

Resource Directory for Older Adults



Serving Alexander, Burke, Caldwell, and Catawba Counties



WESTERN PIEDMONT COUNCIL OF GOVERNMENTS

AREA AGENCY ON AGING

The Western Piedmont Area Agency on Aging is an organization working within a federal mandate to inform, advocate, and plan for community services on behalf of older adults. The Area Agency on Aging is part of the National Network set in place by the Older Americans Act of 1965.

SERVICES :

- Regional Planning for Aging Services
- Program & Resource Development
- Funds Administration & Quality Assurance
- Resource Information & Demographic Data
- Advocacy Training & Assistance
- Regional LTC Ombudsman Program
- Family Caregiver Support Program
- Project C.A.R.E. (Caregiver Alternatives to Running on Empty) Program
- Technical Assistance to Agencies Serving Older Adults
- Resource Directory for Older Adults
- Senior Tar Heel Legislative Support
- Operation Fan/Heat Relief
- Presentations on Aging Issues
- Living Healthy and Living Healthy with Diabetes Classes
- Matter of Balance Classes
- Tai Chi for Arthritis
- Drafting & Tracking of Legislation Impacting Older Adults

SERVICE AREA: Alexander, Burke, Caldwell, and Catawba Counties

**1880 2nd Ave. NW
PO Box 9026
Hickory, NC 28603**

(828) 322-9191

Visit us Online at: www.wpcogaaa.org

This Directory is printed using Federal funding from Title III of the Older Americans Act.

For additional copies of the **Resource Directory For Older Adults** or for additional information regarding services for older adults, please contact us.

This Directory can be accessed online.

Disclaimer: While the Western Piedmont Area Agency on Aging strives to provide the most accurate and up-to-date information, this is not a guarantee that the directory is free of error. The Western Piedmont Area Agency on Aging does not endorse the services that are included or make a negative statement towards the services that were excluded.

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User's Guide

The **Resource Directory For Older Adults** has been developed by the Western Piedmont Council of Governments Area Agency on Aging as a resource for older adults, families, caregivers, and for human services professionals who serve older adults. The Directory highlights services in Alexander, Burke, Caldwell, and Catawba Counties. Each color-coded category is clearly defined with an introduction in user-friendly terms. Each county is color coded for quick access to information: **Alexander**, **Burke**, **Caldwell**, and **Catawba**.

A quick overview:

- Check out the **Table of Contents** on the next page to quickly locate specific categories of information.
- Review the **Main Categories** below to better understand what information is contained in each category.
- Use the **Index** on Page 82 to locate a specific agency or service.
- Use the **County Service Lists for Caregivers** on Page 9-13 for a quick reference guide.

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Neglect of the elderly and people with disabilities wears many faces. Unfortunately, an increasing number of vulnerable adults go unnoticed. They may be in pain, lacking strength, confused, without power, food . . . alone.

How big is the problem? No one really knows, as few cases are identified or reported. Sometimes a caring neighbor or loving family member sees the need and tries to fill it. It's up to us to make a difference!

You can help prevent elder abuse . . . make the call to your local Adult Protective Services agency. Your confidential phone call may save another adult's life!

WHY REPORT? IT'S THE LAW!

Reporters name is confidential. What information is needed when you call:

- Name, address, and age of person you are calling about
- Explain the situation and why you feel the person needs protection
- Mental or physical condition of the adult
- Names of others who may provide information regarding the situation.

To report a concern for an elder adult, or to obtain additional information, contact your county Department of Social Services at the following numbers:

Alexander County Adult Protective Services

(828) 632-1080

Burke County Adult Protective Services

(828) 764-4864

Caldwell County Adult Protective Services

(828) 426-8200

Catawba County Adult Protective Services

(828) 695-5600

YOU CAN STOP ABUSE, NEGLECT, AND EXPLOITATION OF OLDER ADULTS!

SOME SIGNS OF ABUSE

- Bruises, black eyes, welts, lacerations, and rope marks
- Bone fractures, broken bones, skull fractures
- Open wounds, cuts, punctures, untreated injuries in various stages of healing
- Broken eyeglasses, physical signs of being subjected to punishment
- Reports of being hit, slapped, kicked, or mistreated
- An elder's sudden change in behavior
- Threats and intimidation causing mental anguish

MOST FREQUENTLY NAMED PERPETRATORS

- Adult Child
- Spouse, other Relatives
- Non-Relative Caretaker
- Facility Staff

SIGNS OF CARETAKER NEGLECT/SELF NEGLECT

- Pressure Ulcers
- Unsafe and/or unsanitary living conditions
- Lack of medical care
- Malnutrition and/or dehydration
- Hoarding
- Poor hygiene
- Not wearing suitable clothing for the weather
- Confusion

SIGNS OF EXPLOITATION

- Stolen ATM, Debit, or Credit Cards by caregivers or family members
- Signing deeds or real property, loan papers or withdrawal slips through deception or coercion
- Abuse of Power of Attorney authorization
- Telemarketing/sweepstake scams
- Investment fraud

North Carolina's Attorney General's Office is very active in helping consumers avoid fraud and exploitation. Its Consumer Protection Section uses mediation to help consumers resolve complaints in such areas as telemarketing. Its Citizens' Rights Section provides information on victims' rights issues, elder abuse, and other matters important to older consumers. www.ncdoj.com or (919) 716-6400

See Legal section on Page 64 for more resources

The Family Caregiver Support Program

Dedicated to Empowering the Caregiver with Information and Resources to Make Their Caregiving Journey Successful

The Area Agency on Aging's Family Caregiver Support Program Serves Caregivers Who Are:

- Family Caregivers of older adults
 - A person of any age providing unpaid care for an older adults age 60 or older, or providing care to an individual with Alzheimer's Disease or related dementia
- Older adults as caregivers
 - A relative caregiver (not a parent), age 55 or older, living with and raising a relative child age 18 or under
 - A relative or parent, 55 or older, living with and raising an adult child (age 19-59) with a disability

If You Are a Caregiver, You Might Be Interested in These Services:

- Information about available services and resources
- Assistance to families in gaining access to services and resources
- Support to help families cope with challenges of caregiving
- Temporary respite for the caregiver
- Supplemental services (home modification, nutritional supplements, and personal care supplies)

County's specific Service Lists for Caregivers p. 9-13

For further assistance contact:

Family Caregiver Support Program at (828) 485-4256

Visit our website: www.wpcogaaa.org

Caregiver Resources

ALEXANDER COUNTY SERVICE LIST FOR CAREGIVERS

AARP North Carolina 1-866-389-5650
 Adult Life Programs 326-9120
 Adult Protective Services 632-1080
 Alexander Cty. Council on Aging 632-1717
 Alexander Cty. Dept. of Social Services 632-1080
 Alexander Cty. Local Government 632-9332
 Alexander Cty. Health Department 632-9704
 Alexander Hospice 632-5026
 Alexander Senior Center 632-1717
 Bethlehem Site 409-3742
 ALFA (AIDS Leadership Foothills Alliance) 322-1447
 Alexander County Tax Office 632-4346
 Alzheimer's Association 1-800-272-3900
 Area Agency on Aging 322-9191
 "Are You OK?"
 Telephone Reassurance Program 622-4658
 Caregiving Corner - Geriatric Care Mgt. 704-945-7171
 Christian Crisis Center of Alexander Cty. 632-0022
 Emergency Services 911
 Energy Assistance Programs (LIEAP and CRISIS) 632-1080
 Family Caregiver Support Program 485-4256
 Grief/Loss Support 632-5026
 Habitat for Humanity 635-7889
 Hospitals
 Caldwell UNC HealthCare 757-5100
 Catawba Valley Medical Center 326-3000
 Frye Regional Medical Center 315-5000
 Davis Regional Medical Center 704-873-0281
 Iredell Memorial Hospital 704-873-5661
 Wilkes Regional Medical Center 336-651-8100
 Link-Up Low Income Discount Service 632-1080
 Legal Aid of North Carolina 1-800-849-5195

Medicaid Programs 632-1080
 Medicare Hotline 1-800-633-4227
 Morganton Regional Resource Center for the Deaf and Hard of Hearing 430-7175 TTY 433-2958
 NC Assistive Technology Program 433-2431
 NC Cooperative Extension Service 632-4451
 NC 2-1-1 Dial 211
 NC Baptist Aging Ministry (NCBAM) 1-877-506-2226
 Nursing Homes & Assisted Living Facilities
 Call Regional Ombudsman 485-4213
 Nutrition Programs 632-1080
 PACE@Home 468-3980
 Police Department (Taylorsville) 632-2218
 Project Lifesaver 632-4658
 Project C.A.R.E. (Caregiver Alternatives to Running on Empty) 485-4267
 Senior Health Insurance Info. Program (SHIIP) 1-855-408-1212 632-1717
 Senior Legal Helpline 1-877-579-7562
 Services for the Blind 632-1080
 Sheriff's Office 632-1111
 Vaya Health 586-5501
 Access to Care 1-800-849-6127
 RHA Health Care Center 848-2515
 Social Security 1-800-772-1213
 Town of Taylorsville 632-2218
 Transportation
 Greenway Transit 464-9444
 Veteran's Administration 632-5411
 Vocational Rehabilitation Services 322-2921

Caregiver

Caregiver Resources

BURKE COUNTY SERVICE LIST FOR CAREGIVERS

AARP North Carolina	1-866-389-5650
Adult Protective Services	764-9600
ALFA (AIDS Leadership Foothills Alliance)	322-1447
Alzheimer's Association	1-800-272-3900
American Red Cross	438-8844
AMOREM (formerly Burke Hospice & Palliative Care)	879-7296
Area Agency on Aging	322-9191
Blue Ridge Adult Day Care/Day Health	438-6255
Blue Ridge Community Action	438-6255
Burke Cty. Council on Aging	430-4147
Burke Cty. Dept. of Social Services	764-9600
Burke Cty. Health Department	764-9150
Burke Cty. Local Government	764-9000
Burke Cty. Senior Services	430-4147
Burke Cty. Tax Office	764-9430
Burke United Christian Ministries	433-8075
Consumer Credit Counseling	433-1576
East Burke Christian Ministries	397-7074
East Burke Senior Center	397-3397
Emergency Services	911
Energy Assistance Programs (LIEAP and CRISIS)	764-9600
Family Caregiver Support Program	485-4256
Foothills Service Project	879-8400
Good Samaritan Clinic	212-4185
Grief/Loss Support	879-7296
Habitat for Humanity	437-0370
Hospitals	
Broughton Hospital	433-2111
UNC HealthCare Blue Ridge	580-5000
UNC HealthCare Valdese	874-2251
Independent Living	322-2921
Legal Aid of North Carolina	437-8280
Link-Up Low Income Discount Service	764-9600
Medicaid Programs	439-2000
Medicare Hotline	1-800-633-4227
Mental Health Partners	235-4673

Morganton Regional Resource Center for the Deaf and Hard of Hearing	430-7175 TTY 433-2958
NC Assistive Technology Program	433-2431
NC Cooperative Extension Service	764-9480
NC 2-1-1	Dial 211
NC Baptist Aging Ministry	1-877-506-2226
Nursing Homes & Assisted Living Facilities	
Call Regional Ombudsman	485-4213
Nutrition Programs	430-4147
PACE@Home	468-3980
Parish Nurse Program	580-6463
Project Lifesaver	879-2109
Project C.A.R.E. (Caregiver Alternatives to Running on Empty)	485-4267
Salvation Army	
Financial Assistance	322-8061
Thrift Store	439-8080
Senior Health Insurance Info. Program (SHIIP)	1-855-408-1212
Senior Legal Helpline	1-877-579-7562
Services for the Blind	764-9704
Sheriff's Office	438-5500
Social Security	1-800-772-1213
Supportive Solutions (Alzheimer's Counseling)	358-1110
Telephone Reassurance for Burke – TAB	430-4147
Transportation	
Greenway Transit	464-9444
Handi-Care	437-8429
Medical Transportation, Inc.	448-1674
United Way	433-0681
Veteran's Services	439-4376
Vocational Rehabilitation Services	433-2423

Caregiver Resources

CALDWELL COUNTY SERVICE LIST FOR CAREGIVERS

AARP North Carolina	1-866-389-5650
Adult Life Programs	326-9120
Adult Protective Services	426-8200
ALFA (AIDS Leadership Foothills Alliance)	322-1447
Alzheimer's Association	1-800-272-3900
American Red Cross	754-4161
AMOREM (formally Caldwell Hospice & Palliative Care)	754-0101
Area Agency on Aging	322-9191
Blue Ridge Community Action	754-7377
Caldwell Cty. Council on Aging	328-2269
Caldwell Cty. Dept. of Social Services	426-8200
Caldwell Cty. Health Department	426-8400
Caldwell Cty. Local Government	757-1300
Caldwell Cty. Tax Office	757-1340
Caldwell UNC HealthCare	757-5100
Caldwell Senior Center/Information & Assistance	758-2883
Diabetes Health Center	757-6450
Emergency Services	911
Ambulance Service, Non-Emergency	758-2324
Energy Assistance Programs (LIEAP and CRISIS)	426-8200
Family Caregiver Support Program	485-4256
Foothills Service Project	879-8400
Grief/Loss Support	754-0101
Habitat for Humanity	758-8757
Helping Hands Clinic	754-8565
Legal Aid of North Carolina	1-877-579-7562
Lenoir Emergency Outreach Center	726-3634
Lenoir Soup Kitchen	758-1411
Lifeline/Link-up Low Income Discount Service	426-8200
McCreary Cancer Center	759-4960
Medicaid Programs	426-8200
Medicare Hotline	1-800-633-4227

Medication Assistance Program	758-2566
Morganton Regional Resource Center for the Deaf and Hard of Hearing	430-7175 TTY
	433-2958
NC Assistive Technology Program	433-2431
NC Cooperative Extension Service	757-1290
NC 2-1-1	Dial 211
NC Baptist Aging Ministry (NCBAM)	1-877-506-2226
Nursing Homes & Assisted Living Facilities	
Call Regional Ombudsman	485-4213
Nutrition Programs	754-7377
PACE@Home	468-3980
Police Department (Lenoir)	757-2100
Project C.A.R.E. (Caregiver Alternatives to Running on Empty)	485-4267
Project Lifesaver	757-1419
Salvation Army	496-2370
Senior Health Insurance Info. Program (SHIIP)	1-855-408-1212
Senior Legal Helpline	1-877-579-7562
Services for the Blind	426-8316
Sheriff's Office	754-2324
Social Security	1-800-772-1213
South Caldwell Christian Ministries	396-4000
Supportive Solutions (Alzheimer's Counseling)	358-1110
Transportation	
Greenway Transit	464-9444
United Way	758-9300
Vaya Health	1-888-757-5726
Veterans Administration	322-6616
Veteran's Service Office	757-1345
Vocational Rehabilitation Services	757-5639
Women's Shelter Home	758-0888
Yokefellow	754-7088

Caregiver

CATAWBA COUNTY SERVICE LIST FOR CAREGIVERS

AARP North Carolina	1-866-389-5650	Hospitals	
Adult Children of Aging Parents		Catawba Valley Medical Center	326-3000
ACAP-Hickory	877-599-ACAP	Frye Regional Medical Center	315-5000
Adult Life Programs	326-9120	Legal Aid of North Carolina	1-877-579-7562
Conover	464-0078	Lifeline/Link-up Low Income Discount Service	695-5600
Hickory	324-1313	Medicaid Programs	695-5692
Maiden	428-9010	Medicare Hotline	1-800-633-4227
Adult Protective Services	695-5609	Morganton Regional Resource Center for the Deaf and Hard of Hearing	1-800-205-9920 TTY
ALFA (AIDS Leadership Foothills Alliance)	322-1447	NC Assistive Technology Program	433-2431
Alzheimer's Association	1-800-272-3900	NC Baptist Aging Ministry (NCBAM)	1-877-506-2226
American Red Cross	322-4151	NC Cooperative Extension Service	465-8250
Area Agency on Aging	322-9191	NC 2-1-1	Dial 211
"Are You OK?" Telephone Reassurance Program	464-4639	Nursing Homes & Assisted Living Facilities	
Caring Transitions – Transportation Specialist	475-4424	Call Regional Ombudsman	485-4213
Catawba Cty. Council on Aging	328-2269	Nutrition Programs	695-5610
Catawba Cty. Dept. of Social Services	695-5600	PACE@Home	468-3980
Catawba Cty. Health Dept.	695-5800	Project Lifesaver	465-8337
Catawba Cty. Local Government	465-8200	Project C.A.R.E. (Caregiver Alternatives to Running on Empty)	485-4267
Catawba Cty. Tax Office	465-8414	Re-Nesting Resources	381-7622
Carolina Caring	464-0466	Salvation Army	322-8061
Catawba Valley Behavioral Services	695-5900	Senior Centers	
Christian Community Outreach Ministries	328-1803	Neighbor's Network	464-1111
Consumer Credit Counseling	322-7161	West Hickory Senior Center	328-2269
Eastern Catawba Cooperative Christian Ministries (ECCCM)	465-1702	Westmont	324-1200
Emergency Services	911	Senior Health Insurance Info. Program (SHIIP)	1-855-408-1212
Energy Assistance Programs (LIEAP and CRISIS)	695-5600	Senior Legal Helpline	1-877-579-7562
Family Caregiver Support Program	485-4256	Services for the Blind	695-5605
Family Guidance Center	322-1400	Sheriff's Office	464-5241
Greater Hickory Cooperative Christian Ministries (CCM)	327-0979	Social Security	1-800-772-1213
Grief/Loss Support	466-0466	Supportive Solutions (Alzheimer's Counseling)	358-1110
Habitat for Humanity	328-4663	Transportation	
		Greenway Transit	464-9444

CATAWBA COUNTY CON'T.

