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
2 miles North of the Pinehurst Traffic Circle

P: (910) 947-4483 (GIVE)
F: (910) 215-0278
www.moorecountync.gov
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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

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  
5277 US 15-501 Highway South  
Carthage, NC 28327  
910-947-2976

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

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

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

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

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

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

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

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

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

Sandhills CPA Accounting  
Donovan G. Bachtell (Certified Public Accountant)  
P.O. Box 3134  
Pinehurst, NC 28374  
www.sandhillscpaaccounting.com

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**
4900 Raeford Road
Fayetteville, NC 28304
[www.sjp.org](http://www.sjp.org)

**Stay Well**
809 Curry Drive
Asheboro, NC 27205

**The Retreat Adult Day Center**
165 Shephard Trail
Aberdeen, NC 28315
[www.sandhillsadultday.com](http://www.sandhillsadultday.com)

**ADVANCED DIRECTIVES**

**Aging with Dignity – 5 Wishes**
P.O. Box 1661
Tallahassee, FL 32302-1661
[www.agingwithdignity.org](http://www.agingwithdignity.org)

**FirstHealth – Clara McLean House**
20 1st Village Drive
Pinehurst, NC 28374

**FirstHealth Hospice & Palliative Care**
**Caregiver & Grief Support**
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370
[www.firsthealth.org/hospice](http://www.firsthealth.org/hospice)
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.disabilityrightsonc.org
Advocacy and legal services at no charge for people with disabilities.

Friends of Residents in Long Term Care  919-782-1530
6300 Creedmore Road Suite 170 #326
Raleigh, NC 27612
www.forltc.org

Long Term Care Ombudsman  919-558-9404
NC Division of Aging  800-310-9777
2101 Mail Service Center
Raleigh, NC 27699
www.dhhs.state.nc.us/aging/ombud.htm

AGING SERVICES

Moore County Department of Aging  910-215-0900
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

North Carolina Division of Aging  919-855-3400
Taylor Hall
Raleigh, NC 27699
www.ncdhhs.gov/divisions/daas

Triangle J Area Agency on Aging  919-558-2711
P.O. Box 12276  800-310-9777
Research Triangle Park, NC 27709
www.tjaaa.org
ALZHEIMER’S CAREGIVER SUPPORT GROUPS

Aging Outreach  
676 NW Broad Street  
Southern Pines, NC 28387  
910-692-0683

Elmcroft of Southern Pines  
101 Brucewood Road  
Southern Pines, NC 28387  
910-692-4928

Chapel in the Pines  
581 Seven Lakes Drive  
Seven Lakes, NC 27376  
910-673-5493

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

Given Memorial Library  
150 Cherokee Road  
Pinehurst, NC 28374  
910-295-6022

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

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

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

ATTORNEYS SPECIALIZING IN ELDER LAW

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

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

Kelli Y. Allen Elder Law  704-870-0340
10150 Mallard Creek Road Suite 105
Charlotte, NC 28262
www.kyaelderlaw.com
National Academy of Elderlaw Attorneys
www.naela.org

Senior Legal Helpline
P.O. Box 26087
Raleigh, NC 27611
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
910-997-7135 x3
www.adsyes.org

Alcoholics Anonymous
AA of Moore County
800-496-1742
800-559-9503
www.moorecountyaa.org

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

FirstHealth Behavioral Services
155 Memorial Drive
P.O. Box 3000
Pinehurst, NC 28374
910-715-3370
Monarch Creative Arts & Community Center  910-692-2936
1662 Richards Street
Southern Pines, NC 28387
www.monarchnc.org

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

Old Vineyard Behavioral Health Services  336-794-3550
3637 Old Vineyard Road  855-234-5920
Winston-Salem, NC 27104
www.oldvineyardbhs.com

Sandhills Center for Mental Health  910-673-9111
1120 Seven Lakes Dr.  800-256-2452
West End, NC 27376
(hotline)
www.sandhillscenter.org

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

The ARC of Moore County  910-692-8272
673 South Bennett Street
P.O. Box 773
Southern Pines, NC 28388
www.thearcofmoore.org

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
Boone, NC 28607
828-265-5434 x139

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

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
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
3350 Griffin Road
Fort Lauderdale, FL 33312
www.caregiver.com

