Dear Kauai Resident,

It is with great pleasure that the Charity Visitor Industry Walk joins the Alzheimer’s Association in conjunction with the County of Kauai Agency on Elderly Affairs in presenting the Senior Information and Resource Directory to you.

This 2008-2009 edition includes information that will be helpful to you. It categorizes and lists the public and private resources in the community that provide services to benefit older adults and family caregivers. A glance at the table of contents will give you an idea of the many types of services that are covered, such as finances, transportation, family support, respite, and end-of-life issues.

We hope that you will find this directory useful. Please inform your friends and neighbors about this resource and encourage them to visit a senior center, call the County of Kauai Agency on Elderly Affairs or call the Alzheimer’s Association for their own copy.

Aloha,

Doug Sears
Chairperson, HHLA- Kauai
Aloha,

I am very pleased to present the Senior Information and Resource Directory for Kauai. The directory is a guide to programs and services for elders, caregivers and families.

It is with deep appreciation that I acknowledge the Hawaii Hotel and Lodging Association – Kauai Chapter Charity Visitor Industry Walk for its generous financial support of this directory and the Alzheimer’s Association for its support to produce and distribute – free of charge – this invaluable resource used widely throughout our community.

I also encourage you to visit our website www.kauai.gov/elderly or our office at the Piikoi Building on 4444 Rice Street, Suite 330 in Lihue. Please feel free to call us at the Agency on Elderly Affairs 241-4470 for personalized assistance if you have questions about senior or caregiver issues.

Kealoha Takahashi
Executive on Aging
Aloha, Kakou!

Knowing what resources are available and how to access them can be a valuable tool as we navigate through the senior years. The 2008-2010 Kauai Senior Resource and Information Directory is an excellent, quick, easy-to-use guide to programs, services for elders, caregivers and families.

A heartfelt mahalo nui loa to the Hawaii Hotel and Lodging Association – Kauai Chapter Visitor Industry Walk for their generosity and to the County of Kauai Agency on Elderly Affairs for support and guidance. There were many agencies, organizations and volunteers who gave freely of themselves to make this directory possible – and to them we extend our gratitude.

The State of Hawaii has the distinction of having one of the fastest growing elderly populations in the United States. While there are challenges that come with aging, also comes a greater sense of understanding, experience and the wisdom of a life well lived. Our greatest resource is our elders and this directory is dedicated to their honor.

The Alzheimer’s Association has provided help and hope to all those affected by Alzheimer’s disease and related disorders since 1982. Through our 24/7 Contact Center, Information and Referral, What Now? Caregiver Orientation Series, Care Consultation, Caregiver Workshops and Community Presentations, Support Groups, MedicAlert®+Safe Return® Program, and the Maintain Your Brain™ - Healthy Brain Aging Program, we support individuals, families, caregivers and the community.

Please visit our website www.alz.org/hawaii or our office at 4303 Rice Street, C2 in Lihue. Or call us at 245-3200 or toll free at 1.800.272.3900. Help is only a phone call away.

Aloha pumehana,

Janet Eli
President & Chief Executive Officer
County of Kauai Agency on Elderly Affairs is responsible for planning and funding services and programs to meet the needs of Kauai’s seniors. The Agency on Elderly Affairs channels federal, state and county funds into contracts with public and private agencies which provide the following services:

Legal Services  Outreach
Homemaker Services  Personal Care
Respite  Adult Day Health
Transportation  Friendly Visiting
Caregiver Counseling  Nutrition Program
Telephone Reassurance  Case Management
Exercise Program  Information and Referral
Retired and Senior Volunteer Program

AEA also:

Advocates for the needs of the elderly
Provides legislative testimony
Sponsors educational seminars
Promotes annual events
Participates in National and local grants for new programs and services

County of Kauai Agency on Elderly Affairs
4444 Rice Street  Suite 330
Lihue, HI  96766
(808)-241-4470
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All information in this directory can change with new addresses and phone numbers. It strives to be complete and correct when published. If you find there are changes or corrections please let us know.
Food
For Food Stamps, see Financial Assistance page 42.

Food Banks and Pantries

Kauai Foodbank 246-3809
3285 A Waapa Rd. Lihue 96766 www.kauaifoodbank.org

Food Pantries are operated by churches and non-profit organizations to provide basic food items to people in need. Food is either set out on tables for people to select or pre-packaged in bags. Pantry times may change without notice. Please call first to confirm.

Aloha Church (Lihue) 241-7177
3rd Friday of the month, 10 a.m. – 12 p.m.
Every Friday, 10:30 a.m. – 12 p.m. (Breads and Pastries)

Church of the Pacific (Princeville) 826-6481
Thursday, 7:45 a.m.

Hale Hoomalu (Kapaa) 821-2520
Note: Family referrals only!
Tuesday, 2 p.m. – 5 p.m., Wednesday, Noon - 3 p.m.

Kalaheo Missionary Church 332-9312
Last Wednesday of the month, 1 – 2 p.m.

Lihue Court Town Homes 246-6997
Monday, 2 p.m. – 3:30 p.m.

Nana’s House (Waimea) 338-0252
Monday & Friday, 10 a.m. – 12p.m.
Monday, Tuesday & Thursday, 1 p.m. – 4 p.m.

New Hope Christian Fellowship (Kapaa) 823-6958
3rd Sunday of the month, 9:30 a.m. – 12 p.m.
Salvation Army (Hanapepe) 332-5441
Every Tuesday, 12 p.m. – 1:30 p.m.
Kokua Kitchen (Hot Meal): Monday, 5 p.m. – 6 p.m.