United Way	327-6851
Veteran's Administration	322-6616
Veteran's Clinic	431-5600
Vocational Rehabilitation Services	322-2921
Women's Resource Center	322-6333

PROJECT C.A.R.E. PROGRAM

Project C.A.R.E. (**C**aregiver **A**lternatives to **R**unning on **E**mpy) is a state funded dementia-specific support program for family caregivers. The program uses a family consultant to provide comprehensive support to caregivers of those caring for someone at home with Alzheimer's disease or related dementia.

The family consultant assists caregivers with education, resources and access to vouchers to alleviate some of the stress caregiving can create. The family consultant receives referrals to the program. Once the referral is reached, an in-home visit or telephone assessment is scheduled to discuss the specific situations of the caregiver and the person with dementia.

For additional information please contact Area Agency on Aging Family Consultant at 485-4267.

GRANDPARENTS RAISING GRANDCHILDREN

The following websites provide resources and information for grandparents:

AARP www.aarp.org/grandparents

North Carolina Cooperative Extension www.ces.ncsu.edu

State's Laws Affecting Grandfamilies www.grandfamilies.org

For additional information please contact Area Agency on Aging Family Caregiver Support Program Specialist at 485-4256.

Disability Resources

DIALYSIS CENTERS

FRESENIUS KIDNEY CARE

1-800-881-5101

www.freseniuskidneycare.com

ALEXANDER COUNTY

175 Commerce Dr.
Taylorsville, NC 28681

BURKE COUNTY

814 W. Union St.
Morganton, NC 28655

CALDWELL COUNTY

322 Mulberry St. SW
Lenoir, NC 28645

1208 Hickory Blvd. SW
Lenoir, NC 28645

CATAWBA COUNTY

301 10th St. NW
Conover, NC 28613

1899 Tate Blvd. SE
Hickory, NC 28602

3802 Startown Rd.
Newton, NC 28658

CapTel – Captioned Telephone

4819 Emperor Blvd., Suite 205
Durham, NC 27703
1-866-545-4012 (Toll Free –Voice/TTY)
www.relaync.com

Comserv, Inc.

www.comserve.org
Residential Care, Employment Training and Day Services

BURKE

105 Scroggs Court
Morganton, NC 28680
(828) 438-6026

CALDWELL

2419 Norwood Street SW
Lenoir NC 28645
(828) 728-9288

CENTRAL OFFICE

785 Hwy 70 SW, Suite 200
Hickory, NC 28602
828-325-4926

Disability Rights of NC

3724 National Drive, Suite 100
Raleigh, NC 27612
(919) 856-2195
www.disabilityrightsn.org

J. Iverson Riddle Development Center

300 Enola Road
Morganton, NC 28655
(828) 433-2731
www.jirdc.org

Morganton Regional Resource Center for the Deaf and the Hard of Hearing

North Carolina Division of Services for the Deaf and Hard of Hearing
107 Foothill Drive
Morganton, NC 28655
(828) 430-7185 (voice)
or 1-800-999-8915
(828) 430-7192 (TTY)
or 1-800-205-9920
www.ncdhhs.gov/dsdhh

NC Department of Health and Human Services

2000 Mail Service Center
Raleigh, NC 27699-2000
(919) 855-4800
www.ncdhhs.gov/disabilities

NC Division of Vocational Rehabilitation Services

www.ncdhhs.gov/dvrs

BURKE

200 Enola Road
Morganton, NC 28655
(828) 608-5600
Fax: (828) 433-2497

CALDWELL

675 Pennton Avenue SW
Lenoir, NC 28645
(828) 757-5639
828-572-6600

NC Division of Vocational Rehabilitation Services and Independent Living

ALEXANDER and CATAWBA

1261 10th Ave. Lane SE
Hickory, NC 28601
(828) 322-2921

Services for the Blind

Alexander Department of Social Services

604 7th Street SW
Taylorsville, NC 28681
(828) 632-1080

Burke Department of Social Services

700 East Parker Road
Morganton, NC 28680-0549
(828) 764-9600

Caldwell Department of Social Services

2324 Morganton Blvd. SW
Lenoir, NC 28645
(828) 426-8200

Catawba Department of Social Services

3030 11th Avenue Drive SE
Hickory, NC 28602
(828) 695-5600

Sign Language Interpreter Information

www.ncdhhs.gov/dsdhh/directories.htm

www.disability.gov

Disability.gov is the federal government website for comprehensive information on disability programs and services in communities nationwide. The site links to more than 14,000 resources from federal, state and local government agencies; academic institutions; and nonprofit organizations. Find answers to questions about everything from Social Security benefits to employment to affordable and accessible housing.

Durable Medical Equipment

Durable medical equipment is reusable medical equipment such as walkers, wheelchairs, or hospital beds. Anyone who has Medicare Part B can get durable medical equipment as long as the equipment is deemed a medical necessity.

If you have Part B, Original Medicare covers durable medical equipment when your doctor or treating practitioner (such as a nurse practitioner, physician assistant, or clinical nurse specialist) prescribes it for you to use in your home.

Aeroflow Healthcare

920 Tate Blvd. SE
Hickory, NC 28602
(828) 624-1120
1-800-833-2777
www.aeroflowinc.com

All 4 U Home Medical

617 South Green St. Suite 100
Morganton, NC 28655
(828) 437-0684
<https://www.all4uhome.com>

American HomePatient

1929 Tate Blvd. SE
Hickory, NC 28602
(828) 324-4504
www.ahome.com

Apria Healthcare

1234 Commerce Street SW
Conover, NC 28613
(828) 466-0323
www.apria.com

Bethlehem Pharmacy, Inc.

9471 NC Hwy 127 Hickory, NC 28601
(828) 495-8258
www.bethlehempharmacy.com

Blue Ridge Home Medical Equipment

201 Saint Germain Street
Valdese, NC 28690
(828) 580-6448

East Burke Pharmacy, Inc.

300 Old State Hwy 10 W
Hildebran, NC 28637
(828) 397-3420
www.eastburkepharmacy.com

Handi-Care, Inc.

304 South Main Street
Drexel, NC 28619
(828) 437-8429
1-800-435-9251
www.handi-careinc.com

Health & Medication At Home

301 10th Street NW
I-40 Business Park/Suite D 104
Conover, NC 28613
(828) 465-0083
www.rotech.com

Lincare, Inc.

1262 25th Street Place SE
Hickory, NC 28602
(828) 304-4441
www.lincare.com

Medi-Home Care

2948 NC Hwy 127
Hickory, NC 28602
(828) 304-4466
www.msa-corp.com

Medical Center Pharmacy

126 North Center Street
Hickory, NC 28601
(828) 322-7717
www.medicalcenterpharmacyhickory.com

Medical Village Pharmacy, Inc.

815 Fairgrove Church Road
Conover, NC 28613
(828) 322-4505
www.medicalvillagepharmacy.com

Piedmont Medical Supply, Inc.

752 4th Street SW
Hickory, NC 28602
(828) 327-6970
www.ncpms.com

Piedmont Ramp Solutions

(828) 548-0199
www.piedmontrampsolutions.com
www.getaramp.com

The Drug Store, LLC

9576 West NC 10 Hwy.
Vale, NC 28168
(704)-462-0226

The Wheelchair Place

920 Tate Blvd. SE, Suite 104
Hickory, NC 28602
(828) 855-9099
www.thewheelchairplace.com

Total Home Care

208 B West Fleming Drive
Morganton, NC 28655
800-438-6825
www.totalhomecarenc.com

The Wheelchair Company

132 Main Street East
Valdese, NC 28690
(828) 879-9050

Educational Opportunities

Through Continuing Education courses, citizens find opportunities to retrain and prepare themselves for today's job market, develop leadership and civic responsibility, grow in basic knowledge, improve in home and community life, gain knowledge in general education, and develop creativity in the fine arts.

Senior Centers also offer a wide variety of educational programs. See Senior Center listing on Page 73.

ALEXANDER COUNTY

NC Cooperative Extension – Alexander Center

151 West Main Avenue
Taylorsville, NC 28681
(828) 632-4451
Fax: (828) 632-7533
<http://alexander.ces.ncsu.edu>

Catawba Valley Community College

Alexander Center
345 Industrial Blvd.
Taylorsville, NC 28681
(828) 632-8221
www.cvcc.edu

BURKE COUNTY

Appalachian Center at Burke

2128 South Sterling Street
Morganton, NC 28655
(828) 448-6140
www.distance.appstate.edu

NC Cooperative Extension – Burke Center

130 Ammons Drive, Suite 2
Morganton, NC 28655
(828) 764-9480
Fax: (828) 764-9481
<http://burke.ces.ncsu.edu>

Western Piedmont Community College

1001 Burkemont Avenue
Morganton, NC 28655
(828) 438-5000
www.wpcc.edu

CALDWELL COUNTY

Appalachian Center at Caldwell

2855 Hickory Blvd.
Hudson, NC 28638
(828) 759-4650
www.distance.appstate.edu

NC Cooperative Extension – Caldwell Center

120 Hospital Avenue NE, Suite 1
Lenoir, NC 28645
(828) 757-1290
Fax: (828) 757-1251
<http://caldwell.ces.ncsu.edu>

Caldwell Community College and Technical Institute

2855 Hickory Blvd.
Hudson, NC 28638
(828) 726-2200
www.cccti.edu

CATAWBA COUNTY

Appalachian Center at Hickory

2760 Hwy 70 SE
Hickory, NC 28602
(828) 327-7000 Ext. 4424
www.distance.appstate.edu

NC Cooperative Extension – Catawba Center

1117 S. Brady Avenue
Newton, NC 28658
(828) 465-8240
<http://catawba.ces.ncsu.edu>

Catawba Valley Community College

2550 Hwy. 70 SE
Hickory, NC 28602
(828) 327-7000
www.cvcc.edu

Lenoir Rhyne University

625 7th Avenue NE
Hickory, NC 28601
(828) 328-1741
1-800-277-5721
www.lr.edu

NC Center for Engineering Technologies

1990 Main Avenue SE
Hickory, NC 28602
(828) 328-6183
www.nccet.appstate.edu

Lifelong Learning

Lifelong Learning is the process of keeping your mind and body engaged – at any age – by actively pursuing knowledge and experience.

Benefits of Lifelong Learning for Older Adults

The pursuit of knowledge through lifelong learning has wonderful benefits for older adults:

- Keeps your mind sharp
- Improves memory
- Increases self-confidence
- Builds on skills you already possess
- Gives you a feeling of accomplishment
- Helps you meet people who share your interests
- Offers an opportunity to learn a new skill or trade and increase your income
- Provides a feeling of accomplishment
- Gives you a new interest that you can share with family and friends

Lifelong learning classes (also called continuing education) are offered by most community colleges, trade or technical schools, public universities, senior centers and city/county recreation departments.

Emergency Assistance

In Case of Emergency Call 911

ALEXANDER COUNTY

Sheriff's Office

(828) 632-1111

Highway Patrol

(828) 632-4976

Police

(828) 632-2218

“Are You Okay?” Program for Older Adults

(828) 632-4658

Daily phone contact with older adults
Telephone Reassurance Program

Project Lifesaver

(828) 632-4658

Emergency locator service for seniors who are missing

Christian Crisis Center of Alexander County

215 5th Avenue SW
Taylorsville, NC 28681
(828) 632-0022

Lifeline/Link-Up Low Income Discount Service

(828) 632-1080

Red Cross

PO Box 1329
409 8th Ave. NE
Hickory, NC 28603
(828) 322-4151
Fax: (828) 328-3744
www.catawbavalleyarc.org

Department of Social Services

604 7th Street SW
Taylorsville, NC 28681
(828) 632-1080
www.dss.alexandercountync.gov

The Salvation Army

www.salvationarmycarolinas.org
750 Third Avenue Place SE
Hickory, NC 28601
(828) 322-3066
(828) 322-8061

United Way

Dial “211” for information and services or
www.nc211.org
PO Box 232 (1567 NC Hwy. 90 West)
Taylorsville, NC 28681
(828) 632-9565
www.unitedwayalexander.org

Emergency Assistance

In Case of Emergency Call 911

BURKE COUNTY

Sheriff's Office

(828) 438-5500

Highway Patrol

(828) 438-6291

Police

Drexel (828) 437-7421

Glen Alpine (828) 584-7279

Morganton (828) 437-1211

Valdese (828) 879-2102

Telephone Reassurance for Burke - TAB

(828) 430-4147

Daily phone contact with older adults

Telephone Reassurance Program

Lifeline/Link-Up Low Income Discount service

(828) 764-9600

Project Lifesaver

(828) 879-2109

Emergency locator service for seniors who are missing

Burke United Christian Ministries

305 West Union Street

Morganton, NC 28655

(828) 433-8075

www.bucm.net

Department of Social Services

PO Drawer 549 (700 East Parker Road)

Morganton, NC 28680-0549

(828) 764-9600

www.burkenc.org

East Burke Christian Ministries

PO Box 183 (204 S. Center St)

