



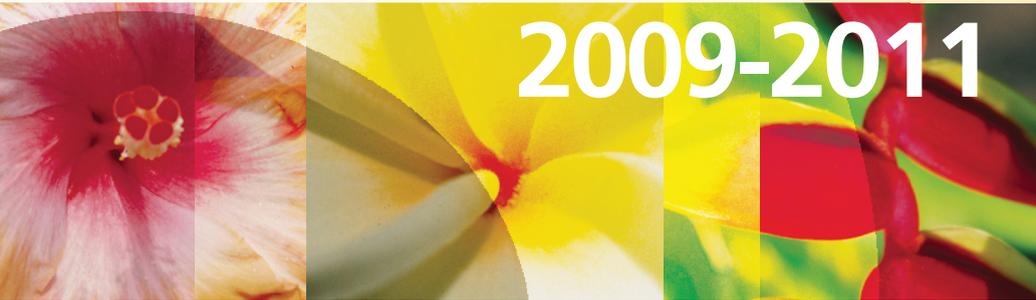
Elderly Affairs Division

A G E S M A R T

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

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

# Senior Information & Assistance Handbook 2009-2011



Published as a public service

by the City and County of Honolulu

Mayor Mufi Hannemann

and American Savings Bank



**AMERICAN**  
Savings Bank

# HOW TO USE THIS BOOK

*The following suggestions may help you find services available.*

- 📍 To locate services, use the Table of Contents, page 4, or the Index, page 75.
- 📍 For additional listings of companies, check the Yellow Pages of the Telephone Directory under similar headings.
- 📍 TTY refers to a phone number that is connected to a device often used by individuals who are deaf or hard-of-hearing.
- 📍 If an agency is listed more than once, its address may appear only in the first entry.
- 📍 Inclusion of an agency in this handbook does not imply endorsement, nor is exclusion a reflection on the value or quality of an agency's services.
- 📍 A copy of this handbook may be picked up at any branch of American Savings Bank, page 92. We suggest calling first to check availability.
- 📍 This handbook can also be found on our website: <http://www.elderlyaffairs.com>
- 📍 For more information, call the Elderly Affairs Division Senior Helpline at 768-7700.

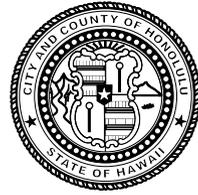
# Senior Information and Assistance Handbook



Elderly  
Affairs  
Division  
AGE SMART

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

September 2009



## Message from the Mayor

I am pleased to present the 2009-2011 edition of The Senior Information and Assistance Handbook, a resource guide to services available to elders and their caregivers in the City and County of Honolulu.

I commend and thank American Savings Bank for its 28 years of commitment to the Department of Community Services, Elderly Affairs Division. Generous financial support from American Savings has enabled this handbook to be produced and distributed free to the community. Obtaining a copy is as easy as stopping by one of the bank's island-wide neighborhood branches or visiting a Satellite City Hall.

I also acknowledge Mrs. Viola Butz, an older adult who received help from our Senior Information and Assistance program. Upon her passing, Mrs. Butz willed her property to the Elderly Affairs Division so more seniors could receive services. Her contribution toward the publication costs will help thousands of older adults, caregivers, medical professionals, and others in the aging network who use this handbook every day.

Please visit [www.elderlyaffairs.com](http://www.elderlyaffairs.com) to view this and other useful publications from the Elderly Affairs Division. You may also call the Senior Helpline, at 768-7700, for personalized assistance on senior or caregiver issues.

A handwritten signature in black ink that reads "Mufi Hannemann". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Mufi Hannemann  
Mayor of Honolulu



**AMERICAN**  
Savings Bank

Dear Honolulu Resident:

For nearly 30 years American Savings Bank has assisted the City and County of Honolulu's Elderly Affairs Division to produce the Senior Information and Assistance Handbook. In continuing this tradition, I am pleased to join Mayor Mufi Hannemann in presenting the 2009-2011 edition to you.

This directory has helped older adults and family caregivers islandwide. From organizations that assist with food and housing to respite services such as Adult Day Care, hundreds of public and private community services are listed in this valuable resource.

We hope you will find this handbook useful. Please encourage all your friends and family to visit any branch of American Savings Bank on Oahu for their own complimentary copy.



Aloha,

*Constance H. Lau*

Constance H. Lau  
Chairman and CEO  
American Savings Bank

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# Elderly Affairs Division

AGE SMART

Department of Community Services  
City and County of Honolulu  
715 South King Street, Suite 200  
Honolulu, Hawaii 96813  
768-7705

**Senior Helpline: 768-7700**

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

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

A Four-Year Area Plan for Aging developed for 2008-2011 guides EAD in fulfilling its mission. The Division coordinates advocacy efforts on behalf of elders, encourages partnerships to improve and expand services, and contracts with agencies to provide services to seniors and caregivers. The types of services contracted include:

- Case Management and other Individualized Assistance
- Personal Care

- Home Delivered and Congregate Meals
- Housing and Legal Information and Assistance
- Transportation
- Caregiver Respite, Support, and Education
- Health Promotion
- Senior Centers

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

- Senior Helpline (768-7700) for telephone consultation, information, and referral to services available for older adults and family caregivers.
- Community outreach.
- Home visits for individual consultation.
- Follow up on frail elders.
- Speakers, exhibits, *Aloha Pumehana* newsletter, brochures, videos, lending library.
- Aging and Disability Resource Center.

With advances in health care, aging is not what it used to be. People are living longer with the potential for more fulfilling lives than previous generations. Aging affects everyone, young and old. Viewing it as a process instead of an adverse eventuality allows you to prepare for and enjoy all stages of your life.

By working together, the staff and partner agencies in the Aging Network strive to enhance the quality of life for older adults and their caregivers on Oahu. Your local Area Agency on Aging is the starting point for help.

The more you know about aging, the more rewarding your life can be. Preserve your independence; stay akamai on aging-related issues which are constantly changing. How do you want to age? With the help of the Elderly Affairs Division you can Age Smart!



# Basic Needs - Food

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

## Food Banks

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### **Hawaii Foodbank**

**836-3600**

For coordination or to donate. For a food pantry [www.hawaiifoodbank.org](http://www.hawaiifoodbank.org) in your area call Aloha United Way at 211.

2611 Kilihau St. Honolulu 96819

### **Honolulu Community Action Program (HCAP) 521-4531**

Federal surplus food distribution for qualified individuals with low income. Call to find closest district. [www.hcapweb.org](http://www.hcapweb.org)

33 S. King St. Suite 300 Honolulu 96813

## 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**

**535-6700**

Ke Ola Pono No Na Kupuna Project

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

Meals for Native Hawaiian Elders, including recreation and limited transportation.

458 Keawe St. Honolulu 96813

### **Arcadia Home Care Services**

**440-3041**

Home-delivered meals Monday - Friday.

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

Nuuanu to Waiialae/Kahala.

1660 S. Beretania St. Suite 101 Honolulu 96826

### **Hawaii Meals on Wheels**

**988-6747**

Home-delivered hot meals in Honolulu, Aiea, Pearl City [www.hmow.org](http://www.hmow.org)

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

P.O. Box 61194 Honolulu 96839

# BASIC NEEDS - FOOD

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## **King Lunalilo Meal Service**

**395-1000**

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

## **Lanakila Meals on Wheels**

**531-0555**

Lanakila Pacific

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

Home-delivered meals island-wide. For group dining, contact  
Lanakila to enroll before attending Kupuna Wellness Center sites.  
1809 Bachelot St. Honolulu 96817

## **Kupuna Wellness Center Sites**

### **Honolulu:**

KKV (Kalihi)	848-0977
Kuhio Park Terrace (Kalihi)	848-0977
Lanakila (Liliha)	531-0555
Lanakila Multi-Purpose Senior Center (Liliha)	847-1322
Moiliili Community Center	955-1555
Paoakalani (Waikiki)	531-0555
Pauahi (Chinatown)	352-0288
Pohulani (Kakaako/Downtown)	352-0294
Susannah Wesley Center (Kalihi)	352-0293

### **Leeward/Central:**

Hale Mohalu (Pearl City)	352-0288
Kamalu/Hoolulu (Waipahu)	352-0284
Kupuna Home O Waiialua	352-0288
Wahiawa Recreation Center	352-0288
Waianae District Park	352-0288
West Loch Village (Ewa)	352-0288

### **Windward:**

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

## **Palolo Chinese Home, Meals to Go**

**748-4911**

Hot lunch and/or dinner delivered in  
Palolo, Kaimuki, St. Louis & Kahala.  
2459 10th Ave. Honolulu 96816

## Basic Needs - Housing

Most older adults prefer to age-in-place and many are able to live in their own homes with support (see **Family Support**, page 30). Others may choose or find it necessary to live with others or move to another type of dwelling.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences/communities and low-income senior housing. 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 46) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Residence. For those with greater needs, entry to a Skilled Nursing or Intermediate Care Facility (also known as nursing homes), Expanded ARCH, or Foster Family Home, may be necessary.

Refer to the ***Residential Options for Hawaii's Seniors Guidebook*** ([www.hacm.net](http://www.hacm.net)) and the **Oahu Housing Guide** ([www.elderlyaffairs.com](http://www.elderlyaffairs.com)).

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## Home Improvement

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Home modifications such as walk-in showers, grab bars, better lighting and lever door handles may allow a person who is increasingly frail to remain in their home. Go to [www.aarp.org/families/home\\_design](http://www.aarp.org/families/home_design) for more ideas on how homes can be modified.

### **City & County Rehabilitation Loans**

51 Merchant St. Honolulu 96813 [www.honolulu.gov/DCS/housingloans.htm](http://www.honolulu.gov/DCS/housingloans.htm)

#### **Kapolei Branch**

1000 Uluohia St. Kapolei 96707

**768-7076**

**768-3240**

### **U.S. Department of Agriculture**

#### **Rural Development**

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

**483-8600 ext.355**

[www.rurdev.usda.gov/hi](http://www.rurdev.usda.gov/hi)

# BASIC NEEDS - HOUSING

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## Household Goods

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### Helping Hands Hawaii

**440-3800**

Community Clearinghouse

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

Call to donate items. Recipients should apply through social agencies, welfare & churches.

2100 N. Nimitz Hwy. Honolulu 96819

### Kaumakapili Church Free Store

**845-0908**

Call for hours.

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

766 N. King St. Honolulu 96817

## Housing Search & Information

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It is important to start your search early as waiting lists for low-income senior housing can be very long, especially for units in urban Honolulu. For comprehensive and most current listings, call Catholic Charities Hawaii at 595-0077. Also visit [www.elderlyaffairs.com](http://www.elderlyaffairs.com) for the **Oahu Housing Guide**, a list which includes rentals for seniors with low-income.

### Catholic Charities Hawaii

**595-0077**

Housing Assistance Program

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

Help seniors find affordable rentals.

### Hawaii Public Housing Authority

**832-5960**

Applications for Housing

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

1002 N. School St. Honolulu 96813

### Housing Solutions, Inc.

**599-5759**

Kulaokahua

Transitional housing for elders experiencing homelessness.