Salvation Army (Lihue) 245-2571
Tuesdays & Thursdays 2 p.m. - 2:30 p.m.
Tuesday, 5 p.m. – 6 p.m. & Thursday, 11:30 a.m. (Hot Meal)

St. Raphael’s Church 742-1955
Koloa - call to schedule pickup

Thy Word Ministries (Lihue) 821-8851
Last Sun. of the month, 11 a.m. – 11:30 a.m. (Hot meal also)

Waimea United Church of Christ 338-9962
4th Wednesday of the month, 9 a.m.

West Kauai Interchurch Food Pantry 335-3505
Last Wednesday of the month, 9 a.m. – 10 a.m.

Meals
Group dining sites and home-delivered meals

Home Delivered Meals – KEO 245-4077
2804 Wehe Rd. Lihue 96766

Ke Ola Pono No Na Kupuna 248-1720
Alu Like for Native Hawaiians 60 and older
2970 Haleko Rd. Ste. 205 Lihue HI 96766
Anahola Clubhouse 651-7004 or 651-7005
3900 Kawelo St. Anahola 96703
Waimea Plantation 651-7004 or 651-7005
9400 Kaumualii Hwy. Waimea 96796

Nutrition Sites

Hanapepe Neighborhood Center 335-3731
4451 Puolo Rd. Hanapepe 96716
Kalaheo Neighborhood Center
4480 Papalina Rd. Kalaheo  96741

Kaumakani Neighborhood Center
2301 Kaumakani Rd. Kaumakani  96747

Kekaha Neighborhood Center
8130 Elepaio Rd. Kekaha  96752

Kilauea Neighborhood Center
2460 Kenake St. Kilauea  96754

Koloa Neighborhood Center
3461 Weliweli Rd. Koloa  96756

Lihue Neighborhood Center
Eono St. Lihue  96766

Waimea Neighborhood Center
4556 Makeke Rd. Waimea  96796

Basic Needs – Housing
Most older adults prefer to age-in-place and many are able to live in their own homes with support. Others may choose or find it necessary to live with others or to move to another type of dwelling.

Housing needs and options for the elderly vary greatly. For independent seniors, there are retirement residences 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 help to provide in home assistance (page 30) or residing in an Adult Residential Care Home (ARCH) or Assisted Living Facility.
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).

Home Improvement
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. For more ideas on how homes may be modified see www.aarp.org/families/home_design

Residential Rehabilitation Loans
Kauai County Housing Agency
4444 Rice St. Ste.330 Lihue 96766

241-4427

Housing Search and Information
It is important to start your search early as waiting lists for low-income senior housing can be long.

County of Kauai Housing Agency – Sec. 8
4444 Rice St. Ste.330 Lihue 96766

241-4440

KEO – Kauai Economic Opportunity Inc.
Short term - Transitional Housing
2804 Wehe Rd. Lihue 96766

245-4077

Elderly and Multifamily Housing

Hawaii Public Housing Authority
P.O. Box 650 Kapaa 96746

821-4415

Kapaa(Mahelona) Elderly Project - Hale Nana Kai O Kea
4850 Kawaihau Rd. Kapaa 96746
Kilauea Elderly Project - Hale Hoolulu
4264 Ala Muku Pl.     Kilauea  96754

Port Allen Elderly Project - Hale Hoonanea
4401 Waialo Rd.   Eleele  96705

Waimea Elderly Project - Homenani
9791 Laau Rd.   Waimea   96796

**Hale Kupuna Elderly Housing** 332-5110
2362 Puu Rd.   Kalaheo  96741

**Kalepa Village** 246-4481
4535 Kalepa Circle   Lihue  96766

**Kekaha Plantation Elderly Housing Project** 337-1850
8215 Elepaio Rd.  Kekaha  96752

**Koloa Hale Ohana** 742-9440
3985 Ohuohu Rd.   Koloa   96756

**Lihue Court Townhomes** 245-5045
4160 Hoala St.  Lihue  96766

**Lihue Gardens Elderly** 245-7110
3120 Jerves St.   Lihue    96766

**Lihue Theater Apartments** 245-6699
3-3194 Kuhio Hwy.  Lihue    96766

**Paanau Village** 742-8655
Koloa   96756

**Plantation Traditional Living** 338-1900
Waimea  96796
Retirement and Assisted Living Residences

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

Regency at Puakea 246-4449
2130 Kaneka St. Lihue 96766

Nursing Facilities

These 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 274-3141 press 6-0100. Complaints for improper hospital or nursing home discharge procedures may be reported to the Office of Health Care Assurance at 1-808-586-4080.

Garden Isle Healthcare 245-1802
3420 Kuhio Hwy. – Second Floor - Lihue 96766

Hale Kupuna Heritage Home 742-7591
4297 Omao Rd. Lawai/Koloa 96765

Kauai Care Center 338-1681
www.regencypacificinc.com/Kauai_Care/
P.O. Box 507 9611 Waena Waimea 96796

Kauai Veterans Memorial Hospital 338-9431
Waimea Canyon Rd. Waimea 96796

Samuel Mahelona Memorial Hospital 822-4961
4800 Kawaihau Rd. Kapaa 96746
Residential Care Home and Foster Homes

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 ARCHs are regulated and licensed by State Department of Health Office of Health Care Assurance. Their website for additional information is http://www.state.hi.us/health/elder-care/healthassurance/index.html.

Foster Homes or Residential Alternatives to Community Care Program (RACCP) Homes are regulated by the State Department of Human Services. Refer to Residential Options for Hawaii’s Seniors Guidebook, available online at www.hacm.net for more details.

