Moore County

Resource Guide for Older Adults
And Those Who Care for Them

Moore County
Department of Aging

P.O. Box 487
Carthage, NC 28327
8040 Hwy 15-501

P: (910) 947-4483 (GIVE)
F: (910) 215-0278

www.moorecountync.gov

2 miles North of the Pinehurst Traffic Circle
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Greetings,

I speak with people every day who seek guidance in navigating the world of older adults. I understand how new the terminology can be, and how confusing the services may seem. The Moore County Department of Aging has assembled this resource guide for older adults and those who assist them. It provides an introduction to the services available for older adults, defines the common terms, and provides an index of places to contact for more information.

We have worked hard to include a comprehensive listing of resources and services that will interest senior citizens and their families, within the constraints of our time and resources. However, we do not claim that this guide is all-inclusive regarding services for older adults, nor that it is free of errors. **Inclusion in this directory does not constitute an endorsement or recommendation by the Department of Aging, nor does exclusion imply a negative evaluation.** The Department of Aging reserves the right to select the organizations to be included in this directory, based on our mission and space limitation.

Special thanks to Dawn Gartman and Sue Leary for their diligence and dedication in seeing this project through. We hope you will find it helpful. Please contact us with questions or for additional copies of this guide. Also, please notify us of any changes, additions or deletions to the content of this directory.

Terri Prots  
Director, Moore County Department of Aging  
910-947-4483 (GIVE)  
tprots@moorecountync.gov
MOORE COUNTY DEPARTMENT OF AGING

The Senior Enrichment Center is located 2 miles north of the Pinehurst Traffic Circle.

Physical Address: Phone: 910-947-4483 (GIVE)
8040 Hwy 15/501 Fax: 910-215-0278
West End, NC 27376

Mailing Address: Website: www.moorecountync.gov
P.O. Box 487
Carthage, NC 28327

Hours: Monday, Wednesday, Friday 7:00am – 5:00pm
Tuesday, Thursday 7:00am – 10:00pm
Saturday 8:00am – 1:00pm

MISSION

The mission of the Moore County Department of Aging is to provide services that promote the well-being of older adults.

Services Provided by the Department of Aging

Ensure Program
Adults 60 years of age and older whose income does not exceed 150% of the current year’s poverty level can register for this program. Applicants must complete and submit the registration form and attach a copy of the doctor's prescription. Ensure, Ensure Plus, and Glucerna nutritional products (only) can be ordered.

Family Caregiver Program
Targets resources and information to assist those caring for adults 60 years of age and older who are living at home with a chronic illness or disability as well as grandparents who are 55 years and older and are caring for their grandchildren. This program provides information and referral services; evaluates an individual’s needs and seeks solutions within the community; offers counseling and educational services to assist with support and training; and provides respite care, allowing caregivers time to meet other responsibilities.
In-Home Aide Services
Licensed by the North Carolina Division of Facility Services for Home Care, a Registered Nurse (RN) provides initial and ongoing assessments to determine the appropriate level of care, along with medical counseling and education. In-home care is provided by a Certified Nursing Assistant (CNA) in one of two levels of care.

Home Management (Level I)
Includes simple laundering, light housekeeping, grocery shopping, errands, and simple meal preparation.

Personal Care (Level II)
Includes assistance with bathing, dressing, feeding, ambulation, and toileting. Respite for caregivers of these clients can be provided when the nursing assessment deems it to be appropriate.

Nutrition Programs
Congregate meals or Diners Clubs on a cost-sharing basis
Senior Enrichment Center 910-947-4483 (GIVE)
Robbins 910-464-3544
Home delivered meals on a cost-sharing basis
Service to homes in the northern part of the county including Carthage, Cameron, Eagle Springs, Robbins, Seven Lakes/West End, Taylortown, Vass, and Whispering Pines.

Home Improvements/Repair Program
Provides materials for limited home and safety improvements for older adults which may include hand rails, ramps, weatherization, grab bars, smoke alarms, and hand held showers.

Information and Assistance/Case Management
Information and referral services to obtain needed services for older adults.

Legal Assistance
Limited funds are available for legal services in elderlaw including wills, power of attorney, living wills, and health care proxy through a grant by the Triangle J Area Agency on Aging.
Newsletter: THE POINT
Published monthly, The Point provides the latest information on programs and services offered by the Moore County Department of Aging and The Senior Enrichment Center.

Volunteer Counseling 910-947-4483 (GIVE)
Connects volunteers age 55 and over with local agencies, institutions, and organizations in the county and matches volunteers’ experience and talents with an agency in need.

Senior Health Insurance Information Program (SHIIP)
Volunteer counselors, trained by the North Carolina Department of Insurance, provide guidance to people needing assistance with Medicare, supplemental health insurance, and long-term care insurance.

Transportation
Medical (in and out of county) can be arranged through Moore County Transportation Services, Inc. (MCTS)

Other Programs

Good Call Connections – Telephone Reassurance Program
Friendly phone calls to isolated, home-bound, or at-risk seniors in Moore County for regular “welfare checks” and socialization.

Operation Fan / Heat Relief
Provides electric fans to elderly persons who do not have electric fans or air conditioners in their homes. Fans are made possible through a grant provided by Duke Energy Progress.

Senior Games in the Pines
Athletic and arts competition held each spring for individuals age 55 years and better promoting fun, fitness and friendship. Sponsors include local parks and recreation departments. Winners qualify to compete at State Games.

Speakers and Workshops
Health, educational and recreational programs on various topics of interest to older adults are scheduled regularly.
MOORE COUNTY DEPARTMENT OF AGING RESOURCE GUIDE

These agencies provide services that may be helpful to older adults and to those who care for them.

AARP SERVICES

AARP
AARP Driver Safety Program
www.aarp.org/families/driver_safety

AARP
AARP Tax-Aide Services
www.aarp.org/states/nc

AARP Legal Services Network
www.aarp.org/money/legalissues

ABUSE PREVENTION & PROTECTIVE SERVICES

911 / Emergency Communications Center
Moore County Public Safety
302 South McNeill Street
Carthage, NC 28327

Aberdeen Police Department
804 N Sandhills Boulevard
Aberdeen, NC 28315

Carthage Police Department
4396 US 15-501 Highway
Carthage, NC 28327

Foxfire Police Department
1 Town Hall Drive
Foxfire Village, NC 27281

Highway Patrol
521 S Sandhills Boulevard
Aberdeen, NC 28315
Moore County Schools Police 910-947-2976
5277 US 15-501 Highway South
Carthage, NC 28327

Moore County Department of Social Services 910-947-2436
Adult Protective Services (APS) *File an APS report 910-947-5683
1036 Carriage Oaks Drive
Carthage, NC 28327

Moore County Sheriff’s Office 910-947-2931
302 South McNeill Street
Carthage, NC 28327

Pinebluff Police Department 910-281-5935
325 East Baltimore Avenue
Pinebluff, NC 28373

Pinehurst Police Department 910-295-3141
420 Magnolia Road
Pinehurst, NC 28374

Robbins Police Department 910-948-3549
101 North Middleton Street
Robbins, NC 27325

Southern Pines Police Department 910-692-2732
450 West Pennsylvania Avenue
P.O. Box 330
Southern Pines, NC 28387

Taylortown Police Department 910-295-1392
8350 Main Street
West End, NC 27376

Vass Police Department 910-245-3485
140 South Alma Street
Vass, NC 28394

Whispering Pines 910-949-9961
14 Hardee Lane
Whispering Pines, NC 28327
# ACCOUNTING SERVICES FOR SENIORS

**Sandhills CPA Accounting**  
675 S Bennett Street # 4  
Southern Pines, NC 28387  
910-695-0147

## ADULT COMMUNITIES 55+

- **Bishop’s Ridge, Southern Pines**  
  Call a local agent.

- **Colonial Pines, Southern Pines**  
  Call a local agent.

- **Southern Pines Gracious Living**  
  910-684-4570  
  205 SE Service Road  
  Southern Pines, NC 28387

- **Knollwood Village, Southern Pines**  
  910-291-5011

- **Midland Country Club**  
  910-295-3241  
  2205 Midland Road  
  Pinehurst, NC 28374

- **Middleton Place, Southern Pines**  
  Call a local agent.

- **Pinehurst Trace, Pinehurst**  
  910-295-1998

- **Village Green, Southern Pines**  
  Call a local agent.

- **Village by the Lake, Southern Pines**  
  Call a local agent.

- **Village in the Woods, Southern Pines**  
  Call a local agent.
ADULT DAY SERVICES

LIFE at Saint Joseph of the Pines 910-429-7220
4900 Raeford Road 877-452-2514
Fayetteville, NC 28304

Stay Well 336-628-4211
809 Curry Drive
Asheboro, NC 27205

The Retreat Adult Day Center 910-722-1035
165 Shephard Trail
Aberdeen, NC 28315

ADVANCE DIRECTIVES

Aging with Dignity – 5 Wishes 888-594-7437
P.O. Box 1661
Tallahassee, FL 32302-1661
www.agingwithdignity.org

FirstHealth – Clara McLean House 910-715-4220
20 1st Village Drive
Pinehurst, NC 28374

FirstHealth Hospice & Palliative Care 910-715-6000
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370

ADVOCACY SUPPORTS

Community Advocacy Council (CAC) 910-684-8246
Advocacy for Older Adults in Nursing Home/Assisted Living/
Adult Care Home/Nursing Rehab Centers.

Disability Rights North Carolina 877-235-4210
Carolina Place 919-856-2195
3724 National Drive #100
Raleigh, NC
www.disabilityrightsnc.org
Advocacy and legal services at no charge for people with disabilities.
Friends of Residents in Long Term Care
6300 Creedmore Road Suite 170 #326
Raleigh, NC 27612
www.forltc.org

Long Term Care Ombudsman
NC Division of Aging
2101 Mail Service Center
Raleigh, NC 27699
www.dhhs.state.nc.us/aging/ombud.htm

AGING SERVICES

Moore County Department of Aging
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

North Carolina Division of Aging
Taylor Hall
Raleigh, NC 27699
www.ncdhhs.gov/divisions/daas

Triangle J Area Agency on Aging
P.O. Box 12276
Research Triangle Park, NC 27709
www.tjaaa.org

ALZHEIMER’S CAREGIVER SUPPORT GROUPS

Aging Outreach Services
676 NW Broad Street
Southern Pines, NC 28387

Chapel in the Pines
581 Seven Lakes Drive
Seven Lakes, NC 27376

Fox Hollow Senior Living
190 Fox Hollow Court
Pinehurst, NC 28374
Given Memorial Library 910-295-6022
150 Cherokee Road
Pinehurst, NC 28374

Our Savior Lutheran Church 910-692-2662
1517 Luther Way
Southern Pines, NC 28387

The Village Chapel 910-295-6003
10 Azalea Road
Pinehurst, NC 28374

ALZHEIMER’S ORGANIZATIONS

Alzheimer’s Association 800-272-3900
Western Carolina Chapter 704-532-7390
4600 Park Road Suite 250
Charlotte, NC 28209
www.alz-nc.org

Dementia Alliance of North Carolina 800-228-8738
9131 Anson Way Suite 206
Raleigh, NC 27615
919-832-3732
www.dementianc.org

APARTMENTS FOR SENIORS

Jackson Terrace Apartments 910-947-3697
700 Anderson Street
Carthage, NC 28327

Pine Hill Apartments 910-944-2483
221 Keith Street
Aberdeen, NC 28315

Pinehurst Senior Apartments 910-215-0550
4180 Murdocksville Road
West End, NC 27376

Providence Place – Aberdeen 910-693-1950
18 Providence Place
Aberdeen, NC 28315
Providence Place – Carthage  
305 Rockingham Street  
Carthage, North Carolina 28327  
910-947-2710

Providence Place – Robbins  
320 South Middleton Street  
Robbins, NC 27325  
910-948-2700

ATTORNEYS SPECIALIZING IN ELDER LAW

Elder Care Law Firm  
Jason Sutton  
110 Turnberry Way  
Southern Pines, NC 28387  
910-692-4444

Garner Law Firm  
Jennifer Garner  
125 Applecross Road  
Pinehurst, NC 28374  
910-693-0043

Kelli Y. Allen Elder Law  
10150 Mallard Creek Road Suite 105  
Charlotte, NC 28262  
704-870-0340  
www.kyaelderlaw.com

Senior Legal Helpline  
P.O. Box 26087  
Raleigh, NC 27611  
877-579-7562  
Please call, if you’re 60+. No income limitations.  
Hours: Monday – Friday 9:00am-11:00am and 1:00pm-3:00pm.

