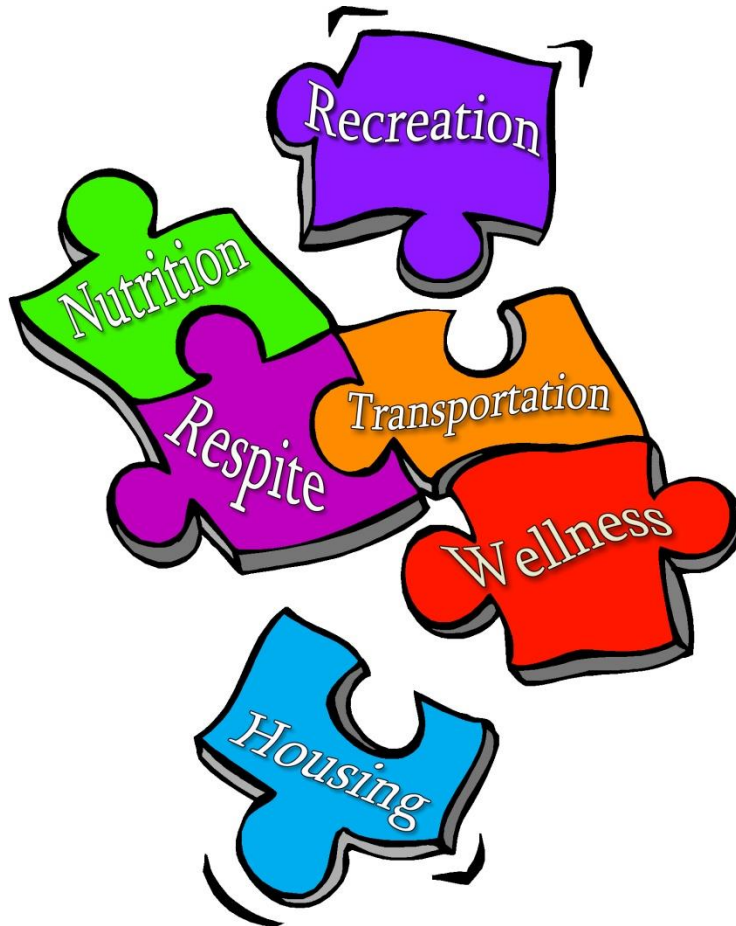


Moore County
Resource Guide for Older Adults
And Those Who Care for Them



Moore County
Department of Aging

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

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

2 miles North of the Pinehurst Traffic Circle

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Updated 7/19/2022



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 introduces 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:
8040 Hwy 15/501
West End, NC 27376

Phone: 910-947-4483 (GIVE)
Fax: 910-215-0278

Mailing Address:
P.O. Box 487
Carthage, NC 28327

Website: www.moorecountync.gov

Hours: **Monday, Wednesday, Friday 7:00am – 5:00pm**
 Tuesday, Thursday 7:00am – 8:30pm
 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 handrails, ramps, weatherization, grab bars, smoke alarms, and handheld showers.

Information and Assistance/Case Management

Information and referral services to obtain needed services for older adults.

Legal Assistance

Limited funds are available for legal services in elderlaw including wills, power of attorney, living wills, and health care proxy through a grant by the Triangle J Area Agency on Aging.

Newsletter: THE POINT

Published monthly, The Point provides the latest information on programs and services offered by the Moore County Department of Aging and The Senior Enrichment Center.

Volunteer Counseling**910-947-4483 (GIVE)**

Connects volunteers age 55 and over with local agencies, institutions, and organizations in the county and matches volunteers' experience and talents with an agency in need.

Senior Health Insurance Information Program (SHIIP)

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

Transportation

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

Other Programs**Good Call Connections – Telephone Reassurance Program**

Friendly phone calls to isolated, home-bound, or at-risk seniors in Moore County for regular “welfare checks” and socialization.

Operation Fan / Heat Relief

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

Senior Games in the Pines

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

Speakers and Workshops

Health, educational and recreational programs on various topics of interest to older adults are scheduled regularly.