1311 Ward Ave. #107 Honolulu 96814

### HUD

**522-8175**

Dept. of Housing & Urban Development [www.hud.gov/groups/seniors.cfm](http://www.hud.gov/groups/seniors.cfm)

500 Ala Moana Blvd. Suite 3A Honolulu 96813

# BASIC NEEDS - HOUSING

## 14 Nursing Facilities

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### Nursing Facilities

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Listed below are long-term care facilities that provide intermediate and skilled care to persons who require nursing services. Concerns may be discussed with the **Long Term Care Ombudsman** at 586-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the **Office of Health Care Assurance** at 692-7420. To check ratings of Nursing Homes go to [www.medicare.gov](http://www.medicare.gov) and under "Search Tools" click on "Compare Nursing Homes in Your Area."

**Aloha Nursing & Rehab Centre** **247-2220**  
45-545 Kamehameha Hwy. Kaneohe 96744 [www.alohanursing.com](http://www.alohanursing.com)

**Ann Pearl Nursing Facility** **247-8558**  
45-181 Waikalua Rd. Kaneohe 96744 [www.annpearlnursing.com](http://www.annpearlnursing.com)

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

**Convalescent Center of Honolulu** **531-5302**  
1900 Bachelot St. Honolulu 96817 [www.ccoh.us](http://www.ccoh.us)

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

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

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

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

**Hale Ola Kino** **983-4444**  
The Health Center at One Kalakaua [www.haleolakino.com](http://www.haleolakino.com)  
1314 Kalakaua Ave. 2nd Floor Honolulu 96826

**Harry & Jeanette Weinberg Care Center** **236-7823**  
45-090 Namoku St. Kaneohe 96744 [www.pohainani.org/carecenter](http://www.pohainani.org/carecenter)

# BASIC NEEDS - HOUSING

## Nursing Facilities

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### **Hawaii Medical Center East**

2230 Liliha St. Honolulu 96817

**547-6414**

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

### **Hiolani Care Center at Kahala Nui**

4389 Malia St. Honolulu 96821

**218-7000**

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

### **Island Nursing Home**

1205 Alexander St. Honolulu 96826

**946-5027**

### **Ka Punawai Ola**

575 Farrington Hwy. Kapolei 96707

**674-9262**

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

### **Kahuku Medical Center**

56-117 Pualalea St. Kahuku 96731

**293-9221**

### **Kuakini Geriatric Care**

347 N. Kuakini St. Honolulu 96817

**547-9741**

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

### **Leahi Hospital Nursing Home**

3675 Kilauea Ave. Honolulu 96816

**733-8000**

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

### **Leeward Integrated Health Services**

84-390 Jade St. Waianae 96792

**695-9508**

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

### **Liliha Healthcare Center**

1814 Liliha St. Honolulu 96817

**537-9557**

### **Maluhia**

1027 Hala Dr. Honolulu 96817

**832-5874**

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

### **Maunalani Nursing & Rehabilitation Center**

5113 Maunalani Circle Honolulu 96816

**732-0771**

### **Nuuanu Hale**

2900 Pali Hwy. Honolulu 96817

**595-6311**

### **Oahu Care Facility**

1808 S. Beretania St.  
Honolulu 96826

**973-1900**

[www.hawaiinursinghomes.com/oahucare](http://www.hawaiinursinghomes.com/oahucare)

## BASIC NEEDS - HOUSING

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### Residential Care Homes & Foster Homes

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#### **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 [www.hawaiinursinghomes.com/pcnh](http://www.hawaii nursinghomes.com/pcnh)

**453-1919**

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

#### **Pacific Islands Health Care System**

#### **Center for Aging/Community Living Center**

Short-term convalescence & rehabilitation

for registered eligible veterans.

459 Patterson Rd. Bldg. 110 Honolulu 96819

**433-0218**

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

#### **Wahiawa General Hospital**

Long-term care facility.

128 Lehua St. Wahiawa 96786-2036

**621-8411**

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

## **Residential Care Homes & Foster Homes**

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

**ARCH and Expanded ARCH** are regulated and licensed by the State Department of Health **Office of Health Care Assurance** (page 17). There are over 400 licensed ARCHs and Expanded ARCHs on Oahu. Most are private homes in residential communities licensed for up to 5 persons. A few of them are large facilities with many residents. Some offer specialized care, such as for persons with Alzheimer's disease. Costs vary greatly depending on amenities and amount of care provided.

When choosing an ARCH it is a good idea to interview the caregivers and residents, observe the condition of the physical and social environment, understand the rules on visiting hours, etc. You should also ask the ARCH operator for the most recent survey/inspection findings done by the Department of Health. For assistance in choosing an ARCH, see **Case Management**, page 31. For concerns about a facility, see the **Long Term Care Ombudsman**, page 64.

**Foster Family Homes**, also known as **Residential Alternatives to Community Care Program (RACC)** homes, are regulated by the State Department of Human Services. Placement into a Foster Family Home

# BASIC NEEDS - HOUSING

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## Retirement & Assisted Living Residences 17

must be done through a Department of Human Services contracted case management agency. Go online to [www.hawaii.gov/dhs/protection/social\\_services/adult\\_services](http://www.hawaii.gov/dhs/protection/social_services/adult_services) for list of these agencies or call Adult Intake at 832-5115.

Refer to the *Residential Options for Hawaii's Seniors Guidebook*, available online at [www.hacm.net](http://www.hacm.net) for more details about these options.

**Adult Intake Unit** **832-5115**  
Department of Human Services [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
Care Home placement  
420 Waiakamilo Rd. #202 Honolulu 96817

**Office of Health Care Assurance** **692-7400**  
Department of Health [www.hawaii.gov/health](http://www.hawaii.gov/health)  
Information on Care Home licensure and vacancies.  
Visit website for a complete list of care homes:  
under "Health Topics," click on "Elder Care."  
601 Kamokila Blvd. Rm. 361 Kapolei 96707

## Retirement & Assisted Living Residences

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

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

**15 Craigside** **285-5178**  
Independent living, assisted living [www.15craigside.org](http://www.15craigside.org)  
& skilled nursing available.  
15 Craigside Pl. Honolulu 96817

**Arcadia Retirement Residence** **941-0941**  
Independent living, assisted living [www.arcadia-hi.org](http://www.arcadia-hi.org)  
& skilled nursing available.  
1434 Punahou St. Honolulu 96822

## **BASIC NEEDS - HOUSING**

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### **Retirement & Assisted Living Residences**

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#### **Hawaii Kai Retirement and Assisted Living Community**

428 Kawaihae St. Honolulu 96825

**395-9599**

**396-0720**

[www.hawaiikai1.com](http://www.hawaiikai1.com)

#### **Kahala Nui Life Care Retirement Community**

4389 Malia St. Honolulu 96821

**218-7200**

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

#### **Plaza At Punchbowl**

Independent living, assisted living,  
memory care, adult day care, respite care.

918 Lunalilo St. Honolulu 96822

**792-8800**

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

#### **Pohai Nani Good Samaritan Retirement Community**

45-090 Namoku St. Kaneohe 96744

**247-3448**

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

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

#### **Ponds at Punaluu**

P.O. Box 909 or  
53-594 Kamehameha Hwy.  
Hauula 96717

**293-1100 x223**

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



**Need more information?  
Call the Senior Helpline**

**768-7700**

# Basic Needs - Transportation

## **Driver & Pedestrian Information**

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For driving ability evaluation, ask your doctor for referral to the **Driver Education Program** at the Rehabilitation Hospital of the Pacific; see below.

### **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 course are available. To find nearest location, call or visit website: [www.aarp.org/life/drive/drivered](http://www.aarp.org/life/drive/drivered).

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

Registration information.

**532-7700**[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

### **Older Driver Information Websites**

These websites provide information regarding older persons and safe driving:

#### **AAA Foundation for Traffic Safety**

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

#### **American Occupational Therapy Association, Inc.**

[www.aota.org/olderdriver](http://www.aota.org/olderdriver)

#### **The Hartford**

[www.thehartford.com/talkwitholderdrivers](http://www.thehartford.com/talkwitholderdrivers)

### **Rehab Hospital Driving Evaluation & Training Program**

Program to help maintain safe driving skills and determine if you need any adaptive equipment to drive safely. This program is for people with a medical condition that possibly impairs driving ability.  
226 N. Kuakini St. Honolulu 96817

**566-3586**[www.rehabhospital.org](http://www.rehabhospital.org)

### **Walk Wise Hawaii**

Department of Transportation Services  
Pedestrian Safety Campaign

**768-8329**

### Local Transportation & Passes

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Also see **Escort**, page 33 and refer to the Yellow Pages for taxi cabs. Some services are for persons who are elderly or disabled who can travel alone; others are for persons who need to be accompanied. Also, you may want to pick up a **Persons with Disabilities Parking Permit** application at any **Satellite City Hall** (page 24) or download form from [www.hawaii.gov/health/dcab](http://www.hawaii.gov/health/dcab).

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

**American Cancer Society** **595-7544**  
**Road to Recovery**

For cancer patients to doctor appointments.

**Catholic Charities Hawaii** **595-0077**  
Transportation services for seniors. [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)

**Charley's Taxi and Limousine - MediCab** **531-1333**  
680 Ala Moana Blvd. Suite 303 Honolulu 96813 [www.charleystaxi.com](http://www.charleystaxi.com)

**CNA Senior Transport, LLC** **735-9500**  
737 Kaipuu St. #5 Honolulu 96826 [www.cnaseniortransport.com](http://www.cnaseniortransport.com)

**5 Star Transcare Systems, LLC** **456-8457**

**GDD Handitrans, LLC** **265-0507**  
94-605 Palai St. Waipahu 96797

**Handi-Trans Service, LLC** **258-9251**  
94-1083 Kuhaulua St. Waipahu 96797

**HandiRide Hawaii, LLC** **486-7433**  
91-1528 Kaikoi Pl. Ewa Beach 96706 [www.handiride-hi.com](http://www.handiride-hi.com)

# BASIC NEEDS - TRANSPORTATION

## Local Transportation & Passes 21

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**Handi Wheelchair Transportation, LLC** 946-6666  
P.O. Box 22428 Honolulu 96823

**JCRG Eldercare and Transervices, LLC** 456-1805  
1185 Hoolaulea St. Pearl City 96782

**Malama Lima Handi-Trans, LLC** 226-0109  
P.O. Box 970324 Waipahu 96797

**OhanaCare Transportation Services, LLC** 206-2900  
P.O. Box 1926 Pearl City 96782

**OHE Transportation Services, Ltd** 426-4500  
P.O. Box 850 Pearl City 96782 [www.oheservices.com](http://www.oheservices.com)

**Persons with Disabilities Parking Permit** 532-7710  
City & County of Honolulu  
Customer Services Department  
Download parking permit form: [www.hawaii.gov/health/dcab](http://www.hawaii.gov/health/dcab)  
Or go to any Satellite City Hall (page 24) for application.  
P.O. Box 30310 Honolulu 96820

**TheBus - Oahu Transit Services, Inc.**  
811 Middle St. Honolulu 96819 [www.thebus.org](http://www.thebus.org)  
Medicare beneficiaries are eligible for discounted fares.  
Show your valid Medicare Card to the bus driver or  
apply for a Senior Bus Pass at the Middle Street  
office. Bus pass renewal also available at Satellite  
City Halls (page 24).