BARIATRIC SUPPORT GROUPS

FirstHealth Bariatric Program  
5 1st Village Drive  
Pinehurst, NC 28374  
910-235-4020

Rex Bariatric Specialty Center  
4207 Lake Boone Trail #210  
Raleigh, NC 27607  
919-784-7874
BEHAVIORAL HEALTH

Alcohol & Drug Services (ADS)  
200 East Greene Street Suite A  
Rockingham, NC 28379  
[www.adsyes.org](http://www.adsyes.org)  
910-997-7135 x3

Alcoholics Anonymous  
AA of Moore County  
[www.moorecountyaa.org](http://www.moorecountyaa.org)  
800-496-1742  
800-559-9503

Drug Free Moore County  
P.O. Box 4052  
Pinehurst, NC 28374  
910-947-1902

FirstHealth Behavioral Services  
155 Memorial Drive  
P.O. Box 3000  
Pinehurst, NC 28374  
910-715-3370

Monarch Creative Arts & Community Center  
1662 Richards Street  
Southern Pines, NC 28387  
910-692-2936

National Alliance on Mental Illness Moore County – NAMI  
Pinehurst, NC 28374  
910-295-1053

Old Vineyard Behavioral Health Services  
3637 Old Vineyard Road  
Winston-Salem, NC 27104  
[www.oldvineyardbhs.com](http://www.oldvineyardbhs.com)  
336-794-3550  
855-234-5920

Sandhills Center for Mental Health  
1120 Seven Lakes Dr.  
West End, NC 27376  
800-256-2452  
(hotline)

Silver Linings for Seniors, Inc.  
1250 SE Maynard Road Suite 204  
Cary, NC 27511  
919-948-7718
BLIND & VISUALLY IMPAIRED SERVICES

National Federation of the Blind 410-659-9314
200 East Wells Street
Baltimore, MD 21230
www.nfb.org

North Carolina Division of Services for the Blind 800-422-1871
309 Ashe Avenue 919-527-6740
Raleigh, NC 27699
www.ncdhhs.gov/divisions/dsb

State Library of North Carolina for the Blind & Physically Handicapped 888-388-2460
1841 Capital Boulevard 919-733-4376
Raleigh, NC 27635

Applicants and his/her doctor must complete and sign application.

CANINE SERVICES FOR INDEPENDENCE

Carolina Canines for Service 910-362-8181
221 Old Dairy Road Unit 1
Wilmington, NC 28405

Canine Companions for Independence 800-572-2275
P.O. Box 446
Santa Rosa, CA 975402-0446
http://www.cci.org

Serves people with disabilities in all 50 of the United States.

CAREGIVER RESPITE

LifeSpan 866-219-3643 x139
468 New Market Boulevard 828-265-5434 x139
Boone, NC 28607

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
North Carolina Baptist Aging Ministry 877-506-2226
201-A Idol Street
P.O. Box 338
Thomasville, NC 27360
www.ncbam.org

ProjectCARE 800-646-2028
Duke Family Support Program 919-660-7510
40 Duke Medicine Circle Room 3513/Blue Zone
Durham, NC 27710
www.dukefamilysupport.org

CAREGIVER SUPPORT GROUP

FirstHealth Hospice & Palliative Care 910-715-6000
251 Campground Road 866-861-7485
Pinehurst, NC 28374

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

CAREGIVER SUPPORTS

AOS & Friends Care 910-585-6757
230 North Bennett Street
Southern Pines, NC 28387
Services Include: Direct Care Grants; Personalized Music Program;
Companion Robo Pets Program; Support Groups; Community
Awareness & Education; and Memory Café.

Caregiver Media Group 800-829-2734
3350 Griffin Road
Fort Lauderdale, FL 33312
www.caregiver.com

Doctors Making House Calls 844-932-5700
2511 Old Cornwallis Road Suite 200
Durham, NC 27713
Family Caregiver Alliance 800-445-8106
785 Market Street Suite 750
San Francisco, CA 94103
www.caregiver.org

FirstHealth – Clara McLean House 910-715-4220
20 1st Village Drive
Pinehurst, NC 28374

FirstHealth Hospice & Palliative Care 910-715-6000
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
Provides Family Caregiver Support Group/Caregiver Library/Respite/
Individual Caregiver Counseling.

National Alliance for Caregiving 301-718-8444
4720 Montgomery Lane Suite 205
Bethesda, MD 20814
www.caregiving.org

National Caregivers Library 804-327-1111
901 Moorefield Park Drive Suite 100
Richmond, VA 23236
www.caregiverslibrary.org

Well Spouse Association 800-838-0879
63 West Main Street Suite H
Freehold, NJ 07728
www.wellspouse.org
CARE MANAGEMENT FOR SENIORS

Aging Care Solutions 910-585-1180
230 Maples Road
Southern Pines, NC 28387

Aegis Care Advisors 910-442-2552
125 Applecross Road Suite B
Pinehurst, NC 28387

Aging Outreach Services 910-692-0683
AOS At Home Care
AOS Care Management
676 NW Broad Street
Southern Pines, NC 28387

Community Care of the Sandhills 910-246-9806
30 Parker Lane
Pinehurst, NC 28374

Sandhills Adaptive Living 910-420-0273
Adapt4U17@gmail.com

Specialized Services & Personnel 910-944-8125
301 North Sycamore Street
Aberdeen, NC 28315

CELL PHONES FOR SENIORS

Assurance Wireless 888-898-4888
P.O. Box 618
Charleston, IL 61920-9807
Ask for a North Carolina application.

Consumer Cellular 888-345-5509
www.consumercellular.com
COGNITIVE DISORDERS CLINICS

UNC Memory & Cognitive Disorders Clinic 919-962-2685
194 Finley Golf Course Dr. Suite 200
Chapel Hill, NC 27517
Physician’s referral required.

DEAF & HARD OF HEARING SERVICES

Avada Hearing Care Center 910-692-4454
160 Pinehurst Avenue Suite G
Southern Pines, NC 28387

Beltone Hearing Center 910-505-9026
1701-G North Sandhills Boulevard
Aberdeen, NC 28315

CaptionCall 877-557-2227
115 Parkway Office Court Suite #201 919-851-5636
Cary, NC 27518
www.wakeadvancedhearing.com/caption-call

Hearing Aid Helpline 800-521-5247
International Hearing Society 734-522-7200
www.ihsinfo.org

North Carolina Division for the Deaf & Hard of Hearing 919-874-2212
1100 Navaho Drive
Raleigh, NC 27609
www.ncdhhs.gov/divisions/dsdhh

DENTAL ASSISTANCE PROGRAMS

Central Carolina Community College (Dental Services) 919-775-5401
1105 Kelly Drive
Sanford, NC 27330
Services Include: Exams, X-Rays and Cleaning only.

East Carolina University School of Dental Medicine 910-814-4191
80 Autumn Fern Trail
Lillington, NC 27546
Moore Free & Charitable Clinic 910-246-5333
211 Trimble Plant Road
Southern Pines, NC 28387

North Carolina Missions of Mercy 800-662-8754
NC Dental Society 919-677-1396
1600 Evans Road
Cary, NC 27513

Sexton Dental Clinic, Inc. 800-827-1560
377 West Palmetto St.
Florence, SC 29501

Stedman Family Dental Center 910-483-3150
6540 Clinton Road
P.O. Box 368
Stedman, NC 28391

DIALYSIS CARE

DaVita Dialysis Care – Pinehurst 855-314-4663
16 Regional Drive
Pinehurst, NC 28374

DaVita Dialysis Center – Southern Pines 866-544-6741 x5738
209 Windstar Place
Southern Pines, NC 28387

DISABILITY SUPPORTIVE SERVICES

Disability Rights North Carolina 877-235-4210
Carolina Place 919-856-2195
3724 National Drive #100
Raleigh, NC
www.disabilityrightscnc.org
Advocacy and legal services at no charge for people with disabilities.

Vocational Rehabilitation 910-295-1530
150 Blake Boulevard
Pinehurst, NC 28374
Services Include: Counseling, training, education, transportation, job placement, assistive technology and other support services for people with disabilities.
DRIVER’S LICENSE AGENCIES

Aberdeen Driver’s License Office 910-944-7555
521 South Sandhills Boulevard
Aberdeen, NC 28315

Aberdeen Vehicle & License Plate Office 910-944-1303
1313 North Sandhills Boulevard
Aberdeen, NC 28315

North Carolina Dept. of Motor Vehicles – Medical Evaluation 919-861-3809
3112 Mail Service Center
Raleigh, NC 27699-3112

Robbins Drivers License Office 919-715-7000
161 East Magnolia Drive
Robbins, NC 27325

EDUCATION & LITERACY PROGRAMS/WORKSHOPS

FirstHealth – Patient Education Department 910-715-5266
155 Memorial Drive
P.O. Box 3000
Pinehurst, NC 28374

Moore County Cooperative Extension 910-947-3188
Agricultural Center
707 Pinehurst Avenue
P.O. Box 1149
Carthage, NC 28327

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

Moore County Literacy Council 910-692-5954
575 SE Broad Street Suite #10
Southern Pines, NC 28387

Sandhills Continuing Education & Center for Creative Retirement 910-695-3980
Sandhills Community College
3395 Airport Road, Van Dusen Hall
Pinehurst, NC 28374
Southeastern North Carolina Radio Reading Service  
1200 Murchison Road  
P.O. Box 35029  
Fayetteville, NC 28303  
www.sencrrs.org

EMERGENCY / CRISIS SERVICES

Moore County Department of Social Services  
1036 Carriage Oaks Drive  
Carthage, NC 28327  
Services Include: Community Alternative Program (CAP), Guardianship Services, Adult Medicaid Eligibility, Food Stamps, Emergency Assistance, Low-Income Energy Assistance Program (LIEAP).