MOORE COUNTY DEPARTMENT OF AGING RESOURCE GUIDE

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

AARP SERVICES

AARP **910-295-1582**
AARP Driver Safety Program 888-227-7669
www.aarp.org/families/driver_safety

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

AARP Legal Services Network **800-633-4496**
www.aarp.org/money/legalissues

ABUSE PREVENTION & PROTECTIVE SERVICES

911 / Emergency Communications Center **910-947-6317**
Moore County Public Safety
302 South McNeill Street
Carthage, NC 28327

Aberdeen Police Department **910-944-9721**
804 N Sandhills Boulevard
Aberdeen, NC 28315

Carthage Police Department **910-947-2231**
4396 US 15-501 Highway
Carthage, NC 28327

Foxfire Police Department **910-295-5959**
1 Town Hall Drive
Foxfire Village, NC 27281

Highway Patrol **910- 944-3629**
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.

Jeremy Wyler, CPA
109 Arnette Street
Aberdeen, NC 28315

910-295-4143

Sandhills Accounting Services
675 S Bennett Street # 4
Southern Pines, NC 28387

910- 695-0147

ADULT COMMUNITIES 55+

Bishop’s Ridge, Southern Pines

Call a local agent.

Colonial Pines, Southern Pines

Call a local agent.

Southern Pines Gracious Living
205 SE Service Road
Southern Pines, NC 28387

910-684-4570

Knollwood Village, Southern Pines

910-291-5011

Midland Country Club
2205 Midland Road
Pinehurst, NC 28374

910-295-3241

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

910-429-7220
877-452-2514

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

ADVANCE DIRECTIVES

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

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

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

ADVOCACY SUPPORTS

Aegis Care Advisors 910-442-2552
760-A NW Broad Street
Southern Pines, NC 28387

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

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

Long Term Care Ombudsman 919-558-9404
NC Division of Aging 800-310-9777

2101 Mail Service Center
Raleigh, NC 27699

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

Triangle J Area Agency on Aging **800-310-9777**
4307 Emperor Blvd, Ste 110
Durham, NC 27703

ALZHEIMER'S CAREGIVER SUPPORT GROUPS

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

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

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

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

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

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

The Village Chapel
10 Azalea Road
Pinehurst, NC 28374

910- 295-6003

ALZHEIMER'S ORGANIZATIONS

Alzheimer's Association
Western Carolina Chapter
4600 Park Road Suite 250
Charlotte, NC 28209

800-272-3900
704-532-7390

Dementia Alliance of North Carolina
9131 Anson Way Suite 206
Raleigh, NC 27615

800-228-8738
919-832-3732

APARTMENTS FOR SENIORS

Jackson Terrace Apartments
700 Anderson Street
Carthage, NC 28327

910-947-3697

Pine Hill Apartments
221 Keith Street
Aberdeen, NC 28315

910-944-2483

Pinehurst Senior Apartments
4180 Murdocksville 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

ATTORNEYS SPECIALIZING IN ELDER LAW

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

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

Senior Legal Helpline **877-579-7562**
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 **910-235-4020**
5 1st Village Drive
Pineshurst, NC 28374

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

BEHAVIORAL HEALTH

Alcohol & Drug Services (ADS) **910-997-7135 x3**
200 East Greene Street Suite A
Rockingham, NC 28379

Alcoholics Anonymous **800-496-1742**
AA of Moore County **800-559-9503**

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

FirstHealth Behavioral Services **910-715-3370**

155 Memorial Drive
P.O. Box 3000
Pinehurst, NC 28374

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

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

Prancing Horse, Inc. **910-246-3202**
Center for Therapeutic Horseback Riding
P.O. Box 327
Southern Pines, NC 28388

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

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

BLIND & VISUALLY IMPAIRED SERVICES

National Federation of the Blind **410-659-9314**
200 East Wells Street
Baltimore, MD 21230