Doctors Making House Calls
2511 Old Cornwallis Road Suite 200
Durham, NC 27713

Family Caregiver Alliance
785 Market Street Suite 750
San Francisco, CA 94103
www.caregiver.org

FirstHealth – Clara McLean House
20 1st Village Drive
Pinehurst, NC 28374

FirstHealth Hospice & Palliative Care
Caregiver & Grief Support
251 Campground Road
P.O. Box 1956
Pinehurst, NC 28370
www.firsthealth.org/hospice

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

National Alliance for Caregiving
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
www.agingcaresolutionsnc.com

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

Aging Outreach Services  910-692-0683
AOS At Home Care
AOS Care Management
676 N.W. Broad Street
Southern Pines, NC 28387
www.AgingOutreachServices.com

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
877-732-3018 (Fax)
P.O. Box 618
Charleston, IL 61920-9807
www.assurancewireless.com
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

**CapTel North Carolina**
866-545-4012
4030 Wake Forest Road
Suite 300 Raleigh, NC 27609
www.captel.com

**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
http://www.ecu.edu/cs-dhs/dental/pc-lillington.cfm

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
www.ncdental.org/member-center/getinvolved/nc-missions-of-mercy

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.disabilityrightsnc.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
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<thead>
<tr>
<th><strong>EDUCATION &amp; LITERACY PROGRAMS/WORKSHOPS</strong></th>
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<tbody>
<tr>
<td><strong>FirstHealth – Patient Education Department</strong></td>
</tr>
<tr>
<td>155 Memorial Drive</td>
</tr>
<tr>
<td>P.O. Box 3000</td>
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<tr>
<td>Pinehurst, NC  28374</td>
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<tr>
<td><strong>Moore County Cooperative Extension</strong></td>
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<tr>
<td><strong>Agricultural Center</strong></td>
</tr>
<tr>
<td>707 Pinehurst Avenue</td>
</tr>
<tr>
<td>P.O. Box 1149</td>
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<tr>
<td>Carthage, NC  28327</td>
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<td><strong>Moore County Department of Aging</strong></td>
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<td>P.O. Box 487</td>
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<td>Carthage, NC  28327</td>
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<tr>
<td><strong>Moore County Literacy Council</strong></td>
</tr>
<tr>
<td>575 SE Broad Street Suite #10</td>
</tr>
<tr>
<td>Southern Pines, NC 28387</td>
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<tr>
<td><strong>Sandhills Continuing Education &amp; Center for Creative Retirement</strong></td>
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<td><strong>Sandhills Community College</strong></td>
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<tr>
<td>3395 Airport Road, Van Dusen Hall</td>
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<tr>
<td>Pinehurst, NC  28374</td>
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<td><a href="http://www.sandhills.edu">www.sandhills.edu</a></td>
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<td><strong>Southeastern North Carolina Radio Reading Service</strong></td>
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<tr>
<td>1200 Murchison Road</td>
</tr>
<tr>
<td>P.O. Box 35029</td>
</tr>
<tr>
<td>Fayetteville, NC  28303</td>
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<td><a href="http://www.sencrrs.org">www.sencrrs.org</a></td>
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EMERGENCY / CRISIS SERVICES

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).

Salvation Army 910-725-1054
575 SE Broad Street #7
Southern Pines, NC 28387

Sandhills/Moore Coalition for Human Care, Inc. 910-693-1600
1500 West Indiana Avenue
Southern Pines, NC 28387
www.sandhillscoalition.org
Services Include: Food, clothing, financial assistance, resources & referrals, employment expenses, employment counseling, transportation and mentoring.

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

EMPLOYMENT SERVICES

Employment Security Commission 910-944-7697
245 Shepherd Trail
Aberdeen, NC 28315

Sandhills/Moore Coalition for Human Care, Inc. 910-693-1600
1500 West Indiana Avenue
Southern Pines, NC 28387
www.sandhillscoalition.org
Services Include: Food, clothing, financial assistance, resources & referrals, employment expenses, employment counseling, transportation and mentoring.

Senior Community Service Employment Program 910-321-6449
707B Executive Place
Fayetteville, NC 28305-5193
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.