Salvation Army  
575 SE Broad Street #7  
Southern Pines, NC 28387

Sandhills/Moore Coalition for Human Care, Inc.  
1500 West Indiana Avenue  
Southern Pines, NC 28387  
Services Include: Food, clothing, financial assistance, resources & referrals, employment expenses, employment counseling, transportation and mentoring.

United Way of Moore County, NC  
375 SE Broad Street  
Southern Pines, NC 28387

EMPLOYMENT SERVICES

Employment Security Commission  
245 Shepherd Trail  
Aberdeen, NC 28315

Sandhills/Moore Coalition for Human Care, Inc.  
1500 West Indiana Avenue  
Southern Pines, NC 28387

Senior Community Service Employment Program  
707B Executive Place  
Fayetteville, NC 28305-5193
Vocational Rehabilitation
150 Blake Boulevard
Pinehurst, NC 28374

END-OF-LIFE SERVICES

Aging with Dignity – 5 Wishes
P.O. Box 1661
Tallahassee, FL 32302-1661
www.agingwithdignity.org

Amedisys Hospice Care
56 Three Hunts Drive Building #3
Pembroke, NC 28372
www.amedisys.com
Services Include: Hospice & Palliative Care.

Community Home Care & Hospice
275 SE Broad Street Unit A Office A
Southern Pines, NC 28387
Services Include: Hospice & Palliative Care.

FirstHealth Hospice & Palliative Care
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370
Services Include: Hospice & Palliative Care and grief support.

Liberty Homecare and Hospice
Liberty Homecare Group
300 West Pennsylvania Avenue
Southern Pines, NC 28387
Services Include: Hospice & Palliative Care.
EYE CARE ASSISTANCE PROGRAMS

Aberdeen Lions Club
Frances Marks
910-944-1493

Carthage Lions Club
Ron Kelly
910-690-6161

Medical Eye Care Program – Moore Social Worker for the Blind
Sallie Wofford
P.O. Box 279
Carthage, NC 28327
Services Include: Preventative and corrective services like eye surgery/treatment and eye-related medications for residents who do not qualify for Medicaid.

FINANCIAL COUNSELING & SUPPORTS

American Consumer Credit Counseling, Inc.
800-769-3571
www.consumercredit.com/financial-education/55plus
Helps adults 55+ decide to stay independent or seek specialized care or assistance.

Clear Point Credit Counseling
800-750-2227
www.clearpointccs.org

Consumer Credit Counseling Services
235 East Pennsylvania Avenue # 121
Southern Pines, NC 28387
Services Include: Bankruptcy counseling, credit counseling, housing counseling, debt management programs and financial education.

Consumer Education Services, Inc. (CESI)
877-322-8824
3700 Barrett Drive
Raleigh, NC 27609
www.cesisolutions.org
Services Include: Credit counseling and debt management, reverse Mortgage counseling and representative payee services.

Durham Regional Financial Center
919-688-3381
2634 Durham-Chapel Hill Boulevard #214
Durham, NC 27707
Services Include: Fee-based services on financial budgeting, credit counseling, credit repair, debt management, homebuyer education, pre/post purchase ownership and reverse mortgage counseling.
FIRSTHEALTH OF THE CAROLINAS, Inc.

Behavioral Services 910-715-3370
155 Memorial Drive
P.O. Box 3000
Pinehurst, NC 28374

Cardiac Rehabilitation Program 910-715-1886
Pinehurst, NC 28374

Clara McLean House 910-715-4220
20 1st Village Drive
Pinehurst, NC 28374

Community Health Programs 888-534-5333
FirstQuit (Quit Tobacco) Healthy Living Classes

Diabetes Self-Management Program 800-364-0499
Pinehurst, NC 28374

Fitness Center 910-715-1800
170 Memorial Drive
Pinehurst, NC 28374

Hospice & Palliative Care 910-715-6000
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370

Hospital Elder Life Program (HELP) 910-715-2238
Pinehurst, NC 28374
**For hospitalized patients 70 years or older with delirium.**

Moore Regional Hospital 910-715-1000
155 Memorial Drive
Pinehurst, NC 28374

Outpatient Center 910-715-1000
238 Page Road North
Pinehurst, NC 28374

Pulmonary Rehabilitation Program 910-692-9103
205 Davis Road
Southern Pines, NC 28387
FirstHealth Support Groups

Bariatric Support Group 910-235-4020
Better Breathers 910-692-9103
Cancer Support Groups 910-715-2298
Cancer Survivors Support Group 910-715-2298
Caregiver Group 910-715-6000
Child Loss 910-715-6000
Coping & Adjusting with Suicide (CASL) 910-715-6000
Fibromyalgia 910-715-5266
FirstQuit 910-715-1925
Gynecological Cancer Support Group 910-715-4230
Healing Connections with Peers 910-715-6000
Implantable Cardioveter-Defibrillator (ICD) 910-715-5266
Meaning Support Groups for Cancer Patients & Survivors 910-715-6000
Men Grieve Too 910-715-6000
NAMI-MC Support Group 910-295-1053
Parkinson’s Support Group of the Sandhills 910-715-4220
Sandhills Ostomy Association 910-215-8086
Sandhills Young Adult Cancer Support (Ages 18-50) 910-715-4230
Stroke Club 910-715-5266
The Four T’s (Tears, Talk, Touch, Time) 910-715-6000

FITNESS PROGRAMS FOR SENIORS

Aberdeen Parks & Recreation Department 910-944-7275
301 Lake Park Crossing
Aberdeen, NC 28315

Douglass Community Center 910-692-7376
1185 West Pennsylvania Avenue
Southern Pines, NC 28387

FirstHealth of the Carolinas, Inc. – Fitness Center 910-715-1800
170 Memorial Drive
Pinehurst, NC 28374

FirstHealth of the Carolinas, Inc. – Rock Steady Boxing 910-715-1839
170 Memorial Drive
Pinehurst, NC 28374
Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
Must be a Moore County resident and age 50+.

Pinehurst Parks & Recreation Department 910-295-2817
Cannon Park Community Center
210 Rattlesnake Trail
Pinehurst, NC 28374

Rock Steady Boxing Pinehurst 910-420-0772
318 Fields Drive
Aberdeen, NC 28315

Senior Games in the Pines 910-944-4572
www.ncseniorgames.org

**FOOD ASSISTANCE & GROCERY DELIVERY SERVICES**

Bethesda Presbyterian Church 910-944-1319
1002 North Sandhills Boulevard
Aberdeen, NC 28315
Wed. 9am – 12pm

Carthage United Methodist Church 910-947-2705
401 McReynolds Sreet
Carthage, NC 28327

High Falls United Methodist Church 910-464-3345
324 Friesen Road
High Falls, NC 27259
2nd & 4th Sat. 8am – 9:30 am

Interfaith Food Pantry 910-944-1093
Page Memorial United Methodist Church
110 Knight Sreet
Aberdeen, NC 28315
M – F 10am - 1pm

Liberty Church 910-281-3320
1810 Quewhiffle Road
Aberdeen, NC 28315
Wed. 9am – 12pm & 6pm – 9pm
Moore Home Services NC  910-673-1275
2022 Seven Lakes South
Seven Lakes, NC 27376
**Services Include:** Grocery Pickup & Delivery; Lunch & Dinner Pickup; Pet Supplies Pickup; Pickup Online Orders at Major Stores; Parcel Pickup & Shipping; Laundry & Cleaners Drop-off & Pickup; and Bank Deposits.

Pinebluff Lions Club  910-281-4479
165 West Philadelphia Avenue
Pinebluff, NC  28373
2nd & 4th Mondays at 6pm

Saint Anthony's of Padua Church  910-692-6613
160 East Vermont Avenue
Southern Pines, NC  28387
Tues. & Thurs. 9am – 12pm
(On the corner of Ashe & Vermont)

Sandhills Food Bank  910-692-5959
195 Sandy Avenue
Southern Pines, NC  28387
Supplies food to various agencies.

Southern Pines United Methodist Church  910-692-3518
175 Midland Road
Southern Pines, NC  28387
Mon. 9am – 12pm

West End United Methodist Church Food Pantry  910-673-1371
4015 NC Highway 73
P.O. Box 276
West End, NC  27376
Every other Wed. 8am – 11am
FORECLOSURES & LAND LOSS PREVENTION

Land Loss Prevention Project
401 North Mangum Street
Durham, NC 27701
www.landloss.org

Neighborhhood Assistance Corporation of America (NACA)
4112 Pleasant Valley Road Suite 220
Raleigh, NC 27612
www.naca.com

North Carolina Foreclosure Prevention
P.O. Box 28066
Raleigh, NC 27611-8066

FUNERAL HOMES

Boles Funeral Home – Pinehurst
35 Parker Lane
Pinehurst, NC 28374

Boles Funeral Home – Seven Lakes
221 MacDougall Drive
West End, NC 27376

Boles Funeral Home – Southern Pines
425 West Pennsylvania Avenue
Southern Pines, NC 28387

Bostic-Kendrick Funeral Home
1300 West Pennsylvania Avenue
Southern Pines, NC 28387

Crumpler Funeral Home
40229 US-1 Highway South
Aberdeen, NC 28315

Fry & Prickett Funeral Home
402 Saunders Street
P.O. Box 307
Carthage, NC 28327
Jones & Little Funeral Home
200 Benjamin Street
Aberdeen, NC 28315

Powell Funeral Home & Crematory
160 East New Hampshire Avenue
Southern Pines, NC 28387

Pugh & Smith Funeral Home
807 Monroe Street
Carthage, NC 28327

Purcell Funeral Home
953 West Pennsylvania Avenue
Southern Pines, NC 28387

Simon Funeral Home
151 South Hardin Street
Southern Pines, NC 28387

GRANDPARENTS RAISING GRANDCHILDREN

American Bar Association Center on Children & Law
1050 Connecticut Avenue
Washington, DC 20036
800-285-2221
202-662-1720
www.americanbar.org/groups/child_law.html

Children’s Defense Fund
25 East Street NW
Washington, NC 20001
800-233-1200
www.childrensdefense.org

Generations United
1331 H Street NW Suite 900
Washington, DC 20005
202-289-3979

Grandfamilies State Law & Policy Resource Center
Website Only
www.grandfamilies.org

Moore County Department of Social Services 910-947-2436
1036 Carriage Oaks Drive
Carthage, NC 28327
Services Include: Community Alternative Program (CAP),
Guardianship Services, Adult Medicaid Eligibility, Food Stamps,
Emergency Assistance, Low-Income Energy Assistance Program (LIEAP).