Licensed ARCHs and Expanded ARCHs can be a large facility with many residents or a private home in a residential community licensed for up to 5 persons. Some offer specialized care, such as for person’s with Alzheimer’s disease. Costs vary greatly depending on amenities and the amount of care provided.

When choosing a residential facility 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 licensing agency.

For assistance in choosing an ARCH, see Case Management page 22.

For information regarding ARCH and for concerns about a facility call the Long Term Care Ombudsman at 274-3141 press 6-0100.
Basic Needs – Transportation

Driver Information

AARP: Driver Safety Education 1-888-227-7669
Refresher course for drivers 50 plus. Learn about normal age-related changes and how to adjust your driving for these changes. Classroom or online courses. www.aarp.org/life/drive/drivered

Driver’s License and Motor Vehicle Registration
4444 Rice St. Lihue 96766
Driver Licensing Bldg. A Ste. 480 241-6550
Motor Vehicle Licensing Bldg. A Ste. 466 241-6577

Older Driver Information Websites
These websites provide information regarding older persons and safe driving.
   AAA Foundation for Traffic Safety www.seniordrivers.org
   American Occupational Therapy Association www.aota.org/olderdriver
   The Hartford www.thehartford.com/talkwitholderdrivers

Local Transportation and Passes

Akita Enterprises 245-5344
2960 Aukele St. Lihue 96766

County of Kauai Transportation Agency
The Kauai Bus 241-6410
3220 Hoolako St. Lihue 96766
Application for qualified persons for door to door service

Persons with Disabilities Parking Permit 241-6550
County of Kauai Dept. of Finance Driver’s License Division
4444 Rice Street Bldg. A Room 480 Lihue 96766
Community Services

Information and Referral

Adult Protective Services 241-3337
Dept of Human Services
4370 Kukui Grove Ste. 205  Lihue  96766

Aloha United Way 211 Hotline
211
Information and referral for resources  1-808-536-1951
www.auw.org
Statewide - 24 hours a day, 7 days a week
200 N. Vineyard Blvd. Ste. 700  Honolulu  96817

Alzheimer’s Association 24/7 Helpline  245-3200
www.alz.org/hawaii  1.800.272.3900  TDD:
4303 Rice St.  C- 2  Lihue  1.866.403.3073
State & nation wide – 24 hours a day, 7 days a week
Provides reliable information and support to all those who need assistance. Serves people with memory loss, caregivers, health care professionals and the public. Highly trained and knowledgeable staff can help with: understanding memory loss, dementia and Alzheimer’s; medications and other treatment options; general information about aging and brain health; skills to provide quality care and to find the best care from professionals; legal, financial and living-arrangement decisions. Also features confidential care consultation provided by master’s level clinicians who can help with decision-making, support, crisis assistance and education on issues families face every day; help in a caller’s preferred language using our translation service that features over 140 languages and dialects; referrals to local community programs, services and ongoing support.
Better Business Bureau of Hawaii, Inc  1-877-222-6551  
www.hawaii.bbb.org  
1132 Bishop St. Ste. 615  Honolulu  96813

County of Kauai Agency on Elderly Affairs  241-4470  
4444 Rice St. Ste 330  Lihue  96766

Personal Identification

Alzheimer’s Association  245-3200  
www.alz.org/hawaii  1-888-572-8566  
MedicAlert® + Safe Return Wanderers Registry®  
Live 24-hour emergency response service for assistance  
when a person wanders or is lost and access to vital  
medical information at the time of need.

County of Kauai Agency on Elderly Affairs  241-4470  
Photo I.D. for persons 60 and over  
4444 Rice St. Ste. 330  Lihue  96766

State ID – Governor’s Liaison Office  274-3100  
Official Hawaii State Identification Card  
3060 Eiwa  Room 106  Lihue  96766  
www.stateid.hawaii.gov

Senior Centers

County of Kauai Department of Parks and Recreation  241-4460  
Recreation, education, social support,  
and volunteer activities for independent older adults.

Hanapepe Neighborhood Center  335-3731  
4451 Puolo Rd.  Hanapepe  96716
Kalaheo Neighborhood Center 332-9700
4480 Papalina Rd. Kalaheo 96741

Kapaa Neighborhood Center 822-1931
4491 Kou St. Kapaa 96746

Kaumakani Neighborhood Center 335-5770
2301 Kaumakani Rd. Kaumakani 96747

Kekaha Neighborhood Center 337-1671
8130 Elepaio Rd. Kekaha 96752

Kilauea Neighborhood Center 828-1421
2460 Keneke St. Kilauea 96754

Koloa Neighborhood Center 742-1313
3461 Weliweli Rd. Koloa 96756

Lihue Neighborhood Center 241-6858
3353 Eono St. Lihue 96766

Waimea Neighborhood Center 338-1122
4556 Makeke Rd. Waimea 96796

Volunteer Opportunities

Alzheimer’s Association 245-3200
4303 Rice St. C-2 Lihue 96766

Foster Grandparents Program 241-3355
Department of Human Services
4370 Kukui Grove St. Ste. 205 Lihue 96766

Friendly Visiting/Telephone Reassurance 241-4476
4444 Rice St. Ste. 330 Lihue 96766
Project Dana 245-6262
Lihue Hongwanji Mission

Retired and Senior Volunteer Program (RSVP) 241-4479
4444 Rice St. Ste. 330 Lihue 96766

Senior Companion Program
   County of Kauai Agency on Elderly Affairs 241-4476

Volunteer Guardian Ad Litem/Volunteers in Public Service
Judiciary/Family Court of the 5th District 482-2300
3970 Kahona St. Lihue 96766
Education

Learning Opportunities

Focus on Mature Learning  245-8318
Office of Continuing Education and Training (OCET)
Kauai Community College
3-1901 Kaumualii Hwy.  Lihue  96766
A wide range of educational and social activities aimed at
the mature learners. Many of the events are linked to
cultural events at Kauai Community College Performing
Arts Center.