**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.

**Applications** 768-8300  
**Customer Service, Reservations &** 456-5555  
**Cancellations/Late Pick-Up** (TTY) 454-5045

## **BASIC NEEDS - TRANSPORTATION**

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### **Local Transportation & Passes**

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#### **Transporter 3, LLC**

1328 Kam IV Rd. Honolulu 96819

**834-3414**

#### **Wheelers Accessible Van Rentals**

2677 Ipulei Pl. Honolulu 96816

**735-6365**

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



**Need more information?  
Call the Senior Helpline**

**768-7700**

# Community Services

## Information & Referral

**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 211 Hotline**

Information and referral for community service resources.  
Monday-Friday, 6 a.m. - 9 p.m. excluding holidays.  
P.O. Box 1096 Honolulu 96808

**211****536-1951**[www.auw211.org](http://www.auw211.org)**Better Business Bureau of Hawaii, Inc.**

Neighbor Islands call toll-free number.  
1132 Bishop St. Suite 615 Honolulu 96813

**536-6956****1-877-222-6551**[www.hawaii.bbb.org](http://www.hawaii.bbb.org)**City & County of Honolulu**

Information Branch

**768-4385**[www.honolulu.gov/csd](http://www.honolulu.gov/csd)**National Eldercare Locator**

Access to more than 4,800 Information and  
Referral service providers in the United States.

**1-800-677-1116****Senior Helpline**

Elderly Affairs Division  
Department of Community Services  
City & County of Honolulu  
Telephone and personal consultation,  
information and referral to services, outreach,  
speakers, brochures, and lending library.  
715 S. King St. Suite 200 Honolulu 96813

**768-7700**[www.elderlyaffairs.com](http://www.elderlyaffairs.com)

# COMMUNITY SERVICES

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## Personal Identification, Satellite City Halls

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### Personal Identification

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#### **Alzheimer's Association**

Safe Return+MedicAlert

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

**1-888-572-8566**

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

#### **MedicAlert**

Medical identification bracelets and services.

**1-800-432-5378**

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

#### **State Identification**

Official Hawaii State Identification Card  
465 S. King St. Rm. 102 Honolulu 96813

**587-3111**

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

### Satellite City Halls

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#### **Customer Service Dept. Information Line**

**768-3798**

Driver's license, motor vehicle registration, bus pass renewal, persons with disabilities parking permit and other services. For Satellite hours and services, go to [www.honolulu.gov/csd/satellite](http://www.honolulu.gov/csd/satellite) or call 768-3798.

#### **Ala Moana Center**

1450 Ala Moana Blvd. #1286 Honolulu 96814

#### **Fort Street (Downtown)**

1000 Fort Street Mall Honolulu 96813

#### **Hawaii Kai Corporate Plaza**

6600 Kalaniana'ole Hwy. Suite 101 Honolulu 96825

#### **Kailua - Keolu Shopping Center**

1090 Keolu Dr. Kailua 96734

#### **Kalihi - Kapalama City Square**

1199 Dillingham Blvd. A109 (Drivers Licensing A101) 96817

### **Kaneohe - Windward City Shopping Center**

45-480 Kaneohe Bay Dr. Unit C06 Kaneohe 96744

### **Kapolei Hale**

1000 Uluohia St. Kapolei 96707

### **Pearlridge Shopping Center - Uptown**

98-1005 Moanalua Rd. 244B Aiea 96701

### **Wahiawa**

330 N. Cane St. Wahiawa 96786

### **Waianae Neighborhood Community Center**

85-670 Farrington Hwy. Waianae 96792

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## **Senior Centers**

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

### **CCH Lanakila Multi-Purpose Senior Center** **847-1322**

Catholic Charities Hawaii

[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

# COMMUNITY SERVICES

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## Senior Clubs & Organizations

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### **Moiliili Senior Center**

Moiliili Community Center

Serving seniors from Hawaii Kai to Makiki.

Special group program also available for frail elders.

2535 S. King St. Honolulu 96826

**955-1555**

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

### **ORI Anuenue Hale Inc.**

64-1510 Kamehameha Hwy. Wahiawa 96786

**622-3929**

### **Waikiki Community Center**

310 Paoakalani Ave. Honolulu 96815 [www.waikikicomunitycenter.org](http://www.waikikicomunitycenter.org)

**923-1802**

## **Senior Clubs & Organizations**

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Call Senior Centers and ask about ethnic clubs. Call churches and temples and ask for senior groups. See "Associations" and "Clubs" in the Yellow Pages.

### **AARP-Honolulu**

**American Association of Retired Persons**

City Square Center

1199 Dillingham Blvd. A106 Honolulu 96817

**843-1906**

**843-1907**

[www.aarp.org/states/hi](http://www.aarp.org/states/hi)

### **Department of Parks & Recreation**

Senior Citizens Section

1541 Kalakaua Ave. Box 3 Honolulu 96826

**973-7258**

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

### **HGEA-Retirees Unit**

Hawaii Government Employees Association

888 Mililani St. #601 Honolulu 96813

**543-0054**

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

### **HSTA-R**

Hawaii State Teachers Association-Retired

1200 Kapuna St. Honolulu 96819

**833-2711**

### **Kokua Council**

mail: c/o Harris United Methodist Church

20 S. Vineyard Blvd. Honolulu 96813

**540-1928**

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

# COMMUNITY SERVICES

## Volunteer Opportunities

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### **NARFE**

National Active & Retired Federal  
Employees Association  
300 Ala Moana Blvd. Rm. 7-213 Honolulu 96850

**545-1071**

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

## **Volunteer Opportunities**

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

### **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 60 years and older, interested in serving children with special needs in schools.

#### **Senior Companion Program**

**832-0340**

For income-eligible persons 60 years and older interested in serving frail seniors.

#### **Retired & Senior Volunteer Program (RSVP)**

**832-5163**

For individuals 55 years and older who are interested in volunteer opportunities.

420 Waiakamilo Rd. Room 202 Honolulu 96817

### **Friends of Honolulu Hale**

**768-7762**

Department of Community Services

711 Kapiolani Blvd. Suite 1422 Honolulu 96813

### **Project Dana**

**945-3736**

Volunteers provide services to frail seniors.

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

902 University Ave. Honolulu 96826

### **Waikiki Friendly Neighbors**

**926-8032**

Volunteers provide services to frail seniors residing in Waikiki.

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

277 Ohua Ave. Honolulu 96815

# Education

## Learning Opportunities

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See Yellow Pages under “Schools-Universities and Colleges” for private colleges. Also see **Senior Centers**, page 25 and **Senior Clubs and Organizations**, page 26.

Use your library! **Hawaii State Public Library System** online:  
[www.librarieshawaii.org](http://www.librarieshawaii.org)

### **Community Education Section** **203-5511**

Department of Education  
Community schools for adults island-wide.  
475 22nd Ave. Rm. 202 Honolulu 96816

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

200 N. Vineyard Blvd. #320 Honolulu 96817 [www.hawaiiliteracy.org](http://www.hawaiiliteracy.org)

### **Honolulu Community College** **845-9296**

Emeritus College/Honolulu SeniorNet [honolulu.hawaii.edu/cet](http://honolulu.hawaii.edu/cet)  
Instruction and access to computers for seniors.  
874 Dillingham Blvd. Bldg. 2 #408 Honolulu 96817

### **Kapiolani Community College**

#### **Continuing Education and Training** **734-9211**

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

#### **Kupuna Education Center** **734-9108**

Classes for active seniors, [www.kupunaeducation.com](http://www.kupunaeducation.com)  
family caregivers, and para-professional training.  
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

### **Leeward Community College** **455-0479**

Office of Continuing Education [www.ocewd.org](http://www.ocewd.org)  
& Workforce Development  
96-045 Ala Ike St. CE-10 Pearl City 96782

**University of Hawaii at Manoa**

**Center on Aging**

1800 East West Rd. Henke Hall 226  
Honolulu 96822

**956-5001**  
[www.hawaii.edu/aging](http://www.hawaii.edu/aging)

**Osher Lifelong Learning Institute**

Educational opportunities for seniors.  
PMB460 2440 Campus Rd. Honolulu 96822

**956-8224**  
[www.all.hawaii.edu](http://www.all.hawaii.edu)

**Senior Citizen Visitor Program**

Office of Equity, Excellence & Diversity  
Hawaii residents 60 years and older  
can participate in regular classes  
without paying tuition.

**956-9317**  
[www.hawaii.edu/diversity](http://www.hawaii.edu/diversity)

2600 Campus Rd. Student Services Center #413  
Honolulu 96822

**University of Hawaii - West Oahu**

96-129 Ala Ike St. Pearl City 96782

**454-4700**  
[www.uhwo.hawaii.edu](http://www.uhwo.hawaii.edu)

**Windward Community College**

Office of Continuing Education and Training  
45-720 Kealahala Rd. Kaneohe 96744

**235-7433**  
[ocet.wcc.hawaii.edu](http://ocet.wcc.hawaii.edu)



**Need more information?  
Call the Senior Helpline**

**768-7700**

# Family Support

This section describes programs and services that promote quality of life by supplementing the care for frail elders that is generally provided by families.

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

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

Medical insurance (such as Medicare) will usually only cover skilled nursing care for a very limited time. LTC insurance may cover additional skilled nursing care and **custodial care** which includes assistance with activities of daily living such as bathing, dressing, and toileting. Refer to ***A Shopper's Guide to Long-Term Care Insurance*** from the National Association of Insurance Commissioners, online: [www.ltcfeds.com/documents/files/NAIC\\_Shoppers\\_Guide.pdf](http://www.ltcfeds.com/documents/files/NAIC_Shoppers_Guide.pdf).

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## Caregiver Education

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See also **Support Groups**, page 40 and **Health & Safety Education**, page 50. Go to [www.elderlyaffairs.com](http://www.elderlyaffairs.com) for the ***Family Caregiving Guide***.

### **Alzheimer's Association**

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

1050 Ala Moana Blvd. Suite 2610 Honolulu 96814

**591-2771**

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

### **American Red Cross**

Training & Preparedness Section

Family Caregiving reference guide with DVD for self-training at your own pace (stock #653975, \$24.95).

For Nurse Aide training, see website or call.