National Kinship Alliance for Children 518-833-0215
P.O. Box 1560
Troy, NY 12181
www.kinshipalliance.org

North Carolina Baptist Aging Ministry 877-506-2226
201-A Idol Street
Thomasville, NC 27360
www.ncbam.org

GRIEF SUPPORT

FirstHealth Hospice and Palliative Care 910-715-6000
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC  28370

Trinity Christian Fellowship 910-215-5775
Grief Support Group
425 Magnolia Road
Pinehurst, NC 28374

GUARDIANSHIP OF SENIORS

Moore County Clerk of Court 910-722-5000
P.O. Box 936
Carthage, NC 28327
Ask for Special Proceedings.
HEALTH CARE ASSISTANCE

FirstHealth Moore Regional Hospital 910-715-1000
155 Memorial Drive
Pinehurst, NC 28374

Moore County Health Department 910-947-3300
705 Pinehurst Avenue
P.O. Box 279
Carthage, NC 28327

Moore Free & Charitable Clinic 910-246-5333
211 Trimble Plant Road
Southern Pines, NC 28387

HEALTH INSURANCE/BENEFITS INFORMATION & SUPPORT

Benefits Check-Up – National Council on Aging 252-210-9621
Regional Office NC
112 North Circle Drive Suite D
Rocky Mount, NC 27804
www.benefitscheckup.org

Medicare 800-443-9354
www.medicare.gov

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

Seniors Health Insurance Information Program (SHIIP) 855-408-1212
NC Department of Insurance
www.ncdoi.com/Consumer/Shiip/Shiip.asp

Social Security Administration – National 800-772-1213

Social Security Administration – Rockingham 877-405-7673
220 East Green Street
Rockingham, NC 28379

Social Security Administration – Sanford 877-319-5774
401 Tiffany Drive
Sanford, NC 27330
HOME CARE AGENCIES & SPECIAL ASSISTANCE

Bright Horizons Home Care 910-246-0586
110-B Applecross Road
Pinehurst, NC 28374

Comfort Keepers 910-246-8000
170 South Page Street
Southern Pines, NC 28387

Gentle Touch Home Care, LLC 910-947-3805
4475 US Highway 15-501
Carthage, NC 28327

HOMEChoice Network 910-944-1116
260 Magnolia Square Court
Aberdeen, NC 28315

Home Instead Senior Care 910-484-7200
293 Olmsted Blvd Suite 11-1
Pinehurst, NC 28374

Moore County Department of Aging – In-Home Aide 910-947-4174
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

Must be a Moore County resident and ages 60+.

Penick Village 910-692-0300
500 East Rhode Island Avenue
Southern Pines, NC 28387

Right at Home In-Home & Assistance 910-684-6400
115 East Pennsylvania Avenue
Southern Pines, NC 28387

Saint Joseph’s of the Pines Home Care 910-246-1011
105 Gossman Drive
Southern Pines, NC 28387

Sandhills Home Care Services 910-725-0208
114 North Bennett Avenue
Southern Pines, NC 28387
SENIORS Helping SENIORS
100 Pavilion Way Suite E-5
Southern Pines, NC 28387

Special Assistance In-Home Program for Adults
Moore County Department of Social Services
Carriage Oaks Shopping Plaza
P.O. Box 938
Carthage, NC 28327

910-687-6417

100 Pa
villion Way Suite E-5
Southern Pines, NC 28387

100 Pa
villion Way Suite E-5
Southern Pines, NC 28387

HOME DELIVERED MEALS

Archdale Senior Center
108 Park Drive
Archdale, NC 27263
Serves Seagrove residents only.

Meals on Wheels of the Sandhills, Inc.
Penick Village
500 East Rhode Island Avenue
Southern Pines, NC 28387
Hours: Mon. – Fri. 9am – 12pm

Moore County Department of Aging
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
Must be a Moore County resident, homebound and ages 60+.

HOME HEALTH AGENCIES

Amedisys Hospice Care
56 Three Hunts Drive Building #3
Pembroke, NC 28372
www.amedisys.com
Serves Moore County residents.

Bayada Home Health Care
731 North Second Street, Suite C
Albermarle, NC 28001
Serves Moore County residents.

910-692-0384

704-982-7070
Community Home Care & Hospice  
275 South Broad Street Unit A, Office 2  
Southern Pines, NC 28387  
910-684-6476

Doctors Making House Calls  
2511 Old Cornwallis Road Suite 200  
Durham, NC 27713  
844-932-5700

Serves Moore County residents.

FirstHealth – Home Care Services  
181-A Westgate Drive  
West End, NC 27376  
910-295-2211  
800-876-2212

FirstHealth Hospice & Palliative Care  
251 Campground Road  
P.O. Box 1956  
Pinehurst, NC 28370  
910-715-6000

Interim Healthcare  
206 Commerce Avenue  
Southern Pines, NC 28327  
910-695-5898

Kindred at Home  
87 West Cornelius Harnett Boulevard  
Lillington, NC 27546  
www.kindredathome.com  
910-808-4556

Serves Moore County residents.

Liberty Homecare & Hospice  
300 West Pennsylvania Avenue  
Southern Pines, NC 28387  
910-246-9882

HOMELESSNESS

Friend to Friend  
103 Monroe Street #102  
Carthage, NC 28327  
910-947-3333

Provides shelter for women and children who are victims of domestic violence.

Gospel Services Hope Center  
913 Person Street  
Fayetteville, NC 28301  
910-920-4729

Provides shelter for single men.
Janeth's Center for Women in Crisis 910-802-7794
135 North Main Street
Red Springs, NC 28377
Janeth's Center for Women in Crisis is a safe haven for women in need. They serve homeless women who are victims of domestic violence and were recently incarcerated. They provide transitional housing, help the women get enrolled into school or find a job, and help them find permanent housing.

New Life Mission Men’s Shelter 910-864-4678
303 Maloney Avenue
Fayetteville, NC 28301
Provides shelter for men.

Place of Grace 910-206-2339
Rockingham, NC 28379
The Place of Grace is a tent city. There are 25 acres of land with several portable toilets, an outdoor movie screen and a 250-gallon tank for supplying fresh water for the homeless. They service men, women, children and victims of domestic violence.

Robin's Meadow Transitional Housing 910-321-6582
503 Old Wilmington Road
Fayetteville, NC 28301
Provides homeless transitional housing for men, women and families.

Sophia's Haven of Hope Transitional Home 910-973-8094
1860 Torrey Drive
Fayetteville, NC 28301
Sophia's Haven of Hope is a Non-Profit-501(c)3 organization that was established in June 2010 and provides a 6-24 month program that is directed towards training, servicing and encouraging homeless men and women that have just had a difficult time dealing with life changing events.

Team Workz 910-639-4772
P.O. Box 3614
Pinehurst, NC 28374
www.teamworkz.org
Provides lasting resources that will educate / empower and create sustainable and successful pathways to independence for homeless individuals and families.

True Vine Ministries' Hope Center 910-364-2981
913 Person Street
Fayetteville, NC 28301
The Hope Center is a City of Fayetteville-owned facility to address the needs of the homeless, female population. The Hope Center will provide meals, shelter, a computer lab and referral services to homeless women.
**HOME MODIFICATION & REPAIR PROGRAMS**

**Action Pathways**
321 Dick Street  
P.O. Box 2009  
Fayettevill, NC 28302  
**Service Include:** Weatherization Assistance Program.

**Habitat for Humanity Repair Ministry**
2268 NC Highway 5  
Aberdeen, NC 28315  
**Services Include:** Installation/repairs of ramps, roofs, porches, step repairs, vinyl siding, and window replacement. Must be ages 65+.

**Mark Stewart Construction & Development Co.**
Certified Aging in Place Specialist (CAPS)  
150 McDonald Street  
P.O. Box 716  
Seven Lakes, NC 27376  
**Services Include:** Prevention/assistance of trip hazards, slick or uneven floors, tub or shower accessibility, toilet accessibility, kitchen cabinets accessibility, widening of doorways, lighting, and home entranceway accessibility.

**Moore County Planning & Community Development**
1048 Carriage Oaks Dr.  
Carthage, NC 28327

**North Carolina Baptist Aging Ministry**
201-A Idol Street  
P.O. Box 338  
Thomasville, NC 27360  
[www.ncbam.org](http://www.ncbam.org)  
**Services Include:** Ramp installations.

**Sandhills Community Action Program, Inc.**
340 Commerce Avenue Suite 20  
Southern Pines, NC 28387
## HOSPITALS

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Phone Number</th>
<th>Address</th>
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<tbody>
<tr>
<td>Fayettville VA Medical Center—Veterans Hospital</td>
<td>910-488-2120</td>
<td>2300 Ramsey Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fayetteville, NC 28301</td>
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<tr>
<td>FirstHealth of the Carolinas—Moore Regional Hospital</td>
<td>910-715-1000</td>
<td>155 Memorial Drive</td>
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<tr>
<td></td>
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<td>Pinehurst, NC 28374</td>
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<tr>
<td>Old Vineyard Behavioral Health Services—Inpatient Hospital</td>
<td>336-794-3550</td>
<td>3637 Old Vineyard Road</td>
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<td>Winston-Salem, NC 27104</td>
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<td><a href="http://www.oldvineyardbhs.com">www.oldvineyardbhs.com</a></td>
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<tr>
<td>Rex Bariatric Specialty Center</td>
<td>919-784-7874</td>
<td>4207 Lake Boone, Suite 210</td>
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<td></td>
<td></td>
<td>Raleigh, NC 27607</td>
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<td></td>
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<td><a href="http://www.lose2live@rexhealth.com">www.lose2live@rexhealth.com</a></td>
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## HOUSING – LOW-INCOME / SUBSIDIZED APARTMENTS

<table>
<thead>
<tr>
<th>Apartment Name</th>
<th>Phone Number</th>
<th>Address</th>
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<tbody>
<tr>
<td>Brookside Apartments</td>
<td>910-692-7013</td>
<td>1113 Richards Street</td>
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<td>Southern Pines, NC 28387</td>
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<tr>
<td>Creston Commons Apartments</td>
<td>910-692-7626</td>
<td>555 Talmadge Way</td>
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<td>Southern Pines, NC 28387</td>
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<tr>
<td>Greenmont Apartments</td>
<td>910-692-5257</td>
<td>100 Dean Ave # 36</td>
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<tr>
<td>Highland Apartments</td>
<td>910-692-3243</td>
<td>1650 Richards Street # 21A</td>
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<tr>
<td>Holiday Town Apartments</td>
<td>910-692-7013</td>
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<tr>
<td>Hunter’s Glen Apartments</td>
<td>910-692-4081</td>
<td>1655 Central Drive</td>
</tr>
<tr>
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<td>Southern Pines, NC 28387</td>
</tr>
</tbody>
</table>
Jackson Terrace Apartments  
700 Anderson Street  
Carthage, NC 28327  
910-947-3697

Pinebrooke Apartments  
325 SE Service Road  
Southern Pines, NC 28387  
910-692-4261

Pine Hill Apartments  
221 Keith Street  
Aberdeen, NC 28315  
910-944-2483

Pinehurst Senior Apartment Community  
4176 Murdocaksville Road  
West End, NC 27376  
910-215-0550

Providence Place – Aberdeen  
18 Providence Place  
Aberdeen, NC 28315  
910-693-1950

Providence Place – Carthage  
305 Rockingham Street  
Carthage, North Carolina 28327  
910-947-2710

Providence Place – Robbins  
320 South Middleton Street  
Robbins, NC 27325  
910-948-2700

Random Woods Apartments  
240 Salisbury Street  
Robbins, NC 27325  
910-948-3645

Southern Pines Housing Authority  
801 S Mechanic Street  
Southern Pines, NC 28387  
910-692-2042

Timberlane Apartments  
188 Murray Hill Road # 188 F  
Southern Pines, NC 28387  
910-692-0999

Woodlawn Apartments  
700 Magnolia Drive  
Aberdeen, NC 28315  
910-944-2767
INFORMATION & REFERRAL AGENCIES

2-1-1
Services Include: Referral to various services providers across NC.

