired**

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#### **Aloha State Association of the Deaf**

**808-371-0020**

Non-profit association of and for deaf citizens.

[www.deafaloha.org](http://www.deafaloha.org)

#### **American Foundation for the Blind**

[www.afb.org/seniorsite](http://www.afb.org/seniorsite)

Senior website

#### **American Sign Language Education**

**Voice/TTY 792-3704**

##### **Kapiolani Community College**

**Fax 734-9791**

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

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

#### **Deaf Center at Kapiolani Comm. College**

**Voice/TTY 734-9210**

Education programs for adults who are

**Video Phone 447-3189**

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

4303 Diamond Head Rd. Manono Bldg. Room 102 Honolulu 96816

## **Hoopono**

Individualized vocational rehabilitation services.

1901 Bachelot St. Honolulu 96817    [humanservices.hawaii.gov/vr/hoopono/about](http://humanservices.hawaii.gov/vr/hoopono/about)

**Voice/TTY 586-5269**

## **Library for the Blind and Physically Handicapped**

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

402 Kapahulu Ave. Honolulu 96815

**Voice/TTY 733-8444**

**Fax 733-8449**

[www.librarieshawaii.org](http://www.librarieshawaii.org)

## **Telecommunications Relay Service (TRS) Text Telephone (TTY) Voice Carry Over (toll free)**

**711**

**1-877-447-5990**

**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](http://www.sprintip.com)

## **University of Hawaii School of Medicine**

Speech hearing clinic

677 Ala Moana Blvd. #625 Honolulu 96813

**692-1580**

[manoa.hawaii.edu/csd/uhsch](http://manoa.hawaii.edu/csd/uhsch)

## **Vocational Rehabilitation Division**

Department of Human Services

Employment services for people with disabilities.

600 Kapiolani Blvd #305 Honolulu 96813

**586-4824**

[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

## **Other**

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### **University of Hawaii School of Medicine**

Pacific Disabilities Center

Research, evaluation, technology for business.

651 Ilalo St. #104 Honolulu 96813

**692-1370**

[manoa.hawaii.edu/pbrrtc](http://manoa.hawaii.edu/pbrrtc)

### **Easter Seals Hawaii**

Services for children and adults with  
disabilities or special needs.

710 Green St. Honolulu 96813

**536-1015**

**Fax 536-3765**

[www.eastersealshawaii.org](http://www.eastersealshawaii.org)



## **Hawaii Centers for Independent Living**

Assistance for persons with disabilities.

200 N. Vineyard A-501 Honolulu 96817

**522-5400**

**TTY 522-5405**

**Fax 522-5427**

[www.cil-hawaii.org](http://www.cil-hawaii.org)

## **The Arc in Hawaii**

Advocacy and services for people with intellectual or a related developmental disability.

3989 Diamond Head Rd. Honolulu 96816

**737-7995**

[www.thearcinhawaii.org](http://www.thearcinhawaii.org)

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## **Other Groups**

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### **Abuse & Neglect Victims**

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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 51.

### **Adult Protective Services**

#### **Dept. of Human Services – Adult Intake Unit**

**832-5115**

If you know of a dependent adult who is being abused or neglected, call this number for assistance.

420 Waiakamilo Rd. Suite 202 Honolulu 96817

[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

### **Domestic Violence Action Center**

**531-3771**

P.O. Box 3198 Honolulu 96801

[www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

### **Elder Abuse Justice Unit**

**768-7536**

#### **Department of the Prosecuting Attorney**

Prosecutes criminal cases involving victims 60 years and older.

## **Honolulu Domestic Violence Shelter**

### **Child & Family Service**

Shelter for abused spouses/children.

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

**841-0822**

[www.childandfamilyservice.org](http://www.childandfamilyservice.org)

## **Hawaii Immigrant Justice Center**

### **Legal Aid Society of Hawaii**

Legal services, community outreach & education, and advocacy for immigrants. Neighbor islands call toll free.