Kauai Community College  245-8311
3-1901 Kaumualii Hwy.  Lihue  96766

Kauai Community School – Adult Education  274-3390
3607A Lala Rd.  Lihue  96766
Family Support
This section describes programs and services that promote quality of life by providing assistance which supplements the care and support for frail elders that is generally provided by families.

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

Often people think of nursing homes when they hear the term long-term care (LTC). However LTC includes any type of ongoing service an elder would need to sustain quality of life, including services provided in home by family members or agencies.

Medical insurance (such as Medicare) will usually only cover skilled nursing care for a limited time. LTC 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 LTC Insurance from the National Association of Insurance Commissioners, online: www.ltcfeds.com/documents/files/NAIC_Shoppers_Guide.pdf
Caregiver Education

See also Support Groups, page 27. Go to www.elderlyaffairs.com for Family Caregivers Guide.

Alzheimer’s Association 245-3200
Caregiver orientation and educational programs for families and individuals facing Alzheimer’s and related disorders, as well as community members. Caregiver University™ training for professional caregivers.
4303 Rice St. C-2 Lihue 96766

American Red Cross 245-4919
4371 Puaole St. Lihue 96766

Caregiver Counseling and Training Program 821-8049
Olson Healthcare Consulting
Regularly scheduled family caregiver training

CPR Awareness – John Tyler Associates 635-7062
www.jtacpr.com PO Box 76 Anahola 96703

Ohana Caregiver Support Group 245-5914
Grandparents Raising Grandchildren
Child and Family Services - Post Permanency Service

Case Management

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.
County of Kauai Agency on Elderly Affairs 241-4470
4444 Rice St. Ste. 330 Lihue 96766

Department of Human Services – Adult and Community Care Services 241-3337
www.hawaii.gov/dhs For Medicaid eligible

Department of Health 241-3387
Public Health Nursing
3040 Umi St. Lihue 96766

Hoola Lahui Hawaii 240-0100
Kauai Community Health Center
4491 Rice St. # 6 Lihue 96766

Malama Pono 246-9577
4357 Rice St. Lihue 96766
Support services for people with HIV

Veteran’s Affairs 246-0497
3-3397 Kuhio Hwy. Lihue 96766

Fee for Service Agencies

Hawaii HealthCare Professionals 245-7211
4359 Kukui Grove Ste. 202 Lihue 96766

Mastercare 246-9116
4180 Rice St. #107-B Lihue 96766

Na Kahu Malama Nurses 1-800-733-9021
1357 Kapiolani Blvd. #850 Honolulu 96814

Nursefinders 245-5841
3170 B Jerves St. Lihue 96766
Emergency Alert Systems
Personal Emergency Alert systems attach to a home telephone and will call your designated number when the wireless unit (worn on the person) is activated. Such devices may be useful for elders who live alone.

Alert Alarm 245-4243
www.alertalarmhawaii.com
3269 Poipu Rd. Koloa 96756

Hawaii Healthcare Professionals 245-7211
Response Link

Kupuna Monitoring Systems - Lifeline 1-808-721-1201

Lifeline Hawaii Services 1-888-409-8449
Catherine Paterson 652-7372

Exercise for Seniors
Check with your health insurance plan or local clinic to see what they have to offer.

County of Kauai Dept of Parks and Recreation 241-4460

EnhanceFitness 241-4470
County of Kauai Agency on Elderly Affairs
4444 Rice St. Ste. 330 Lihue 96766

Kauai Athletic Club 245-5381
4370 Kukui Grove St. Lihue 96766

Curves for Women 245-7970
Lihue 335-5757
Eleele

Fun Fitness 822-4111
Ohana YMCA 246-9090
Senior swim classes, exercise and recreation programs

YWCA 245-5959
3094 Elua St. Lihue 96766

Respite – Adult Day Health
Adult Day Health programs are for those who require a higher level of care. This could include health assessments, administration of medication, or care coordination.

Wilcox Adult Day Health 246-6919
2943 Kress St. - Lihue 96766
A supervised daytime program for disabled adults and frail elderly in a supportive and protective environment. The daily program provides clients with a variety of therapeutic activities to maintain or improve the functional level of the clients they serve.

Respite – In Home
Temporary relief for caregivers provided in the home.

Project Dana 245-6262
Lihue Hongwangi Mission

Senior Companion Program
County of Kauai Agency on Elderly Affairs 241-4476

Fee for Service Agencies

Hawaii Healthcare Professionals 245-7211
4359 Kukui Grove Ste. 202 Lihue 96766
**Mastercare** 246-9116
4180 Rice St. #107-B Lihue 96766

**Na Kahu Malama Nurses** 1-800-733-9021
1357 Kapiolani Blvd. #850 Honolulu 96814

**Nursefinders** 245-5841
3170 B Jerves St. Lihue 96766

**Respite – Other**
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 center. Some care homes also provide respite care, see page 14.