4155 Diamond Head Rd. Honolulu 96816

**734-2101**

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

**CPR Awareness****422-0827 ext. 242**

Honolulu Fire Department  
Training and Research Bureau  
Charles H. Thurston Training Center  
890 Valkenburgh St. Honolulu 96818

[www.honolulu.gov/HFD/cpr.htm](http://www.honolulu.gov/HFD/cpr.htm)

**Elderly Affairs Division****768-7700**

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

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

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

Kapiolani Community College  
Regularly scheduled family caregiver  
training series taught by health care professionals.  
4303 Diamond Head Rd. Kopiko 123 Honolulu 96816

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

**ORI Anuenue Hale Inc.****622-3929**

Caregiver training and information.  
64-1510 Kamehameha Hwy. Wahiawa 96786

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**Case Management**

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

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

**Case Management Coordination Program****Department of Health, Public Health Nursing Branch****Administration****586-4620**

1250 Punchbowl St. Rm. 210 Honolulu 96813

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

860 Fourth St. Rm. 130 Pearl City 96782

# FAMILY SUPPORT

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## Case Management

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### Public Health Nursing Branch (continued)

#### Leeward

94-275 Mokuola St. Rm. 101 Waipahu 96797

**675-0073**

#### East Honolulu

3627 Kilauea Ave. Rm. 311 Honolulu 96816

**733-9220**

#### West Honolulu

1700 Lanakila Ave. Rm. 201 Honolulu 96816

**832-5757**

#### Windward

45-691 Keaahala Rd. Kaneohe 96744

**233-5450**

### CFS Gerontology Program

Child & Family Service

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

#### Ohana Care Program

Case management and counseling for unpaid caregivers and their elderly care receivers.

**543-8468**

#### Senior Case Management

200 N. Vineyard Blvd. Bldg. B Honolulu 96817

**543-8497**

### HMSA

Integrated Case Management Services

HMSA and HPH members only.

818 Keeaumoku St. Honolulu 96808

**948-5711**

**1-800-365-7665**

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

### Hawaii Association of Case Managers

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

### Ke Ola Mamo

**848-8000**

Native Hawaiian Health Care System

Island-wide services for Native Hawaiians.

1505 Dillingham Blvd. Suite 205 Honolulu 96817

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

### Kokua Kalihi Valley Comprehensive Family Services (KKV)

**848-0977**

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

Case management for frail elderly in Kalihi Valley.

KKV Elder Center 1846 Gulick Ave. Honolulu 96819

### Life Foundation

**521-2437**

Case management and support services for people with HIV.

677 Ala Moana Blvd. #226 Honolulu 96813

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

**Queen's Medical Center**

Queen's Community Based Programs  
1301 Punchbowl St. Honolulu 96813

**547-4652**

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

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## **Emergency Alert Systems**

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Personal Emergency Alert systems attach to a home telephone and will call your designated number when the wireless unit (that is worn on the person) is activated. Such devices may be useful for elders who live alone.

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

**Kupuna Monitoring Systems, Inc.**

Statewide service.  
P.O. Box 2247 Aiea 96701

**721-1201**

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

**Lifeline Hawaii Services**

Serving all islands.

**1-888-409-8449**

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

**Queen's Lifeline**

1301 Punchbowl St. Honolulu 96813

**537-7585**

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

**Hawaii HealthCare Professionals Lifeline**

377 Keahole St. E106 Honolulu 96825

**531-8177**

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

**St. Francis Lifeline**

2251 Mahalo St. Honolulu 96817

**547-6120**

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

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## **Escort**

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Someone who accompanies and personally assists an elder with a service. Also see **Transportation**, page 20. See Yellow Pages under "Home Health Service."

**Catholic Charities Hawaii**

Escort assistance for seniors.

**595-0077**

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

### **Project Dana**

Door-to-door transportation and/or  
escort assistance for frail elders.  
902 University Ave. Honolulu 96826

**945-3736**

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

## **Exercise for Frail & Disabled Elders**

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See also **Education**, page 28, and **Senior Centers**, page 25. Check also with your health insurance plan or local clinic or hospital to see what they have to offer.

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

Land exercises, AQUA, and Tai Chi, various locations.  
615 Piikoi St. #1109 Honolulu 96814

**596-2900**

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

### **CFS Gerontology Program**

#### **No Fear of Falling**

Exercise and education groups for  
older adults at risk for falls, 2 locations.

#### **Senior Exercise Group**

Health support groups, exercise & socializing, 7 locations.  
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

**543-8421**

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

### **Department of Parks & Recreation**

#### **Therapeutic Recreation Unit**

Support for the inclusion  
of people with disabilities  
into Parks and Recreation programs.  
1000 Uluohia St. Suite 309 Kapolei 96707

**768-3027**

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

### **Elam Sports Oahu**

Physical and aqua therapy.  
No extra charge for home visit.  
1001 Kamokila Blvd. Suite 111 Kapolei 96707  
425 Kamehameha Hwy. #2B Pearl City 96782

**674-9595**

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

### **Kaiser Permanente Lifestyle Program**

1010 Pensacola St. Honolulu 96814

**432-2270**

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

### **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

### **Therapists and Home Care On Call, Inc.**

**247-2472**

Therapists will go to homebound.

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

46-310 Hoana St. Kaneohe 96744

### **YMCA**

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

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

#### **Kaimuki**

**737-5544**

4835 Kilauea Ave. Honolulu 96816

#### **Windward**

**261-0808**

1200 Kailua Rd. Kailua 96734

## **Respite - Adult Day Care & Day Health**

**Adult Day Care** programs include supervision, recreation, socialization, exercise, meals, and group activities. Facilities are licensed by the **Department of Human Services, Adult & Community Care Services Branch**. Most centers require participants to be 55 years or older, ambulatory, continent, a non-wanderer, non-combative, able to eat independently and transfer with little or no assistance. Some provide additional assistance or special services, usually for an added cost.

**Adult Day Health** programs are for those who require a higher level of care, usually intermediate care facility (ICF) level. Services could include health assessments, administration of medication, or care coordination. There may also be specialized care such as programs for dementia patients. Adult Day Health Centers are staffed with Registered Nurses who are qualified to dispense medication and provide skilled nursing level care. Facilities are licensed by the **Department of Health, Office of Health Care Assurance**. These facilities require TB and medical clearance (physical exam). Some providers will suggest a trial period if they are unsure your family member is appropriate for their program.

# FAMILY SUPPORT

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## Adult Day Care & Day Health

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- Aged to Perfection** **622-4717**  
Central Oahu Senior Day Care Association  
1445 California Ave. Wahiawa 96786
- Aloha Nursing & Rehab Centre** **441-9536**  
45-545 Kamehameha Hwy. Kaneohe 96744 [www.alohanursing.com](http://www.alohanursing.com)
- Ann Pearl Adult Day Health** **247-8558**  
45-181 Waikalua Rd. Kaneohe 96744 [www.annpearlnursing.com](http://www.annpearlnursing.com)
- Caring Designed For the Ageless, LCC** **536-1539**  
1130 Nimitz Hwy. #C-260 Honolulu 96817
- Casamina Adult Day Care** **839-9733**  
1426 Ala Napunani St. Honolulu 96818
- Central Union Church** **440-3020**  
Adult Day Care & Day Health Center [www.arcadia-hi.org](http://www.arcadia-hi.org)  
1660 S. Beretania St. Honolulu 96826
- Hulu Makua Adult Day Care** **218-7828**  
1029 Kapahulu Ave. Suite 408 Honolulu 96816
- Franciscan Adult Day Center** **988-5678**  
2715 Pamoia Rd. Honolulu 96822 [www.franciscanadultday.com](http://www.franciscanadultday.com)
- Fukumoto Adult Care, LLC** **487-7528**  
98-779 Kaamilo St. Aiea 96701
- Furukawa Living Treasure Day Care Centers** **842-5175**  
1449 Brigham St. Honolulu 96817  
1647 Palolo Ave. Honolulu 96816
- Ka Hale O Kupuna, LLC** **737-8998**  
828 18th Ave. Honolulu 96816
- Kilohana Senior Enrichment Center** **373-2700**  
5829 Mahimahi St. Honolulu 96821 [www.arcadia-hi.org](http://www.arcadia-hi.org)

# FAMILY SUPPORT

## Adult Day Care & Day Health 37

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**King Lunalilo Adult Day Care Center** **395-4065**  
501 Kekauluohi St. Honolulu 96825 [www.kinglunaliloadc.org](http://www.kinglunaliloadc.org)

**Kuakini Adult Day Care** **547-9534**  
347 N. Kuakini St. Honolulu 96817 [www.kuakini.org](http://www.kuakini.org)

**Aiea** **487-1586**

98-939 Moanalua Rd. Aiea 96701

**Pali** **528-4621**

1727 Pali Hwy. Honolulu 96813

**Leahi Adult Day Health Center** **733-7958**  
3675 Kilauea Ave. Honolulu 96816 [www.hhsc.org/oahu/leahi](http://www.hhsc.org/oahu/leahi)

**Lotus Adult Day Care Center** **486-5050**  
99-186 Puakala St. Aiea 96701

**Maluhia Adult Day Health Center** **832-6130**  
1027 Hala Dr. Honolulu 96817 [www.hhsc.org/oahu/maluhia](http://www.hhsc.org/oahu/maluhia)

**Palolo Chinese Home** **737-2555**  
Open to all, 7 days a week. [www.PaloloHome.org](http://www.PaloloHome.org)  
2459 10th Ave. Honolulu 96816

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

**Salvation Army - Adult Day Health Services** **521-6551**  
296 N. Vineyard Blvd. Honolulu 96817 [www.salvationarmyhawaii.org](http://www.salvationarmyhawaii.org)

**Seagull Schools Adult Day Center  
of Seagull Schools Inc.** **674-1160**  
[www.seagullschools.com](http://www.seagullschools.com)

Intergenerational activities provided.  
91-531 Farrington Hwy. Kapolei 96707

**SECOH Senior Center** **739-2745**  
Special Education Center of Hawaii [www.secoh.org](http://www.secoh.org)  
708 Palekaua St. Honolulu 96816

# FAMILY SUPPORT

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## Respite - In Home

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### Waianae Coast

#### Comprehensive Health Center

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

##### Pearl City Hale

**456-4490**

858 2nd St. Pearl City 96782

##### Waipahu Hale

**676-5280**

94-830 Hikimoe St. Waipahu 96797

For other locations please call 227-2178.

#### Waipahu Hongwanji Mission

**678-1770**

Adult Day Care Center

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

94-821 Kuhaulua St. Waipahu 96797

#### Windward Seniors Day Care

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

##### Hope Center

**261-4947**

77 N. Kainalu Dr. Kailua 96734

##### Leedham Center

**261-5027**

1276 Kailua Rd. Kailua 96734

## Respite - In Home

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Temporary relief for caregivers provided in the home. Also see **In Home Assistance**, page 46 and "Home Health Service" in the Yellow Pages for other agencies.

#### CCH Respite Connection

**595-0077**

Catholic Charities Hawaii

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

#### CFS Gerontology Program

**543-8405**

Caregiver Respite Program

#### Jewish Community Services

**258-7121**

Counseling, referrals and resources.

2550 Pali Hwy. Honolulu 96817

#### Kokua Kalihi Valley Elderly Services

**848-0977**

Caregiver Respite Program

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

For Kalihi Valley residents.