Eldercare Locator 800-677-1116
www.eldercare.gov

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

United Way of Moore County, NC 910-692-2413
375 SE Broad Street
Southern Pines, NC 28387

INTELLECTUAL & DEVELOPMENT PROGRAMS

Monarch Creative Arts & Community Center 910-692-2936
1662 Richards Street
Southern Pines, NC 28387

The ARC of Moore County 910-692-8272
673 South Bennett Street
P.O. Box 773
Southern Pines, NC 28387

LEGAL SERVICES

Advance Health Care Directive Registry – NC Secretary of State 919-814-5400
2 South Salisbury Street
P.O. Box 29622
Raleigh, NC 27601
www.sosnc.gov/divisions/advance_healthcare_directives

Consumer Protection Services – NC Department of Justice 919-716-6000
114 West Edenton Street
877-566-7226
Raleigh, NC 27603
Disability Rights North Carolina
Carolina Place
3724 National Drive #100
Raleigh, NC
www.disabilityrightsnc.org
Advocacy and legal services at no charge for people with disabilities.

LawHelpNC.org
www.lawhelpnc.org
Helps people with low and moderate incomes find free legal aid programs in their communities and answers questions about their legal rights.

Legal Aid of North Carolina Helpline
959 East Street - Suite A & B
P.O. Box 1728
Pittsboro, NC 27312
www.legalaidnc.org

North Carolina Bar Association
P.O. Box 3688
Cary, NC 27519
www.ncbar.gov
Services Include: List of certified attorneys, online pamphlets for seniors, Senior Citizens Handbook Laws & Programs Affecting Senior Citizens in NC.

NC Lawyer Referral Service
www.ncfindalawyer.com

Senior Legal Helpline
P.O. Box 26087
Raleigh, NC 27611
Please call, if you’re 60+. No income limitations.
Hours: Mon. – Fri. 9am – 11am & 1pm – 3pm
LIBRARIES

Carthage Library 910-947-5335
101 Saunders Street
P.O. Box 400
Carthage, NC  28327

Given Memorial Library 910-295-6022
150 Cherokee Road
Pinehurst, NC  28370

Page Memorial Library 910-944-1200
100 South Popular Street
Aberdeen, NC  28315

Pinebluff Library 910-281-3004
305 East Baltimore Avenue
Pinebluff, NC  28373

Robbins Library 910-948-4000
161 Magnolia Drive
P.O. Box 159
Robbins, NC  27235

Sandhills Community College Library – Boyd Library 910-695-3819
3395 Airport Road
Southern Pines, NC  28387

Southern Pines Public Library 910-692-8235
170 West Connecticut Avenue
Southern Pines, NC  28387

State Library of North Carolina for the Blind & Physically Handicapped 888-388-2460
919-733-4376
1841 Capital Boulevard
Raleigh, NC 27635

Applicant and his/her doctor must complete, sign and mail in application.

Vass Library 910-245-2200
128 Seaboard Street
P.O. Box 1349
Vass, NC  28394
## LONG-TERM CARE FACILITIES – ASSISTED LIVING

<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Brookdale Senior Living</td>
<td>910-235-0700</td>
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<tr>
<td>17 Regional Drive</td>
<td></td>
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<tr>
<td>Pinehurst, NC 28374</td>
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<tr>
<td>Elmcroft of Southern Pines</td>
<td>910-692-4928</td>
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<tr>
<td>Alzheimer’s Residential Care</td>
<td>910-695-1277</td>
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<tr>
<td>101 Brucewood Road</td>
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<tr>
<td>Southern Pines, NC 28387</td>
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<tr>
<td>Fox Hollow Assisted Living</td>
<td>910-695-0011</td>
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<tr>
<td>190 Fox Hollow Court</td>
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<td>Pinehurst, NC 28374</td>
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<tr>
<td>Magnolia Gardens</td>
<td>910-692-6311</td>
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<td>594 Murray Hill Road</td>
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<td>Southern Pines, NC 28387</td>
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<td>Penick Village</td>
<td>910-692-0300</td>
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<td>500 East Rhode Island Avenue</td>
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<tr>
<td>Seven Lakes Assisted Living and Memory Care</td>
<td>910-673-2045</td>
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<tr>
<td>292 MacDougal Drive</td>
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<tr>
<td>West End, NC 27376</td>
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<tr>
<td>Sandy Ridge Memory Care &amp; Assisted Living</td>
<td>910-974-4162</td>
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<tr>
<td>326 Bowman Road</td>
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<tr>
<td>Candor, NC 27229</td>
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<tr>
<td>Tara Plantation of Carthage, LLC</td>
<td>910-947-5888</td>
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<td>820 South McNeil Street</td>
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<tr>
<td>Carthage, NC 28327</td>
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<tr>
<td>The Coventry at Saint Joseph of the Pines</td>
<td>910-246-1039</td>
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<tr>
<td>105 Gossman Drive</td>
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<tr>
<td>Southern Pines, NC 28387</td>
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<tr>
<td>The Crossings at Hope Mills</td>
<td>910-635-0555</td>
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<tr>
<td>7051 Rockfish Road</td>
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<tr>
<td>Fayetteville, NC 28306</td>
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<tr>
<td>The Crossings at Wayside</td>
<td>910-683-6805</td>
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<tr>
<td>8398 Fayetteville Road</td>
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<td>Raeford, NC 28376</td>
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LONG-TERM CARE FACILITIES – NURSING

Accordius Health at Aberdeen 910-944-8999
915 Pee Dee Road
Aberdeen, NC 28315

Peak Resources – Pinelake Health & Rehabilitation Center 910-947-5155
801 Pinehurst Avenue
Carthage, NC 28327

Penick Village 910-692-0300
500 East Rhode Island Avenue
Southern Pines, NC 28387

Pinehurst Healthcare and Rehabilitation Center 910-295-6158
300 Blake Boulevard
Pinehurst, NC 28374

Sanford Health & Rehabilitation 919-776-9602
2702 Farrell Road
Sanford, NC 27330

The Greens at Pinehurst Rehabilitation & Living Center 910-295-1781
205 Rattlesnake Trail
Pinehurst, NC 28374

The Health Center at Saint Joseph of the Pines 910-246-1000
103 Gossman Drive
Southern Pines, NC 28387

The Inn at Quail Haven Village 910-295-2294
155 Blake Boulevard
Pinehurst, NC 28374

The Laurels of Chatham 919-542-6677
72 ChathamBusiness Park Drive
Pittsboro, NC 27312

Westfield Rehabilitation & Health Center 919-775-5404
3100 Tramway Road
Sanford, NC 27332
LONG-TERM CARE FACILITIES – RESOURCE DATABASE

Assisted Living
800-622-3915
P.O. Box 45829
Seattle, WA 98145-0826
www.aboutassistedliving.org

LONG-TERM CARE FACILITIES – RETIREMENT/CONTINUING CARE

Belle Meade at Saint Joseph of the Pines
910-246-1008
100 Waters Drive
Southern Pines, NC  28387

Penick Village
910-692-0300
500 East Rhode Island Avenue
Southern Pines, NC 28387

Pine Knoll at Saint Joseph of the Pines
910-246-1008
590 Central Drive
Southern Pines, NC  28387

Southern Pines Gracious Living
910-692-3367
205 SE Service Road
Southern Pines, NC 28387

Saint Joseph of the Pines
910-246-1000
100 Waters Drive
Southern Pines, NC 28387

The Bayberry Retirement Inn
800-552-8785
2002 Woodland Avenue
Sanford, NC 27330

The Inn at Quail Haven Village
910-295-2294
155 Blake Boulevard
Pinehurst, NC  28374
LONG-TERM CARE FACILITIES – SECURED MEMORY CARE

Brookdale Senior Living 910-235-0700
17 Regional Drive
Pinehurst, NC  28374

Elmcroft of Southern Pines Alzheimer’s Residential Care 910-695-1277
101 Brucewood Road
Southern Pines, NC  28387

Magnolia Gardens 910-692-6311
594 Murray Hill Road
Southern Pines, NC  28387

Fox Hollow Assisted Living 910-695-0011
190 Fox Hollow Court
Pinehurst, NC  28374

Seven Lakes Assisted Living & Memory Care 910-673-2045
292 MacDougual Drive
West End, NC  27376

Sandy Ridge Memory Care & Assisted Living 910-974-4162
326 Bowman Road
Candor, NC 27229

Tara Plantation of Carthage, LLC 910-947-5888
820 South McNeil Street
Carthage, NC  28327

LONG-TERM CARE FACILITIES – SHORT-TERM RESPITE

Accordius Health at Aberdeen 910-944-8999
915 Pee Dee Road
Aberdeen, NC  28315

Brookdale Senior Living 910-235-0700
17 Regional Drive
Pinehurst, NC  28374

Elmcroft of Southern Pines Alzheimer’s Residential Care 910-692-4928
101 Brucewood Road
Southern Pines, NC  28387

Elmcroft of Southern Pines Alzheimer’s Residential Care 910-695-1277
101 Brucewood Road
Southern Pines, NC  28387
Fox Hollow Assisted Living  910-695-0011
190 Fox Hollow Court
Pinehurst, NC  28374

Magnolia Gardens  910-692-6311
594 Murray Hill Road
Southern Pines, NC  28387

Peak Resources – Pinelake Health & Rehabilitation Center  910-947-5155
801 Pinehurst Avenue
Carthage, NC  28327

Penick Village  910-692-0300
500 East Rhode Island Avenue
Southern Pines, NC 28387

Pinehurst Healthcare and Rehabilitation Center  910-295-6158
300 Blake Boulevard
Pinehurst, NC  28374

Seven Lakes Assisted Living & Memory Care  910-673-2045
292 MacDougal Drive
West End, NC  27376

The Greens at Pinehurst Rehabilitation & Living Center  910-295-1781
205 Rattlesnake Trail
Pinehurst, NC  28374

The Health Center at Saint Joseph of the Pines  910-246-1000
103 Gossman Drive
Southern Pines, NC 28387

The Inn at Quail Haven Village  910-295-2294
155 Blake Boulevard
Pinehurst, NC  28374
LONG-TERM CARE FACILITIES – SKILLED MEMORY CARE

Accordius Health at Aberdeen 910-944-8999
915 Pee Dee Road
Aberdeen, NC 28315

Peak Resources – Pinelake Health & Rehab Center 910-947-5155
801 Pinehurst Avenue
Carthage, NC 28327

Serenity Gardens at Carver 919-471-3558
303 East Carver Street
Durham, NC 27704

Skilled Memory Care: 24-hour per day long-term, individualized skilled nursing care for Dementia patients suffering hallucinations, delusions and fluctuating attention.