**Regency at Puakea** 246-4449
2130 Kaneka St. Lihue 96766

**Veteran’s Outpatient Clinic** 246-0497
3-3367 Kuhio Hwy. Ste. 200 Lihue 96766

**Support Organizations**
Call 211 for more organizations.

**Al-Anon** 246-1116
PO Box 2187 Kapaa 96746

**Alcoholic Anonymous** 245-6677
PO Box 3606 Lihue 96766

**Alzheimer’s Association** 245-3200
24/7 call 1.800.272.3900
4303 Rice St. C-2 Lihue 96766
American Cancer Society  245-2942
4371 C Puaole St.  Lihue  96766

American Heart Association  245-7311
PO Box 1214  Lihue  96766

American Lung Association  245-4142
2992 Umi St  Lihue  96766

American Stroke Association  245-7311
PO Box 1214  Lihue  96766

Brain Injury Support Group  639-1571

Malama Pono  246-9577
4357 Rice St.  Lihue  96766
Case management and services for people with HIV

Support Groups – Caregivers only

Alzheimer’s Association  245-3200
4303 Rice St.  C-2  Lihue 96766

Family Caregivers  821-8049

Kumu Kahi  245-8545
Native Hawaiian Caregiver Support Group

North Shore Caregivers Support Group  828-6417

Ohana Caregiver Support Group  245-5914
Grandparents Raising Grandchildren
Child and Family Services - Post Permanency Service

Westside Caregivers  821-8049
End of Life Services

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 on your behalf if you become incapacitated. You get these forms from most hospitals, health care organizations, many attorneys’ offices or from UHELP. Also refer to Deciding “What If?” publication from UHELP available at 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 241-3387. Or download at: www.hawaii.gov/health/family-child-health.

Seniors Law Program 246-8868
4375 Puaole St. Ste. A Lihue 96766

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

Kauai Hospice 245-7277
4457 Pahe'e St. Lihue 96766
Funeral and Memorial Services
Also see Yellow Pages “Funeral Directors.”

Med-Quest Division 241-3575
Department of Human Services
Will determine eligibility for funeral payments. Must be Medicaid eligible.

U.S. Department of Veterans Affairs 1-800-827-1000
Burial benefits for veterans
www.cem.va.gov/CEM/bbene_burial.asp

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

Kauai Hospice 245-7277
4457 Pahee St. Lihue 96766

Organ or Body Donation

John A Burns School of Medicine -University of Hawaii 1-808-692-1445
Willed Body Program
651 Ilalo St. Honolulu 96813

Organ Donor Center of Hawaii 1-877-855-0603
1149 Bethel St. Ste. 801 Honolulu 96813
www.organdonorhawaii.com
In Home Assistance

It is sometimes difficult for elders 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 elders to remain in the home longer than if they did not have help.

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, independent providers, and private and government agencies.

Types of help range from grocery shopping to skilled nursing care. See also Respite – In Home page 25. Some families employ Independent providers, Home Care or Home Health Agencies. Independent providers are nurses, therapists, aides, homemakers, and companions who are privately hired and employed by the elder or their caregiver.

Home Care and Home Health Care Agencies may provide a wide range of services; home health care is more medically oriented. As with all other services, it would be wise to check qualifications and references when hiring help.

While Medicare covers certain in-home services, this coverage is limited and does not provide long-term care. When hospitalized, talk to the doctor, social worker or discharge planner to identify the family’s realistic role in caring for the patient at home, and whether you are eligible for Medicare-covered in-home services.
County of Kauai Agency on Elderly Affairs 241-4470
4444 Rice St. Ste. 330 Lihue 96766

Department of Human Services 241-3337
Adult and Community Care Services
www.hawaii.gov/dhs

Fee for Service Agencies

Hawaii HealthCare Professionals 245-7211
4359 Kukui Grove Ste. 202 Lihue 96766

Mastercare 246-9116
4180 Rice St. #107-B Lihue 96766

Na Kahu Malama Nurses 1-800-733-9021
1357 Kapiolani Blvd. #850 Honolulu 96814

Nursefinders 245-5841
3170 B Jerves St. Lihue 96766
# Health Care

## Durable Medical Equipment

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<td>1-800-232-2549</td>
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<td>Gammie Home Care</td>
<td>632-2333</td>
</tr>
<tr>
<td>3215 Kuhio Hwy.  Bay 4  Lihue 96766</td>
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<td>Home Infusion Associates</td>
<td>245-3787</td>
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<td>3-3586 Kuhio Hwy. Lihue 96766</td>
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## Health and Safety Education

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<td>Caregiver Orientation and Training, Workshops on improving the relationship with the physician and learning more about brain health.</td>
<td><a href="http://www.alz.org/Hawaii">www.alz.org/Hawaii</a></td>
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<td>Arthritis Foundation</td>
<td>1-800-462-0743</td>
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<td>County of Kauai Fire Department</td>
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<td>3083 Akahi St  Lihue 96766</td>
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<td>County of Kauai Police Department</td>
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<td>3990 Kaana St. Ste. 200  Lihue 96766</td>
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<tr>
<td>HMSA- Hawaii Medical Service Association</td>
<td>245-3393</td>
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<tr>
<td>Health Education Programs</td>
<td>1-808-525-6548</td>
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<tr>
<td>4366 Kukui Grove St. Ste.103 Lihue 96766</td>
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## Health Information Phone Lines