**Project Dana**

Services provided by volunteers.  
902 University Ave. Honolulu 96826

**945-3736**[www.moiliilihongwanji.org](http://www.moiliilihongwanji.org)**St. Anthony of Padua Outreach**

148-A Makawao St. Kailua 96734

**266-2226**[www.stanthonykailua.org](http://www.stanthonykailua.org)**Waikiki Friendly Neighbors**

Services provided by volunteers.  
277 Ohua Ave. Honolulu 96815

**926-8032**[www.waikikihc.org](http://www.waikikihc.org)

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**Respite - Other**

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This section lists other providers of temporary relief for caregivers, including overnight stays in facilities. Allow ample time in advance when making reservations at a respite center as they fill up quickly. Some **Care Homes** also provide respite care, see page 16.

**King Lunalilo Home**

501 Kekauluohi St. Honolulu 96825

**395-1000****Hale Ho Aloha**

2670 Pacific Heights Rd. Honolulu 96813

**524-1955**[www.halehoaloha.com](http://www.halehoaloha.com)**Palolo Chinese Home**

PCH Respite Center

Open to all - day and overnight services.  
2459 10th Ave. Honolulu 96816

**737-2555**[www.PaloloHome.org](http://www.PaloloHome.org)**Ponds at Punaluu**

53-594 Kamehameha Hwy. Laie 96762

**293-1100**[www.pondsatpunaluu.com](http://www.pondsatpunaluu.com)**Respite Nanea, Inc.**

P.O. Box 1285 Pearl City 96782

**524-2575****U.S. Department of Veterans Affairs**

VA Center for Aging - Respite Program  
For eligible veterans.

459 Patterson Rd. Bldg. 110 Honolulu 96819

**433-0218**[www.va.gov/hawaii](http://www.va.gov/hawaii)

## Support Groups

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Call 211 to find more organizations. For **Caregiver Support Groups**, see page 41.

**Alcoholics Anonymous** **946-1438**  
1110 University Ave. #205 Honolulu 96826 [www.oahucentraloffice.org](http://www.oahucentraloffice.org)

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

**American Cancer Society** **595-7544**  
Support for grievers, caregivers, and patients. [www.cancer.org](http://www.cancer.org)  
2370 Nuuanu Ave. Honolulu 96817

**American Diabetes Association - Hawaii** **947-5979**  
1500 S. Beretania St. Suite 111 Honolulu 96826 **1-888-342-2383**  
[www.diabetes.org](http://www.diabetes.org)

**American Heart Association &  
American Stroke Association** **538-7021**  
[www.americanheart.org](http://www.americanheart.org)  
Mended Hearts and Stroke Support groups.  
677 Ala Moana Blvd. Suite 600 Honolulu 96813

**American Lung Association of Hawaii** **537-5966**  
Support group for people with lung disease. [www.ala-hawaii.org](http://www.ala-hawaii.org)  
Every 4th Thursday/month at 10 a.m. - 12 p.m.  
680 Iwilei Rd. Suite 575 Honolulu 96817

**Castle Medical Center** **263-5400**  
Breath free plan to stop smoking. [www.castlemed.org](http://www.castlemed.org)  
642 Ulukahiki St. Suite 105 Kailua 96734

**Epilepsy Foundation of Hawaii** **528-3058**  
Support groups for people with **toll free 1-866-528-3058**  
epilepsy and their caregivers. [www.hawaiiepilepsy.com](http://www.hawaiiepilepsy.com)  
1240 Ala Moana Blvd. Suite 225 Honolulu 96814

**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**

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

**547-9562**

**Kuakini Parkinson Disease Information**

**Center and Hawaii Parkinson Association 1-800-570-1101**

National Parkinson Foundation

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

Neighbor islands call toll free.

347 N. Kuakini St. Honolulu 96817

**528-0935**

**Lupus Foundation of America**

Hawaii Chapter

700 Bishop St. Suite 444 Honolulu 96813

**538-1522**

**1-800-201-1522**

**Muscular Dystrophy Association**

Hawaii Chapter

1221 Kapiolani Blvd. Suite 220 Honolulu 96814

**593-4454**

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

**National Kidney Foundation of Hawaii**

1314 S. King St. Suite 305 Honolulu 96814

**593-1515**

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

**Overeaters Anonymous**

Call for a meeting near you.

**737-3469**

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**Support Groups - Caregivers Only**

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**Alzheimer's Association**

1050 Ala Moana Blvd. Suite 2610 Honolulu 96814 [www.alz.org/Hawaii](http://www.alz.org/Hawaii)

**591-2771**

**Castle Home Care**

Caregiver support group for caregivers,  
friends, and family. Meets monthly.  
640 Ulukahiki St. Kailua 96734

**247-2828**

# FAMILY SUPPORT

## 42 Caregiver Support Groups

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### **Central Oahu Caregivers' Support Group** **625-0420**

Group meets monthly at Wahiawa General Hospital.

P.O. Box 893711 Mililani 96789

[www.wvpress.com/care](http://www.wvpress.com/care)

### **CFS Gerontology Program** **543-8468**

Ohana Care Program

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

Groups for caregivers of chronically ill elders.

### **Eldercare Support Group** **395-9082**

710 Ahukini St. Honolulu 96825

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

**Caregiver Support Groups**

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

### **Koolau Caregivers Support Group** **625-3782**

Group meets monthly at Koolau Golf Clubhouse.

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

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

Caring for the Caregiver Support Group

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

### **VA Caregivers Support Group** **433-7646**

Support group held once a month.

459 Patterson Rd. Honolulu 96819

## End of Life Services

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

### Advance Directives

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

Other documents, including **Comfort Care Only/Do Not Resuscitate** I.D. bracelets or necklaces, give instructions to health care personnel in emergencies. Forms may be obtained from the **Emergency Medical Services Section, State Department of Health** at 733-9210 or download at [www.hawaii.gov/health/family-child-health](http://www.hawaii.gov/health/family-child-health).

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

William S. Richardson School of Law  
2515 Dole St. #203 Honolulu 96822

**956-6544**

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

### Bereavement Counseling & Support

If a loved one is in a hospital, talk with the chaplain or social worker. Also, contact your own religious organization or see listings for “Counselors”, “Psychologists,” and “Psychotherapists” in the Yellow Pages.

#### **American Cancer Society**

Make Today Count, Honolulu

**595-7544**

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

#### **Bristol Hospice Hawaii, LLC**

500 Ala Moana Blvd. Suite 4-547  
Honolulu 96813

**536-8012**

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

# FAMILY SUPPORT - END OF LIFE

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## Funeral & Memorial Services

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**Counseling & Spiritual Care Center of Hawaii**      **545-2740**  
1020 S. Beretania St. Honolulu 96814      [www.cscch.org](http://www.cscch.org)

**Hospice Hawaii**      **924-9255**  
860 Iwilei Rd. Honolulu 96817      [www.hospicehawaii.org](http://www.hospicehawaii.org)

### **St. Francis Hospice**

**Maurice J. Sullivan Center**      **678-7580**  
91-2127 Ft. Weaver Rd. Ewa Beach 96706

**Sister Maureen Keleher Center**      **595-7580**  
24 Puiwa Rd. Honolulu 96817

## **Funeral & Memorial Services**

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Also see Yellow Pages "Funeral Directors."

**Funeral Consumers Alliance of Hawaii**      **638-5580**  
Non-profit funeral planning, consumer advocate.      [www.funerals.org](http://www.funerals.org)  
Many useful publications online, including updated  
price comparisons of local mortuaries.  
P.O. Box 11949 Honolulu 96828

**Med-QUEST Division**      **587-3521**  
Department of Human Services      [www.med-quest.us](http://www.med-quest.us)  
Will determine eligibility for funeral payments.  
Must be Medicaid eligible.  
801 Dillingham Blvd. 3rd Floor Honolulu 96817

**U.S. Department of Veterans Affairs**      **1-800-827-1000**  
Veterans Service Center      [www.cem.va.gov/CEM/bbene\\_burial.asp](http://www.cem.va.gov/CEM/bbene_burial.asp)  
Burial benefits for veterans.  
P.O. Box 29040 Honolulu 96820

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### 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)

#### **St. Francis Hospice**

##### **Maurice J. Sullivan Center**

91-2127 Ft. Weaver Rd. Ewa Beach 96706

**678-7580**

##### **Sister Maureen Keleher Center**

24 Puiwa Rd. Honolulu 96817

**595-7580**

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### Organ or Body Donation

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

614 South St. Suite 101 Honolulu 96813

**536-7416**

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

#### **Organ Donor Center of Hawaii**

Only organ donation, not body donation.

1149 Bethel St. Honolulu 96813

**599-7630**

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

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

[jabsom.hawaii.edu/JABSOM/community/WilledBody.php](http://jabsom.hawaii.edu/JABSOM/community/WilledBody.php)

**692-1445**

#### **Willed Body Program**

Body donation to science.

651 Ilalo St. Honolulu 96813

## In Home Assistance

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

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

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

**Medicaid** clients should contact their 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.

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## Chore/Homemaker Services

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

### **Adult Intake Unit**

Department of Human Services

For low income, SSI and Medicaid eligible.

420 Waiakamilo Rd. Suite 300A Honolulu 96817

**832-5115**

### **Akamai Grocery Shopping & Delivery Service 672-7347**

Serves Downtown to Kahala.

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

92-650 Aoloko St. Kapolei 96707

### **CFS Gerontology Program**

**543-8497**

### **Waikiki Friendly Neighbors**

**926-8032**

Volunteers assist isolated elderly persons in Waikiki by helping with errands, shopping, light housework, and provide respite for caregivers.

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

277 Ohua Ave. Honolulu 96815

## **Home Health Agencies**

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

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

Some home health agencies provide only Medicare covered services while others will provide **private duty services**. For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive ongoing services, typically a minimum of once or twice a week. Some offer live-in care and travel assistance/escort. The lowest level of care typically costs \$20-30 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 usually by "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 35), which may be a more affordable option.

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

Listed below are licensed Home Health Agencies on Oahu. For a complete list of licensed Home Health Care Agencies statewide, go to the Office of Health Care Assurance website at [www.hawaii.gov/health](http://www.hawaii.gov/health), click on "Elder Care" under "Health Topics." For reviews of Medicare certified Home Health Agencies, go to [www.medicare.gov](http://www.medicare.gov) and click on "Compare Home Health Agencies in Your Area" under the "Search Tools."

See "Home Health Service" in the Yellow Pages for other agencies that provide in-home assistance.