END-OF-LIFE SERVICES

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

Amedisys Hospice Care 910-521-8211
56 Three Hunts Drive Building #3
Pembroke, NC 28372
www.amedisys.com
Services Include: Hospice & Palliative Care.

Community Home Care & Hospice 919-718-5417
1836 Doctors Drive
Sanford, NC 27330
www.communityhch.com

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

Liberty Homecare and Hospice 910-246-9882
Liberty Homecare Group
300 West Pennsylvania Avenue
Southern Pines, NC 28377
www.libertyhomecare.com
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.
www.consumercredit.com/financial-education/55plus
Helps adults 55+ decide to stay independent or seek specialized care or assistance.

Clear Point Credit Counseling
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)
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
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
www.firsthealth.org/hospice

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
Wound Care & Hyperbarics 910-715-5901
35 Memorial Drive
Pinehurst, NC 28374

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 Cardioverter-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
www.townofaberdeen.net

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+.

Rock Steady Boxing Pinehurst 910-420-0772
318 Fields Drive
Aberdeen, NC 28315
www.Pinehurst@RSBaffiliate.com

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
bethesdapresbyterian@windstream.net

Carthage United Methodist Church 910-947-2705
401 McReynolds Street
Carthage, NC 28327
www.carthageumc.org

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

Interfaith Food Pantry 910-944-1093
Page Memorial United Methodist Church
110 Knight Street
Aberdeen, NC 28315
M – F 10am - 1pm
www.pagememorialumc.org
Liberty Church
1810 Quewhiffle Road
Aberdeen, NC 28315
Wed. 9am – 12pm & 6pm – 9pm

Moore Home Services NC
2022 Seven Lakes South
Seven Lakes, NC 27376
www.moorehomeservicesnc.com
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
165 West Philadelphia Avenue
Pinebluff, NC 28373
2nd & 4th Mondays at 6pm

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

Sandhills Food Bank
195 Sandy Avenue
Southern Pines, NC 28387
Supplies food to various agencies.
www.foodbankcen.org

Southern Pines United Methodist Church
175 Midland Road
Southern Pines, NC 28387
Mon. 9am – 12pm
www.southernpinesumc.org

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

Land Loss Prevention Project
800-672-5839
401 North Mangum Street
919-682-5969
Durham, NC 27701
www.landloss.org

Neighborhood Assistance Corporation of America (NACA)
919-855-8484
4112 Pleasant Valley Road Suite 220
Raleigh, NC 27612
www.naca.com

North Carolina Foreclosure Prevention
888-632-8631
P.O. Box 28066
Raleigh, NC 27611-8066

FUNERAL HOMES

Boles Funeral Home – Pinehurst
910-235-0366
35 Parker Lane
Pinehurst, NC 28374

Boles Funeral Home – Seven Lakes
910-673-7300
221 MacDougall Drive
West End, NC 27376

Boles Funeral Home – Southern Pines
910-692-6262
425 West Pennsylvania Avenue
Southern Pines, NC 28387

Bostic-Kendrick Funeral Home
910-692-8982
1300 West Pennsylvania Avenue
Southern Pines, NC 28387

Crumpler Funeral Home
910-944-9400
40229 US-1 Highway South
Aberdeen, NC 28315
philip@CrumplerFHAberdeen.com

Fry & Pickett Funeral Home
910-947-2224
402 Saunders Street
P.O. Box 307
Carthage, NC 28327
Jones & Little Funeral Home 910-944-2553
200 Benjamin Street
Aberdeen, NC 28315

Powell Funeral Home & Crematory 910-692-6161
160 East New Hampshire Avenue
Southern Pines, NC 28387

Pugh & Smith Funeral Home 910-947-2486
807 Monroe Street
Carthage, NC 28327

Purcell Funeral Home 910-693-1147
953 West Pennsylvania Avenue
Southern Pines, NC 28387

Simon Funeral Home 910-692-1147
151 South Hardin Street
Southern Pines, NC 28387

GRANDPARENTS RAISING GRANDCHILDREN

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

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

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

Grandfamilies State Law & Policy Resource Center Website Only
www.grandfamilies.org
Services Include: Adoption, Care & Custody, Education,
Federal Laws, Financial Assistance, Foster Care Licensing,
Healthcare, Housing, Kinship Navigation Programs,
National Family Caregiver Support Program,
Notification of Relatives and Subsidized Guardianship.
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
www.firsthealth.org/hospice