MEDICAL ALERT SYSTEMS

5 Star Medical Alert 800-918-8543
NATIONWIDE
www.greatcall.com

Life Alert Emergency Response 800-338-9090
NATIONWIDE

Lifeline Medical Alert Service (Philips) 800-380-3111
NATIONWIDE
www.lifelinesys.com

Rescue Alert 800-688-9576
10321 Beckstead Lane
South Jordan, UT 84095
www.rescuealert.com

Walgreens Ready Response 866-310-9061
www.walgrenreadyresponse.com
MEDICAL EQUIPMENT & SUPPLIES

180° Medical
Services Include: Adult diapers, bed/charis pads, liquid nutritional supplements, bibs, and cost-free on-call nurses to support Ostomy patients. Medicaid & CAP-DA accepted.

AdaptHealth
1231 NE Maynard Road
Cary, NC 27513
Services Include: Durable medical equipment, walkers, beds, wheelchairs, etc. Accepts Medicaid, Medicare & Private Insurance. Serves Moore County residents.

Apria Healthcare, Inc.
295 Pinehurst Avenue Unit 3E
Southern Pines, NC  28387
Services Include: Durable medical equipment, respiratory therapy, tube feedings, IV infusion therapy. Accepts Medicaid, Medicare, and Private Insurance.

Family Medical Supply
1680 NC Highway 5 #160
Aberdeen, NC  28315
Services Include: Durable medical equipment, walkers, beds, wheelchairs, and respiratory therapy. Accepts Medicaid & Medicare.

Health Innovations Pharmacy
295 Pinehurst Avenue
Southern Pines, NC  28387
Services Include: Lift chairs, scooters, wheelchairs, walkers, hospital beds, compression stockings, orthopedic supports, hernia belts, bathroom safety items, ostomy supplies 3-in-1 commodes, arthritis aids, blood pressure cuffs, crutches, aids for daily living, and diabetic supplies.

Home Delivery Incontinent Supplies, Inc.
9385 Dielman Industrial Drive
Olivette, MO 63132
Services Include: Accepts North Carolina Medicaid and waiver that provides incontinence and urological products, nutritional supplements and gloves. Free samples, free shipping on all orders, discreet packaging, and a personalized delivery plan.

Orthotics & Prosthetics of Pinehurst
95 Aviemore Drive Suite A
Pinehurst, NC  28374
Sandhills Orthotics & Prosthetics 910-295-2828
325 Page Road
Pinehurst, NC  28374

SCOTT’S Medical Equipment Services & Sales 910-986-0575
P.O. Box 5151
Pinehurst, NC 28374

Totally Committed 910-690-2608
340 Commerce Avenue Suite #B 844-253-4800
Southern Pines, NC 28387
Services Include: Diabetic supplies – shoes, strips, glucometers, and syringes.

MEDICAL NON-PROFIT ORGANIZATIONS

ALS Association 800-782-4747
1275 K Street NW Suite 250
Washington, DC 20005
www.als.org

American Cancer Society 800-227-2345
8300 Health Park Suite 10
Raleigh, NC  27615
919-334-5218
www.cancer.org

American Diabetes Association 800-342-2383
2418 Blue Ridge Road Suite 206
Raleigh, NC  27607
919-743-5400
www.diabetes.org

American Heart Association 910-323-9387
2711 Breezewood - Suite A
Fayetteville, NC  28303
800-242-8721
www.americanheart.org

American Kidney Fund 800-638-8299
www.kidneyfund.org
866-300-2900

American Lung Association 800-586-4872
www.lung.org
514 Daniels Street Suite 109
Raleigh, NC  27605
919-424-6069
American Red Cross - Moore County Chapter 910-692-8571
115 East Pennsylvania Avenue
Southern Pines, NC 28387
www.redcross.org/nc/southern-pines

Amputee Coalition 888-267-5669
900 East Hill Avenue Suite 390
Knoxville, TN 37915
www.amputee-coalition.org

Arthritis Foundation – Carolina Chapter 800-365-3811
4530 Park Road Suite 230
Charlotte, NC 28209
www.arthritis.org/north-carolina

Brain Injury Association of North Carolina 800-377-1464
6604 Six Forks Rd. Suite 104
Raleigh, NC 27615
www.bianc.net

CancerCare 800-813-4673
275 Seventh Avenue
New York, NY 10001
www.cancercare.org

Carolinas Poison Center Hotline 800-222-1222
P.O. Box 32861
Charlotte, NC 28232
www.ncpoisoncenter.org

Dogwood HIV Care Consortium 910-737-5010

National Federation of the Blind 410-659-9314
200 East Wells Street
Baltimore, MD 21230
www.nfb.org

National Fibromyalgia & Chronic Pain Association 801-200-3627
31 Federal Avenue
Logan, UT 84321
www.fmcpware.org

National Institute on Aging 800-222-2225
800-222-4225
www.nia.nih.gov
National Kidney Foundation of North Carolina, Inc. 704-519-0020
4701 Hedgemore Dr., Suite 810 877-858-3808
Charlotte, NC 28209
www.kidneync.org

National Parkinson Foundation (HELPLINE) 800-473-4636

National Stroke Association 800-787-6537
9707 East Easter Lane Suite B
Centennial, CO 80112
www.stroke.org

National Suicide Prevention Lifeline 800-273-8255
www.suicidepreventionlifeline.org

North Carolina Division of Aging 919-855-3440
2101 Mail Service Center
Raleigh, NC 27699
www.ncdhhs.gov/divisions/daas

North Carolina Division of Services for the Blind 800-422-1871
309 Ashe Avenue 919-527-6740
Raleigh, NC 27699
www.ncdhhs.gov/divisions/dsb

North Carolina Division for the Deaf & Hard of Hearing 919-874-2212
1100 Navaho Drive
Raleigh, NC 27609
www.ncdhhs.gov/divisions/dsdhh

Parkinson Association of the Carolinas 866-903-7275
1515 Mockingbird Lane 704-248-3722
Charlotte, NC 28209
www.parkinsonassociation.org

Parkinson's Disease Foundation 800-457-6676
1359 Broadway, Suite 1509
New York, NY 10018
www.pdf.org
MOVING SERVICES/TRANSITIONING CONSULTANTS FOR SENIORS

Caring Transitions of the Sandhills 910-722-1030
105 South Ray Street #93
Carthage, NC 28327

Move Elders with Ease 919-218-4783
1204 Village Market Place
P.O. Box 193
Morrisville, NC 27560
www.moveelderswithease.com

Sandhills Moving & Storage 910-692-8685
1052 North May Street
Southern Pines, NC 28387

The Right Moves 919-942-5993
STATEWIDE 941-232-2732
P.O. Box 17104
Chapel Hill, NC 27516
www.therightmoves.net

Transitioning Senior Consultants 919-923-6015

TROSA Moving 919-489-3941
NATIONWIDE 919-419-1059
1820 James Street
Durham, NC 27707
www.trosamoving.com

NEUROLOGICAL DISORDERS/NEUROPSYCHOLOGICAL PROVIDERS

Duke Neurological Disorders Clinic at Morreene Road 919-668-7600
932 Morreene Rd.
Durham, NC 27705
Serves Alzheimer’s, Parkinson’s and Huntington’s Disease.
No physician’s referral needed.

Pinehurst Neuropsychology 910-420-8041
45 Aviemore Drive
Pinehurst, NC 28374
PARKINSON SUPPORT GROUPS

FirstHealth – Clara McLean House 910-715-4230
20 1st Village Drive
Pinehurst, NC 28374

PARKS & RECREATION

Aberdeen Parks & Recreation 910-944-7275
301 Lake Park Crossing
Aberdeen, NC 28315

Moore County Parks & Recreation Department 910-947-2504
155 Hillcrest Park Lane
P.O. Box 905
Carthage, NC 28327

Pinehurst Parks & Recreation Department 910-295-2817
Cannon Park Community Center
210 Rattlesnake Trail
Pinehurst, NC 28374

Southern Pines Parks & Recreation – Campbell House 910-692-2463
482 East Connecticut Avenue
Southern Pines, NC 28387

PACE PROGRAMS

LIFE at Saint Joseph of the Pines 910-429-7220
4900 Raeford Road
Fayetteville, NC 28304

Stay Well 336-628-4211
809 Curry Drive
Asheboro, NC 27205
PHARMACIES THAT DELIVER

Cooper’s Pharmacy 910-245-4672
3353 US Hwy 1
Vass, NC 28394

Health Innovations Pharmacy 910-246-5155
295 Pinehurst Avenue
Southern Pines, NC 28387

McClain Pharmacy 910-246-9355
735 South Bennett Street
Southern Pines, NC 28387

REVERSE MORTGAGE SERVICES

Resources for Seniors 971-207-7820
www.resourcesforseniors.com
Reverse mortgage counseling by telephone only.

SENIOR ENRICHMENTS CENTERS

Archdale Senior Center 336-431-1938
108 Park Drive
Archdale, NC 27263
Services Include: Meals on Wheels to Seagrove residents.

Hoke County Senior Services 910-875-8588
423 E Central Avenue
Raeford, NC 28376

Moore County Department of Aging 910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
Must be a Moore County resident and age 50+.

The Enrichment Center of Lee County 919-776-0501
Lee County Senior Services
1615 South Third Street
Sanford, NC 27330
Troy-Montgomery Senior Center 910-572-4464
315 North Main Street
Troy, NC 27371

TAX SERVICES FOR SENIORS

AARP 888-227-7669
AARP Tax-Aide Services
www.aarp.org/states/nc

Volunteer Income Tax Assistance Program (VITA) 800-906-9887
Tax Counseling Program for the Elderly (TCE)
www.irs.gov

TELEPHONE REASSURANCE FOR SENIORS

Moore County Department of Aging – Good Call Connection 910-947-4194
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

TRANSLATION SERVICES

English 2 Spanish 910-281-0284
205 North Walnut Street
P.O. Box 154
Pinebluff, NC 28373

Fluent Language Solutions 919-570-8686
123 Capcom Avenue #2
Wake Forest, NC 27587
http://www.fluentls.com

Services Include: Available 24/7/365 and fluent in 240 languages.
Provides services via phone, video remote, onsite, and personal interpreters.
TRANSPORTATION FOR SENIORS

An Act of Kindness Transportation Services
www.actofkindnessacs.com/aok-services 910-281-4347

Moore County Department of Aging
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327 910-947-4483

Moore County Transportation Services (MCTS)
P.O. Box 905
302 Monroe Street
Carthage, NC 28327 910-947-3389

North Carolina Baptist Aging Ministry
201-A Idol Street
P.O. Box 338
Thomasville, NC 27360 877-506-2226
www.ncbam.org

Northern Moore Family Resource Center
116 Horner Street
P.O. Box 190
Robbins, NC 27325 910-948-4324
www.nmfrc.com

Pinehurst Concierge Services, LLC
www.pinehurstconciergrservices.com 910-683-0555

Right at Home Transport
115 East Pennsylvania Avenue
Southern Pines, NC 28387 910-684-6400

Sandhills/Moore Coalition for Human Care, Inc.
1500 West Indiana Avenue
Southern Pines, NC 28387 910-693-1600

Seven Lakes Transportation
Services Include: Trips to RDU, GSO, CLT or destinations to / from the Seven Lakes, West End, Pinehurst, Carthage area.
910-773-0368
VETERANS SERVICES

Aberdeen American Legion Post 72  
211 East Main Street  
Aberdeen, NC 28315  
Groups Offered: Mens Post 72, Ladies Auxilary and Legion Riders.