North Carolina Division of Services for the Blind **800-422-1871**
309 Ashe Avenue **919-527-6740**
Raleigh, NC 27699

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

ProjectCARE **800-646-2028**
Duke Aging Center Family Support **919-660-7510**
40 Duke Medicine Circle Room 3513/Blue Zone
Durham, NC 27710

CAREGIVER SUPPORT GROUP

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

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

<p>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.</p>	<p>910-585-6757</p>
<p>Caregiver Media Group 3350 Griffin Road Fort Lauderdale, FL 33312</p>	<p>800-829-2734</p>
<p>Doctors Making House Calls 2511 Old Cornwallis Road Suite 200 Durham, NC 27713</p>	<p>844-932-5700</p>
<p>Family Caregiver Alliance 785 Market Street Suite 750 San Francisco, CA 94103</p>	<p>800-445-8106</p>
<p>FirstHealth – Clara McLean House 20 1st Village Drive Pinehurst, NC 28374</p>	<p>910-715-4220</p>
<p>FirstHealth Hospice & Palliative Care Caregiver & Grief Support 251 Campground Road P.O. Box 1956 Pinehurst, NC 28370</p>	<p>910-715-6000</p>
<p>Moore County Department of Aging Senior Enrichment Center 8040 US Highway 15-501 P.O. Box 487 Carthage, NC 28327 Provides Family Caregiver Support Group/Caregiver Library/Respite/ Individual Caregiver Counseling.</p>	<p>910-947-4483</p>
<p>National Alliance for Caregiving 4720 Montgomery Lane Suite 205 Bethesda, MD 20814</p>	<p>301-718-8444</p>
<p>National Caregivers Library 901 Moorefield Park Drive Suite 100 Richmond, VA 23236</p>	<p>804-327-1111</p>

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

CARE MANAGEMENT FOR SENIORS

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

Aegis Care Advisors **910-442-2552**
760-A NW Broad Street
Southern Pines, NC 28387

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

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

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

CELL PHONES FOR SENIORS

Assurance Wireless **888-898-4888**
P.O. Box 618 **877-732-3018 (Fax)**
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

CaptionCall **877-557-2227**
115 Parkway Office Court Suite #201
Cary, NC 27518
919-851-5636

Hearing Aid Helpline **800-521-5247**
International Hearing Society
734-522-7200

North Carolina Division for the Deaf & Hard of Hearing **919-874-2212**
1100 Navaho Drive
Raleigh, NC 27609

DENTAL ASSISTANCE PROGRAMS

Affordable Dentures & Implants **919-371-8983**
5606 Apex Hwy
Durham, NC 27713
1-800-DENTURE

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

East Carolina University School of Dental Medicine **910-814-4191**
80 Autumn Fern Trail
Lillington, NC 27546

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

North Carolina Missions of Mercy **800-662-8754**

NC Dental Society 919-677-1396
1600 Evans Road
Cary, NC 27513

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

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

DIALYSIS CARE

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

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

DaVita Dialysis Center- Carthage 910-947-1052
165 Savannah Dr.
Carthage Nc 28327

DISABILITY SUPPORTIVE SERVICES

Disability Rights North Carolina 877-235-4210
Carolina Place 919-856-2195
3724 National Drive #100
Raleigh, NC

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 / LICENSE PLATE 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 Vehicle & License Plate Office 910- 690-6650
141 South Middleton Street
Robbins, NC 27325

EDUCATION & LITERACY PROGRAMS / WORKSHOPS

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

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

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

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

Sandhills Continuing Education & Center for Creative Retirement 910-695-3980
Sandhills Community College
3395 Airport Road, Van Dusen Hall
Pinehurst, NC 28374

Southeastern North Carolina Radio Reading Service **800-313-7007**
1200 Murchison Road 910-672-1600
P.O. Box 35029 910-672-2013
Fayetteville, NC 28303

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
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

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

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

END-OF-LIFE SERVICES

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

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

Community Home Care & Hospice **910-684-6476**
275 SE Broad Street Unit A Office A
Southern Pines, NC 28387
Services Include: Hospice & Palliative Care.