Hildebran, NC 28637

(828) 397-7074

Good Samaritain Clinic

305 West Union Street

Morganton, NC 28655

(828) 439-9948

(828) 212-4185

Options, Inc./Clifhaven Battered Women's Shelter

PO Box 2512

Morganton, NC 28680

(828) 438-9444

Red Cross

305-A West Union Street

Burke Mission Station

Morganton, NC 28655

(828) 438-8844

Fax: (828) 438-4382

The Outreach Center

PO Box 1003

510 E. Fleming Drive

Morganton, NC 28680

(828) 439-8300

www.theoutreachcenter.org

The Salvation Army

420 B West Fleming Drive

Morganton, NC 28655

(828) 430-8392

United Way

Dial "211" for information and services or

www.nc211.org

301 East Meeting Street

Morganton, NC 28655

(828) 433-0681

www.bcuw.org

Emergency

Emergency Assistance

In Case of Emergency Call 911

CALDWELL COUNTY

Sheriff's Office

(828) 754-2324

Highway Patrol

(828) 726-2500

Police

Granite Falls (828) 396-3358

Hudson (828) 728-5021

Lenoir (828) 757-2100

Lifeline/Link-Up Low Income Discount Service

(828) 426-8200

Project Lifesaver

Caldwell County Office of Emergency Services

(828) 757-1419

Emergency locator service for seniors who are missing

Department of Social Services

2395 Morganton Blvd. SW

Lenoir, NC 28645

www.caldwellcountync.org

Caldwell County Yokefellow

PO Box 2422 (1602 Harper Avenue, NW)

Lenoir, NC 28645

(828) 754-7088

Helping Hands Clinic of Caldwell County

810 Harper Ave. NW

Lenoir, NC 28645

(828) 754-8565

www.helpinghandsclinic.org

Red Cross

1144 Morganton Blvd. SW

PO Box 774

Lenoir, NC 28645

(828) 754-4161

www.catawbavalleyarc.org

South Caldwell Christian Ministries

5 Quarry Road

Granite Falls, NC 28630

(828) 396-4000

The Salvation Army

www.salvationarmycarolinas.org

308 Morganton Blvd. SW

Lenoir, NC 28645

(828) 758-0165

United Way

Dial "211" for information and services or

www.nc211.org

PO Box 1316 (108 Crestline Place NE)

Lenoir, NC 28645

(828) 758-9300

www.caldwell-unitedway.org

In Case of Emergency Call 911

CATAWBA COUNTY

Sheriff's Office

(828) 464-5241

Highway Patrol

(828) 466-5500

Police

Brookford (828) 324-4550

Catawba (828) 241-4888

Claremont (828) 466-7265

Conover (828) 464-4698

Hickory (828) 328-5551

Long View (828) 327-2343

Maiden (828) 428-5005

Newton (828) 465-7430

"Are You Okay?" Program for Older Adults

(828) 465-8337

Daily phone contact with older adults

Telephone Reassurance Program

Project Lifesaver

(828) 464-5241

Emergency locator service for seniors who are missing

Lifeline/Link-Up Low Income Discount Service

(828) 695-5600

Department of Social Services

3030 11th Avenue Drive SE

Hickory, NC 28602

(828) 695-5600

www.catawbacountync.gov/dss

Eastern Catawba Cooperative Christian Ministry (ECCCM)

PO Box 31 (245 East N Street)

Newton, NC 28658

(828) 465-1702

www.ecccm.org

Family Care Center

2875 Highland Avenue NE

Hickory, NC 28601

(828) 324-9917

www.familycare-center.com

Greater Hickory Cooperative Christian Ministry

31 1st Avenue SE

Hickory, NC 28602

(828) 327-0979

www.ccmhickory.com

Red Cross

PO Box 1329

409 8th Avenue NE

Hickory, NC 28603

(828) 322-4151

Fax: (828) 328-3744

www.catawbavalleyarc.org

Safe Harbor Rescue Mission

PO Box 5181 (210 2nd St. SE)

Hickory, NC 28603

(828) 326-7233

www.safeharborrescuemission.org

Emergency Assistance

CATAWBA COUNTY CON'T

The Salvation Army

www.salvationarmycarolinas.org
750 Third Avenue Place SE
Hickory, NC 28601
(828) 322-8061

United Way

Dial "211" for information and services
www.nc211.org
PO Box 2425
Hickory, NC 28603
(828) 327-6851
Information and Referral Line:
(828) 324-HELP (4357)
www.ccunitedway.com

Women's Resource Center

125 3rd Street NE
Hickory, NC 28601
(828) 322-6333
Fax: (828) 322-1314
Email: wrc@wrchickory.org
www.wrchickory.org



Help starts here. Dial 2-1-1.

Within the region there are hundreds of telephone numbers for health and human service programs, government offices, and nonprofit agencies. Sometimes people have difficulty accessing services they need because they do not know whom, or where, to call. This is especially true when people are new to the area, in crisis or have difficulty communicating because of language barriers or disabilities. By dialing the three-digit number 2-1-1, a caller is able to speak with a live operator 24 hours/7 days a week to find services available in the county in which they live. Whether it's help with rent or mortgage, day care, or counseling, 2-1-1 is the link to community services.

Simply dial 2-1-1 or go to www.nc211.org.

Employment Opportunities

Employment

NCWORKS CAREER CENTER

ALEXANDER COUNTY CAREER CENTER

604 7th Street SW
Taylorsville, NC 28681
(828) 632-4631
Ncworks.8700@nccommerce.com

NCWORKS CAREER CENTER BURKE COUNTY

720 East Union Street
Morganton, NC 28655
(828) 438-6161
Ncwork.6100@nccommerce.com

NCWORKS CAREER CENTER CALDWELL COUNTY

1909 Hickory Blvd. SE
Lenoir, NC 28645
(828) 759-4680
Ncworks.0560@nccommerce.com

NCWORKS CAREER CENTER CATAWBA COUNTY

403 Conover Station SE, Suite C
Conover, NC 28613
828-466-5535
Ncworks.4400@nccommerce.com

www.ncworks.gov

Catawba County Workforce Development Ctr.

413 Thornburg Drive SE
Conover, NC 28613
(828) 465-0371

Blue Ridge Community Action Senior Employment Program (55+ employment)

800 North Green St.
Morganton, NC 28655
(828) 438-6255

NC Division of Vocational Rehabilitation Services

ALEXANDER and CATAWBA

1261 10th Avenue Lane SE
Hickory, NC 28602
(828) 322-2921

BURKE

200 Enola Road
Morganton, NC 28655
(828) 433-2423
Fax: (828) 433-2497

CALDWELL

125 Hospital Avenue NW. Suite A
Lenoir, NC 28645
(828) 572-6600

Listing of Hospice services and contacts can be found on Page 44

LIVING WILL

(See pages 28-31 for form)

A Living Will tells doctors what to do when you are too sick to communicate. It can indicate when medical treatment should stop, or whether you want passive feeding to be withdrawn. The directives are limited only to care which artificially or technologically postpones death—not comfort care. The Living Will must be signed by you, witnessed by a notary or two non-related adults, excluding your physician and nursing home advisor. At the time of determination, your attending and one additional physician must certify terminal condition or permanently unconscious state.

Be Aware:

- If you want food and water withheld if you are in a permanently unconscious state, you must specifically indicate this by initialing a box on the form.
- Health care providers are required to inform you of your right to refuse or accept medical treatment. Always ask up front what the provider's policy is in honoring advance directives.
- A Living Will applies only to situations of terminal illness and permanent unconsciousness—not to those who have Alzheimer's, have had strokes, degenerative disorders or conditions that are not immediately life threatening.
- A Living Will supercedes a Designation of Health Care Surrogate with respect to life sustaining care decisions.
- An oral request to your physician, family member or health care worker revokes the signed document.

Designation of Health Care Surrogate

Everyone should have one! A Designation of Health Care Surrogate designates a person to make medical decisions for you in situations that your Living Will did not anticipate such as mental or physical incompetency.

ADVANCE DIRECTIVE FORMS

To obtain a form, call:

**North Carolina Secretary of State
(919) 807-2162**

Hospital adult membership programs may also have these forms.

ADVANCE DIRECTIVE REGISTRY

The North Carolina Secretary of State's office has recently developed the Advance Health Care Directive Registry. The Registry allows people who have advance directives such as Living Wills and Health Care Powers of Attorney to register them in a central place so that they are available when needed.

To register, you must obtain a Registration Form from the Registry and fill in the required information. There is a \$10 fee for each advance directive you wish to register. Send the Registration Form(s) and fee(s) to the Registry at the address below.

Please remember that your advance directives must be notarized in order for the Registry to accept them for filing, including a Declaration of an Anatomical Gift.

You should consult an attorney or agencies that specialize in end-of-life care choices and issues. The North Carolina Secretary of State is only the administrator of the Advance Health Care Directive Registry and is prohibited from giving legal advice.

The Registry staff will register your advance directive by putting it into the Registry database. They will return your advance directive with a Registry card that contains your file number and password (your access information). When you receive your card, you and your health care providers (and anyone else with whom you share your file number and password) will be able to access your advance directives over the Internet.

You can call the Registry at (919) 807-2162, 8:00 A.M. - 5:00 P.M. Mon. – Fri. for information, forms and brochures.

You can also write to the Registry at:

North Carolina Secretary of State,
Advance Health Care Directive Registry,
P. O. Box 29622, Raleigh, NC 27626.
The Registry's website is located at
www.secretary.state.nc.us/ahcdr/

End of Life Planning

STATE OF NORTH CAROLINA

ADVANCE DIRECTIVE FOR A NATURAL DEATH ("LIVING WILL")

COUNTY OF _____

NOTE: YOU SHOULD USE THIS DOCUMENT TO GIVE YOUR HEALTH CARE PROVIDERS INSTRUCTIONS TO WITHHOLD OR WITHDRAW LIFE-PROLONGING MEASURES IN CERTAIN SITUATIONS. THERE IS NO LEGAL REQUIREMENT THAT ANYONE EXECUTE A LIVING WILL.

GENERAL INSTRUCTIONS: You can use this Advance Directive ("Living Will") form to give instructions for the future if you want your health care providers to withhold or withdraw life-prolonging measures in certain situations. You should talk to your doctor about what these terms mean. The Living Will states what choices you would have made for yourself if you were able to communicate. Talk to your family members, friends, and others you trust about your choices. Also, it is a good idea to talk with professionals such as your doctors, clergypersons, and lawyers before you complete and sign this Living Will.

You do not have to use this form to give those instructions, but if you create your own Advance Directive you need to be very careful to ensure that it is consistent with North Carolina law.

This Living Will form is intended to be valid in any jurisdiction in which it is presented, but places outside North Carolina may impose requirements that this form does not meet.

If you want to use this form, you must complete it, sign it, and have your signature witnessed by two qualified witnesses and proved by a notary public. Follow the instructions about which choices you can initial very carefully. Do not sign this form until two witnesses and a notary public are present to watch you sign it. You then should consider giving a copy to your primary physician and/or a trusted relative, and should consider filing it with the Advanced Health Care Directive Registry maintained by the North Carolina Secretary of State: <http://www.nclifelinks.org/ahcdr/>

My Desire for a Natural Death

I, _____, being of sound mind, desire that, as specified below, my life not be prolonged by life-prolonging measures:

1. When My Directives Apply

My directions about prolonging my life shall apply *IF* my attending physician determines that I lack capacity to make or communicate health care decisions and:

NOTE: YOU MAY INITIAL ANY OR ALL OF THESE CHOICES.

_____ (Initial)	I have an incurable or irreversible condition that will result in my death within a relatively short period of time.
_____ (Initial)	I become unconscious and my health care providers determine that, to a high degree of medical certainty, I will never regain my consciousness.
_____ (Initial)	I suffer from advanced dementia or any other condition which results in the substantial loss of my cognitive ability and my health care providers determine that, to a high degree of medical certainty, this loss is not reversible.

2. These are My Directives about Prolonging My Life:

In those situations I have initialed in Section 1, I direct that my health care providers:

NOTE: INITIAL ONLY IN ONE PLACE.

_____ (Initial)	may withhold or withdraw life-prolonging measures.
_____ (Initial)	shall withhold or withdraw life-prolonging measures.

3. Exceptions – "Artificial Nutrition or Hydration"

NOTE: INITIAL ONLY IF YOU WANT TO MAKE EXCEPTIONS TO YOUR INSTRUCTIONS IN PARAGRAPH 2.

EVEN THOUGH I do not want my life prolonged in those situations I have initialed in Section 1:

_____ (Initial)	I <i>DO</i> want to receive BOTH artificial hydration AND artificial nutrition (for example, through tubes) in those situations. _____ NOTE: DO NOT INITIAL THIS BLOCK IF ONE OF THE BLOCKS BELOW IS INITIALED.
_____ (Initial)	I <i>DO</i> want to receive ONLY artificial hydration (for example, through tubes) in those situations. _____ NOTE: DO NOT INITIAL THE BLOCK ABOVE OR BELOW IF THIS BLOCK IS INITIALED.
_____ (Initial)	I <i>DO</i> want to receive ONLY artificial nutrition (for example, through tubes) in those situations. _____ NOTE: DO NOT INITIAL EITHER OF THE TWO BLOCKS ABOVE IF THIS BLOCK IS INITIALED.

4. I Wish to be Made as Comfortable as Possible

I direct that my health care providers take reasonable steps to keep me as clean, comfortable, and free of pain as possible so that my dignity is maintained, even though this care may hasten my death.

5. I Understand my Advance Directive

I am aware and understand that this document directs certain life-prolonging measures to be withheld or discontinued in accordance with my advance instructions.

End of Life Planning

6. If I have an Available Health Care Agent

If I have appointed a health care agent by executing a health care power of attorney or similar instrument, and that health care agent is acting and available and gives instructions that differ from this Advance Directive, then I direct that:

<hr/> (Initial)	<u>Follow Advance Directive:</u> This Advance Directive will override instructions my health care agent gives about prolonging my life.
<hr/> (Initial)	<u>Follow Health Care Agent:</u> My health care agent has authority to override this Advance Directive.

NOTE: DO NOT INITIAL BOTH BLOCKS. IF YOU DO NOT INITIAL EITHER BOX, THEN YOUR HEALTH CARE PROVIDERS WILL FOLLOW THIS ADVANCE DIRECTIVE AND IGNORE THE INSTRUCTIONS OF YOUR HEALTH CARE AGENT ABOUT PROLONGING YOUR LIFE.

7. My Health Care Providers May Rely on this Directive

My health care providers shall not be liable to me or to my family, my estate, my heirs, or my personal representative for following the instructions I give in this instrument. Following my directions shall not be considered suicide, or the cause of my death, or malpractice or unprofessional conduct. If I have revoked this instrument but my health care providers do not know that I have done so, and they follow the instructions in this instrument in good faith, they shall be entitled to the same protections to which they would have been entitled if the instrument had not been revoked.

8. I Want this Directive to be Effective Anywhere

I intend that this Advance Directive be followed by any health care provider in any place.

9. I have the Right to Revoke this Advance Directive

I understand that at any time I may revoke this Advance Directive in a writing I sign or by communicating in any clear and consistent manner my intent to revoke it to my attending physician. I understand that if I revoke this instrument I should try to destroy all copies of it.

End of Life Planning

End of Life

This the _____ day of _____, _____.

Signature of Declarant

Type/Print Name

I hereby state that the declarant, _____, being of sound mind, signed (or directed another to sign on declarant's behalf) the foregoing Advance Directive for a Natural Death in my presence, and that I am not related to the declarant by blood or marriage, and I would not be entitled to any portion of the estate of the declarant under any existing will or codicil of the declarant or as an heir under the Intestate Succession Act, if the declarant died on this date without a will. I also state that I am not the declarant's attending physician, nor a licensed health care provider who is (1) an employee of the declarant's attending physician, (2) nor an employee of the health facility in which the declarant is a patient, or (3) an employee of a nursing home or any adult care home where the declarant resides. I further state that I do not have any claim against the declarant or the estate of the declarant.