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
www.moorecountync.gov

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
Rockingham
220 East Green Street
Rockingham, NC 28379
www.ssa.gov

Sanford
401 Tiffany Drive
Sanford, NC 27330
www.ssa.gov

HOME CARE AGENCIES

Aegis Home Care
125 Applecross Road Suite B
Pinehurst, NC 28387
www.aegishomecare.com

Comfort Keepers
170 South Page Street
Southern Pines, NC 28387
www.southernpines-594.comfortkeepers.com

Gentle Touch Home Care, LLC
4475 US Highway 15-501
Carthage, NC 28327
http://nchomecare.com

HOMEChoice Network
260 Magnolia Square Court
Aberdeen, NC 28315
www.hchoicenet.com

Moore County Department of Aging – In–Home Aide
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
500 East Rhode Island Avenue
Southern Pines, NC 28387
www.penickvillage.org
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 910-687-6417
100 Pavillion Way Suite E-5
Southern Pines, NC 28387

Special Assistance In-Home Program for Adults 910-947-2436
Moore County Department of Social Services
Carriage Oaks Shopping Plaza
P.O. Box 938
Carthage, NC 28327
www.moorecountync.gov

United Home Care 910-725-0736
375 Pinehurst Avenue Suite 3
Southern Pines, NC 28387
www.unitedhomecareinc.com

HOME DELIVERED MEALS

Meals on Wheels of the Sandhills, Inc. 910-692-0384
Penick Village
500 East Rhode Island Avenue
Southern Pines, NC 28387
Hours: Mon. – Fri. 9am – 12pm
www.mealsonwheelsofthesandhills.com

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, homebound and ages 60+.
HOME HEALTH AGENCIES

Amedisys Hospice Care 910-521-8211
56 Three Hunts Drive Building #3
Pembroke, NC 28372
www.amedisys.com
Serves Moore County residents.

Bayada Home Health Care 704-982-7070
731 North Second Street, Suite C
Albermarle, NC 28001
Serves Moore County residents.

Doctors Making House Calls 844-932-5700
2511 Old Cornwallis Road Suite 200
Durham, NC 27713
Serves Moore County residents.

FirstHealth – Home Care Services 910-295-2211
181-A Westgate Drive
West End, NC 27376
www.firsthealth.org/specialties/more-services/home-care

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

HealthKeeperz 910-255-0500
285 Olmsted Boulevard Suite 5
Pinehurst, NC 28374
www.HealthKeeperz.com

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

Interim Healthcare 910-695-5898
206 Commerce Avenue
Southern Pines, NC 28327
www.interimhealthcare.com/pinehurstnc
**Kindred at Home**  
87 West Cornelius Harnett Boulevard  
Lillington, NC 27546  
[www.kindredathome.com](http://www.kindredathome.com)  
Serves Moore County residents.

**Liberty Homecare & Hospice**  
300 West Pennsylvania Avenue  
Southern Pines, NC 28387  
[www.libertyhomecare.com](http://www.libertyhomecare.com)

**ResCare HomeCare**  
292 Commerce Avenue  
Southern Pines, NC 28387  
[www.ResCareHomeCare.com](http://www.ResCareHomeCare.com)

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**HOMELESSNESS**

**Friend to Friend**  
103 Monroe Street #102  
Carthage, NC 28327  
[www.friendtofriend.me](http://www.friendtofriend.me)  
Provides shelter for women and children who are victims of domestic violence.

**Gospel Services Hope Center**  
913 Person Street  
Fayetteville, NC 28301  
Provides shelter for single men.

**Janeth's Center for Women in Crisis**  
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**  
303 Maloney Avenue  
Fayetteville, NC 28301  
Provides shelter for men.
The Place of Grace  
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  
503 Old Wilmington Road  
Fayetteville, NC 28301  
Provides homeless transitional housing for men, women and families.

Sophia's Haven of Hope Transitional Home  
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  
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  
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

Habitat for Humanity Repair Ministry 910-295-1934
2268 NC Highway 5
Aberdeen, NC 28315
www.sandhillshabitat.org/about/contact-habitat-sandhills
Services Include: Installation/repairs of ramps, roofs, porches, step repairs, vinyl siding, and window replacement. Must be ages 65+.