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

Healthkeeperz **800-309-3784**
285 Olmsted Blvd # 5
Pinehurst, NC 28374
Services Include: Hospice & Palliative.

Liberty Homecare and Hospice **910-246-9882**
Liberty Homecare Group
300 West Pennsylvania Avenue
Southern Pines, NC 28387
Services Include: Hospice & Palliative Care.

EYE CARE ASSISTANCE PROGRAMS

Aberdeen Lions Club **910-944-1493**
Frances Marks

Carthage Lions Club **910-690-6161**
Ron Kelly

Medical Eye Care Program – Moore Social Worker for the Blind **910-947-4575**
Sallie Wofford

P.O. Box 279
Carthage, NC 28327

Services Include: Preventative and corrective services like eye surgery/treatment and eye-related medications for residents who do not qualify for Medicaid.

FINANCIAL COUNSELING & SUPPORTS

American Consumer Credit Counseling, Inc. **800-769-3571**

www.consumercredit.com/financial-education/55plus

Helps adults 55+ decide to stay independent or seek specialized care or assistance.

Clear Point Credit Counseling **800-750-2227**

www.clearpointccs.org

Consumer Credit Counseling Services **910-246-3288**

235 East Pennsylvania Avenue # 121

Southern Pines, NC 28387

Services Include: Bankruptcy counseling, credit counseling, housing counseling, debt management programs and financial education.

Consumer Education Services, Inc. (CESI) **877-322- 8824**

3700 Barrett Drive

Raleigh, NC 27609

Services Include: Credit counseling and debt management, reverse Mortgage counseling and representative payee services.

Durham Regional Financial Center **919-688-3381**

2634 Durham-Chapel Hill Boulevard #214

Durham, NC 27707

Services Include: Fee-based services on financial budgeting, credit counseling, credit repair, debt management, homebuyer education, pre/post purchase ownership and reverse mortgage counseling.

FIRSTHEALTH OF THE CAROLINAS, Inc.

Behavioral Services **910-715-3370**

155 Memorial Drive

P.O. Box 3000

Pinehurst, NC 28374

Cardiac Rehabilitation Program **910-715-1886**

Pinehurst, NC 28374

Clara McLean House 20 1 st Village Drive Pinehurst, NC 28374	910-715-4220
Community Health Programs FirstQuit (Quit Tobacco) Healthy Living Classes	888-534-5333
Diabetes Self-Management Program Pinehurst, NC 28374	800-364-0499
Fitness Center 170 Memorial Drive Pinehurst, NC 28374	910-715-1800
Hospice & Palliative Care Caregiver & Grief Support 251 Campground Road P.O. Box 1956 Pinehurst, NC 28370	910-715-6000
Hospital Elder Life Program (HELP) Pinehurst, NC 28374 For hospitalized patients 70 years or older with delirium.	910-715-2238
Moore Regional Hospital 155 Memorial Drive Pinehurst, NC 28374	910-715-1000
Outpatient Center 238 Page Road North Pinehurst, NC 28374	910-715-1000
Pulmonary Rehabilitation Program 205 Davis Road Southern Pines, NC 28387	910-692-9103
Wound Care & Hyperbarics 35 Memorial Drive Pinehurst, NC 28374	910-715-5901
<u>FirstHealth Support Groups</u>	
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

Coping & Adjusting with Suicide (CASL)	910-715-6000
Dementia Caregiver Support Group	910-715-4220
Fibromyalgia	910-715-5266
FirstQuit	910-715-1925
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
Music Therapy for Parkinson's Patients	910-715-4230
NAMI-MC Support Group	910-295-1053
Parkinson's Support Group of the Sandhills	910-715-4220
Sandhills Ostomy Association	910-215-8086
Stroke Club	910-715-5266
The Four T's (Tears, Talk, Touch, Time)	910-715-6000