Date: _____ Witness: _____

Date: _____ Witness: _____

_____ COUNTY, _____ STATE

Sworn to (or affirmed) and subscribed before me this day by

(type/print name of declarant)

(type/print name of witness)

(type/print name of witness)

Date _____

(Official Seal)

Signature of Notary Public

_____, Notary Public

Printed or typed name

My commission expires: _____

End of Life Planning

FUNERAL INSTRUCTIONS

My Personal Information:

First Name: _____ Middle Name: _____

Last Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____ County: _____

Phone: _____

Organ Donor: Yes _____ No _____

Vital Statistics:

Marital Status: Married _____ Divorced _____ Widow _____ Widower _____

Date of Birth: _____ Place of Birth: _____

Social Security Number: _____ Spouse's Name: _____

Spouse's Maiden Name: _____

Place of Marriage: _____ Date of Marriage: _____

Father's Name: _____ Mother's Name: _____

Mother's Maiden Name: _____

Work/Education:

Education (0-12): _____

College 1-5+: _____

Occupation: _____

Business: _____

Company: _____

Military Record:

Branch of Service: _____ Serial Number: _____

Date Enlisted: _____ Rank at Discharge: _____

Date Discharge: _____ Discharge on File at: _____

Copy of Discharge Papers: Yes _____ No _____

Name of Wars: _____

Funeral Service Information:

Place of Service: Church ___ Funeral Home ___ Cemetery _____

Funeral Home: _____

Address: _____

Phone: _____

Place of Visitation: _____

Visitation and Service the same day: Yes _____ No _____

Clergy to Officiate: _____

Religious Denomination: _____

Place of Worship: _____

Lodge/Union: _____

Special Instructions:

Pallbearers(6): _____

Scripture: _____

Prayers: _____

Favorite Flowers: _____

Music: _____

Poem: _____

Jewelry: _____

Clothing: _____

Glasses: _____

Other: _____

Memorials or Donations: _____

Disposition Request:

I prefer: Earth Burial _____ Mausoleum _____ Cremation _____

Cemetery: _____

Address: _____

Phone: _____

Cemetery Lot Owner: _____

Location: _____

I have made a last will and testament: Yes _____ No _____

Person to Finalize Arrangements:

Name: _____

Address: _____

Email: _____

Phone: _____

Relationship: _____

Government Agencies

ALEXANDER COUNTY

County Government Office

621 Liledoun Road
Taylorsville, NC 28681
(828) 632-9332
Fax: (828) 632-0059
www.alexandercountync.gov

Town of Taylorsville

67 Main Avenue Drive
Taylorsville, NC 28681
(828) 632-2218
Fax: (828) 632-7964
www.taylorsvillenc.com

Animal Services

(828) 632-1199
www.acpets.org

Board of Elections

370 1st Avenue SW
PO Box 326
Taylorsville, NC 28681
(828) 632-2990
Fax: (828) 632-1381
www.alexandercountync.gov/board-of-elections

Alexander Economic Development Corporation

119 NC Hwy. 16 North – Suite A
Taylorsville, NC 28681
(828) 632-1161
<https://alexanderedc.org/>

NC Cooperative Extension – Alexander Center

151 W Main Avenue
Taylorsville, NC 28681
(828) 632-4451
Fax: (828) 632-7533
<http://alexander.ces.ncsu.edu>

Social Services

604 7th Street SW
Taylorsville, NC 28681
(828) 632-1080
Fax: (828) 632-1092
www.alexandercountync.gov/dss/

Health Department

338 1st Avenue SW, Suite 1
Taylorsville, NC 28681
(828) 632-9704
Fax: (828) 632-9008
www.alexanderhealth.org

Public Library

Taylorsville (828) 632-4058
Bethlehem (828) 495-8753

Tax Office

151 W Main Avenue
Taylorsville, NC 28681
(828) 632-4346
www.alexandercountync.gov/tax-office

BURKE COUNTY

County Government Office

PO Box 219 (200 Avery Ave.)
Morganton, NC 28680-0219
(828) 764-9000
Fax: (828) 764-9352
www.burkenc.org

Town of Connelly Springs

PO Box 99 (1030 US 70)
Connelly Springs, NC 28612
(828) 879-2321
Fax: (828) 879-2325
www.connellysprings.com

Town of Drexel

PO Box 188 (202 Church St.)
Drexel, NC 28619
(828) 437-7421
Fax: (828) 437-4661
www.ci.drexel.nc.us

Town of Glen Alpine

PO Box 898 (103 Pitts St.)
Glen Alpine, NC 28628
(828) 584-2622
Fax: (828) 205-7104
www.townofglenalpine.com

Town of Hildebran

109 S Center St.
Hildebran, NC 28637
(828) 397-5801
Fax: (828) 397-7180
www.hildebran.com

City of Morganton

PO Box 3448
(305 E. Union St.)
Morganton, NC 28680
(828) 437-8863
Fax: (828) 432-2669
www.morganton.gov

Town of Rutherford College

PO Box 406
(980 Malcolm Blvd.)
Rutherford College, NC
28671
(828) 874-0333
Fax: (828) 874-0022
www.rutherfordcollegenc.us

Town of Valdese

PO Box 339 (102 Massel Ave.
SW)
Valdese, NC 28690
(828) 879-2120
Fax: (828) 879-2139
www.townofvaldese.c

Animal Control

(828) 438-5465
www.burkenc.org/2444/Animal-Services

Board of Elections

2128 S. Sterling Street
PO Box 798
Morganton, NC 28680
(828) 764-9010
Fax: (828) 764-9011
www.burkenc.org

Chamber of Commerce

110 E. Meeting Street
Morganton, NC 28655
(828) 437-3021
www.burkecounty.org

NC Cooperative Extension Burke Center

130 Ammons Drive, Suite 2
Morganton, NC 28655
(828) 764-9480
Fax: (828) 764-9481
TTY (828) 439-4461
<http://burke.ces.ncsu.edu>

Social Services

700 East Parker Road
PO Drawer 549
Morganton, NC 28680-0549
(828) 764-9600
Fax: (828) 764-9793
www.burkenc.org

Health Department

700 East Parker Road
Morganton, NC 28655
(828) 764-9150
Fax: (828) 764-9153
www.burkenc.org

Public Library

Hildebran (828) 764-9283
Morganton (828) 764-9260
Valdese (828) 874-2421
www.bcpls.org

Tax Office

110 N. Green Street
Morganton, NC 28680
(828) 764-9430

Government Agencies

CALDWELL COUNTY

County Government Office

PO Box 2200
(905 W. Ave. NW)
Lenoir, NC 28645
(828) 757-1300
Fax: (828) 757-1295
www.caldwellcountync.org

Town of Cahaj's Mountain

1800 Connelly Springs Road
Lenoir, NC 28645
(828) 728-5053
Fax: (828) 728-4166
www.cajahsmtn.com

Village of Cedar Rock

PO Box 116
(2065 Cedar Rock Estate Dr.)
Lenoir, NC 28645
(828) 757-4545
Fax: (828) 758-9662
www.villageofcedarrock.org

Town of Gamewell

2750 Old Morganton Road
Lenoir, NC 28645
(828) 754-1991
Fax: (828) 754-1991

Town of Granite Falls

PO Drawer 10 (30 Park Sq.)
Granite Falls, NC 28630
(828) 396-3131
Fax: (828) 396-3133
www.granitefallsync.com

Town of Hudson

PO Box 457 (550 Central St.)
Hudson, NC 28638
(828) 728-8272
Fax: (828) 728-2680
www.townofhudson.com

City of Lenoir

PO Box 958 (801 W. Ave. SW)
Lenoir, NC 28645
(828) 757-2200
Fax: (828) 757-2162
www.cityoflenoir.com

Town of Rhodhiss

PO Box 40 (317 Magnolia St.)
Rhodhiss, NC 28667
(828) 396-8400
Fax: (828) 396-8405
www.townofrhodhiss.com

Town of Sawmills

4076 US Hwy 321-A
Granite Falls, NC 28630
(828) 396-7903
Fax: (828) 396-8955
www.townofsawmills.com

Animal Control

(828) 757-8625
www.caldwellanimalshelter.org

Board of Elections

120 Hospital Ave.
PO Box 564
Lenoir, NC 28645
(828) 757-1342
Fax: (828) 757-1195
www.caldwellcountync.org

Chamber of Commerce

1909 Hickory Blvd. SE
Lenoir, NC 28645
(828) 726-0616
www.caldwellcochamber.org

NC Cooperative Extension Caldwell Center

120 Hospital Ave. NE, Suite 1
Lenoir, NC 28645
(828) 757-1290
Fax: (828) 757-1251
<http://caldwell.ces.ncsu.edu>

Social Services

2345 Morganton Blvd. SW
PO Box 200
Lenoir, NC 28645
(828) 426-8200
Fax: (828) 426-8398
www.caldwellcountync.org

Health Department

2324 Morganton Blvd. SW
Lenoir, NC 28645
(828) 426-8400
www.caldwellcountync.org

Public Library

Hudson (828) 728-4207
Lenoir (828) 757-1270
Granite Falls (828) 396-7703

Tax Office

905 West Ave. NW
PO Box 2200
Lenoir, NC 28645
(828) 757-1300

CATAWBA COUNTY

County Government Office

PO Box 389
25 Government Drive
Newton, NC 28658
(828) 465-8200
Fax: (828) 465-8413
www.catawbacountync.gov

Town of Brookford

1700 S. Center St.
Hickory, NC 28602
(828) 322-4903
Fax: (828) 322-7898

Town of Catawba

PO Box 70 (102 First St. NW)
Catawba, NC 28609
(828) 241-2215
Fax: (828) 241-9968
www.townofcatawba.org

City of Claremont

PO Box 446 (3288 E. Main St)
Claremont, NC 28610
(828) 466-7255
Fax: (828) 466-7185
www.cityofclaremont.org

City of Conover

PO Box 549 (101 First St. E)
Conover, NC 28613
(828) 464-1191
Fax: (828) 465-5177
www.conovernc.gov

City of Hickory

PO Box 398 (76 N. Center St)
Hickory, NC 28603
(828) 323-7400
Fax: (828) 323-7550
www.hickorync.gov

Town of Long View

2404 1st Avenue SW
Long View, NC 28602
(828) 322-3921
Fax: (828) 578-6637
www.ci.longview.nc.us

Town of Maiden

19 N. Main Ave.
Maiden, NC 28650
(828) 428-5000
Fax: (828) 428-5017
www.maidennc.com

City of Newton

PO Box 550 (401 N Main Ave)
Newton, NC 28658
(828) 695-4300
Fax: (828) 465-7405
www.newtonnc.gov

Animal Control

(828) 466-6814
www.catawbacountync.gov

Board of Elections

145 Government Dr.
PO Box 132
Newton, NC 28658
(828) 464-2424
www.catawbacountync.gov

Chamber of Commerce

PO Box 1828
1055 Southgate Corp. Park SW
Hickory, NC 28603-1828
(828) 328-6111
www.catawbachameber.org

NC Cooperative Extension

Catawba Center
1117 S. Brady Avenue
Newton, NC 28658
(828) 465-8250
<http://catawba.ces.ncsu.edu>

Social Services

3030 11th Ave. Dr. SE, Hickory
PO Box 669
Newton, NC 28658
(828) 695-5600
www.catawbacountync.gov/dss

Health Department

3070 11th Avenue Drive SE
Hickory, NC 28602
(828) 695-5800

Public Library

Newton (828) 465-8664
Claremont (828) 466-6817
Conover (828) 466-5108
Maiden (828) 428-2712
Patrick Beaver (828) 304-0500
Ridgeview (828) 345-6037
Sherrills Ford (828) 466-6827
Southwest (828) 466-6818
St. Stephens (828) 256-3030

Tax Office

25 Government Dr.
PO Box 368
Newton, NC 28658
(828) 465-8416

Government Agencies

NORTH CAROLINA GOVERNMENT AGENCIES

www.ncgov.com

NC Division of Aging and Adult Services

2101 Mail Service Center
Raleigh, NC 27699-2101
(919) 733-3983
www.ncdhhs.gov/aging

NC Department of Agriculture and Consumer Services

1001 Mail Service Center
Raleigh, NC 27699-1001
(919) 707-3000
www.ncagr.gov

NC Department of Environment and Natural Resources

1601 Mail Service Center
Raleigh, NC 27699-1601
1-877-623-6748
www.ncdenr.gov

NC Department of Health and Human Services

2000 Mail Service Center
Raleigh, NC 27699-2000
(919) 855-4800
www.ncdhhs.gov

NC Department of Insurance

1201 Mail Service Center
Raleigh, NC 27699-1201
855-408-1212
www.ncdoi.com

NC Department of Justice

9001 Mail Service Center
Raleigh, NC 27699-9001
(919) 716-6400
www.ncdoj.gov

NC Department of Labor

1101 Mail Service Center
Raleigh, NC 27699-1101
(919) 807-2796 or 1-800-NC-LABOR
www.nclabor.com

NC Department of Public Schools

301 N. Wilmington Street
Raleigh, NC 27601
(919) 807-3300
www.ncpublicschools.org

NC Department of Public Safety

4201 Mail Service Center
Raleigh, NC 27699-4201
919-733-2126
www.ncdps.gov

NC Department of State Treasurer

325 N. Salisbury Street
Raleigh, NC 27603
(919) 814-4000
www.nctreasurer.com

NC Department of Transportation

1501 Mail Service Center
Raleigh, NC 27699-1501
1-877-368-4968
www.ncdot.gov

UNITED STATES GOVERNMENT AGENCIES

www.usa.gov

US Administration on Aging

330 Independence Ave. SW
Washington, DC 20237
(202) 401-4634
www.aoa.gov

US Administration for Community Living

330 C St. SW
Washington, D.C. 20201
(202) 401-4634
www.acl.gov

US Department of Health and Human Services

200 Independence Avenue SW
Washington, D.C. 20201
1-877-696-6775
www.hhs.gov

US Environmental Protection Agency

Ariel Rios Building
1200 Pennsylvania Avenue NW
Washington, DC 20460
(202) 272-0167
www.epa.gov

US Department of Justice

950 Pennsylvania Avenue NW
Washington, DC 20530-0001
202-514-2000
www.justice.gov

US Department of Defense

1400 Defense Pentagon
Washington, DC 20301-1400
703-571-3343
www.defense.gov

US Department of Agriculture

1400 Independence Avenue SW
Washington, DC 20250
(202) 720-2791
www.usda.gov

US Federal Trade Commission

600 Pennsylvania Avenue NW
Washington, DC 20580
(202) 326-2222
www.ftc.gov

US Department of Homeland Security

Washington, DC 20528
(202) 282-8000
www.dhs.gov

Home Care Agencies

In-Home Aide Services are intended to assist individuals who have functional/ physical and/or mental impairments with essential daily activities in the areas of home management and personal care. These services assist individuals in remaining at home for as long as possible. The services may also provide assistance and respite to families who are involved with care giving responsibilities.

One type of in-home aide service is **personal care**. Personal care, which is more extensive and complex in nature, is provided by a certified nurse aide employed through a licensed home care agency. Services that are considered personal care in nature can include help with bathing, dressing, toileting, feeding, and ambulation.

Another type of in-home aide services is **home management**. Home management services can include tasks such as cooking, cleaning, laundry, shopping, and other non-personal care activities to keep the individual safe in the home setting.

A Sisterly Care, LLC

409 4th Street SW, Unit B
Hickory, NC 28602
(828) 220-5211
www.asisterlycare.com

Abernethy Laurels Home Care Agency

102 Leonard Avenue
Newton, NC 28658
(828) 464-8260
www.abernethylaurels.org/home-care

All Ways Caring HomeCare

301 10th Street SW, Suite F-106
Conover, NC 28613
(828) 229-5631
www.allwayscaring.com

461 Harper Ave. SW Suite 101
Lenoir, NC 28645
(828) 754-4528

Advanced Home Care

461 Harper Avenue, SW
Lenoir, NC 28645
(828) 726-0901
1-800-868-8822
www.advhomecare.org

Amorem (formally Burke Hospice and Palliative Care & Caldwell Hospice and Palliative Care)

1721 Enon Rd.
Valdese, NC 28690
(828)754-0101

902 Kirkwood Ave. NW
Lenoir, NC 28645
(828) 754-0101
www.amoremsupport.org

Atrium Health at Home Blue Ridge

141 Fiddlers Run Blvd.
Morganton, NC 28655
(828) 580-6450
www.atriumhealth.org

Bayada Home Health Care, Inc.