**Alzheimer’s Association**  
24/7 Helpline/Contact Center  1.800.272.3900  
www.alz.org/Hawaii  

**American Cancer Society**  
1-800-227-2345  
24 hour referral and information  
www.cancer.org  

**American Diabetes Association**  
1-800-342-2383  

**American Heart Association**  
1-800-242-8721  

**American Lung Association**  
1-800-548-8252  

**Cancer Information Services**  
1-800-422-6237  
www.cancer.gov  

**Centers for Disease Control and Prevention**  
www.cdc.gov  
1-800-311-3435  

**Hearing Aid Helpline**  
1-800-521-5247  
www.isinfo.org  

**Poison Control Center**  
1-800-222-1222  

**Quit Line (to stop smoking)**  
1-800-784-8669  
www.callitquitshawaii.org  

**Senior EyeCare Program**  
1-800-222-3937  
www.eyecareamerica.org
Hospitals

Samuel Mahelona Memorial Hospital  822-4961
4800 Kawaihau Rd.  Kapaa  96746

West Kauai Medical Center  338-9431
4643 Waimea Canyon Dr.  Waimea  96796

Wilcox Memorial Hospital  245-1100
3420 Kuhio Hwy.  Lihue  96766

Medical and Dental Clinics

Hoola Lahui Hawaii  240-0100
4491 Rice St.  #6  Lihue  96766

Clinic Sites
Kaua`i Community Health Center (West)
Medical  240-0140
Dental  240-0150
4643 B Waimea Canyon Dr.  Waimea  96796

Kaua`i Community Health Center (East)
Medical  240-0170
Dental  240-0180
4800 D Kawahai Rd  Kapaa`a  96746

Kauai Medical Clinic  245-1500
3-3420 Kuhio Hwy.  Lihue  96766
Elelele  335-0499
Kapaa  822-3431
Koloa  742-1621

Kuhio Medical Center  245-8874
3-3295  Kuhio Hwy.  Lihue  96766
North Shore Medical Center  828-1418 or 828-0459
2490 Oka St. Kilauea  96754

West Kauai Clinic
  Waimea Clinic  338-8311
  Eleele Clinic  335-0579
  Kalaheo Clinic  332-8523
  Kapaa  822-4961

Veteran’s Outpatient Clinic  246-0497
3-3367 Kuhio Hwy. Ste. 200  Lihue 96766
Including Homebased Primary Care program for homebound
Transportation to medical appointments can be arranged.

Medicare and Medicaid
Medicare is a Federal health insurance plan available to seniors 65 years and older and certain people with disabilities. It does not pay for all medical costs. Beneficiaries are responsible for deductibles, copays, premiums, and non-covered services. Medicare does not pay for long-term care; skilled nursing facility care provided by Medicare is limited to less than 100 days, depending on the beneficiary’s condition.

Part A, Hospital Coverage – No cost for those who worked longer than 10 years or covered by a spouse.

Part B, Doctor visits – Monthly premium

Part D, Drug Coverage, Plans and premiums vary.

Part C, also referred to as Medicare Advantage, combines Part A and B plans into PPO (Preferred Provided Organization), HMO (Health Maintenance Organization),
PFFS (Private Fee For Service), Cost Plans and Medical Savings Accounts. For description of the plans available in Hawaii, check your current *Medicare and You Handbook*. Each of these plans has their own unique advantages and limitations. Be careful when choosing Part C or D plans as they may affect your other coverage, such as an employer retirement 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 and Medicaid Services**
**Medicare Hotline** 1-800-633-4227
Online Information on Medicare and Medicaid
[www.medicare.gov](http://www.medicare.gov)

**County of Kauai Agency on Elderly Affairs** 241-4470
4444 Rice St. Ste. 330 Lihue 96766

**Hoola Lahui Hawaii** 240-0100
4491 Rice St. #6 Lihue 96766

**Medicaid/Med-Quest Division** 241-3575
Department of Human Services
Adult and Community Care Services
[www.hawaii.gov/dhs](http://www.hawaii.gov/dhs)
4473 Pahee St Ste. A-D Dynasty Court Lihue 96766
Sage Plus 1-888-875-9229
Health insurance and Medicare counseling
www4.hawaii.gov/boa

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

Home Health Services
Medicare covered Home Health services may include
intermittent skilled care provided by Registered Nurses,
Physical Therapists, Occupational Therapists and may also
cover medical social services and home health aide
services as ordered by your Physician.

Most private insurances follow Medicare lead in qualifying
for services.

Hawaii HealthCare Professionals 245-7211
4359 Kukui Grove Ste. 202 Lihue 96766

Mastercare 246-9116
4180 Rice St. 107-B Lihue 96766

Na Kahu Malama Nurses 1-800-733-9021
1357 Kapiolani Blvd. #850 Honolulu 96814

Nursefinders 245-5841
3170 B Jerves St. Lihue 96766

St. Francis Home Care Services 245-6430
3224B Elua St. Lihue 96766
Mental Health Care and 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.” It is highly treatable and 80% recover when provided the right treatment.

Hoola Lahui Hawaii
4491 Rice St. #6 Lihue 96766
240-0100

Kauai Community Mental Health Center
3-3212 Kuhio Hwy. Lihue 96766
274-3190

Mental Health Access Crisis Line
1-800-753-6879

Veterans Affairs Medical Clinic
3-3367 Kuhio Hwy. Lihue 96766
246-0497

Prescription Drugs and Medications
Also see Medicare and Medicaid on page 35. To check credentials of online pharmacies, go to the National Association of Boards of Pharmacy at www.nabp.net

Abbott Laboratories
www.helpingpatients.org
1-800-222-6885

AlohaMeds
1-888-477-2669
Partnership for Prescription Assistance
www.alohameds.org

Astrazeneca Foundation
1-800-424-3727
Hawaii Rx Plus  1-866-878-9769
P.O. Box 700220  Kapolei 96709
www.hawaii.gov/dhs/rx_plus
For application, call 211, download from website, or pick up from DHS Med-Quest or AARP Hawaii.