FITNESS PROGRAMS FOR SENIORS

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

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

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

FirstHealth of the Carolinas, Inc. – Rock Steady Boxing **910-715-1839**
 170 Memorial Drive
 Pinehurst, NC 28374

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

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

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

Senior Games in the Pines 910-944-4572

FOOD ASSISTANCE & GROCERY DELIVERY SERVICES

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

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

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

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

Liberty Church 910-281-3320
1810 Quewhiffle Road
Aberdeen, NC 28315
Wed. 9am – 12pm & 6pm – 9pm

Moore Home Services NC 910-673-1275
2022 Seven Lakes South
Seven Lakes, NC 27376
Services Include: Grocery Pickup & Delivery; Lunch & Dinner Pickup;
Pet Supplies Pickup; Pickup Online Orders at Major Stores; Parcel
Pickup & Shipping; Laundry & Cleaners Drop-off & Pickup; and
Bank Deposits.

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

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

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

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

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

FORECLOSURES & LAND LOSS PREVENTION

Land Loss Prevention Project **800-672-5839**
401 North Mangum Street **919- 682-5969**
Durham, NC 27701

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

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

Fry & Prickett 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

Person Funeral Home 910-464-2288
4856 Hwy 705
Robbins, NC 27325

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

Children's Defense Fund **800-233-1200**
25 East Street NW
Washington, NC 20001

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

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

North Carolina Baptist Aging Ministry **877-506-2226**
201-A Idol Street
Thomasville, NC 27360

GRIEF SUPPORT GROUPS

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

**Trinity Christian Fellowship
Grief Support Group**
425 Magnolia Road
Pinehurst, NC 28374

910-215-5775

GUARDIANSHIP OF SENIORS

Moore County Clerk of Court
P.O. Box 936
Carthage, NC 28327
Ask for Special Proceedings.

910-722-5000

HEALTH CARE ASSISTANCE

FirstHealth Moore Regional Hospital
155 Memorial Drive
Pinehurst, NC 28374

910-715-1000

Moore County Health Department
Pinehurst Avenue
P.O. Box 279
Carthage, NC 28327

910-947-3300705

Moore Free & Charitable Clinic
211 Trimble Plant Road
Southern Pines, NC 28387

910-246-5333

HEALTH INSURANCE/BENEFITS INFORMATION & SUPPORT

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

252-210-9621

Medicare
www.medicare.gov

800-443-9354

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

910-947-4483

Carthage, NC 28327

Seniors Health Insurance Information Program (SHIIP) 855-408-1212
NC Department of Insurance

Social Security Administration – National 800-772-1213

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

Social Security Administration – Sanford 877-319-5774
401 Tiffany Drive
Sanford, NC 27330

HOME CARE AGENCIES & SPECIAL ASSISTANCE

Aegis Home Care 910-442-2552
760-A NW Broad Street
Southern Pines, NC 28387

Atlantic Home Staffing 910-420-4005
141 Technology Drive Suite C Garner,
NC 27529

Black Pearl Home Care 910-420-8047
285 Olmstead Village Ste 4
Pinehurst Nc 28374

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

Caring Hands Adult Care 910-986-2099
Sherry Jones

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

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

HOMEChoice Network 910-944-1116

260 Magnolia Square Court
Aberdeen, NC 28315

Healthkeeperz

285 Olmsted Blvd # 5
Pinehurst, NC 28374

800-309-3784

Home Instead Senior Care

293 Olmsted Blvd Suite 11-1
Pinehurst, NC 28374

910-484-7200

KindCare, LLC

30-E Three Hunts Drive
Pembroke, NC 28372

910-775-9085

Serves Moore County residents.

**Moore County Department of Aging – In-Home Aide
Senior Enrichment Center**

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

910-947-4174

Must be a Moore County resident and ages 60+.