Mark Stewart Construction & Development Co. 910-673-1929
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 910-947-5010
1048 Carriage Oaks Dr.
Carthage, NC 28327
www.moorecountync.gov

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

Sandhills Community Action Program, Inc. 910-947-5675
340 Commerce Avenue Suite 20
Southern Pines, NC 28387
www.sandhillscap.org
Services Include: Weatherization Program.
HOSPITALS

Fayetteville VA Medical Center—Veterans Hospital  
2300 Ramsey Street  
Fayetteville, NC 28301  
910-488-2120

FirstHealth of the Carolinas—Moore Regional Hospital  
155 Memorial Drive  
Pinehurst, NC 28374  
910-715-1000

Old Vineyard Behavioral Health Services—Inpatient Hospital  
3637 Old Vineyard Road  
Winston-Salem, NC 27104  
336-794-3550  
855-234-5920  
www.oldvineyardbhs.com

Rex Bariatric Specialty Center  
4207 Lake Boone, Suite 210  
Raleigh, NC 27607  
919-784-7874  
www.lose2live@rexhealth.com

HOUSING – LOW-INCOME / SUBSIDIZED APARTMENTS

Brookside Apartments  
1113 Richards Street  
Southern Pines, NC 28387  
910-692-7013

Creston Commons Apartments  
555 Talmadge Way  
Southern Pines, NC 28387  
910-692-7626

Greenmont Apartments  
100 Dean Ave # 36  
Southern Pines, NC 28387  
910-692-5257

Highland Apartments  
1650 Richards Street # 21A  
Southern Pines, NC 28387  
910-692-3243

Holiday Town Apartments  
1113 Richards Street  
Southern Pines, NC 28387  
910-692-7013

Hunter’s Glen Apartments  
1655 Central Drive  
Southern Pines, NC 28387  
910-692-4081
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
www.eldercare.gov
800-677-1116

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

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

INTELLECTUAL & DEVELOPMENT PROGRAMS

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

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

LEGAL SERVICES

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

Consumer Protection Services – NC Department of Justice
114 West Edenton Street
Raleigh, NC 27603
919-716-6000
877-566-7226
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.

LawHelpNC.org  Website Only  
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 866-219-5262  
959 East Street - Suite A & B 800-672-5834  
P.O. Box 1728  
Pittsboro, NC 27312  
www.legalaidnc.org

North Carolina Bar Association 919-677-0561  
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 919-677-8574  
www.ncfindalawyer.com 800-662-7660

Senior Legal Helpline 877-579-7562  
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
www.srls.info

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
www.srls.info

Pinebluff Library  910-281-3004
305 East Baltimore Avenue
Pinebluff, NC  28373
www.srls.info

Robbins Library  910-948-4000
161 Magnolia Drive
P.O. Box 159
Robbins, NC  27235
www.robbinslibrary/nc.org

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

Southern Pines Public Library  910-692-8235
170 West Connecticut Avenue
Southern Pines, NC  28387
www.sppl.net

State Library of North Carolina for the
Blind & Physically Handicapped  888-388-2460
1841 Capital Boulevard
Raleigh, NC 27635
Applicants and his/her doctor must complete, sign an mail in application.
LONG-TERM CARE FACILITIES – ASSISTED LIVING

Brookdale Senior Living 910-235-0700
17 Regional Drive
Pinehurst, NC 28374
www.brookdale.com/communities/carolina-house-of-pinehurst

Elmcroft of Southern Pines 910-692-4928
Alzheimer’s Residential Care
101 Brucewood Road
Southern Pines, NC 28387
www.elmcroft.com/community/elmcroft-of-southern-pines

Fox Hollow Assisted Living 910-695-0011
190 Fox Hollow Court
Pinehurst, NC 28374
www.fivestarseniorliving.com/communities/nc

Magnolia Gardens 910-692-6311
594 Murray Hill Road
Southern Pines, NC 28387
www.themagnoliagardens.com

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

Sandhills Memory Care 910-673-2045
292 MacDougal 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
The Coventry at Saint Joseph of the Pines
105 Gossman Drive
Southern Pines, NC 28387
www.sjp.org