Harry and Jeanette Weinberg Prescription Care  1-800-599-6441

Hoola Lahui Hawaii  240-0100
4491 Rice Street  #6  Lihue 96766

Medicare Part D  1-800-633-4227
For eligibility, information, and help choosing a plan call Sage PLUS or County of Kauai Agency on Elderly Affairs.

Pfizer  1-866-382-4300
www.pfizerhelpfulanswers.com

Together Rx Access  1-800-444-4106
www.togetherrxaccess.com
Income Security
Government, social service agencies, and business 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 house sharing, home equity loans, or reverse mortgages.

Consumer Assistance and Protection
For information from the Federal Trade Commission on identity theft, visit http://www.ftc.gov/bcp/edu/microsites/idtheft/

Better Business Bureau of Hawaii 1-877-222-6551
Senior Scam Hotline 1-800-536-8609
www.hawaii.bbb.org

Consumer Resource Center 274-3200
3060 Eiwa St. #204 Lihue 96766

Department of Commerce and Consumer Affairs
Office of Consumer Protection 274- 3141 ext. 7- 3222
Insurance Fraud 274-3141 ext. 7- 2790
Securities Fraud Hotline 1-877-447-2267
www.hawaii.gov/dcca

Direct Marketing Association 1-212-768-7277
www.dmaconsumers.org/cgi/offmailinglist
Register your home address with DMA’s Mail Preference Service to decrease the amount of national advertising mail (commonly referred to as “junk mail”) you receive.

Inspector General’s Office 1-800-447-8477
Medicare, Medicaid or health care fraud
National Do Not Call Registry 1-888-382-1222
Federal Trade Commission Registry to stop most telemarketing calls. If you often get calls from the same business or organization tell them to remove your number from their call list. By law, they are obligated to comply.

National Fraud Information Center 1-800-876-7060
Information and referral services for telemarketing and internet fraud. Weekdays, 9 a.m. – 5 p.m. EST
www.fraud.org

Report product safety hazards or obtain recall information.

Employment and Training
Also see Yellow Pages under “Employment”

Foster Grandparents Program 241-3355
4370 Kukui Grove St. 205 Lihue 96766

KEO - Employment Training 245-4077
2804 Wehe Rd. Lihue 96766

Respite/Senior Companion Program 241-4476
4444 Rice St. Suite 330 Lihue 96766

Workforce Development 274-3056
Senior Community Service Employment Program (SCSEP)
3-3100 Kuhio Hwy. Room C-9 Lihue 96766
Social Security and SSI

Social Security Administration  1-800-772-1213
4334 Rice St.  Ste. 105  Lihue  96766  www.ssa.gov
Medicare, retirement, survivors, disability benefits

SSI – Supplemental Security Income  1-800-772-1213
www.ssa.gov/ssi
Federal income supplement program for eligible persons:
65 years or older, Blind, and/or disabled

Financial Help

Financial Assistance
Financial and/or Food Stamps based on eligibility.

Department of Human Services  274-3371
Benefit Employment and Support Services
Welfare and Food Stamp programs
www.hawaii.gov/dhs
3060 Eiwa St.  103  Lihue  96766-1890

Temporary Financial Aid

Catholic Charities  246-2400
3343 Kanakolu St.  Lihue  96766
When available and eligible, limited material assistance
(food & clothing) as well as emergency one-time financial
assistance for rent and utilities.

KEO – Persons in Need Grants  245-4077x240
2804 Wehe Rd.  Lihue  96766
Grants to help elderly and homeless persons with mental
health conditions to pay for food, clothing, housing, utilities,
medical care and personal items.
Salvation Army
   Lihue  4182 Hardy   245-2571
   Hanapepe  4465 Puolo Rd   335-5441
Emergency assistance for persons facing eviction or homelessness

Utility Assistance

Catholic Charities   246-2400
3343 Kanakolu St. Lihue  96766
When available and eligible, limited material assistance (food & clothing) as well as emergency one-time financial assistance for rent and utilities.

Hawaiian Telecom Lifeline/Link-up Services
Telephone subsidies for qualified persons  1-808-643-3456
http://www.hawaiiantel.com/AboutUs_Community.htm

Low Income Energy Assistance (LIHEAP)   245-4077
2804 Wehe Rd. Lihue  96766
Grants to help elderly persons with utilities.

Salvation Army
   Lihue  4182 Hardy   245-2571
   Hanapepe  4465 Puolo Rd.   335-5441
Emergency assistance with basic utilities.
Legal and Advocacy
Many types of Elder Law concerns are presented in Deciding “What if,” a publication of the University of Hawaii Elder Law Project (www.hawaii.edu/uhelp). Available at Hawaii State Public Libraries (www.librarieshawaii.org) with call #H346.013Pi.

Advocacy
See also Deciding “What If?” (www.hawaii.edu/uhelp)

American Civil Liberties Union 1-808-522-5900
P.O. Box 3410 Honolulu 96801

Hawaii Centers for Independent Living 245-4034
4340 Nawiliwili Rd. P.O. Box 3529 Lihue 96766

Hawaii Disability Rights Center 1-800-882-1057
For persons with disabilities www.hawaiidisabilityrights.org
900 Fort Street Mall Ste. 1040 Honolulu 96813

Kauai County ADA Coordinator 241-6203

Legal Aid Society of Hawaii 245-4728
3016 Umi St. Ste. 220 Lihue 96766
www.legalaidhawaii.org

Long Term Care Ombudsman 247-3141 press 6-0100
250 S. Hotel St. #406 Honolulu 96813
For nursing, care home and assisted living residents