Penick Village

500 East Rhode Island Avenue
Southern Pines, NC 28387

910-692-0300

Right at Home In-Home & Assistance

115 East Pennsylvania Avenue
Southern Pines, NC 28387

910-684-6400

Saint Joseph's of the Pines Home Care

105 Gossman Drive
Southern Pines, NC 28387

910-246-1011

Sandhills Home Care Services

114 North Bennett Avenue
Southern Pines, NC 28387

910-725-0208

SENIORS Helping SENIORS

100 Pavillion Way Suite E-5
Southern Pines, NC 28387

910-687-6417

Special Assistance In-Home Program for Adults

Moore County Department of Social Services
Carriage Oaks Shopping Plaza

910-947-2436

P.O. Box 938
Carthage, NC 28327

HOME DELIVERED MEALS

Archdale Senior Center **336-431-1938**
108 Park Drive
Archdale, NC 27263
Serves Seagrove residents only.

Meals on Wheels of the Sandhills, Inc. **910-691-1517**
Penick Village
500 East Rhode Island Avenue
Southern Pines, NC 28387 Hours: Mon. – Fri. 9am – 12pm

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+.

Moore County Department of Aging **910-464-3544**
Westmoore Senior Center
2332 NC Hwy 705
Robbins, NC 27325
Must be a Moore County resident, homebound and ages 60+.

HOME HEALTH AGENCIES

Angel Home Health Care **984-302-1373**
Services Include: Assistance with feeding; bathing/grooming; light meal prep; errands; light house cleaning; medication reminders; toileting; laundry; turning/positioning clients. Private duty.

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

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

Community Home Care & Hospice **910-684-6476**

275 South Broad Street Unit A, Office 2
Southern Pines, NC 28387

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 **800-876-2212**
West End, NC 27376

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

Healthkeeperz **800-309-3784**
285 Olmsted Blvd # 5
Pinehurst, NC 28374

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

Kindred at Home **910-808-4556**
87 West Cornelius Harnett Boulevard
Lillington, NC 27546
Serves Moore County residents.

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

HOMELESSNESS

Family Promise of Moore County **910-944-7149**
400 Saunders Boulevard
Aberdeen, NC 28315
Provides shelter, food and opportunity to homeless women and their children.

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

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

Gospel Services Hope Center **910-920-4729**
913 Person Street
Fayetteville, NC 28301
Provides shelter for single men.

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

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

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

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

Second Chance House **910-215-0642**
Provides shelter for women with substance abuse issues.

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

Team Workz **910-315-0262**
P.O. Box 3614
Pinehurst, NC 28374
www.teamworkz.org

Provides lasting resources that will educate / empower and create sustainable and successful pathways to independence for homeless individuals and families.

True Vine Ministries' Hope Center

910-364-2981

913 Person Street

Fayetteville, NC 28301

The Hope Center is a City of Fayetteville-owned facility to address the needs of the homeless, female population. The Hope Center will provide meals, shelter, a computer lab and referral services to homeless women.

HOME MODIFICATION & REPAIR PROGRAMS

Action Pathways

910-223-0116

321 Dick Street

P.O. Box 2009

Fayetteville, NC 28302

Services Include: Weatherization Assistance Program.

Sandhills Adaptive Living

910-420-0273

Services Include: Home evaluations and modifications

by Licensed Occupational Therapists

Adapt4U17@gmail.com

Habitat for Humanity Repair Ministry

910-295-1934

2268 NC Highway 5

Aberdeen, NC 28315

Services Include: Installation/repairs of ramps, roofs, porches, step repairs, vinyl siding, and window replacement. Must be ages 65+.

Mark Stewart Construction & Development Co.

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 Drive

Carthage, NC 28327

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

Sandhills Community Action Program, Inc. **910-947-5675**
340 Commerce Avenue Suite 20
Southern Pines, NC 28387

HOSPITALS

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

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

Old Vineyard Behavioral Health Services – Inpatient Hospital **336-794-3550**
3637 Old Vineyard Road **855-234-5920**
Winston-Salem, NC 27104

Rex Bariatric Specialty Center **919-784-7874**
4207 Lake Boone, Suite 210
Raleigh, NC 27607

HOUSING – LOW-INCOME / SUBSIDIZED APARTMENTS

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

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

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

Highland Apartments **910-692-3243**
1650 Richards Street # 21A

Southern Pines, NC 28387

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

Hunter's Glen Apartments 910-692-4081
1655 Central Drive
Southern Pines, NC 28387

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

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

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

Pinehurst Senior Apartment Community 910-215-0550
4176 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

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

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

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

Woodlawn Apartments 910-944-2767
700 Magnolia Drive
Aberdeen, NC 28315

INFORMATION & REFERRAL AGENCIES

2-1-1

Services Include: Referral to various services providers across NC.