1-888-422-9232
1985 Tate Blvd. SE, Suite 417
Hickory, NC 28602
(828) 327-3300
www.bayada.com

Caldwell Home Services

534 Central St. Unit B
Hudson, NC 28638
(828) 728-0168

Caregiver by Design

6181 Petra Mill Rd.
Granite Falls, NC 28630
(828) 850-9971

Catawba County DSS

In-Home Services
507 Boundary Street
Conover, NC 28613
(828) 695-5610

Carolina Caring

3975 Robinson Road
Newton, NC 28658
(828) 466-0466
www.carolinacaring.org

Catawba Valley Medical Services

409 B South Sterling Street
Morganton, NC 28655
(828) 437-8808
www.catawbavalleyhomecare.com

CenterWell Home Health

1985 Tate Blvd. SE. Suite 303
Hickory, NC 28602
(828) 322-6131
www.centerwellhomehealth.com

Comfort Keepers

444 4th Street SW
Hickory, NC 28602
(828) 202-3009
www.comfortkeepers.com

Kindred

www.kindredhealthcare.com
1771 Tate Blvd. SE, Suite 101
Hickory, NC 28602
(828) 322-6131

720 23rd Street NW

Hickory, NC 28602
(828) 328-1871

Grace Team Caregivers

21 East A St.
Newton, NC 28658
(704) 325-3799
www.graceteamcaregiversllc.com

Golden Sun Home Care

437 Main Avenue SW
Hickory, NC 28602
(828) 322-8896
www.goldensunhomecare.com

Guardian Home Health

100 Main Avenue NW, Suite 200
Hickory, NC 28601
(828) 324-3025
1-800- 610-3447
www.guardianhomehealthservices.com

Handi-Care, Inc.

304 South Main Street
Drexel, NC 28619
(828) 437-8429
1-800 435-9251
www.handicare-morganton.com

Home Care Agencies

Home Care

Hannah's Care Services, LLC

926 Lenoir Rhyne Blvd. SE
Hickory, NC 28602
(828) 578-6364
(704) 929-0966
www.hannahscareservice.com

Harmony Home Care

785 US Highway 70 SW Suite A
Hickory, NC 28602
(828) 256-1438

230 Morganton Blvd. SW Suite A
Lenoir, NC 28645
(828) 754-4401

Health and Home Services, Inc.

74 8th St. SE. Suite 225
Hickory, NC 28602
(828) 322-2710
www.healthandhomeservices.com

Homecare Management Corporation

315 Wilkesboro Blvd. NE
Suite 2A
Lenoir, NC 28645
(828) 754-3665
1-800 223-2841
www.homecaremgmt.org

Home Instead

27 1st Avenue NE, Suite 205
Hickory, NC 28601
(828) 256-0184
www.homeinstead.com/628

Interim Healthcare, Inc.

785 U.S. HWY 70 SW, Suite 202
Hickory, NC 28602
(828) 324-2121
1-800-759-9033
www.interimhealthcare.com/hickorync

Just in Time Health Care Services, LLC

506 Wilkesboro Blvd. SE Suite 210
Lenoir, NC 28645
(828) 781-9585
www.justintimehcs.com

Medi-Home Care

2948 South NC Hwy 127
Hickory, NC 28602
(828) 295-0203

180 W. Main Avenue
Taylorsville, NC 28681-4180
(828) 635-1280
www.msa.corp.com

Nursefinders of Charlotte

131 Providence Rd.
Charlotte, NC 28207
(704) 335-7241
www.nursefinders.com

Premier HomeCare, LLC

91 N. Main Street
Granite Falls, NC 28630
(828) 396-9111

Premier Home Health Care Services

715 Fairgrove Church Rd. SE Suite 204
Hickory, NC 28613
(828)327-9600
1-800-848-9601
www.premierhomehealthcare.com

Premier HomeCare, LLC

91 N. Main St.
Granite Falls, NC 28630
(828)369-9111

Restoration Home Care Services, Inc.

410 First Avenue South, Suite 3
Conover, NC 28613
(704) 325-3814

Turning point Services, Inc.

1001 South Sterling St.
Morganton, NC 28655
(828)433-4719
www.turningpointserviceinc.com

Visiting Angels

1822 Hickory Blvd. SW
Lenoir, NC 28645
(828) 572-4300
www.visitingangels.com

Hiring a home health care provider to care for your loved one can be a daunting and stressful task. To ensure peace of mind with your selection, be sure to ask potential caregivers the following questions:

- How long has the agency been in business?
- Is the agency licensed by the state?
- Are your home health care workers certified or licensed by the state?
- Has the agency personally checked my assigned caregiver's references, and is he or she bonded?
- How long has my assigned caregiver worked in the agency's employ?
- Is there a registered nurse who supervises on a regular basis?
- Is there a trained coordinator available by telephone 24-7? (a requirement for licensed facilities)
- Does the agency conduct criminal background checks on employees?
- Does the agency complete drug testing on employees?
- Does the agency provide ongoing training for their employees?
- If hired, will the same caregiver come to provide care to my loved one, or will it be a different person each time?

Hospice & Palliative Care

Hospice is a special healthcare option for patients and families who are faced with a terminal illness. A multi-disciplinary team of physician, nurses, social workers, bereavement counselors and volunteers works together to address the physical, social, emotional and spiritual needs of each patient and family. The hospice team provides care to patients in their own home or a home-like setting regardless of the patient's age or ability to pay.

Palliative care is a medical subspecialty that strives to relieve suffering and improve the quality of life for patients with advanced illness through expert pain and symptom management.

Alexander Hospice

50 Lucy Echerd Lane
Taylorsville, NC 28681
(828) 632-5026
www.alexanderhospice.org

Amorem Hospice (formally Burke Hospice and Palliative Care and Caldwell Hospice and Palliative Care)

902 Kirkwood St. NW
Lenoir, NC 28645
(828) 754-0101
1-844-426-6736
www.amoremsupport.org
Serves: **Alexander**, **Burke**, **Caldwell** and **Catawba** Counties

Carolina Caring (Formerly Catawba Regional Hospice)

3975 Robinson Road
Newton, NC 28658
(828) 466-0466
www.catawbaregionalhospice.org
Serves: **Alexander**, **Burke**, **Caldwell** and **Catawba** Counties

Hospice & Palliative Care, Lincoln County

900 Dontia Drive
Lincolnton, NC 28092
(704) 732-6146
www.hpccr.org
Serves: **Burke** and **Catawba** Counties

VIA Health Partners

101 Lenoir St.
Morganton, NC 28655
(828) 475-7777
www.hospicecares.cc
Serves: **Burke** County

Broughton Hospital

1000 South Sterling Street
Morganton, NC 28655
(828) 433-2111

Caldwell UNC HealthCare

321 Mulberry Street SW
Lenoir, NC 28645
(828) 757-5100
www.caldwellmemorial.org

UNC Health Blue Ridge

2201 South Sterling Street
Morganton, NC 28655
(828) 580-5000
www.unchealthblueridge.org

UNC Health Blue Ridge - Valdese

720 Malcolm Boulevard
PO Box 700
Valdese, NC 28690
(828) 874-2251
www.unchealthblueridge.com

Catawba Valley Medical Center

810 Fairgrove Church Road SE
Hickory, NC 28602
(828) 326-3000

HealthFirst Center

(828) 485-2300
www.catawbavalleymc.org

Department of Veterans Affairs Medical Center

Asheville Facility

1100 Tunnel Road
Asheville, NC 28805
(828) 298-7911
www.asheville.va.gov

VA Hickory Clinic

2440 Cebtury PI SE
Hickory, NC 28602
(828) 431-5600
www.va.gov/asheville-health-care/locations/hickory-va-clinci/

Salisbury Facility

1601 Brenner Avenue
Salisbury, NC 28144
(704) 638-9000
www.salisbury.va.gov

Frye Regional Medical Center

420 North Center Street
Hickory, NC 28601
(828) 315-5000
www.fryemedctr.com

Housing Guide

SENIOR LIVING OPTIONS

Aging In Place – Refers to the ability to age in your own home and have your evolving needs met in your own home. Many people can continue to live independently at home; others may need in-home care or support services like meals, healthcare or transportation in order to continue living at home.

Independent Living – Similar to aging in place in that you have the ability to live without outside assistance.

Independent Living with Services – Aging in place with the option to add a service package such as meals, housekeeping or assistance with bathing and dressing. The resident remains living in the same place but has the option of adding services at an additional cost as needs change.

Assisted Living – Provides daily assistance to residents, but not constant care. Residents might be helped with bathing, dressing, taking medication and meals. Assisted Living is a situation somewhere between independent living and nursing care.

Age Restricted/Active Adult Communities – Housing communities that require residents to be a certain age. Active adult communities might be a gated community, an apartment complex, modular home community, condominiums or other. Some are linked to universities and allow unlimited access to classes. Others offer clubs and social opportunities. Most provide access to pools and other leisure activities.

Continuing Care Retirement Communities (CCRC) – Continuing Care Retirement Communities offer different services – independent living, congregate housing, assisted living and skilled nursing. As the resident ages and their needs evolve, they can take advantage of different services within the same community. CCRC's may require buy-in, or an upfront annuity purchase followed by monthly payments covering services, amenities, and needed medical services.

Nursing Care/Nursing Home/Skilled Nursing Facilities – Nursing homes are for older adults who can no longer live independently and need 24 hour nursing care and supervision. It is often used for individuals who are chronically ill and those who need help with MOST activities of daily living – getting out of bed, bathing, dressing, eating, etc.

Reverse Mortgage – A reverse mortgage is a special type of home equity loan designed specifically for older homeowners who are at least 62 years of age. This special type of mortgage enables the homeowner to tap into the equity of their home without repaying the loan as long as he/she occupies the home as his/her primary residence. Typical uses for the reverse mortgage funds are to supplement income, consolidate debt, repayment of small existing mortgage, payment of medical bills and in home health care. There are no restrictions on how you can use money from a reverse mortgage.

Universal Design – Housing design features and products for homes that make it safer for older adults or for residents that may have a disability.

Relocating Abroad – Retiring in a foreign country is a concept that has gained in popularity. Many retirement communities geared toward retiring Americans exist in exotic locations. Many older adults like the idea of inexpensive housing in a true resort locale.

THINGS TO THINK ABOUT OR ASK WHEN ASSESSING SENIOR LIVING OPTIONS

Lifestyle and Priorities

What is important to you in retirement? Family? Friends? Activities?

What community attributes do you desire/need? Close proximity to medical facilities, shopping, dining, churches, libraries, colleges/universities?

What are your transportation present and future transportation needs? Walkable community? Public transportation options?

Health and Aging

Does your current health status require any special considerations? How might your health status evolve? Would you prefer to age in place/in your own home? Can you afford any support services that you might require?

Independent Living/Current Home

Are you capable of maintaining your residence now and in the future?

If choosing a new home, what size home best meets your needs? One level? Easy maintenance? Maintenance provided? Single or multi-car garage? Desired features -type of flooring, appliances? etc.

Do you have a mortgage payment? Can you pay off your mortgage?

Can your present home be modified to meet your needs as you age? What type of features would make your home more comfortable/safer?

Have you considered all costs associated with owning your home?

- Mortgage and Association fees
- Taxes
- Maintenance
- Repairs
- Home owner's insurance
- Fire, theft and liability insurance
- Utilities
- Meals
- Transportation
- Car ownership
- Housekeeping
- Travel Expenditures
- Etc.

Housing Guide

Retirement-Specific Housing or Nursing Care

Admissions contract?

Are there any expenses not covered?

Pets allowed?

Can you bring your own furniture?

Can special dietary needs be accommodated?

What is the staff to resident ratio?

What training does the staff have and receive?

Is the facility financially sound?

What about telephone, internet, and telephone service?

Rules regarding visitors?

What happens in case of a disaster?

What happens if your needs change and can no longer be met by the facility?

How do I communicate if I need emergency medical assistance?

Does the facility accept state-funded assistance programs?

Long Term Care

Do you have Long Term Care Insurance? If so, does your policy fund in-home care?

If not, how will you fund a potential need for care?

Using Home Equity for Retirement Expenses

Do you have equity in your home? Should you tap your home equity for retirement?

Have you considered a Reverse Mortgage? Do you qualify for a Reverse Mortgage?

Evaluating Options

How do the costs compare for your various options – staying in the current home, purchasing new home, retirement living, assisted living or other – now and in the future?

What are the social, medical or lifestyle advantages or disadvantages of these options?

Have you involved family members in your decision making? Some children of retirees opt to fund long term care policies for their parents. Others have room in their homes to house and care for their aging parents. Would you consider renting your home to create extra income?

Could providing room and board to a caregiver be an option?

Are you eligible for any public or government assistance that might help with housing or long term care?

Have you considered whether you might want to talk with an attorney about any legal issues?

HOUSING ASSISTANCE AND PROGRAMS AVAILABLE THROUGH WESTERN PIEDMONT COUNCIL OF GOVERNEMENTS

Foreclosure Prevention

HUD-approved housing counselors are available to provide you with the information and assistance you need to avoid foreclosure. Some homeowners who are struggling to make their mortgage payments due to job loss or temporary financial hardship may qualify for assistance through the Mortgage Payment Program. Others may qualify for assistance through a loan modification or refinance, to reduce your monthly payments and help you keep your home.

Pre-Purchase Counseling/Assistance

This program provides counseling and financial down payment assistance to qualified individuals who are seeking to purchase their first home.

Reverse Mortgage Counseling

Before you can get a Reverse Mortgage - you are required to receive counseling. Housing Options Provided for the Elderly (HOPE) provides telephone counseling for North Carolina Residents. Call 844-432-6467.

Section 8 Rental Assistance

Utilizes privately-owned properties that are leased to residents with the Authority paying a portion of the monthly rent to the landlord. The balance is paid by the resident renting the units.

Single-Family Rehabilitation Program

This program makes major repairs to low- or moderate-income homeowners' homes through a deferred-loan program.

Urgent Repair Program

This program corrects housing conditions that threaten the life or safety of special needs (elderly and/or disabled) homeowners who are low-income. Some examples of emergency repairs are replacing roofs, replacing rotten floors, providing ramps and accessibility modifications.

Western Piedmont Council of Governments

1880 2nd Avenue NW
PO Box 9026
Hickory, NC 28603
(828) 322-9191
Fax: (828) 322-5991
www.wpcog.org

Housing Guide

NC HOUSING FINANCE AGENCY

The North Carolina Housing Finance Agency (NCHFA) is a self-supporting public agency. The Agency's mission is to create affordable housing opportunities for North Carolinians whose needs are not met by the market. NCHFA offers programs to assist home buyers; helps governments, nonprofit groups and private developers create affordable homes, apartments and supportive housing; and provides funding for rehabilitation and repair for low-income homeowners through local groups. So whether you are trying to buy a home, maintain and keep the home you have, or find an affordable apartment, they may be able to help.

3508 Bush Street
P.O. Box 28066
Raleigh, NC 27611-8066
(919) 877-5700
1-(800) 393-0988
www.nchfa.com

PROPERTY TAX RELIEF

North Carolina offers three property tax relief programs for the permanent residence of qualified homeowners.