Fayetteville VA Medical Center—Veterans Hospital  
2300 Ramsey Street  
Fayetteville, NC 28301  
Services Include: Family Caregiver Support Program, medical care, dental care, pharmacy, extended care/rehab and other supports and services for current or retired veterans.

Fayetteville Veterans Center  
2301 Robeson Street Suite 103  
Fayetteville, NC 28305  
Hours Mon. – Sat. 7am-5:30pm. Upon request Vet Centers will provide services after normal work hours and/or on weekends.

Healthcare for Homeless Veterans (HCHV)  
2300 Ramsey Street  
Fayetteville, NC 28301  
Services Include: HCHV Outreach Program; Homeless Veteran Community Employment Services (CES); Peer Support; Contract Residential Treatment Program; Grant & Per Diem (GPD) Program; HCHV Nurse; Housing & Urban Development / VA Supportive Housing (HUD-VASH) Program; Veterans Justice Outreach Program (VJO).

Mannix & Associates – VA Housing  
P.O. Box 5312  
Cary, NC 27512  
www.mannixassociates.com

Military Caregiver Support Recovery Coordination Program  
Services Include: Assistance for veterans experiencing issues with physical & mental health, finances, education, familial conflicts, transportation, housing and legal matters. Offers a Military Caregiver PEER Virtual Forum that meets the 1st Thursday of each month at 11am and the last Thursday of each month at 2pm. To register, email osd.caregiver@mail.mil and include your location and duty status.
Military Missions in Action
625 South Page Street
Southern Pines, NC 28387
**Services Include:** Home modifications for veterans with disabilities – Ramps, roll-in-showers, widening doorways and lowering cabinets and countertops.

Mission 22
17040 Pilkington Road Suite 200
Lake Oswego, OR 97035
www.mission22.com
**Services Include:** Comprehensive Wellness; War Detox Program; Brazilian Jiu Jitsu; Health and Housing Access; Horse Therapy; Holistic Health; Service Dogs.

Moore County Veterans Services
302 Monroe Street
P.O. Box 905
Carthage, NC 28327

Sanford Community Based Veteran Affairs Outpatient Clinic
3112 Tramway Road
Sanford, NC 27332
**Services Include:** Behavioral Health – Individual, group and family counseling. Personal Care – Primary care physicians and specialty care referrals to Fayetteville VA Medical Center. Blood drawing services and routine prescription processing by mail.

Suicide Prevention Program
2300 Ramsey Street
Fayetteville, NC 28301
910-488-2120 x5464
910-488-2120 x6359

Veterans Caregiver Support Program
2300 Ramsey Street
Fayetteville, NC 28301
800-827-1000
910-488-2120 x7744
**Services Include:** Care for Caregivers; VA In-Home & Support Services; Tips by Diagnosis; Peer Supports; Tips for medication management, talking to providers, practicing self-care, and planning ahead for disasters.

Veterans Crisis Line
800-273-8255
(Press “1”)
**Services Include:** Prevent suicide among older adults 55+; Identify warning signs of suicide; Educate families, caregivers and friends; Make homes safe; Establish continued support and care.

Veteran’s Helpline for Homeless Vets
877-424-3838
VOLUNTEER PROGRAMS

Moore County Department of Aging – Volunteer Resource Program  910-947-4483
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
CATEGORIES OF RESOURCES AND SERVICES

Resources and Services have been grouped together to help you find programs or organizations that offer related types of assistance or share a common focus. Not all offer the same assistance.

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- FirstHealth Hospice & Palliative Care

### Advocacy Support
- Community Advocacy Council (CAC)
- Disability Rights North Carolina
- Friends of Residents in Long Term Care
- Long Term Ombudsman

### Aging Services
- Moore County Department of Aging – Senior Enrichment Center
- North Carolina Division of Aging
- Triangle J Area Agency on Aging

### Alzheimer’s Caregiver Support Groups
- Aging Outreach Services
- Chapel in the Pines
- Fox Hollow Senior Living
- Given Memorial Library
- Our Savior Lutheran Church
- The Village Chapel

### Alzheimer’s Organizations
- Alzheimer’s Association – Western Carolina Chapter
- Dementia Alliance

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A term used to describe basic self-care tasks that are a part of most people's regular day, such as bathing, dressing, grooming, moving around the house, and eating. ADLs are widely used to assess individual functioning status.

Adult Care Homes
An assisted living residence in which the housing management provides 24-hour scheduled and unscheduled personal care services to two or more residents, either directly or, for scheduled needs, through formal written agreement with licensed home care or hospice agencies. Some licensed adult care homes provide supervision to persons with cognitive impairments whose decisions, if made independently, may jeopardize the safety or well-being of themselves or others and therefore require supervision. Medication in an adult care home may be administered by designated, trained staff. Adult care homes that provide care to two to six unrelated residents are commonly called family care homes. Adult care homes and family care homes are subject to licensure by the Division of Facility Services.

Alzheimer’s Disease
A progressive, degenerative disease that attacks the brain and results in impaired memory, thinking, and behavior.

Assessment
Activities performed by at least one professional (preferably a social worker and/or a nurse) to determine a person's current functional abilities and resources in six areas: physical health, mental health, social support, activities of daily living, environmental conditions, and financial situation. Assessment includes a home visit by a professional. Once the assessment is completed, activities related to developing and implementing a client service plan becomes part of case management.

Assisted Living
"Assisted living residence" means any group housing and services program for two or more unrelated adults, by whatever name it is called, that makes available, at a minimum, one meal a day and housekeeping services and provides personal care services directly or through a formal written agreement with one or more licensed home care or hospice agencies. Settings in which services are delivered may include self-contained apartment units or single or shared room units with private or area baths.

Cognitive Impairment
A term that refers to damage or loss of intellectual or mental functioning. The act or process of "knowing", including awareness or judgment, is impaired. Alzheimer's disease is the most common cause of cognitive impairment among older adults.
Congregate Living
A living arrangement in which two or more unrelated individuals reside in a house or apartment.

Continuing Care Retirement Community (CCRC)
A facility that offers a continuum of care-from independent living, assisted-living, or rest home care, to nursing home care. Individuals are offered an independent living lifestyle with the security of knowing supportive and health care services are available if needed.

Durable Power of Attorney
A legal document that allows you to appoint someone as your agent to manage your affairs should you be incompetent or incapacitated.

Elder Abuse
An umbrella term used to describe one or more of the following:
- Physical abuse is the willful infliction of physical pain or injury, e.g., slapping, bruising, sexually molesting, or restraining.
- Sexual abuse is the infliction of non-consensual sexual contact of any kind.
- Emotional or psychological abuse is the infliction of mental or emotional anguish, e.g., humiliating, intimidating, or threatening.
- Financial or material exploitation is the improper act or process of an individual, using the resources of an older person, without his/her consent, for someone else's benefit.
- Neglect is the failure of a caretaker to provide goods or services necessary to avoid physical harm, mental anguish or mental illness, e.g., abandonment, denial of food or health related services.
- Self-neglect is characterized as the behavior of an elderly person that threatens his/her own health or safety.

Family Caregiver Support Program (FCSP)
The Older Americans Act Amendments of 2000 established the National Family Caregiver Support Program to assist the aging network to develop a multi-faceted system of supports for caregivers. The Division of Aging and Adult Services and Area Agencies on Aging are administering the program in North Carolina.

Family Care Home
"Family care home" means an adult care home having two to six residents. The structure of a family care home may be no more than two stories high and none of the aged or physically disabled persons being served there may be housed in the upper story without provision for two direct exterior ground-level accesses to the upper story. It is licensed by the Division of Facility Services.
FL-2
Long-Term Services prior approval form which gives a summary of the patient's medical requirements and which reflect the attending physician's recommendation for the level of care needed in an institutional setting. An approved FL-2 is required for any Medicaid recipient in a skilled nursing facility (SNF) or an intermediate care facility (ICF). An FL-2 must also be completed by the attending physician prior to admission to an adult care home and at least annually thereafter.

Food Stamps
A federal program that provides a monthly allotment of Food Stamp benefits issued via Electronic Benefit Transfer cards (ATM cards). The Food Stamp Program is an entitlement program, so all eligible individuals and households can receive assistance. Food Stamp 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. Administrative costs are 50% federal and 50% county. The stamps are 100% federal.

Foster Care Services for Adults
A service that involves recruiting, developing, and evaluating adult care homes to determine if they meet the needs of residents and to help them improve upon their service. All county DSS's that have an adult care home in their county provide this service.

Guardianship
The legal authority and duty given by the court to a person (guardian) for the purpose of assuming responsibility for the care and maintenance of another person (ward), who has been determined incapable of handling his/her own personal affairs. The powers and authority conferred upon a guardian depend on what type of guardianship is granted by the court.

- Guardian of the Estate - Is responsible for collecting, preserving, and administering the property and income of the ward.
- Guardian of the Person - Is entitled to custody of the ward and is responsible for the ward's care, comfort and maintenance. The guardian makes decisions such as where the ward will live, gives consent for medical or professional treatment of/for the ward. The Guardian of the Person is responsible for the basic physical care of the ward and his/her immediate personal effects.
- General Guardian - Performs the duties of both the Guardian of the Estate and Guardian of the Person.

Health Care Power of Attorney
Allows you to appoint someone to act as your health care agent to make health care decisions for you should it be determined by your physician that you are no longer able to make these decisions for yourself.
**Home-Delivered Meals**
A nutrition program that utilizes volunteers to deliver at least one hot nutritious meal per day (usually 5 days a week) to homebound adults. The meal offers one-third of the Recommended Daily Dietary Allowance.

**Home Health Services**
Health care prescribed by a physician and given in the home to a person in need of medical care. Services may include skilled nursing services, therapy services (physical therapy, occupational therapy and speech therapy), medical social services, health promotion services, and home health aide services. This is a covered service under Medicaid.

**Hospice Care**
A service provided for terminally ill patients and their families. A hospice agency provides medical, nursing, and supportive services to meet the needs of families and patients in the last six months of the patient's life.