The Crossings at Hope Mills
7051 Rockfish Road
Fayetteville, NC 28306
www.thecrossingsathopemills.com

The Crossings at Wayside
8398 Fayetteville Road
Raeford, NC 28376

LONG-TERM CARE FACILITIES – NURSING

Kingswood Nursing Home
915 Pee Dee Road
Aberdeen, NC 28315
www.kingswoodnursing.org

Peak Resources – Pinelake Health & Rehabilitation Center
801 Pinehurst Avenue
Carthage, NC 28327

Penick Village
500 East Rhode Island Avenue
Southern Pines, NC 28387

Pinehurst Healthcare and Rehabilitation Center
300 Blake Boulevard
Pinehurst, NC 28374
www.pinehursthealthcare.com

Sanford Health & Rehabilitation
2702 Farrell Road
Sanford, NC 27330
www.sanstonehealth.com

The Greens at Pinehurst Rehabilitation & Living Center
205 Rattlesnake Trail
Pinehurst, NC 28374
www.thegreensatpinehurst.com
The Health Center at Saint Joseph of the Pines 910-246-1000
103 Gossman Drive
Southern Pines, NC 28387
www.sjp.org

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

The Laurels of Chatham 919-542-6677
72 ChathamBuissness Park Drive
Pittsboro, NC 27312
www.laurelsofchatham.com

Westfield Rehabilitation & Health Center 919-775-5404
3100 Tramway Road
Sanford, NC 27332
www.libertyhealthcareandrehab.com/westfield

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
www.sjp.org

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
www.sjp.org
Southern Pines Gracious Living
205 SE Service Road
Southern Pines, NC 28387
910-692-3367

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

The Bayberry Retirement Inn
2002 Woodland Avenue
Sanford, NC 27330
800-552-8785
www.thebayberryinn.com

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

LONG-TERM CARE FACILITIES – SECURED MEMORY CARE

Brookdale Senior Living
17 Regional Drive
Pinehurst, NC 28374
910-235-0700
www.brookdale.com/communities/carolina-house-of-pinehurst

Elmcroft of Southern Pines Alzheimer’s Residential Care
101 Brucewood Road
Southern Pines, NC 28387
910-695-1277
www.elmcroft.com/community/elmcroft-of-southern-pines

Magnolia Gardens
594 Murray Hill Road
Southern Pines, NC 28387
910-692-6311
www.themagnoliagardens.com

Fox Hollow Assisted Living
190 Fox Hollow Court
Pinehurst, NC 28374
910-695-0011
www.fivestarseniorliving.com/communities/nc

Sandhills Memory Care
292 MacDougal Drive
West End, NC 27376
910-673-2045
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

Brookdale Senior Living 910-235-0700
17 Regional Drive
Pinehurst, NC 28374
www.brookdale.com/communities/carolina-house-of-pinehurst

Elmcroft of Southern Pines 910-692-4928
Alzheimer’s Residential Care 910-695-1277
101 Brucewood Road
Southern Pines, NC 28387
www.elmcroft.com/community/elmcroft-of-southern-pines

Fox Hollow Assisted Living 910-695-0011
190 Fox Hollow Court
Pinehurst, NC 28374
www.fivestarseniorliving.com/communities/nc

Kingswood Nursing Home 910-944-8999
915 Pee Dee Road
Aberdeen, NC 28315
www.kingswoodnursing.org

Magnolia Gardens 910-692-6311
594 Murray Hill Road
Southern Pines, NC 28387
www.themagnoliagardens.com

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
www.pinehursthealthcare.com

Sandhills 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
www.thegreensatpinehurst.com

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

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

LONG-TERM CARE FACILITIES – SKILLED MEMORY CARE

Kingswood Nursing Home  910-944-8999
915 Pee Dee Road
Aberdeen, NC  28315
www.kingswoodnursing.org

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

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

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<th>Service</th>
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<th>Website</th>
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<td>5 Star Medical Alert</td>
<td>800-918-8543</td>
<td><a href="http://www.greatcall.com">www.greatcall.com</a></td>
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<tr>
<td>Life Alert Emergency Response</td>
<td>800-338-9090</td>
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<tr>
<td>Lifeline Medical Alert Service (Philips)</td>
<td>800-380-3111</td>
<td><a href="http://www.lifelinesys.com">www.lifelinesys.com</a></td>
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<tr>
<td>Rescue Alert</td>
<td>800-688-9576</td>
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<tr>
<td>Walgreens Ready Response</td>
<td>866-310-9061</td>
<td><a href="http://www.walgreensreadyresponse.com">www.walgreensreadyresponse.com</a></td>
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## MEDICAL NON-PROFIT ORGANIZATIONS