Elderly or Disabled Exclusion: Applicants must be 65 years of age or totally and permanently disabled. In addition, the previous year's total income for both an applicant and spouse cannot exceed \$31,900. For unmarried joint property owners, each owner must apply separately and benefit limitations may apply based on the percent of ownership.

Circuit Breaker Tax Deferment Program: Applicants must be 65 years of age or totally and permanently disabled. The previous year's total income for both an applicant and spouse cannot exceed \$47,850. For unmarried joint property owners, each owner must apply and qualify separately. In addition, all owners must have owned and occupied the residence for the previous five years.

Disabled Veteran Exclusion: Honorably discharged disabled veterans or their unmarried surviving spouse may be eligible for a reduction in property tax. There is no age or income limitation on this program.

Contact local Tax Office for applications for the programs listed above:

ALEXANDER (828) 632-4346

BURKE (828) 764-9430

CALDWELL (828) 757-1340

CATAWBA (828) 465-8414

Housing Guide

PUBLIC HOUSING

A type of federally supported subsidized housing administered by local public housing authorities where tenants pay 30% of their incomes in rent. Units may or may not be designated as elderly apartments.

HOUSING AUTHORITY

A non-profit public corporation created to develop, manage, and maintain low-rent housing and assistance for low income families and elderly citizens.

REGIONAL HOUSING AUTHORITY

Western Piedmont Council of Governments

1880 2nd Ave. NW
Hickory, NC 28601
www.wpcog.org

Serving Alexander, Burke, Caldwell and
Catawba Counties.



BURKE COUNTY

Morganton Housing Authority

644 1st St., PO Box 1053
Morganton, NC 28680-1053
(828) 437-9101
(828) 397-7879

CALDWELL COUNTY

Lenoir Housing Authority

431 Vance Street NW
Lenoir, NC 28645
(828) 758-5536
Fax: (828) 758-5696

Valdese Housing Authority

PO Box 310
1402 Lydia Avenue
Valdese, NC 28690
(828) 874-0098
Fax: (828) 874-4352

CATAWBA COUNTY

Hickory Public Housing Authority

841 South Center Street
Hickory, NC 28601
(828) 328-5373
(828) 327-7495

BURKE COUNTY

Agape Retirement Apartments

212 Church Street
Valdese, NC 28690
(828) 874-3463

Buena Vista Apartments

3M Reese Street
Drexel, NC 28619
(828) 437-2312

Grace Ridge

500 Lenoir Road
Morganton, NC 28655
(828) 580-8330

Green Acres Apartments

710 N. Green Street
Morganton, NC 28655
(828) 437-9101

Millside Manor Apartments

411 East Union Street
Morganton, NC 28655
(828) 439-9989

Southmont Apartments

408 West Concord Street
Morganton, NC 28655
(828) 437-2323

The Willows Apartments

405 Old NC 18
Morganton, NC 28655
(828) 438-3690

CALDWELL COUNTY

Arbor Glen Apartments

104 Abington Rd.
Lenoir, NC 28645
(828) 572-5553

Koinonia Apartments

318 Main Street NW
Lenoir, NC 28645
(828) 758-2617

LHS Apartments

102 Willow Street
Lenoir, NC 28645
(828) 754-0680

Pinewood Plaza Apartments

10 Pinewood Plaza Drive
Granite Falls, NC 28630
(828) 396-4067

CATAWBA COUNTY

Abernethy Laurels

102 Leonard Avenue
Newton, NC 28658
(828) 464-8260

Abingdon Glen Village - Townhomes

501 26th Avenue NE
Hickory, NC 28601
(828) 267-5694

Cedar Glen Apartments

210 3rd Avenue NE
Conover, NC 28613
(828) 464-6323

Center Crossing Apartments

105 S Center St.
Hickory, NC 28602
(828) 228-0428

CATAWBA COUNTY CON'T.

Heritage Village Apartments

2693 Old Conover/Startown
Newton, NC 28658
(828) 464-5924

Kenworth Hall Retirement Community

426 2nd Avenue SE
Hickory, NC 28602
(828) 325-0975

Kingston Residence of Hickory

904 2nd Street NE
Hickory, NC 28601
(828) 392-8425

Legacy Place of Catawba Valley

1127 2nd Street NE
Conover, NC 28613
(828) 466-5430

Lutherhaus Apartments

720 7th Avenue NE
Hickory, NC 28601
(828) 327-0393

The Park at Cline Village

1810 Edgewater Drive
Conover, NC 28613
(828) 464-5418

Pinecrest Retirement Residence

915 29th Avenue NE
Hickory, NC 28601
(828) 600-4688

Viewmont Square Court Senior Living

1420 4th St. Dr. NW
Hickory, NC 28601
(828) 270-7176

Villas at Northview

415 26th Avenue Drive NE
Hickory, NC 28601
(828) 324-6933

Villas at Twin Cedars

1866 20th Avenue Drive NE
Hickory, NC 28601
(828) 578-6885

West Hickory Apartments

300 17th Street SW
Hickory, NC 28602
(828) 328-5373

Woodland Manor Apartments

1790 3rd Avenue NW
Hickory, NC 28601
(828) 304-4891

Housing Guide

WHEN LONG TERM CARE IS NEEDED.....

In North Carolina, facilities that provide 24-hour residential care and supervision to 2 or more aged and disabled adults and those with mental illness, developmental disabilities including traumatic brain injury, or substance abuse disorders are licensed and regulated by the N.C. Division of Health Service Regulation. When round-the-clock nursing care is not needed but supervision and support services are required, the following residential options are available to those persons who meet eligibility criteria:

According to North Carolina General Statute 131-D, **Assisted Living Facilities** provide group housing for 2 or more unrelated adults along with services including meals, housekeeping, and personal care services provided directly or through written agreement with a licensed home care agency.

Option #1 – Adult Care Homes. Seven or more Aged or Disabled Adults who require 24-hour supervision and/or assistance with personal care needs live in a group residence where there is a common dining area and common areas for social and recreational activities. Staff is hired to provide personal care and supervision and health care service coordination (medication administration, scheduling appointments, and providing transportation to medical appointments). Other services include three meals per day, laundry and housekeeping services, and a program of individual and group activities. Some facilities provide special units for persons with Alzheimer’s Disease and other related disorders. This unit is usually housed in a secure part of the facility and has a care and activities program specifically designed for persons with dementia. *Adult care homes differ from nursing homes in the level of care and qualifications of staff.* They may provide occasional nursing care as needed but they do not provide 24-hour skilled nursing care.

Option #2 – Family Care Homes. Six or fewer individuals live in the home of an unrelated family or individual homeowner. These homes provide many of the same basic services provided in Adult Care Homes.

Option #3 – Multi-Unit Housing with Services which is not licensed and for which residents do not require 24-hour supervision. Individuals typically live in their own apartment within a multi-unit complex with protective oversight. If personal care or nursing services are needed by any of the residents, these services **MUST** be provided by a licensed home health or hospice agency. This type of housing is also referred to as ***Independent Living Facilities***. These are listed with Senior Apartments on Page 52-53.

Option #4 – Nursing Homes are licensed by the Division of Health Service Regulation. Admission to a nursing home requires completion of an FL-2 medical form by your doctor confirming that you need nursing facility level of care. The Department of Social Services in your county can provide you with this form and assistance in locating a placement. Nursing Homes provide services and supports to people who need round-the-clock nursing care or supervision. They provide a standard set of core services that include: room and board, personal care, nursing services, dietary services, social services, activities, housekeeping and maintenance. Nursing homes must also provide or arrange for therapy, such as physical therapy, occupational therapy or speech/language therapy; dental care; podiatry services; optometry services and transportation to medical appointments. Some nursing homes provide skilled nursing care and rehabilitation therapy after an injury or hospital stay. Others may have a special unit for residents with Alzheimer’s disease or another form of dementia. These units may be referred to as “memory care,” dementia,” “Alzheimer’s” or “behavioral” units.

ALEXANDER COUNTY

A New Outlook of Taylorsville

360 Wood Road, PO Box 208
Taylorsville, NC 28681
(828) 635-8350
Bed Capacity – 34

Sarah's House

415 7th Street SW
Taylorsville, NC 28681
(828) 325-9526
Bed Capacity – 6

Taylorsville House

350 School Drive
Taylorsville, NC 28681
(828) 635-8989
Bed Capacity – 60

BURKE COUNTY

Autumn Care of Drexel

307 Oakland Avenue
Drexel, NC 28619
(828) 433-6180
Adult Care – 20
Nursing Home – 100

Burke Long Term Care Facility

125 Camellia Garden Street
Morganton, NC 28655
(828) 433-5875
Bed Capacity – 24

Cambridge House

114 Tenth Street NE
Hildebran, NC 28637
(828) 325-4980
Bed Capacity – 60

Chesterfield Family Care Home

2630 Pax Hill Road
Morganton, NC 28655
(828) 437-5164
Bed Capacity – 6

Clara's Cottage #1

5820 Holland Street
Morganton, NC 28655
(828) 391-1929
Bed Capacity – 6

Clara's Cottage #2

5824 Holland Street
Morganton, NC 28655
(828) 443-7684
Bed Capacity – 6

College Pines Health & Rehab

95 Locust Street
Valdese, NC 28690
(828) 580-6800
Adult Care – 4
Nursing Home – 100

Country Pines Family Care II

5415 Rob Carswell Street
Morganton, NC 28655
(828) 438-2886
Bed Capacity – 6

Days of Comfort Family Care

3421 Piney Road
Morganton, NC 28655
(828) 437-6116
Bed Capacity – 6

BURKE COUNTY CON'T.

East View Family Care

3208 Tex's Fish Camp Road
Connelly Springs, NC 28612
(828) 397-6090
Bed Capacity – 6

Glen Alpine Family Care

405 Linville Street
Glen Alpine, NC 28628
(828) 584-3970
Bed Capacity – 6

Grace Ridge

500 Lenoir Road
Morganton, NC 28655
(828) 580-7300
Special Needs – 12
Adult Care – 35
Nursing Home – 25

Hope Ridge Family Care Home

3491 Crestwood Drive
Morganton, NC 28655
(828) 544-5114
Bed Capacity – 6

Jonas Ridge Rest Home, Inc.

9051 Hwy. 181
Jonas Ridge, NC 28641
(828) 733-2224
Bed Capacity – 57

McAlpine Adult Care, Inc.

3806 Kathy Road
Morganton, NC 28655
(828) 584-4513
Bed Capacity – 60

McCurry Family Care Home

3351 Brandon Road
Morganton, NC 28655
(828) 437-2108
Bed Capacity – 6

Morganton Southview LTC Facility

151 Southview Street / PO Box 1261
Morganton, NC 28680
(828) 433-7056
Bed Capacity – 20

Patterson Family Care Home

5415 Rob Carswell Street
Morganton, NC 28655
(828) 437-6544
Bed Capacity – 6

Peaceful Living

5816 Willow Point Drive
Morganton, NC 28655
(828) 391-8012
Bed Capacity – 6

Perkins Family Care Home

2015 Sunnyside Drive
Morganton, NC 28655
(828)764-4864
Bed Capacity – 6

Taylor Family Care Home

2572 Ridgeview Drive
Valdese, NC 28690
(828) 437-2512
Bed Capacity – 6

The Berkley

330 Juniper Street
Morganton, NC 28655
(828) 433-7400
Bed Capacity – 60

CALDWELL COUNTY

Brockford Inn, Inc.

56 North Highland Avenue
PO Box 58
Granite Falls, NC 28630
(828) 396-3111
Bed Capacity – 67

Gateway Rehab. & Healthcare

2030 Harper Avenue NW
Lenoir, NC 28645
(828) 754-3888
Adult Care – 18
Nursing Home – 100

Grace Village

501 River Bend Drive
Granite Falls, NC 28630
828-212-5121
Bed Capacity – 78

Grandview Villa Assisted Living

2544 Grandview Circle SW
Lenoir, NC 28645
(828) 757-0136
Bed Capacity – 40

Brookdale Lenoir

1145 Powell Road NE
Lenoir, NC 28645
(828) 757-7800
Bed Capacity – 82

Shaire Center

1450 Shaire Center Dr.
Lenoir, NC 28645
(828) 728-6500
Bed Capacity - 82

TLC Family Care

1221 Connelly Springs Road
Lenoir, NC 28645
(828) 758-0013
Bed Capacity – 6

CATAWBA COUNTY

Abernethy Laurels

102 Leonard Avenue
Newton, NC 28658
(828) 464-8260
Adult Care – 18
Nursing Home – 174

Austin Adult Care

511 Bumgarner Industrial Drive
Conover, NC 28613
(828) 466-0300
Bed Capacity – 29

Brian Center Health & Rehabilitation/Hickory East

3031 Tate Blvd. SE
Hickory, NC 28602
(828) 322-3343
Adult Care – 20
Nursing Home – 150

Brookdale Falling Creek

910 29th Avenue NE
Hickory, NC 28601
(828) 328-6090
Bed Capacity – 20

Brookdale Hickory

2530 16th Street NE
Hickory, NC 28601
(828) 324-5400
Bed Capacity – 56

CATAWBA COUNTY CON'T.

Catawba Valley Living at Rock Barn

4174 Shook Road
Claremont, NC 28610
PO Box 1599
Conover, NC 28613
(828) 459-0008
Bed Capacity – 80

Heritage Care

3430 Lester Street
PO Box 129
Conover, NC 28613
(828) 256-9868
Bed Capacity – 60

Heritage Place II

807 4th Street SW
Conover, NC 28613
(828) 464-3715
Bed Capacity – 20

Hickory Village

427 3rd Avenue SE
Hickory, NC 28602
(828) 322-2230

Mountain View Family Homecare

5276 Olde School Road
Hickory, NC 28602
(828) 330-0483
Bed Capacity – 6

Piedmont Villages, Inc.

1345 Chapman Lane
PO Box 1138
Newton, NC 28658
(828) 464-6490
Bed Capacity – 40

Professional Family Care, Inc.

906 3rd Street SE
Conover, NC 28613
(828) 464-3430
Bed Capacity – 6

Serenity Family Care #2

2415-B South Center Street
Hickory, NC 28602
(828) 322-8890
Bed Capacity – 6

Springs of Catawba

2010 29th Avenue Drive NE
Hickory, NC 28601
(828) 326-7200
Bed Capacity – 66

Terra Bella of Newton

1088 Radio Station Road
Newton, NC 28658
(828) 466-7474
Bed Capacity – 96

Trinity Village

1265 21st Street NE
Hickory, NC 28601
(828) 328-2006
Adult Care – 90
Nursing Home – 104

North Carolina Star Rating Scale for Adult & Family Care Homes

The Star Rating system is just one of the resources you should use when looking for placement for yourself or a loved one in a N.C. adult care home. Because ratings are based on once-a-year inspections that typically last two or three days, the ratings may not reflect changes in the facility's care and services that have occurred since the inspection date. In other words, after a rating is given, things in the facility could improve or worsen. The Star Rated Certificate program is based on a point scale and ranges from zero to four stars. The scale used to determine a facility's star rating is as follows:

 (4 stars) = 100 or greater points on two consecutive annual surveys

 (3 stars) = 90.0-99.9 points, *or for any facility whose score is 100 points or greater on one annual inspection

 (2 stars) = 80.0-89.9 points

 (1 star) = 70.0-79.9 points

(ZERO STAR) (0 stars) = 69.9 points or lower

All star rating certificates are posted in every Adult Care Home. These certificates can also be viewed at the NC Division of Health Service Regulation website

<http://www.ncdhhs.gov/dhsr/acls/star/search.asp>

ALEXANDER COUNTY

Valley Nursing Center

581 NC Hwy 16 South
Taylorsville, NC 28681
(828) 632-8146
Bed Capacity – 183

BURKE COUNTY

Autumn Care of Drexel

307 Oakland Avenue
PO Box 1278
Drexel, NC 28619
(828) 433-6180
Adult Care – 20
Nursing Home – 100

Magnolia Lane Nursing & Rehabilitation Center

107 Magnolia Drive
Morganton, NC 28655
(828) 437-8760
Bed Capacity – 121

Carolina Rehab of Burke

3647 Miller Bridge Road
Connelly Springs, NC 28612
(828) 397-3144
Bed Capacity – 90

College Pines Health and Rehabilitation Ctr.