**In-Home Aide Services**
The in-home aide services previously known as Chore, Homemaker, Homemaker-Home Health Aide, Respite, and Personal Care Services have been incorporated into a single service entitled, "In-Home Aide Services". These are paraprofessional services that assist children and adults, their families, or both, with essential home management tasks, personal care tasks, supervision, or all of the above. Their purpose is to allow these individuals to function effectively in their own homes and the community for as long as possible. The four levels of care are:

- **HOME MANAGEMENT**
  **Level I:** In-Home Aide Services at this level are intended to provide support to those needing assistance with basic home management tasks, such as housekeeping, cooking, shopping, and bill paying. Personal care tasks may not be performed at this level.

- **PERSONAL CARE**
  **Level II:** In-Home Aide Services at this level are intended to provide support to persons/families who predominantly require assistance with basic personal care (bathing, shaving, toileting, and personal hygiene), and associated home management tasks.

- **HOME MANAGEMENT**
  **Level III:** In-Home Aide Services at this level are intended to provide intensive education and support to persons/families in carrying out home management tasks and improving family functioning skills.

- **PERSONAL CARE**
  **Level III:** In-Home Aide Services at this level are intended to provide substantial activities of daily living (ADL) support to individuals/families who require assistance with health and personal care tasks. Provision of these tasks involves extensive "hands-on" care and potential assistance with a wide range of health related conditions.
• **HOME MANAGEMENT**
  
  **Level IV:** In-Home Aide Services at this level are intended to provide a wide range of educational and supportive services to persons/families who are in crisis or who require long term assistance with complex home management tasks and family functioning skills. Provision of the service involves quick and creative response to individual/family crisis situations identified by the case manager. It also may focus on conducting appropriate learning sessions with small groups of persons from different families who have similar needs.

**Instrumental Activities of Daily Living (IADL)**

Basic tasks that are essential to living independently, such as cooking meals, housekeeping, laundry, paying bills, shopping, and using the telephone.

**Living Will**

A legal document in which you can declare your desire that under certain conditions your life not be prolonged by extraordinary or artificial means. Advice and assistance with such matters for people unable to afford the services of a private attorney may be available through a Legal Aid office.

**Long Term Care Insurance**

A type of insurance designed to pay some or all of the costs of nursing home, assisted living, community, or home health care. The Seniors' Health Insurance Information Program provides useful information on this kind of insurance, including a fact sheet. SHIIP and the Division of Aging and Adult Services have developed a Consumer Bill of Rights for Buyers of Long Term Care Insurance.

**Long Term Care Ombudsman**

A professional who serves as an advocate for long-term care residents of nursing homes and adult care homes. Advocacy includes educating individuals about their rights and complex rules or regulations governing the long term care system. An Ombudsman can be requested to investigate concerns and serve as a mediator for conflict resolution should a resident encounter difficulty exercising rights.

Ombudsmen are available to:

- Serve as a resource for anyone who has questions about long term care regulations;
- Be involved in the care planning process or family meetings;
- Provide training to staff, resident councils, or family councils;
- Provide information and referral;
- Provide state survey results on local facilities; and
- Talk about any situation that may arise from being a resident, family member, or staff person of a facility.
The Long Term Care Ombudsman program is federally mandated through the Older Americans Act. There is at least one Ombudsman for each of the 17 aging regions in North Carolina. Each county also has local Community Advisory Committees. These are volunteers who are appointed by the county commissioners to serve as grass roots advocates for residents in the facilities.

**Medicaid (TITLE XIX of the Social Security Act)**
A Federal-funded and State-funded health care program for eligible persons. To be eligible a person must meet income and assets limits, and be aged, blind, disabled, a member of a family with dependent children, or a pregnant woman. Some people are covered by both Medicare and Medicaid. Administered by the Division of Medical Assistance in the North Carolina Department of Health and Human Services, the program provides medical care for qualifying recipients. Applications for Medicaid are made through the County Department of Social Services.

**Medicare**
A federal health insurance program for persons aged 65 and over who are eligible for Social Security or Railroad Retirement benefits and for some people who are disabled regardless of age. There are two parts: Part A is hospital insurance which is automatic, for those eligible, and Part B covers the physician and other services. Part B is voluntary and requires a monthly premium.

**Occupational Therapist (OT)**
Occupational therapists assist in rehabilitation through the design and implementation of individualized programs to improve or restore functions impaired by illness or injury.

**Older Americans Act (OAA)**
Federal legislation established in 1965 providing broad policy objectives designed to meet the needs of older persons. The key philosophy of the program has been to help maintain and support older persons in their homes and communities and to avoid unnecessary or premature institutionalization.

**Ombudsman**
A representative of a public agency or a nonprofit organization who investigates and resolves complaints made by or on the behalf of older individuals who are residents of long-term care facilities. In North Carolina the State Long-Term Care Ombudsman is located in the Division of Aging and Adult Services of the Department of Health and Human Services. There are Regional Ombudsmen across the state who are located within the Area Agency on Aging, a part of the regional council of government.

**Personal Care Services (PCS)**
Paraprofessional care (comparable to In-Home Aide Services, Personal Care Levels II and III) covered by Medicaid for eligible persons.

**Respite**
Provides needed relief to primary caregivers of individuals who cannot be left alone because of mental or physical problems.
Senior Health Insurance Information Program (SHIIP)
Sponsored by the N. C. Department of Insurance. Volunteers assist with information about all types of Medicare and related insurance issues, including long-term care insurance and Medicare Part D.

Skilled Nursing Facility (SNF)
A nursing home that provides 24 hour-a-day nursing services for a person who has serious health care needs but does not require the intense level of care provided in a hospital. Rehabilitation services may also be provided. Many of these facilities are federally certified, which means they may participate in Medicaid or Medicare programs.

Supplemental Security Income (SSI)
A federal program that pays monthly checks to people in need who are 65 years or older and to people in need at any age who are blind and disabled. The purpose of the program is to provide sufficient resources so that anyone who is 65, or blind, or disabled can have a basic monthly income. Eligibility is based on income and assets. SSI is administered nationally and locally by the Social Security Administration.

Support Groups
Usually made up of caregivers, family members, and friends of a person experiencing an illness such as Alzheimer's disease, cancer, Parkinson's, etc. People are brought together by a common concern, situation, or experience. A professional usually facilitates group discussion and sharing of experiences and feelings. Educational programs are also common among support groups.

TTY
Telecommunications device for persons who are deaf or hard of hearing (TDD): A device similar to a computer keyboard, either with a cradle to rest a telephone hand set on or connected directly to the telephone. A TDD allows the user to communicate by typing messages on the keyboard and receiving message on the screen about the keyboard. The teletext devise typewriter is usually referred to as a TTY by members of the deaf and hard of hearing community.

Source of glossary terms from:
www.dhhs.state.nc.us/ltc/glossary.htm

Source of elder abuse glossary term from: www.aoa.gov/eldfam/Elder_Rights/Elder_Abuse/Elder_Abuse.asp
Alzheimer’s Disease and Related Dementias

Dementia is not a specific disease but a cluster of symptoms that include changes in memory, thinking, and reasoning. Being told you or a loved one has a form of dementia can result in many different emotions. People report having some or all of the following feelings:

- **Anger**…because you don’t have control over your future.
- **Sadness/depression**…feeling sad or hopeless because your life is changing.
- **Fear**…of the future and how you and your loved ones might be affected.
- **Resentment**…wondering what I did to deserve this diagnosis.
- **Sense of loss**…as abilities change.
- **Denial**…I can’t believe this is happening.
- **Relief**…to finally know what may be causing the changes you are experiencing.
- **Isolation**…losing interest in maintaining relationships because others don’t seem to understand.

Denial, numbness, and detachment are often people’s first reactions as they try to get their heads and hearts to cope with this most unwanted and unexpected diagnosis. Having a place to express these feelings and to learn healthy ways of coping is crucial to moving forward and living a high quality of life.

Moore County is addressing the issue of Alzheimer’s disease and related dementias on several levels. First, through a variety of educational/ support groups and programs that include:

- Groups for individuals who are newly diagnosed
- Groups for care partners
- Groups for adult children
- Programs for children

Secondly, public education is being provided through lectures, series, and community speakers. Lastly, the community is identifying services that are needed for people with dementia, their care partners and their families.
Appendix A: Personal Information Worksheet

Keeping summary information in one place can be tremendously helpful, especially if a family member needs to take over care unexpectedly. Complete this information and store in a safe location. Make sure your family members know where to find it or give them a copy. Review and update the information at least once a year or whenever things change.

Full Name: ___________________________ Date: ______________

Address: ____________________________________________________________
Home Phone: ____________________ Other Phone: ______________________
Social Security Number: ______________________________________________
Driver’s License Number: _____________________________________________
Emergency Contact Person: ____________________________________________
Home Phone: ____________________ Other Phone: ______________________

Child or Relative:
Name: ___________________________ Relationship: ______________________
Address: __________________________________________________________
Home Phone: ____________________ Work Phone: ______________________
Cell: ___________________________ E-mail Address: ______________________

Child or Relative:
Name: ___________________________ Relationship: ______________________
Address: __________________________________________________________
Home Phone: ____________________ Work Phone: ______________________
Cell: ___________________________ E-mail Address: ______________________

Child or Relative:
Name: ___________________________ Relationship: ______________________
Address: __________________________________________________________
Home Phone: ____________________ Work Phone: ______________________
Cell: ___________________________ E-mail Address: ______________________
Appendix B: Medical Information

Keeping summary information in one place can be tremendously helpful, especially if a family member needs to take over care unexpectedly. Complete this information and store in a safe location. Make sure your family members know where to find it or give them a copy. Review and update the information at least once a year or whenever things change.

Full Name: ___________________________________ Date: ________________

Health Insurance Providers:
Medicare Number: ____________________________
Supplemental Insurance Provider: ______________ Phone: ________________
Address: ________________________________________
ID Number: __________________ Group Number: ____________________

Primary Care Physician:
Name: ____________________________ Phone: ____________________________
Address: ________________________________________

Specialist:
Name: ____________________________ Phone: ____________________________
Address: ________________________________________

Specialist:
Name: ____________________________ Phone: ____________________________
Address: ________________________________________

Dentist:
Name: ____________________________ Phone: ____________________________
Address: ________________________________________

Audiologist & Hearing Aide:
Name: ____________________________ Phone: ____________________________
Address: ________________________________________
**Optometrist/Optician:**
Name: _____________________________  Phone: _____________________________
Address: ___________________________________________________________________

**Pharmacy:**
Name: _____________________________  Phone: _____________________________
Address: ___________________________________________________________________

**Other:**
Name: _____________________________  Phone: _____________________________
Address: ___________________________________________________________________

**Medical Conditions:**
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

**Current Medications and Dosages:**
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________
Medication: _____________________________  Dosage: _____________________________

**Health Care Power of Attorney:**
Primary Agent: _____________________________  Phone: _____________________________
Secondary Agent: _____________________________  Phone: _____________________________

**Living Will:**
Do you have a living will?  Yes / No
Who has a copy? ___________________________________________________________________
Where is it kept? ___________________________________________________________________