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<th>Organization</th>
<th>Phone</th>
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<td>ALS Association</td>
<td>800-782-4747</td>
<td><a href="http://www.alsa.org">www.alsa.org</a></td>
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<tr>
<td>American Cancer Society</td>
<td>800-227-2345</td>
<td>919-334-5218 <a href="http://www.cancer.org">www.cancer.org</a></td>
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<tr>
<td>American Heart Association</td>
<td>910-323-9387</td>
<td>800-242-8721 <a href="http://www.americanheart.org">www.americanheart.org</a></td>
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<tr>
<td>American Kidney Fund</td>
<td>800-638-8299</td>
<td>866-300-2900 <a href="http://www.kidneyfund.org">www.kidneyfund.org</a></td>
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<tr>
<td>Organization</td>
<td>Phone</td>
<td>Address</td>
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<tr>
<td>American Lung Association</td>
<td>800-586-4872</td>
<td>514 Daniels Street Suite 109</td>
</tr>
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<td></td>
<td></td>
<td>Raleigh, NC  27605</td>
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<td></td>
<td></td>
<td><a href="http://www.lung.org">www.lung.org</a></td>
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<tr>
<td>American Red Cross - Moore County Chapter</td>
<td>910-692-8571</td>
<td>115 East Pennsylvania Avenue</td>
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<td>Southern Pines, NC  28387</td>
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<td><a href="http://www.redcross.org/nc/southern-pines">www.redcross.org/nc/southern-pines</a></td>
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<tr>
<td>Amputee Coalition</td>
<td>888-267-5669</td>
<td>900 East Hill Avenue Suite 390</td>
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<td>Knoxville, TN 37915</td>
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<td><a href="http://www.amputee-coalition.org">www.amputee-coalition.org</a></td>
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<tr>
<td>Arthritis Foundation – Carolina Chapter</td>
<td>800-365-3811</td>
<td>4530 Park Road Suite 230</td>
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<td></td>
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<td>Charlotte, NC  28209</td>
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<td><a href="http://www.arthritis.org/north-carolina">www.arthritis.org/north-carolina</a></td>
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<tr>
<td>Brain Injury Association of North Carolina</td>
<td>800-377-1464</td>
<td>6604 Six Forks Rd. Suite 104</td>
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<td></td>
<td>Raleigh, NC 27615</td>
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<td><a href="http://www.bianc.net">www.bianc.net</a></td>
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<tr>
<td>CancerCare</td>
<td>800-813-4673</td>
<td>275 Seventh Avenue</td>
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<td></td>
<td>New York, NY 10001</td>
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<td><a href="http://www.cancercare.org">www.cancercare.org</a></td>
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<tr>
<td>Carolinas Poison Center Hotline</td>
<td>800-222-1222</td>
<td>P.O. Box 32861</td>
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<td>Charlotte, NC 28232</td>
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<td><a href="http://www.ncpoisoncenter.org">www.ncpoisoncenter.org</a></td>
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<tr>
<td>Dogwood HIV Care Consortium</td>
<td>910-737-5010</td>
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<tr>
<td>National Federation of the Blind</td>
<td>410-659-9314</td>
<td>200 East Wells Street</td>
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<td>Baltimore, MD  21230</td>
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<td><a href="http://www.nfb.org">www.nfb.org</a></td>
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<tr>
<td>National Fibromyalgia &amp; Chronic Pain Association</td>
<td>801-200-3627</td>
<td>31 Federal Avenue</td>
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<td></td>
<td>Logan, UT 84321</td>
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<td><a href="http://www.fmcpware.org">www.fmcpware.org</a></td>
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</tbody>
</table>
National Institute on Aging  800-222-2225
www.nia.nih.gov  800-222-4225

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  877-858-3808
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  919-527-6740
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  919-527-6740
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  877-858-3808
New York, NY  10018
www.pdf.org
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.