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

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

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

INTELLECTUAL & DEVELOPMENT PROGRAMS

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

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

LEGAL SERVICES

Advance Health Care Directive Registry – NC Secretary of State 919-814-5400
2 South Salisbury Street
P.O. Box 29622

Raleigh, NC 27601

Consumer Protection Services – NC Department of Justice

114 West Edenton Street
Raleigh, NC 27603

919-716-6000
877-566-7226

Disability Rights North Carolina

Carolina Place
3724 National Drive #100
Raleigh, NC

877-235-4210
919-856-2195

Advocacy and legal services at no charge for people with disabilities.

LawHelpNC.org

www.lawhelpnc.org

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

Website Only

Legal Aid of North Carolina Helpline

959 East Street - Suite A & B
P.O. Box 1728
Pittsboro, NC 27312

866-219-5262
800-672-5834

North Carolina Bar Association

P.O. Box 3688
Cary, NC 27519

919-677-0561

Services Include: List of certified attorneys, online pamphlets for seniors, Senior Citizens Handbook Laws & Programs Affecting

Senior Citizens in NC.

NC Lawyer Referral Service

www.ncfindalawyer.com

919-677-8574
800-662-7660

Senior Legal Helpline

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

877-579-7562

LIBRARIES

Carthage Library

101 Saunders Street
P.O. Box 400
Carthage, NC 28327

910-947-5335

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

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

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

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

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

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

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

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

Vass Library 910-245-2200
128 Seaboard Street
P.O. Box 1349
Vass, NC 28394

LONG-TERM CARE FACILITIES – ASSISTED LIVING

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

**Elmcroft of Southern Pines
Alzheimer’s Residential Care** 910-692-4928
101 Brucewood Road 910-695-1277

Southern Pines, NC 28387

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

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

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

Seven Lakes Assisted Living and 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

Sanford Senior Living 919-774-3774
1107 Carthage Street
Sanford, NC 27330

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

The Coventry at Saint Joseph of the Pines 910-246-1039
105 Gossman Drive
Southern Pines, NC 28387

The Crossings at Hope Mills 910-635-0555
7051 Rockfish Road
Fayetteville, NC 28306

The Crossings at Wayside 910-683-6805
8398 Fayetteville Road
Raeford, NC 28376

LONG-TERM CARE FACILITIES – NURSING

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

Aberdeen, NC 28315

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

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

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

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

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

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

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

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

Westfield Rehabilitation & Health Center 919-775-5404
3100 Tramway Road
Sanford, NC 27332

LONG-TERM CARE FACILITIES – RESOURCE DATABASE

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

LONG-TERM CARE FACILITIES – RETIREMENT/CONTINUING CARE

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

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

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

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

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

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

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

LONG-TERM CARE FACILITIES – SECURED MEMORY CARE

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

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

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

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

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

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

Sanford Manor Memory Care 919-777-3847
1115 Carthage Street
Sanford, NC 27330

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

LONG-TERM CARE FACILITIES – SHORT-TERM RESPITE

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

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

**Elmcroft of Southern Pines
Alzheimer’s Residential Care** 910-692-4928
101 Brucewood Road 910-695-1277
Southern Pines, NC 28387