95 Locust Street
PO Box 250
Valdese, NC 28690
(828) 580-6800
Adult Care – 4
Nursing Home – 100

Grace Heights Health & Rehabilitation Center

109 Foothills Drive
Morganton, NC 28655
(828) 580-7000
Bed Capacity – 120

Grace Ridge

500 Lenoir Road
Morganton, NC 28655
(828) 580-7300
Adult Care – 47
Nursing Home – 25

CALDWELL COUNTY

Gateway Rehab. & Healthcare

2030 Harper Avenue NW
Lenoir, NC 28645
(828) 754-3888
Adult Care – 18
Nursing Home – 100

Hickory Falls Health and Rehabilitation

PO Box 448, 100 Sunset Street
Granite Falls, NC 28630-0448
(828) 396-2387
Bed Capacity – 120

Lenoir HealthCare Center

322 Nu Way Circle
Lenoir, NC 28645
(828) 758-7326
Bed Capacity – 120

Shaire Nursing Center

1450 Shaire Center Drive
PO Box 668
Hudson, NC 28638
(828) 728-4673
Bed Capacity – 60

CATAWBA COUNTY

Abernethy Laurels

102 Leonard Avenue
Newton, NC 28658
(828) 464-8260
Adult Care – 18
Nursing Home – 174

Brian Center Health & Rehabilitation/Hickory East

3031 Tate Blvd. SE
Hickory, NC 28602
(828) 322-3343
Adult Care – 20
Nursing Home – 150

Brian Center Nursing Care Hickory, Inc./Viewmont

220 13th Avenue Place NW
Hickory, NC 28601
(828) 328-5646
Bed Capacity – 104

Conover Nursing & Rehab Center

920 4th Street SW
PO Box 1718
Conover, NC 28613
(828) 695-8282
Bed Capacity – 90

Trinity Ridge

2140 Medical Park Drive
Hickory, NC 28602
(828) 322-6995
Bed Capacity – 120

Trinity Village

1265 21st Street NE
Hickory, NC 28601
(828) 328-2006
Adult Care – 90
Nursing Home – 104

Federal Star Rating Scale for Nursing Homes

Five-Star Quality Rating: This rating system is based on continued efforts as a result of the Omnibus Reconciliation Act of 1987 (OBRA '87), a nursing home reform law, and more recent quality improvement campaigns such as the Advancing Excellence in America's Nursing Homes, a coalition of consumers, health care providers, and nursing home professionals. Nursing home ratings come from Health Inspections, Staffing, and Quality Measures. A star rating is provided for each of these three sources, in case some areas are more important to you than others. Then, these three ratings are combined to calculate an overall rating.

Nursing homes vary in the quality of care and services they provide to their residents. Reviewing health inspection results, staffing data, and quality measure data are three important ways to measure nursing home quality. This information gives you a "snap shot" of the care individual nursing homes give. The Five

Star Quality Rating System is not a substitute for visiting the nursing home. This system can give you important information, help you compare nursing homes by topics you consider most important, and help you think of questions to ask when you visit the nursing home. Use the Five-Star ratings together with other sources of information. For additional information, visit www.medicare.gov/nursinghomecompare

LONG-TERM CARE OMBUDSMAN PROGRAM

The Older Americans Act (federal law) requires that each state establish and maintain a Long-Term Care Ombudsman Program to advocate on behalf of residents in nursing and adult care homes (rest homes). The major responsibilities of this program include: receiving and resolving complaints made by or on behalf of residents in long-term care facilities, providing information to the general public on long-term care issues, promoting community involvement with long-term care facilities and residents. The Ombudsman also works with long-term care providers regarding staff training (particularly on resident's rights), trains and assists community advisory committees, provides information to public agencies, legislators, and others on problems impacting the rights of residents and making recommendations for resolution of issues identified.

The Ombudsman Program has been in existence in North Carolina since 1978. In 1989, the North Carolina General Assembly enacted legislation for the Long-Term Care Ombudsman Program (G.S. 143B-181.15-25) which incorporated federal mandates in the Older Americans Act for the Program and clearly defined the roles and responsibilities of the state and regional long-term care ombudsmen. In North Carolina, the State Long-Term Care Ombudsman Program is located in the Department of Human Resources, Division of Aging and Adult Services. The Regional Long-Term Care Ombudsman Programs are housed in the 16 Area Agencies on Aging.

Community Advisory Committee volunteers are appointed by the county commissioners to serve in each county (G.S. 131E-128 and 131D-31). There are over 1,500 such volunteers state-wide. The committee focuses on ensuring that the intent of the resident's bill of rights is maintained and promotes community involvement in long-term care facilities. These volunteers are trained and assisted by the regional ombudsmen.

**Regional Ombudsman
Area Agency on Aging
Western Piedmont
Council of Governments
(828) 485-4213
Fax: (828) 322-5991**

**PO Box 9026
Hickory, NC 28603**

**To contact the NC State Office of the Long-Term
Care Ombudsman Program
call (919) 855-3400
or
1-800-662-7030
www.ncdhhs.gov**

**Friends of Residents in Long-Term Care
(Advocacy)
(919) 782-1530
1-888-411-7571
www.forltc.org**

**NC Division of Health Service Regulation
1-800-624-3004
www.ncdhhs.gov/dhsr**

Legal Resources

Older people sometimes need legal assistance. For those who cannot afford to pay privately for this assistance, **Legal Aid of North Carolina**, Inc. is a possible resource for civil (not criminal) matters. This network of non-profit law offices serves eligible citizens across the state. Some private attorneys also volunteer time through pro bono programs, often in cooperation with Legal Services offices. Information available from the **North Carolina Bar Association** may help in identifying and working with an attorney.

The Young Lawyers Division of the NC Bar Association publishes a **Senior Citizens Handbook** in both English and Spanish. This handbook provides basic information about the rights of and opportunities for NC older adults and gives cautions related to some concerns confronting seniors. Copies of the handbook can be obtained at local senior centers.

The **North Carolina Lawyer Referral Service** is a program of the North Carolina Bar Association Foundation which provides the name of an attorney in a particular area of law based on the callers geographic location. Clients are offered a 30 minute consultation with an attorney at a cost of no more than \$30. If it is more convenient to contact them by telephone, you can call during the hours of 9:30 a.m. to 4:30 p.m. Monday through Friday 1-800-662-7660. Some attorneys do not charge for brief consultations. Some attorneys do. Callers should clarify the consultation fee in advance with the attorney.

Contact the **Pro Bono Project** of the North Carolina Bar Association at 1-800-662-7407 for a referral to a pro bono program.

The **National Academy of Elder Law Attorneys**, Inc. (NAELA) is a professional association of attorneys who are dedicated to improving the quality of legal services provided to the elderly. Some of the issues NAELA members assist their clients with include, but are not limited to: public benefits, probate and estate planning, guardianship/conservatorship, and health and long-term care planning. For more information or for help locating an Elder law Attorney in your area, go to the NAELA web site at: www.naela.com/public

Legal Aid of North Carolina

211 East Union Street
Morganton, NC 28655
(828) 437-8280
866-219-5262
Fax: (828) 437-9397
www.legalaidnc.org

Attorney General

Citizens Rights

(919) 716-6400

Report Scam

(919) 716-6000

www.ncdoj.com

NC Bar Association

1-800-662-7407
www.ncbar.org

NC Bar Lawyer Referral Service

(919) 828-4620 or
1-800-662-7660
www.ncbar.gov

NC Department of Justice

(919) 716-6400
www.ncdoj.com

Medicare/Medicaid

Medicare is our country's health insurance program for people age 65 or older. Certain people younger than age 65 can qualify for Medicare, too, including those who have disabilities and those who have permanent kidney failure. The program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. Contact the *Social Security Administration* to apply for Medicare:

Social Security Administration

1040 Southgate Corporate
Park SW
Hickory, NC 28602
1-800-877-1615 (Local)
1-800-772-1213 (National)
www.ssa.gov

NC Department of Insurance

1-800-546-5664
855-408-1212
www.ncdoi.com

For help with Medicare:

Website: www.medicare.gov
1-800-MEDICARE(633-4227)

S.H.I.I.P. (Senior's Health Insurance Information Program)

1-855-408-1212
www.ncshiip.com

Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities.

1-800-662-7030
www.dhhs.state.nc.us

Or contact your local **Department of Social Services**

ALEXANDER COUNTY

604 7th Street SW
Taylorsville, NC 28681
(828) 632-1080
Fax: (828) 632-1092
www.alexandercountync.gov/dss/

CALDWELL COUNTY

2345 Morganton Blvd. SW
Lenoir, NC 28645
(828) 426-8200
Fax: (828) 426-8398
www.caldwellcountync.org

BURKE COUNTY

700 East Parker Road
PO Drawer 549
Morganton, NC 28680-0549
(828) 764-9600
Fax: (828) 764-9793
www.burkenc.org

CATAWBA COUNTY

3030 11th Avenue Drive SE, Hickory
PO Box 669
Newton, NC 28658
(828) 695-5600
Fax: (828) 695-2497
www.catawbacountync.gov/dss

ALEXANDER COUNTY

RHA Behavioral Health

397 3rd Avenue SW
Taylorsville, NC 28681
(828) 848-2515
Mobile Crisis: 1-888-646-0188
www.rhahealthservices.org

Vaya Health

825 Wilkesboro Blvd. SE
Lenoir, NC 28658
(828) 225-2785
1-800-849-6127
www.vayahealth.com

Vaya Health

825 Wilkesboro Blvd. SE
Lenoir, NC 28658
(828) 225-2785
1-800-849-6127
www.vayahealth.com

BURKE COUNTY

Burke Integrated Health

301 E. Meeting St.
Morganton, NC 28655
(828)624-0300
www.partnersbhm.org

Catawba Valley Health

301 E Meeting St. Suite 104
Morganton, NC 28655
(828) 624-1900
1-877-327-2593
www.cvbh.org

Partners Behavioral Health

301 E Union Street, Suite A135
Morganton, NC 28655
(828) 624-0300
1-877-864-1454
www.partnersbhm.org

CALDWELL COUNTY

RHA Behavioral Health

2415 Morganton Blvd. SW
Lenoir, NC 28645
(828) 394-5563
Mobile Crisis: 1-888-646-0188
www.rhahealthservice.org

CATAWBA COUNTY

Catawba Valley Behavioral Health

327 First Avenue NW
Hickory, NC 28601
(828) 695-5900
www.cvbh.org

Exodus Homes

(recovering addicts/alcoholics)
122 8th Avenue Drive SW
Hickory, NC 28603
(828) 324-4870/7226
Fax: (828) 324-7983
www.exodushomes.com

Family NET of Catawba County

3050 11th Ave. Dr. SE
Hickory, NC 28602
(828) 785-5192
www.drugrehabhickory.com

Partners Behavioral Health

1985 Tate Blvd. SE, Suite 529
Hickory, NC 28602
(828) 325-9826
1-877-864-1454
www.partnersbhm.org

Congregate nutrition provides a hot meal at a social setting to seniors age 60+. The meal meets 1/3 of the daily RDA requirement for nutrition and is typically prepared by a food catering service. Congregate sites include senior centers, churches and community centers. Transportation to and from the sites is usually available.

Home delivered meals provide a nutritious meal to vulnerable seniors age 60+ in their home. Vulnerable seniors are defined as those who are not able to get out of their house, due to various physical or mental limitations.

HOME DELIVERED MEALS

ALEXANDER COUNTY

Department of Social Services (828) 632-1080

BURKE COUNTY

Burke Senior Services (828) 430-4147

CALDWELL COUNTY

Blue Ridge Community Action (828) 438-6255

CATAWBA COUNTY

Department of Social Services (828) 695-5610

CONGREGATE MEAL SITES

ALEXANDER COUNTY

Friendship Lutheran Church

(828) 632-4133

New Salem Presbyterian Church

(704) 585-6646

BURKE COUNTY

Old Rock School – Teacher’s Cottage

(828) 874-0690

CALDWELL COUNTY

Kings Creek Baptist Church

(828) 754-6682

Koinonia Retirement Complex

(828) 758-2617 ext. 109

Martin Luther King Center

(828) 757-2170

CATAWBA COUNTY

Center United Methodist Church

(828) 320-0434

First Presbyterian Church, Newton

(828) 455-4133

East Hickory – First United Methodist Church

(828) 320-5963

Maiden Community Center

(828) 320-5966

West Hickory Senior Center

(828) 323-8746

FOOD PANTRIES

ALEXANDER COUNTY

The Salvation Army

750 Third Avenue Place SE
Hickory, NC 28601
(828) 322-8061
www.salvationarmycarolinas.org

BURKE COUNTY

Burke United Christian Ministries

305 West Union Street
Morganton, NC 28655
(828) 433-8075
www.bucm.net

East Burke Christian Ministries

PO Box 183 (103 3rd Ave. SE)
Hildebran, NC 28637
(828) 397-7074

Good Samaritan Clinic

305 West Union Street
Morganton, NC 28655
(828) 212-4185

The Outreach Center

PO Box 1003 (510 E. Fleming Dr.)
Morganton, NC 28680
(828) 439-8300
www.theoutreachcenter.org

The Salvation Army

412 West Fleming Drive, Suite A
Morganton, NC 28655
(828) 430-8392
www.salvationarmycarolinas.org

CALDWELL COUNTY

Lenoir Soup Kitchen

1113 College Avenue
Lenoir, NC 28645
(828) 758-1411

South Caldwell Christian Ministries

5 Quarry Road
Granite Falls, NC 28630
(828) 396-4000

The Salvation Army

4370 Hickory Blvd.
Granite Falls, NC 28630
(828) 758-0165
www.salvationarmycarolinas.org

CATAWBA COUNTY

Eastern Catawba Cooperative Christian Ministry (ECCCM)

PO Box 31 (245 East N Street)
Newton, NC 28658
(828) 465-1702
www.ecccm.org

Greater Hickory Cooperative Christian Ministry

31 1st Avenue SE
Hickory, NC 28602
(828) 327-0979
www.ccmhickory.com

CATAWBA COUNTY FOOD PANTRIES CON'T.

Hickory Soup Kitchen

PO Box 1431 (110 2nd St. Pl. SE)
Hickory, NC 28603
(828) 327-4828

Mt. Pisgah Good Samaritan Food Pantry

Mt. Pisgah Lutheran Church
9379 NC Hwy 127
Hickory, NC 28601
(828) 495-8251

Safe Harbor Rescue Mission

210 2nd St. SE
Hickory, NC 28602
828) 326-7233
www.safeharborrescuemission.org

The Corner Table

Soup Kitchen
122 N. Main Avenue
Newton, NC 28658
(828) 464-0355

The Salvation Army

750 Third Avenue Place SE
Hickory, NC 28601
(828) 322-8061
www.salvationarmycarolinas.org

Food and Nutrition Services (FNS) is a federal food assistance program that helps low-income families. In North Carolina monthly allotments of FNS benefits are issued via Electronic Benefit Transfer cards (EBT cards). The purpose of Food and Nutrition Services is to end hunger and improve nutrition and health. It helps eligible low-income households buy the food they need for a nutritionally adequate diet. Food and Nutrition Services is an entitlement program, so all eligible individuals and households can receive assistance. Benefits may be used to purchase most foods at participating stores. They may not be used to purchase tobacco, pet food, paper products, soap products, or alcoholic beverages.