Advanced Home Care
Services Include: Durable medical equipment, walkers, beds, wheelchairs, etc. Accepts Medicaid, Medicare & Private Insurance.

Apria Healthcare, Inc.
Services Include: Durable medical equipment, respiratory therapy, tube feedings, IV infusion therapy. Accepts Medicaid, Medicare, and Private Insurance.

Family Medical Supply
Services Include: Durable medical equipment, walkers, beds, wheelchairs, and respiratory therapy. Accepts Medicaid & Medicare.

Health Innovations Pharmacy
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.

Orthotics & Prosthetics of Pinehurst
Sandhills Orthotics & Prosthetics
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.

MOVING SERVICES/TRANSITIONING CONSULTANTS FOR SENIORS

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

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
www.sandhillsmoving.com

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
www.pinehurstneuropsychology.com

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
www.townofaberdeen.net

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

Pinehurst Parks & Recreation 910-295-1900
395 Magnolia Drive
Pinehurst, NC 28374
www.pinehurstrec.org

Southern Pines Parks & Recreation – Campbell House 910-692-2463
482 East Connecticut Avenue
Southern Pines, NC 28387
www.southernpines.net/recreation
PACE PROGRAMS

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

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

PHARMACIES THAT DELIVERY

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
www.healthinnovationspharmacy.com

McClain Pharmacy 910-246-9355
735 South Bennett Street
Southern Pines, NC 28387
www.mcclaindrug.com

REVERSE MORTGAGE SERVICES

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

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**
205 North Walnut Street
P.O. Box 154
Pinebluff, NC 28373
english2spanish@alltel.net

**Fluent Language Solutions**
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

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

**Moore County Transportation Services (MCTS)**
P.O. Box 905
302 Monroe Street
Carthage, NC 28327
www.moorecountync.gov

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

**Northern Moore Family Resource Center**
116 Horner Street
P.O. Box 190
Robbins, NC 27325
www.nmfrc.com
On Time Taxi Transportation 910-719-2300
Handicap Accessible 910-215-7876

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

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

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

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

VETERANS SERVICES

Fayetteville VA Medical Center—Veterans Hospital 910-488-2120
2300 Ramsey Street 800-771-6106
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 Vet Center 910-488-6252
2301 Robeson Street Suite 103 800-771-6106 x7701
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) 910-488-2120 x7744
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).
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
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
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.

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
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

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

VOLUTUNTEER PROGRAMS

Moore County Department of Aging – Volunteer Resource Program
Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327
www.moorecountync.gov
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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<td>AARP – Tax-Aide Services</td>
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<td>AARP – Legal Services Network</td>
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<td><strong>Abuse Prevention &amp; Protective Services</strong></td>
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<td>911 / Emergency Communications Center – Moore County Public Safety</td>
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<td>Aberdeen Police Department</td>
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<td>Carthage Police Department</td>
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<td>Foxfire Police Department</td>
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<td>Highway Patrol</td>
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<td>Moore County School Police</td>
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<td>Moore County Department of Social Services – Adult Protective Services</td>
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<td>Moore County Sheriff’s Office</td>
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<td>Pinebluff Police Department</td>
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<td>Pinehurst Police Department</td>
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<td>Robbins Police Department</td>
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<td><strong>Adult Communities 55+</strong></td>
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<td>Bishop’s Ridge</td>
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<td>Colonial Pines</td>
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<td>Southern Pines Gracious Living</td>
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<td>Knollwood Village</td>
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<td>Midland Country Club</td>
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GLOSSARY

Activities of Daily Living (ADL)
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 than 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.

<table>
<thead>
<tr>
<th>Full Name:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Address:</td>
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<tr>
<td>Home Phone:</td>
<td>Other Phone:</td>
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<tr>
<td>Social Security Number:</td>
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<td>Driver’s License Number:</td>
<td></td>
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<tr>
<td>Emergency Contact Person:</td>
<td></td>
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<tr>
<td>Home Phone:</td>
<td>Other Phone:</td>
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</tbody>
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**Child or Relative:**

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<td>Address:</td>
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<td>Home Phone:</td>
<td>Work Phone:</td>
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<tr>
<td>Cell:</td>
<td>E-mail Address:</td>
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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: ___________________________

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? _____________________________________________________________