### **Home Health Agencies - Provides Medicare covered services**

**Kaiser Home Health Agency** **432-4829**

**Prime Care Services of Hawaii, Inc.** **531-0050**  
3375 Koapaka St. Suite I-570 [www.primecarehawaii.com](http://www.primecarehawaii.com)  
Honolulu 96819

**St. Francis Home Care Services** **534-0777**  
P.O. Box 29700 Honolulu 96820 [www.stfrancishawaii.org](http://www.stfrancishawaii.org)

**Wahiawa General Hospital Home Health** **621-4438**  
Serves Mililani to North Shore area. [www.wahiawageneral.org](http://www.wahiawageneral.org)  
128 Lehua St. Wahiawa 96786

### **Home Health Agencies - Medicare covered and/or private duty services.**

**CareResource Hawaii** **599-4999**  
680 Iwilei Rd. Suite 660 Honolulu 96817 [www.careresourcehawaii.org](http://www.careresourcehawaii.org)

# FAMILY SUPPORT - IN HOME ASSISTANCE

Personal Care 49

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**Castle Home Care (Medicare covered) 234-2828**

**Castle Community Care (Private duty) 234-7142**

46-001 Kamehameha Hwy.  
Suite 212 Kaneohe 96744

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

**Kokua Home Health Agency 594-2326**

210 Ward Ave. Suite 118 Honolulu 96814

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

## Home Health Agencies - Private duty services only

**Arcadia Home Care Services 440-3041**

1660 S. Beretania St. Rm. 203 Honolulu 96826 [www.arcadia-hi.org](http://www.arcadia-hi.org)

**Attention Plus Care 739-2811**

1580 Makaloa St. Suite 1060 Honolulu 96814 [www.attentionplus.com](http://www.attentionplus.com)

**Hawaii Healthcare Professionals, Inc. 531-8177**

707 Richards St. Suite 526 Honolulu 96813

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

**Lou's Quality Home 754-3934**

**Health Care Services, LLC**

P.O. Box 893224 Mililani 96789

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

**Wilson Homecare 596-4486**

1221 Kapiolani Blvd. Suite 940  
Honolulu 96814

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

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## Personal Care

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Health-related services provided in the home, including bathing and grooming. See "Home Health Service" in the Yellow Pages for other agencies. For hospice eligible clients, see **Hospice** on page 45.

**St. Francis Health Services for Senior Citizens 547-8065**

Bathing service for frail seniors 60 years  
and older in their home.

2251 Mahalo St. Honolulu 96817

# Health Care

## **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).

For local sources of information, see **Support Groups**, page 40, and **Education**, page 28.

### **Alu Like, Inc.**

Chronic Disease Self-Management Program  
458 Keawe St. Honolulu 96813

**535-6700**

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

### **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](http://www.arthritis.org)

### **Department of Emergency Management**

(Formally Oahu Civil Defense)

Classes on emergency preparedness.

650 S. King St. Basement Honolulu 96813

**723-8960**

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

### **HMSA**

#### **Customer Service**

**948-6111**

#### **Health Education Programs**

**948-6398**

Hawaii Medical Service Association (HMSA) [www.hmsa.com/akamai](http://www.hmsa.com/akamai)

818 Keeaumoku St. Honolulu 96814

# HEALTH CARE

## Health Information Phonelines 51

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**Honolulu Fire Department** 723-7168  
Fire Prevention Bureau, Safety & Education Section  
636 South St. Honolulu 96813

**Honolulu Police Department** 529-3351  
Community Affairs [www.honolulupd.org](http://www.honolulupd.org)  
Crime prevention and safety tips.  
801 S. Beretania St. Honolulu 96813

**Kaiser Permanente**  
**Senior Summit Lecture Series** 432-2235  
**Lifestyle Program** 432-2270  
**AARP Senior Driver Program** 432-2260  
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.moiliilihongwanji.org](http://www.moiliilihongwanji.org)

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

## Health Information Phonelines

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**Alzheimer's Association** 1-800-272-3900  
**24/7 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)

**Cancer Information Service** 1-800-422-6237  
National Cancer Institute [www.cancer.gov](http://www.cancer.gov)

# HEALTH CARE

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## Medical & Dental Clinics

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### Hearing Aid Helpline

International Hearing Society

1-800-521-5247

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

### Honolulu County Medical Society

536-6988

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

### Kapiolani Health Connection

535-7000

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

### Poison Control Center

Information for poison emergencies or prevention.

1-800-222-1222

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

### Quit Line (to stop smoking)

1-800-784-8669  
[www.callitquitshawaii.org](http://www.callitquitshawaii.org)

### Senior EyeCare Program

1-800-222-3937  
[www.eyecareamerica.org](http://www.eyecareamerica.org)

### STD & AIDS Hotlines

Centers for Disease Control & Prevention

1-800-232-4636

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

## Medical & Dental Clinics

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For list of **Geriatricians** (doctors that specialize in older adults) see the Yellow Pages or the **Family Caregiving Guide** online at [www.elderlyaffairs.com](http://www.elderlyaffairs.com).

### Aloha Medical Mission Clinic

(Medical & Dental)

Serves the uninsured. Call for appointment.

810 N. Vineyard Blvd. Honolulu 96817

841-4489

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

### Audient

Program for affordable hearing aids.

221 Yale Ave. N. Suite 450 Seattle, WA 98109-5490

1-877-283-4368

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

### Department of Health Dental Clinics

Priority to Medicaid eligible person.

1700 Lanakila Ave. Rm. 203 Honolulu 96817

832-5710



# HEALTH CARE

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## Medicare & Medicaid

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### Tzu Chi Medical Clinic

Chinese speakers available.  
100 N. Beretania St. Suite 122 Honolulu 96817

**550-8608**

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

### Waianae Coast Comprehensive Health Center **696-7081**

### Waikiki Health Center

277 Ohua Ave. Honolulu 96815

**922-4787**

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

### Waimanalo Health Center

41-1347 Kalanianaʻole Hwy. Waimanalo 96795 [www.waimanalohc.org](http://www.waimanalohc.org)

**259-7948**

## Medicare & Medicaid

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**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 - 2009 monthly premium is \$96.40 for most beneficiaries.

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

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

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

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

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

**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.

### **Centers for Medicare & Medicaid Services**

**Medicare Hotline** **1-800-633-4227**  
Online information on Medicare & Medicaid. [www.medicare.gov](http://www.medicare.gov)

**Executive Office on Aging** [www4.hawaii.gov/eoa](http://www4.hawaii.gov/eoa)

**Sage PLUS** **586-7299**  
Health insurance and Medicare **toll free 1-888-875-9229**  
counseling. [www.hawaiiiship.org](http://www.hawaiiiship.org)

**SMP (formerly SageWatch)** **586-7281**  
Volunteers trained to give presentations **toll free 1-800-296-9422**  
about Medicare/Medicaid waste, fraud and abuse.

**Med-QUEST Division** **587-3521**  
Department of Human Services [www.med-quest.us](http://www.med-quest.us)  
Provides medical assistance to Medicaid eligible persons.  
801 Dillingham Blvd. 3rd Floor Honolulu 96817

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## **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 **Sage PLUS** (586-7299) counselor to see what would be best for your situation. In most cases, once you purchase DME using your Medicare benefit, you may be

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

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

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

## **Mental Health Care & Counseling**

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

Depression is a common problem among older adults, but it is not a normal part of aging. It is a real disease that people cannot simply “snap out of.” It is highly treatable and 80% recover when provided the right treatment.

**Adult Mental Health Division** **586-4686**  
**Access and Crisis Line (24 hours)** **832-3100**  
Department of Health [www.amhd.org](http://www.amhd.org)  
1250 Punchbowl St. Honolulu 96813

**Counseling & Spiritual Care Center of Hawaii** **545-2740**  
1020 S. Beretania St. Honolulu 96814 [www.cscch.org](http://www.cscch.org)

**Hawaii State Hospital** **247-2191**  
45-710 Keaahala Rd. Kaneohe 96744 [www.hawaii.gov/health](http://www.hawaii.gov/health)

**Kahi Mohala Behavioral Health** **671-8511**  
24 Hour Call Center **677-2512**  
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  
regarding access, treatment, and service.  
1124 Fort St. #205 Honolulu 96813  
[www.mentalhealth-hi.org](http://www.mentalhealth-hi.org)

**Queen's Medical Center** **547-4401**  
**Counseling and Clinical Services**

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

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

## **Prescription Drugs & Medications**

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

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

**Hawaii Rx Plus** **692-7999**  
Department of Human Services  
Prescription drug discount program.  
For application download from website,  
or pick up from DHS Med-QUEST or AARP Hawaii.  
[www.hawaii.gov/dhs/rx\\_plus](http://www.hawaii.gov/dhs/rx_plus)

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

# Income Security

Government, social service agencies, and businesses may provide assistance to protect, maintain, and supplement your income. They can also help find benefits for which you are eligible. Homeowners may want to consider housesharing, home equity loans, or reverse mortgages.

## 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). Also refer to ***Hawaii's Fraud Prevention and Resource Guide***, online at [www.hawaii.gov/health/eoa/Docs/Fraud.pdf](http://www.hawaii.gov/health/eoa/Docs/Fraud.pdf). Also available at Hawaii State Public Libraries, call # H364.163Ha.

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

Neighbor Islands call toll free.

#### **Senior Scam Hotline**

1132 Bishop St. Suite 615 Honolulu 96813

**536-6956****1-877-222-6551****628-3950****1-888-333-1593**[www.hawaii.bbb.org](http://www.hawaii.bbb.org)

### **Department of Commerce & Consumer Affairs**

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

#### **Office of Consumer Protection**

235 S. Beretania St. Rm 801 Honolulu 96813

**586-2630**

#### **Consumer Information Line**

**587-1234**

Pre-recorded consumer messages:

Press 1 for Landlord-Tenant Information

Press 2 for Consumer Dial Messages

#### **Consumer Resource Center**

**587-3222**

#### **Landlord-Tenant Information**

**586-2634**

Monday - Friday 8 a.m. - 12 p.m.

#### **Insurance Fraud Unit Hotline**

**587-7416**

Insurance fraud complaints.

#### **Investor Education Program**

**587-7400**

Free educational materials and help to consumers on investor protection and securities fraud.

#### **Securities Fraud Hotline (24 hours)**

**587-2267**

Call to report securities violations and fraud.

**INCOME SECURITY**  
**Consumer Assistance & Protection** **59**

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**Department of the Attorney General** **586-1058**  
Medicaid Fraud Control Unit  
333 Queen St. 10th Floor Honolulu 96813

**Direct Marketing Association** **1-212-768-7277**  
Register your home address [www.dmaconsumers.org/cgi/offmailinglist](http://www.dmaconsumers.org/cgi/offmailinglist)  
with DMA's Mail Preference Service to decrease  
the amount of national advertising mail (commonly  
referred to as "junk mail") you receive.  
P.O. Box 282 Carmel, NY 10512

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

**Executive Office on Aging** **586-7281**  
SMP (formally SageWatch) [www4.hawaii.gov/eoa/programs](http://www4.hawaii.gov/eoa/programs)  
Volunteers trained to give presentations about  
Medicare/Medicaid waste, fraud, and abuse.

**Honolulu Police Department** **529-3015**  
White Collar Crime **529-3115**  
Criminal Investigation Division [www.honoluluupd.org](http://www.honoluluupd.org)  
Investigates telemarketing or investment fraud.  
801 S. Beretania St. CID Honolulu 96813

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

**National Do Not Call Registry** **toll free 1-888-382-1222**  
Federal Trade Commission Registry to [www.donotcall.gov](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.

# INCOME SECURITY

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## Employment & Training Programs

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### **National Fraud Information Center**

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

Information referral services for telemarketing and internet fraud.

### **U.S. Consumer Product Safety Commission**

**1-800-638-2772**

**594-4574**

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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Also, see "Employment" in the Yellow Pages.

### **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

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

Employment Program (SCSEP)

Part time, paid employment training and job search services for seniors.