To apply for Food and Nutrition Services contact your local Department of Social Services:

ALEXANDER COUNTY

604 7th Street, SW
Taylorsville, NC 28681
(828) 632-1080
Fax: (828) 632-1092
www.alexandercountync.gov/dss

BURKE COUNTY

700 East Parker Road
PO Drawer 549
Morganton, NC 28680-0549
(828) 764-9600
Fax: (828) 764-9793
www.burkenc.org

CALDWELL COUNTY

2345 Morganton Blvd. SW
Lenoir, NC 28645
(828) 426-8200
Fax: (828) 426-8398
www.caldwellcountync.org

CATAWBA COUNTY

3030 11th Avenue Drive SE, Hickory
PO Box 669
Newton, NC 28658
(828) 695-5600
Fax: (828) 695-2497
www.catawbacountync.gov/dss

Staying fit is key to healthy aging. Exercise and good health can lead to a longer and healthier life. The Unifour area has a variety of options for seniors who are interested in recreation opportunities and wellness programs.

For information about hiking paths and greenways contact recreation departments listed below or city planners listed in the Government Agencies section starting on Page 34.

Senior Centers also offer a wide variety of wellness programs. See Senior Center listing on Page 72.

ALEXANDER COUNTY

Alexander Parks & Recreation Dept.

151 W. Main Ave.
Taylorsville, NC 28681
(828) 632-1104

YMCA

260 Black Oak Ridge Road
Taylorsville, NC 28681
(828) 632-9699
<http://ymcanwnc.org/locations/alexander/>

BURKE COUNTY

Morganton Parks & Recreation Dept.

300 Collett Street
Morganton, NC 28655
(828) 438-5350
www.morgantonparksandrec.com/parksrec

Phifer Wellness Center

2165 S. Sterling Street
Morganton, NC 28655
(828) 580-6600
www.phiferwellness.com/

Valdese Recreation Center

PO Box 339 (312 Massel Avenue)
Valdese, NC 28690
(828) 879-2132
<http://townofvaldese.com/recreation-1/>

CALDWELL COUNTY

Lenoir Parks & Recreation Dept.

720 Mulberry St. SW
Lenoir, NC 28645
(828) 757-2196
www.cityoflenoir.com

Granite Fall Recreation

56 Pinewood Road
Granite Falls, NC 28630
(828) 396-1221
www.granitefallsncc.com/recreation

Quest4Life Wellness Center

1031 SW Morganton Blvd.
Lenoir, NC 28645
(828) 758-8753
www.caldwellmemorial.org

CATAWBA COUNTY

Catawba Valley Medical Center's Fitness Plus

810 Fairgrove Church RD. SE
Hickory, NC 28602
828-326-3680
www.catawbavalleyhealth.org/fitnessplus

Hickory Parks & Recreation Dept.

1451 8th Street Drive NE
Hickory, NC 28601
(828) 322-7046
www.hickorync.gov

Maiden Recreation Center

207 East Klutz Street
Maiden, NC 28650
(828) 428-5022
www.maidennc.com/parks_recreation

Newton Parks & Recreation Dept.

23 South Brady Avenue
Newton, NC 28658
(828) 695-4317
www.newtonnc.gov

YMCA of Catawba Valley

www.ymcacv.org

Hickory Foundation

701 1st Street NW
Hickory, NC 28601
(828) 324-2858
Fax: (828) 324-2249

Adrian L. Shuford Jr.

1104 Conover Blvd.
Conover, NC 28613
(828) 464-6130
Fax: (828) 464-1663



**UNIFOUR
SENIOR
GAMES**

Unifour Senior Games

Athletic and artist competition for Seniors age 50+ in Alexander, Burke, Caldwell, and Catawba counties.

Coordinated by:

City of Hickory Parks & Recreation Department
(828) 322-7046

www.unifourseniorgames.org

A **multipurpose senior center** is a community facility where older adults come together for services and activities that reflect their skills and interests and respond to their diverse needs. Centers are a resource for the entire community, providing services and information on aging, and assisting family and friends who care for older persons. For older persons at risk of losing their self-sufficiency, senior centers are the entry point to an array of services that may help them maintain their independence. Any variety of services to individuals or groups may be accessed depending on local community circumstances. Persons of differing backgrounds share and learn from each other. Examples of individual services at senior centers are information and referral, case assistance, in-home assistance, home-delivered meals, employment opportunities, legal assistance, health insurance counseling and claims assistance, transportation, and volunteer opportunities. Examples of group services are educational sessions, cultural events, health education sessions and wellness activities, retirement planning, self-help peer groups, community service projects, intergenerational programs, volunteer opportunities, and recreational trips.

Alexander Senior Center

730 7th Street SW
Taylorsville, NC 28681
(828) 632-1717
Fax: (828) 632-1102
www.alexandercountync.gov/senior-center

Bethlehem Site

Mt. Pisgah Lutheran Church
9379 NC-127
Bethlehem, NC 28601
(828) 409-3742

Burke County Senior Services

www.burkenc.org/departments/senior-services

East Burke Senior Center

101 Main Ave. West, Suite A
Hildebran, NC 28637
(828) 397-3397

Morganton/Burke Senior Center

501 North Green Street
Morganton, NC 28655
(828) 430-4147
Fax: (828) 430-4151

Caldwell Senior Center, Inc.

PO Box 933
650 Pennton Avenue SW
Lenoir, NC 28645
(828) 758-2883
Fax: (828) 758-2348
www.caldwellseniorcenter.org

Catawba Council on Aging *West Hickory Senior Center*

400 17th Street SW
PO Box 835
Hickory, NC 28603
(828) 328-2269
Fax: (828) 328-8885
www.catawbacoa.org

Neighbors Network

502 Thornburg Drive
Conover, NC 28613
(828) 464-1111
Fax: (828) 994-4226
www.neighborsnetwork.org

Senior Organizations

Adult Children of Aging Parent

(ACAP)
1-877-599-2227
www.acapcommunity.org

Adult Life Programs, Inc.

Adult Day/Health Care

Central Office
PO Box 807
Hickory, NC 28603
(828) 326-9120
www.adultlifeprograms.com
Conover (828) 464-0078
Hickory (828) 326-9120
Maiden (828) 428-9010

Alexander County Council on Aging

c/o Alexander Senior Center
730 7th Street SW
Taylorsville, NC 28681
(828) 632-1717

Alzheimer's Association, Inc.

Western Carolina Chapter
(828) 514-3124
1-800-272-3900
www.alz.org/northcarolina

American Association of Retired Persons

(AARP)
1-866-389-5650
www.aarp.org

Blue Ridge Community Action – Generations Adult Day/Health Center

800 North Green Street
Morganton, NC 28655
(828) 438-6255

Burke County Council on Aging

c/o Burke County Senior Services
501 N. Green Street
Morganton, NC 28655
(828) 430-4147
www.burkenc.org

Caldwell County Council on Aging

c/o Caldwell Senior Center
PO Box 933
650 Pennton Avenue SW
Lenoir, NC 28645
(828) 758-2883
(828) 758-2566
www.caldwellseniorcenter.org

Catawba County Aging Coalition

c/o WPCOG Area Agency on Aging
PO Box 9026
Hickory, NC 28603
(828) 485-4212
www.wpcogaaa.org

Foster Grandparent Program

J. Iverson Riddle
Development Center
300 Enola Road
Morganton, NC 28655
(828) 433-2870

NC Baptist Aging Ministry (NCBAM)

1-877-506-2226
www.ncbam.org

Program of All Inclusive Care for the Elderly PACE @ Home

1915 Fairgrove Church Rd. SE
Newton, NC 28658
(828) 468-3980
www.pace-at-home.org
See Page 84 for more information

Senior Information Resources (SIR)

(828) 485-4285
www.sirnc.org

WPCOG

Area Agency on Aging

PO Box 9026
1880 2nd Avenue NW
Hickory, NC 28603
(828) 322-9191
www.wpcogaaa.org

Support Groups

Support Groups

How Can I Benefit From a Support Group?

Support Groups offer caregivers and family members the opportunity to ask questions, share stories/experiences, and give and receive comfort and advice. Support group members learn more about a particular disease or illness (including what to expect, caregiving strategies, relevant legal advice, care options, local care contacts and resources and more).

For many caregivers, a support group is a place to exhale. Fellow group members have “been there”. They may be more likely to listen compassionately to your expressions of guilt, frustration, anxiety and to stories about challenging situations you’ve faced.

A confidential, positive setting for sharing your experiences and releasing your emotions is known to be a tremendously important factor in how well one copes with caregiver stress.

For more information on support groups in your area or how to start a support group, contact the Area Agency on Aging’s **Family Caregiver Support Specialist at 485-4256**.

There are many different types of support groups available. AARP has provided the following tips on finding the right support group for you.

Types of Support Groups to Consider:

- Group specific groups
- Groups targeting different kinds of caregivers
- Peer-led support groups
- Groups led by a trained facilitator
- Online and telephone caregiver groups
- Support groups for young caregivers
- Caregiver education groups

Tips for Finding a Group that Fits:

- Get out of your comfort zone
- Search online
- Find out what the format is
- Know that most groups are free to join
- Keep an open mind

To find the full article and additional resources please visit www.aarp.org.

Many older adults and younger adults with disabilities are able to provide their own transportation and often drive many volunteer miles for family and friends who need rides to the grocery store or doctor. For all drivers, however, there comes a day when transportation alternatives are needed.

In most counties, the transportation system serves both the general public and the county's human service agencies. In many cases, these agencies have programs to help people get to services when they do not have access to a vehicle.

For non-Medicaid sponsored transportation alternatives, there are many agencies across the region that provide general and medical transportation funded through the Home and Community Care Block Grant for Older Adults. Riders are given the opportunity to contribute towards the cost of the service. Eligibility for this program is limited to people who are age 60 and older.

Blue Ridge Transit

2045 Connelly Springs Rd.
Lenoir, NC 28645
(828) 212-1818

Catawba Ride Share

(828) 578-4828

Foothills Regional Airport

(828) 757-0099

Greenway Public Transportation

1515 4th Street SW
Conover, NC 28613
(828) 465-7634
www.mygreenway.org

Handi-Care, Inc.

PO Box 1778
304 S. Main Street
Drexel, NC 28619
(828) 437-8429
www.handi-careinc.com

Hickory Regional Airport

(828)323-7408

Lakeview Transit

4140 Hickory Blvd.
Granite Falls, NC 28630
(828) 569-2795

Medical Transportation, Inc.

521 Hopewell Road
Morganton, NC 28655
(828) 448-1674

Veteran's Services

Veterans of the United States armed forces may be eligible for a broad range of programs and services provided by the Veterans Administration. Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions, and certain benefits require service during wartime.

VA administers a variety of benefits and services that provide financial and other forms of assistance to Veterans, their dependents, and survivors. Major benefits include Veterans' compensation, Veterans' pension, survivors' benefits, rehabilitation and employment assistance, education assistance, home loan guaranties, and life insurance coverage. Burial and memorial benefits are available for eligible service members, Veterans, reservists, National Guard members, and eligible family members. Service includes interment, headstones and markers, and Presidential memorial certificates.

For information about the Veteran's Medical Centers see Hospitals listing on Page 45.

US Department of Veterans Affairs

1-800-698-2411

www.va.gov

North Carolina Department of Veterans Affairs

844-624-8387

www.doa.nc.gov/vets

VETERANS ADMINISTRATION

ALEXANDER COUNTY

621 Liledoun Road
Taylorsville, NC 28681
(828) 632-5411

BURKE COUNTY

PO Box 219
501 N. Green Street
Morganton, NC 28680
(828) 439-4376

CALDWELL COUNTY

PO Box 2200
905 West Avenue NW
Lenoir, NC 28645
(828) 757-1345

CATAWBA COUNTY

PO Box 389
25 Government Drive
Newton, NC 28658
(828) 465-8255

Administration on Aging

www.aoa.gov

Administration on Community Living

www.acl.gov

American Association of Retired Persons
(AARP)

www.aarp.org

Alzheimer's Association

www.alz.org

Centers for Medicare & Medicaid Services

www.cms.gov

Environmental Protection Agency
Aging Initiative

www.epa.gov/aging

Department of Veterans Affairs

www.va.gov

Duke Long Term Care Resources Program

www.ltc.duke.edu

FirstGov for Seniors

www.usa.gov/Topics/Seniors.shtml

Mesothelioma Cancer Resource

www.asbestos.com

National Council on Aging

www.ncoa.org

North Carolina Baptist Aging Ministry

www.ncbam.org

North Carolina Division of Aging and Adult
Services

www.ncdhhs.gov/aging

North Carolina Senior Games

www.ncseniorgames.org

Nursing Home Abuse Center

www.nursinghomeabusecenter.org

Seniornet

www.seniornet.org

Social Security Administration

www.ssa.gov

UNC Institute on Aging

www.aging.unc.edu

Western Piedmont Council of Governments
Area Agency on Aging

www.wpcogaaa.org

Western Piedmont Council of Governments

www.wpcog.org

Disclaimer: References from this Resource Directory to any entity, product, service or information does not constitute an endorsement or recommendation by the Western Piedmont Area Agency on Aging. The Area Agency on Aging is not responsible for the contents of any "off site" web pages referenced from this publication. Although this publication includes links to sites including or referencing good collections of information, the Western Piedmont Area Agency on Aging does not endorse ANY specific products or services provided by public or private organizations.

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Program of All-Inclusive Care for the Elderly

PACE@Home is designed to provide the seniors comprehensive and holistic care options. The focus is on enhancing life by increasing daily capacities to allow seniors to remain in their homes.

The Program of All-Inclusive Care for the Elderly (PACE) utilizes a plan of care that is innovative and individualized in providing healthcare and social services to qualified seniors aged 55 and older.

Each PACE@Home participant benefits from access to an adult day center as well as ongoing care and monitoring from a team of doctors, nurses, social workers, therapists, personal care workers and other dedicated staff.

PACE@Home is designed to help people with long term care needs remain in their own homes while providing and coordinating all health and healthcare services. PACE@Home encourages independence and promotes wellness of each individual.

PACE@Home serves individuals who are:

- Aged 55 and older
- Determined by the state of North Carolina to be in need of nursing home care
- Have the ability to live safely in the community at the time of enrollment with PACE@Home services

PACE@Home

1915 Fairgrove Church Road SE

Newton, NC 28658

(828) 468-3980

www.pace-at-home.org

PERSONAL INFORMATION

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

Business Address _____

City _____ State _____ Zip _____

Phone _____

MEDICATION LIST

MEDICAL INFORMATION

Physician _____

Phone _____

Dentist _____

Phone _____

Allergies _____

MEDICAL DIAGNOSIS(ES)

INSURANCE

Health Policy # _____ Broker _____ Phone _____

Medicare # _____

Medicaid # _____

Auto Policy # _____ Broker _____ Phone _____

Homeowners Policy # _____ Broker _____ Phone _____

IN CASE OF EMERGENCY NOTIFY

Name _____

Address _____

City _____ State _____ Zip _____

Relationship _____ Phone _____

QUESTIONS ABOUT MEDICARE?

SHIIP CAN HELP.



SHIIP, the Seniors' Health Insurance Information Program, provides free counseling about Medicare in all 100 counties of North Carolina. SHIIP can also help you apply for Medicare cost savings programs.

Call 855-408-1212 or visit www.ncshiip.com to find out how SHIIP can help you.