P.O. Box 3950 Honolulu 96812

**536-8826**

**1-877-208-8828**

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

## **PACT Family Peace Center**

### **Crisis Hotline**

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

1505 Dillingham Blvd. Suite 208 Honolulu 96817

**832-0855**

**585-7944**

[www.pacthawaii.org](http://www.pacthawaii.org)

## **The Sex Abuse Treatment Center**

Support for victims of sexual assault.

Harbor Court, 55 Merchant St. 22nd Floor  
Honolulu 96813

**535-7600**

**24 hr Hotline 524-7273**

[www.satchawaii.com](http://www.satchawaii.com)

## **Grandparents**

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

## **Hawaii Family Services, Inc.**

**450-4158**

Programs for grandparents raising grandchildren in Waianae/Leeward area.

86-906 Alamihi Pl. Waianae 96792

## **PATCH**

**839-1988**

### **People Attentive to Children**

[www.patchhawaii.org](http://www.patchhawaii.org)

Child care resource and referral agency.

560 N. Nimitz Hwy. Suite 218 Honolulu 96817

## **Queen Liliuokalani Trust**

**235-7613**

Support group for grandparents & relative caregivers of minors.

46-316 Haiku Rd. Kaneohe 96744

[www.onipaa.org](http://www.onipaa.org)

## **The Parent Line**

Support and information for grandparents,  
parents, and other child caregivers.  
P.O. Box 3102 Honolulu 96802

**526-1222**

**1-800-816-1222**

[www.theparentline.org](http://www.theparentline.org)

## **Partners in Development Foundation**

**524-7633**

**Tutu and Me** - traveling preschool at community sites for  
grandparents raising children up to five years of age.  
2345 Nuuanu Ave. Honolulu 96817

[www.pidfoundation.org](http://www.pidfoundation.org)

## **Pet Owners**

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### **Hawaiian Humane Society**

**356-2200**

#### **Adoptions**

**356-2218**

Reduced adoption fees for seniors adopting older animals.  
2700 Waialae Ave. Honolulu 96826

[www.hawaiianhumane.org](http://www.hawaiianhumane.org)

## **Veterans**

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### **State Office of Veterans Services**

**433-0420**

Services to Veterans and their family members.  
459 Patterson Rd., E-Wing, Room 1-A103 Honolulu 96819

### **U.S. Department of Veterans Affairs**

459 Patterson Rd. Honolulu 96819

[www.va.gov](http://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**

**433-0371**

#### **Caregiver Support Line**

**1-855-260-3274**

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

[www.caregiver.va.gov](http://www.caregiver.va.gov)

#### **VA Crisis Line**

**1-800-273-8255**

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

### **U.S. Vets Transitional Housing & Homeless Program**

**682-9000**

Help veterans achieve independence.  
P.O. Box 75329 Kapolei 96707

[www.usvetsinc.org](http://www.usvetsinc.org)

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# My Notes

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# Emergency Preparedness

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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:

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# Your Emergency Kit

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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?

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For more tips & information go online:

[www.honolulu.gov/dem](http://www.honolulu.gov/dem)  
[www.ready.gov](http://www.ready.gov)

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## Frequently Called Government Numbers

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### City & County of Honolulu

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

### State of Hawaii

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

### Federal

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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

This publication was paid for in part by the taxpayers of the City & County of Honolulu, and Federal Title III funding through the Hawaii State Department of Health, Executive Office on Aging.

## **MY IMPORTANT INFORMATION**

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**Name:**

**Phone/Address:**

## **EMERGENCY CONTACTS**

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**Name & Relationship:**

**Phone:**

## **OTHER INFORMATION**

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**Allergies, Medical Conditions, Medications, language spoken, doctor & clinic, location of Advance Healthcare Directive, POLST, CCO/DNR, etc.**

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**Call the Senior Helpline  
for help or information  
about Senior Services**

**768-7700**

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