33 S. King St. Suite 300 Honolulu 96813

### **Oahu WorkLinks**

**592-8620**

Career planning, job search assistance, and for qualified individuals, training opportunities.

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

For employer assistance with recruitment, referrals, employee training and tax credits, call 221-4174.

### **Respite Companion Service Program**

**832-5236**

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

## **Money & Debt Management**

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For help with budgeting and bill paying.

**Consumer Credit Counseling Service of Hawaii** **532-3225**  
**1-800-388-2227**

Non-profit community service agency offering credit counseling. [www.cccshawaii.org](http://www.cccshawaii.org)

1164 Bishop St. Suite 1614 Honolulu 96813

**CSI Inc. (Comfort, Security, Independence)** **538-0353**

49 S. Hotel St. Suite 310 Honolulu 96813 [www.csihawaii.org](http://www.csihawaii.org)

**Take Charge of Your Money!** **956-7212**

University of Hawaii [www2.ctahr.hawaii.edu/tcyour\\$](http://www2.ctahr.hawaii.edu/tcyour$)

Cooperative Extension Service

Financial education workshops.

1955 East-West Rd. #217 Honolulu 96822

## **Social Security & SSI**

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**Social Security Administration** **1-800-772-1213**

Medicare, retirement, survivors, disability benefits. [www.ssa.gov](http://www.ssa.gov)

**Hale Kuai Center**

563 Farrington Hwy. Suite 201 Kapolei 96707

**Honolulu Office**

300 Ala Moana Blvd. Rm. 1-114 Honolulu 96850

**SSI - Supplemental Security Income** **1-800-772-1213**

Federal income supplement program for [www.ssa.gov/ssi](http://www.ssa.gov/ssi)

eligible persons: 65 years or older, Blind, and /or Disabled.

# Financial Help

## **Financial Assistance**

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Financial aid and/or Food Stamps based on eligibility.

### **Benefit, Employment & Support Services**

Department of Human Services

Welfare and Food Stamp programs.

#### **Public Assistance Information Line**

**643-1643**

For eligibility information and application locations. [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)

### **Med-QUEST Division**

Department of Human Service

Medical assistance for eligible persons.

[www.med-quest.us](http://www.med-quest.us)

Applications available from the offices below.

#### **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**

**521-4357**

Helpline

**(521- HELP)**

[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.

2550 Pali Hwy. Honolulu 96817

### **Salvation Army**

**591-5605**

Rental Assistance for persons facing eviction or homelessness.

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

Food pantry, Clothing voucher.

320 Ward Ave. Suite 109 Honolulu 96814

### **Waianae Community Outreach**

**696-5667**

Services for persons experiencing homelessness.

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

Waianae 96792

## **Utility Assistance**

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### **Catholic Charities Hawaii**

**521-4357**

Helpline

**(521- HELP)**

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

### **Hawaiian Telecom Lifeline/Link-up Service**

**643-3456**

Telephone subsidies for qualified individuals.

P.O. Box 2200 Honolulu 96814

[www.hawaiiantel.com/pdfs/Lifeline\\_Application\\_2009.pdf](http://www.hawaiiantel.com/pdfs/Lifeline_Application_2009.pdf)

### **Honolulu Community Action Program (HCAP) 521-4531**

Subsidies for electric bills through the Low-Income

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

Home Energy Assistance Program (LIHEAP).

Applications accepted only once a year. Call to find office near you.

# Legal Services & Advocacy

Many types of Elder Law concerns are presented in *Deciding "Who Cares?"*, a publication of the University of Hawaii Elder Law Project ([www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)). Available at Hawaii State Public Libraries ([www.librarieshawaii.org](http://www.librarieshawaii.org)) with call # H346.013Pi.

## Advocacy

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For **Guardianship Pro-se Packet** go to [www.state.hi.us/jud/Oahu/Family/ProSelncap032007.pdf](http://www.state.hi.us/jud/Oahu/Family/ProSelncap032007.pdf). This packet describes the steps necessary to establish guardianship of an incapacitated person.

### Office of Health Care Assurance

Department of Health

**Care Home complaints**

**692-7400**

601 Kamokila Blvd. Rm. 361 Kapolei 96707

**Hospital & Nursing Home complaints**

**692-7420**

601 Kamokila Blvd. Rm. 395 Kapolei 96707

### Hawaii Disability Rights Center

**949-2922**

For persons with disabilities.

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

900 Fort St. Mall Suite 1040 Honolulu 96813

### Legal Aid Society of Hawaii

**536-4302**

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

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

924 Bethel St. Honolulu 96813

### Long Term Care Ombudsman

#### Executive Office on Aging

**586-0100**

For nursing, care home and assisted living residents.

### Mental Health America of Hawaii

**521-1846**

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

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

1124 Fort St. #205 Honolulu 96813

# LEGAL & ADVOCACY

## Legal Representation & Mediation 65

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

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

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

**Victim Witness Kokua Services** 768-7401  
Department of the Prosecuting Attorney 768-7400  
Assistance to victims of criminal offenses.  
1060 Richards St. 9th Floor Honolulu 96813

## Legal Representation & Mediation

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

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

**Legal Aid Society of Hawaii (LASH)** 536-4302  
Income eligible service, locations island-wide.

**Affordable Lawyers Project** 527-8027  
Affordable services for those who www.legalaidhawaii.org  
do not qualify for LASH.  
924 Bethel St. Honolulu 96813

**Mediation Center of the Pacific** 521-6767  
Mediation services. www.mediatehawaii.org  
680 Iwilei Rd., Suite 530 Honolulu 96817

# LEGAL & ADVOCACY

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## Immigration Assistance

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### **UHELP**

**956-6544**

University of Hawaii Elder Law Program [www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

### **Volunteer Legal Services Hawaii**

**528-7046**

Free or reduced cost services for needy clients. [www.vlsh.org](http://www.vlsh.org)  
545 Queen St. #100 Honolulu 96813

## **Immigration 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.

### **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

### **CCH Immigrant Services**

**528-5233**

Catholic Charities Hawaii [www.catholiccharitieshawaii.org](http://www.catholiccharitieshawaii.org)  
Assistance for low-income immigrants.

### **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.  
83 N. King St. Honolulu 96817

### **Refugee/Immigrant Program**

**543-8447**

Child & Family Service  
Help with job search, filling out forms, and English training.  
200 N. Vineyard Blvd. Bldg. B Honolulu 96817

### **Susannah Wesley Community Center**

**847-1535**

Refugee Service Program [susannahwesley.org](http://susannahwesley.org)  
1117 Kaili St. Honolulu 96819

## U.S. Citizenship and Immigration Services

Honolulu District Office  
595 Ala Moana Blvd. Honolulu 96813

**532-2701**  
[www.uscis.gov](http://www.uscis.gov)

## Taxes

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

## City & County Real Property Assessment Branch

### Exemption Program

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

A Real Property Tax *Exemption* lowers the taxable value of your home. The amount exempted is based on age and certain disabilities.

#### Honolulu Office

**768-3799**

842 Bethel St. Honolulu 96813

#### Kapolei Office

**768-3169**

1000 Uluohia St. Suite 206 Kapolei 96707

## City & County Tax Collections

[www.honolulu.gov/budget/treasury\\_division.htm](http://www.honolulu.gov/budget/treasury_division.htm)

### Current Collections

**768-3980**

Questions on tax payments.

530 S. King St. Room 115 Honolulu 96813

### Homeowner's Tax Relief

**768-3205**

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

715 S. King St. Rm. 505 Honolulu 96813

## Federal Internal Revenue Service (IRS)

**1-800-829-1040**

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

### Taxpayer Advocate Service

**539-2870**

Handles taxpayer problems not resolved through normal IRS channels.

300 Ala Moana Blvd. Rm. 1-214 Honolulu 96850

## State Tax Information

Help with state tax information, questions, billing notices, refunds, copy requests, tax clearance, tax disability exemptions, and other tax issues.

**587-4242**

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



**Need more information?  
Call the Senior Helpline**

**768-7700**

# Persons with Disabilities

## **Assistive Technology**

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### **ATRC**

Assistive Technology  
Resource Centers of Hawaii  
Information on assistive devices and  
funding resources.  
414 Kuwili St. #104 Honolulu 96817

**532-7110**  
**TTY 532-7113**  
**Fax 532-7120**  
[www.atrc.org](http://www.atrc.org)

### **Island Skill Gathering**

Assistive listening and alerting devices  
for people with disabilities  
including visually and hearing impaired.  
3472 Kanaina Ave. Honolulu 96815

**(V/TTY) 732-4622**  
**Fax 739-5464**  
[www.isghawaii.com](http://www.isghawaii.com)

## **Blind/Visually Impaired**

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**American Foundation for the Blind**  
Senior website

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

### **Hoopono**

Low Vision Clinic  
1901 Bachelot St. Honolulu 96817

**(V/TTY) 586-5269**  
[www.hawaiiivr.org](http://www.hawaiiivr.org)

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

Certified persons unable to use or read  
regular print due to visual or physical  
disabilities.  
402 Kapahulu Ave. Honolulu 96815

**(V/TTY) 733-8444**  
**Fax 733-8449**  
[www.librarieshawaii.org](http://www.librarieshawaii.org)

# PERSONS WITH DISABILITIES

70

## Deaf/Hard-of-Hearing

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### Deaf/Hard-of-Hearing

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

Non-profit association of and for deaf citizens.  
P.O. Box 88591 Honolulu 96830

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

#### **American Sign Language Interpreter Education Program**

**(V/TTY) 734-9154**

**Fax 734-9799**

Kapiolani Community College [programs.kcc.hawaii.edu/~noncredit](http://programs.kcc.hawaii.edu/~noncredit)  
Credit and non-credit courses in  
American Sign Language (ASL).  
4303 Diamond Head Rd.  
Manono Bldg. Rm. 116 Honolulu 96816

#### **Kapiolani Community College (KCC) Deaf Center**

**(V/TTY) 734-9210**

**Fax 734-9238**

Education programs for adults who are  
deaf or hard-of-hearing, their families and  
friends. Lending library of books and video  
tapes for deaf and hard-of-hearing adults.  
4303 Diamond Head Rd.  
Manono Bldg. Rm. 102 Honolulu 96816

#### **Telecommunications Relay Service (TRS)**

**711**

#### **Text Telephone (TTY)**

**1-877-447-5990**

#### **Voice Carry Over (toll free)**

**1-877-447-5991**

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

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

## Other

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### **Department of Human Services**

**586-5167**

Vocational Rehabilitation Division

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

Employment services for people with disabilities.

600 Kapiolani Blvd. Rm. 301 Honolulu 96813

### **Easter Seals Hawaii**

**536-1015**

Services for children and adults with disabilities or special needs.

**Fax 536-3765**

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

710 Green St. Honolulu 96813

### **Hawaii Centers for Independent Living**

**522-5400**

Assistance for persons with disabilities.