Office of Health Care Assurance 1-808-692-7400
Department of Health
601 Kamokila Blvd. Room 361 Kapolei 96707
Care Home Complaints 1-808-692-7400
Hospital and Nursing Home Complaints 1-808-692-7420
Office of the Public Guardian  482-2555  
3970 Kaana St.  Lihue 96766

Seniors Law Program  246-8868  
4375 Puaole St. Ste. A  Lihue 96766

State Office of the Ombudsman  274-3141 ext 7-0770  
Complaints about executive branch agencies of state and county governments.  
www.ombudsman.hawaii.gov  
465 King St. 4th Floor  Honolulu 96813

UHelp  1-808-956-6544  
University of Hawaii Elder Law Program  
www.hawaii.edu/uhelp  
2514 Dole St.  Honolulu 96822

Victim’s Witness Program  241-1898  
3990 Kaana St. 210  Lihue 96766

Legal Representation and Mediation

Lawyer Referral and Information Service  240-0872  
Hawaii State Bar Association  
www.hawaiilawyerreferral.com

Legal Aid Society of Hawaii (LASH)  245-4728  
Income eligible service  
www.legalaidhawaii.org  
4334 Rice St.  #204A  Lihue 96766

Mediation Program – KEO  245-4077
Volunteer Legal Services 1-800-839-5200
www.vlsh.org
Volunteer Legal Services Hawaii provides free or low-cost legal help to low-income residents and non-profit organizations serving them in communities across our state with the help of volunteers who contribute pro bono services.

Immigration Assistance

U.S. Citizenship and Immigration Services
www.uscis.gov 1-800-375-5283

Taxes

During tax season AARP’s Tax-aid program can provide simple income tax assistance to seniors. AARP local number is 245-4500 A Real Property Tax Exemption lowers the taxable value of your home. The amount exempted is based on age and certain disabilities. 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.

County of Kauai – Department of Finance 241-6222
Real Property Tax - Assessment and Exemptions
Homeowner’s Tax Relief www.kauaipropertytax.com
4444 Rice St. Ste. 463 Lihue 96766

Federal Internal Revenue Service (IRS)1-800-829-1040
www.irs.gov

State Tax Information 274-3756
3060 Eiwa St. #105 Lihue 96766
www.hawaii.gov/tax
Special Groups

Persons with Disabilities

Assistive Technology

Assistive Technology Resource Center  1-800-645-3007
www.atrc.org
414 Kuwili St.104  Honolulu 96817

Blind/Visually Impaired

American Foundation for the Blind
www.afb.org/seniorsite

Division of Vocational Rehabilitation  274-3333
3060 Eiwa St. Room 304  Lihue  96766
Services for the Blind

Kauai Chapter for the National Federation of the Blind of Hawaii  335-6149

Library for the Blind and Physically Handicapped
www.librarieshawaii.org  1-808-733-8444
402 Kapahulu Ave.  Honolulu 96815
Certified person unable to use or read regular print due to visual or physical disabilities

Deaf/Hearing Impaired

Sprint Telecommunications Relay Service  711
1-866-835-8169 (TTY)
Relay Hawaii 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. Callers using Text Telephones (TTY/TDD) are able to communicate through a specially trained Communications Assistant (CA) who relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages. Speech-To-Speech (STS) enables people with a speech disability to use their own voice, a voice prosthesis or augmentative communication device to make a phone call. A specially trained communications assistant assists them by repeating their words to the other person. TRS provides Voice Carry Over (VCO) for TTY users who speak but are unable to hear. Hearing Carry Over (HCO) for TTY users who can hear but are unable to speak.

Additional numbers for the relay in Hawaii are:
TTY 1-877-447-5990
Voice 1-877-447-5991
Speech to Speech 1-877-477-8711
Spanish 1-877-447-7261

Other

ARC of Kauai 245-4132
www.thearcinhawaii.org
3201 Akahi St. Lihue 96766
Advocacy and services for people with a developmental disability.

Community Services for Developmentally Disabled
Department of Health 241-3406

County of Kauai ADA Coordinator 241-6203
Abuse and Neglect Victims

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

Social isolation, mental impairment, or a history of domestic violence may make a senior more susceptible to abuse. Sometimes elders 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 and Protection page 40.
Adult Protective Services  241-3337
Department of Human Services – Adult Intake Unit
www.hawaii.gov/dhs

Domestic Violence Clearinghouse and Legal Hotline
P.O. Box 3198 Honolulu  96801  1-800-690-6200

YWCA Hotline  245-6362

Grandparents
Resources for grandparents raising children. Also visit
Generations United, www.gu.org and
www.aarp.org/life/grandparents

Hale Hoomalu  821-2520
4-1112 Kuhio Hwy. Kapaa  96746

Nana’s House  338-0252
9875 Waimea Rd. Waimea  96796

Ohana Caregiver Support Group  245-5914
Grandparents Raising Grandchildren
Child and Family Service - Post Permanency Service

Patch Kauai  246-0622
3016 Umi St. Lihue  96766
Child care resource and referral agency

Queen Liliuokalani Children’s Center  245-1873
www.qlcc.org
4530 Kali Rd. Lihue  96766
Support for grandparents caregivers of minors
Tutu and Me 1-808-524-7633
Equip elderly caregivers of Native Hawaiian and other young children to be effective in promoting appropriate learning activities and successful care giving practice in the home.

Veterans

Department of Veterans Affairs – Kauai 246-1163
3-3367 Kuhio Hwy. Lihue 96766

U.S. Department of Veterans Affairs 1-800-827-1000
www.va.gov
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