**TTY 536-3739**

414 Kuwili St. #102 Honolulu 96817

**Fax 522-5427**

### **SECOH (Special Education Center of Hawaii)**

**739-2745**

Supporting Exceptional Citizens of Hawaii

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

### **The Arc in Hawaii**

**737-7995**

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

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

3989 Diamond Head Rd. Honolulu 96816

# Other Groups

## **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. The perpetrators may be their own caregiver, friend, or even a family member. For agencies that deal with scams and fraud see **Consumer Assistance & Protection**, page 58.

### **Adult Protective Services**

**Dept. of Human Services - Adult Intake Unit** **832-5115**

If you know of a dependent adult who is being abused or neglected, call this number for assistance. [www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)  
420 Waiakamilo Rd. Suite 300A Honolulu 96817

**Domestic Violence Action Center** **531-3771**

P.O. Box 3198 Honolulu 96801 [www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)

**Elder Abuse Justice Unit** **768-7536**

Dept. of the Prosecuting Attorney  
Prosecutes criminal cases involving victims 60 years and older.

**Hawaii Immigrant Justice Center** **536-8826**

Neighbor Islands call toll free **1-877-208-8828**  
Legal services, community outreach & education [www.hijcenter.org](http://www.hijcenter.org)  
and advocacy for immigrants.  
P.O. Box 3950 Honolulu 96812

**Programs for Families** **841-0822**

Child & Family Service [www.childandfamilyservice.org](http://www.childandfamilyservice.org)  
Shelter for abused spouses/children.

## OTHER GROUPS

Grandparents 73

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

Group counseling for domestic violence  
batterers, victims, and child witnesses.  
www.pacthawaii.org  
1505 Dillingham Blvd. Suite 208 Honolulu 96817

**REACH** 543-8468

**CFS Gerontology Program** www.childandfamilyservice.org  
Case management for older adults  
at risk of abuse, neglect, or self-neglect.

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

Support for victims of sexual assault. (24 hr Hotline) 524-7273  
Harbor Court, 55 Merchant St. 22nd Floor www.satchawaii.com  
Honolulu 96813

## Grandparents

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Resources for grandparents raising children. Also visit Generations  
United at [www.gu.org](http://www.gu.org), and [www.aarp.org/life/grandparents](http://www.aarp.org/life/grandparents).

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

Programs for grandparents raising grandchildren  
in Waianae/Leeward area.  
87-227 St. John's Rd. Waianae 96792

**PATCH** 839-1988

People Attentive to Children www.patchhawaii.org  
Child care resource and referral agency.  
650 Iwilei Rd. Suite 205 Honolulu 96817

**Queen Liliuokalani Children's Center** 235-7613

Support group for grandparents & relative caregivers of minors.  
46-316 Haiku Rd. Kaneohe 96744 www.qlcc.org

**The Parent Line** 526-1222

Support and information for grandparents,  
parents, and other child caregivers. 1-800-816-1222  
www.theparentline.org

## OTHER GROUPS

### 74 Pet Owners, Veterans

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#### **Tutu and Me Traveling Preschool**

Free mobile preschool at community sites for grandparents raising children up to five years of age.  
2345 Nuuanu Ave. Honolulu 96817

**524-7633**

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

## **Pet Owners**

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#### **Hawaiian Humane Society**

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

##### **Adoptions**

**356-2218**

Reduced adoption fees for seniors adopting older animals.

##### **Pals Program**

**356-2217**

Pet foster care during temporary, emergency situations.  
2700 Waialae Ave. Honolulu 96826

## **Veterans**

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

**433-0420**

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

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

**1-800-827-1000**

##### **Veterans Service Center**

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

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

459 Patterson Rd. Honolulu 96819

#### **U.S. Vets Transitional Housing and 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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**The Senior Information and Assistance Handbook is available at the following American Savings Bank branch locations:** (Hours of operation are subject to change.)

**ALA MOANA**  
**973-4864**

1450 Ala Moana Boulevard  
Mon. - Fri. 9 a.m. - 9 p.m.  
Sat./Sun./Hol. 9 a.m. - 3 p.m.

**CHINATOWN**  
**548-5000**

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

**EWA TOWN CENTER**  
**685-4618**

91-1401 Fort Weaver Road, C101  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HALEIWA**  
**637-5042**

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

**HAWAII KAI**  
**395-2308**

7192 Kalanianaʻole Highway, B132  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**HONOLULU WAL-MART**  
**973-5300**

700 Keeaumoku Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**KAHALA**  
**733-2900**

4211 Waiālae Avenue  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 3 p.m.

**KAILUA**  
**262-8102**

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

**KAIMUKI**  
**SHOPPING CENTER**  
**734-2266**

3221 Waiālae Avenue, B4  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KAIMUKI 12<sup>TH</sup> AVENUE**  
**735-5566**

1139 12th Avenue  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KALIHI**  
**846-4600**

1851 North King Street  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAMEHAMEHA**  
**SHOPPING CENTER**  
**832-4580**

1620 North School Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**KANEOHE**  
**233-4570**

45-1144 Kamehameha Highway  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**KAPAHULU**  
**733-2910**

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

**KAPALAMA**  
**832-2770**

1190 Dillingham Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAPIOLANI**  
**946-2802**

1600 Kapiolani Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.

**KAPOLEI**  
**674-2288**

890 Kamokila Boulevard  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**LAIE FOODLAND**  
**293-8554**

55-510 Kamehameha Highway  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Hol. 10 a.m. - 3 p.m.

**LILIHA**  
**526-0002**

1425 Liliha Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MAIN**  
**523-6844**

1001 Bishop Street  
Mon. - Fri. 7:30 a.m. - 5 p.m.

**MAKIHI**  
**591-2255**

1296 South Beretania Street  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MANOA**  
**988-7042**

2855 East Manoa Road  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**MARKET CITY**  
**FOODLAND**  
**733-6655**

2939 Harding Avenue  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**McCULLY KING**  
**973-2045**

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

**MILILANI**  
**623-3300**

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

**MILILANI TOWN**  
**CENTER**  
**623-2878**

95-1249 Meheula Parkway, B-9  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**NANAKULI**  
**SACK N SAVE**  
**673-6600**

87-2070 Farrington Highway  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARL CITY**  
**455-4138**

850 Kamehameha Highway  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**PEARL CITY**  
**FOODLAND**  
**453-2860**

1089 Waimano Home Road  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARL CITY WAL-MART**  
**453-2070**

1131 Kuala Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**PEARLRIDGE**  
**483-2455**

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

**QUEEN-WARD**  
**594-4480**

929 Queen Street  
Mon. - Fri. 9 a.m. - 6 p.m.

**SALT LAKE**  
**SHOPPING CENTER**  
**833-2751**

848 Ala Liliko'i Street, Suite 103  
Mon. - Fri. 9 a.m. - 6 p.m.  
Sat. 9 a.m. - 1 p.m.

**STADIUM**  
**MARKETPLACE**  
**SACK N SAVE**  
**483-5645**

4561 Salt Lake Boulevard  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**WAHIAWA**  
**622-4179**

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

**WAIANAE**  
**673-2606**

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

**WAIKIKI**  
**923-1102**

321 Seaside Avenue  
Mon. - Thu. 8 a.m. - 5 p.m.  
Fri. 8 a.m. - 6 p.m.

**WAIPAHU**  
**671-1716**

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

**WAIPIO GENTRY**  
**FOODLAND**  
**673-2601**

94-1040 Waipio Uka Street  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun./Hol. 10 a.m. - 3 p.m.

**WINDWARD CITY**  
**SHOPPING CENTER**  
**247-6664**

45-480 Kaneohe Bay Drive  
Mon. - Fri. 10 a.m. - 7 p.m.  
Sat./Sun. 10 a.m. - 3 p.m.

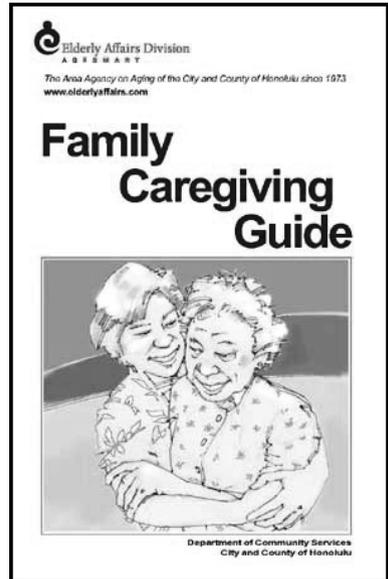


**AMERICAN**  
Savings Bank

Member FDIC



**Guide to Better Hearing**  
Library: H 362.42 Ho

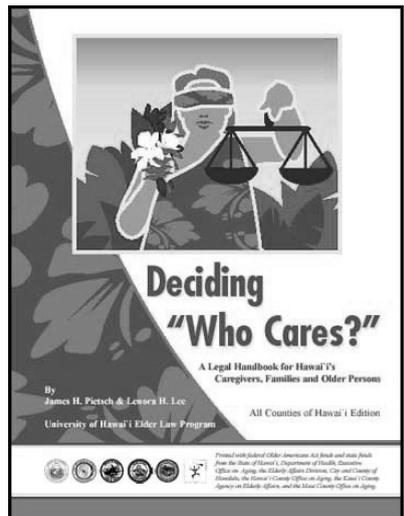


**Family Caregiving Guide**  
Library: H 649.8 Ho

These publications available to borrow through the Hawaii State Public Library System ([www.librarieshawaii.org](http://www.librarieshawaii.org)) or view online at: [www.elderlyaffairs.com](http://www.elderlyaffairs.com)

Also available online:

- Oahu Housing Guide
- Aloha Pumehana Newsletter



**Deciding "Who Cares?"**  
Library: H 346.013 Pi  
[www.hawaii.edu/uhelp](http://www.hawaii.edu/uhelp)

GOVERNMENT ASSISTANCE

**City & County of Honolulu**

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

**State**

Adult Protective Services	832-5115
Department of Health Information Line	586-4400
Public Assistance Information Line	643-1643
Executive Office on Aging	586-0100
Governor's Office of Information	586-0221
Retirement System	586-1735
State Identification	587-3111
State Tax Information	587-4242
Vital Records	586-4539

**Federal**

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

**24-HOUR EMERGENCY NUMBERS**

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

**OTHER FREQUENTLY CALLED NUMBERS**

Abandoned Vehicles	<b>733-2530</b>
Cesspool	<b>768-7232</b>
Pothole Hotline	<b>768-7777</b>
Recycling Information	<b>768-3200</b>
Refuse Division	<b>768-3401</b>
Road Maintenance	<b>768-3622</b>
Sewer	<b>768-7272</b>
Street Lighting	<b>768-5300</b>
Traffic Signals	<b>768-5333</b>
Tree Trimming	<b>971-7151</b>

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_ Age \_\_\_\_\_

**Emergency contacts**

\_\_\_\_\_  
Name Phone

\_\_\_\_\_  
Name Phone

\_\_\_\_\_  
Name Phone

\_\_\_\_\_  
Doctor's name Phone

Allergies \_\_\_\_\_

\_\_\_\_\_

Other medical information \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**We gratefully acknowledge the late  
Mrs. Viola Butz for her generosity  
which made expanded distribution  
of this edition possible.**



Call the  
**Senior Helpline**  
For Help or Information  
About Senior Services  
**768-7700**