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

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

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

Penick Village 910-692-0300
500 East Rhode Island Avenue

Southern Pines, NC 28387

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

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

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

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

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

LONG-TERM CARE FACILITIES – SKILLED MEMORY CARE

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

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

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

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

MEDICAL ALERT SYSTEMS

5 Star Medical Alert **800-918-8543**

NATIONWIDE

Life Alert Emergency Response **800-338-9090**

NATIONWIDE

Rescue Alert **877-801-6352**

10321 Beckstead Lane
South Jordan, UT 84095

Walgreens Ready Response **866-310-9061**

www.walgreensreadyresponse.com

MEDICAL EQUIPMENT & SUPPLIES

180° Medical **919-634-0609**

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. **866-576-7228**

AdaptHealth **800-868-8822**

1231 NE Maynard Road
Cary, NC 27513

Services Include: Durable medical equipment, walkers, beds, wheelchairs, etc. Accepts Medicaid, Medicare & Private Insurance. Serves Moore County residents.

Apria Healthcare, Inc. **910-295-3175**

295 Pinehurst Avenue Unit 3E
Southern Pines, NC 28387

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

Family Medical Supply **910-255-0005**

1680 NC Highway 5 #160
Aberdeen, NC 28315

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

Health Innovations Pharmacy **910-246-5155**

295 Pinehurst Avenue
Southern Pines, NC 28387

Services Include: Lift chairs, scooters, wheelchairs, walkers, hospital beds, compression stockings, orthopedic supports, hernia belts, bathroom safety items, ostomy supplies 3-in-1 commodes, arthritis aids,

blood pressure cuffs, crutches, aids for daily living, and diabetic supplies.

Home Delivery Incontinent Supplies, Inc. **855-805-2102**

9385 Dielman Industrial Drive
Olivette, MO 63132

Services Include: Accepts North Carolina Medicaid and waiver that provides incontinence and urological products, nutritional supplements and gloves. Free samples, free shipping on all orders, discreet packaging, and a personalized delivery plan.

Orthotics & Prosthetics of Pinehurst **910-295-4489**

95 Avimore Drive Suite A
Pinehurst, NC 28374

Sandhills Orthotics & Prosthetics **910-295-2828**

325 Page Road
Pinehurst, NC 28374

SCOTT'S Medical Equipment Services & Sales **910-986-0575**

P.O. Box 5151
Pinehurst, NC 28374

Totally Committed **910-690-2608**

340 Commerce Avenue Suite #B
Southern Pines, NC 28387

Services Include: Diabetic supplies – shoes, strips, glucometers, and syringes.

844-253-4800

MEDICAL NON-PROFIT ORGANIZATIONS

ALS Association **800-782-4747**

1275 K Street NW Suite 250
Washington, DC 20005

American Cancer Society **800-227-2345**

8300 Health Park Suite 10
Raleigh, NC 27615

919-334-5218

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

2418 Blue Ridge Road Suite 206
Raleigh, NC 27607

919-743-5400

American Heart Association **910-323-9387**

2711 Breezewood - Suite A
Fayetteville, NC 28303

800-242-8721

American Kidney Fund www.kidneyfund.org	800-638-8299 866-300-2900
American Lung Association 514 Daniels Street Suite 109 Raleigh, NC 27605	800-586-4872 919-424-6069
American Red Cross - Moore County Chapter 115 East Pennsylvania Avenue Southern Pines, NC 28387	910-692-8571
Amputee Coalition 900 East Hill Avenue Suite 390 Knoxville, TN 37915	888-267-5669
Arthritis Foundation – Carolina Chapter 4530 Park Road Suite 230 Charlotte, NC 28209	800-365-3811
Brain Injury Association of North Carolina 6604 Six Forks Rd. Suite 104 Raleigh, NC 27615	800-377-1464 919-833-9634
CancerCare 275 Seventh Avenue New York, NY 10001	800-813-4673
Carolinas Poison Center Hotline P.O. Box 32861 Charlotte, NC 28232	800-222-1222
Dogwood HIV Care Consortium	910-737-5010
National Federation of the Blind 200 East Wells Street Baltimore, MD 21230	410-659-9314
National Fibromyalgia & Chronic Pain Association 31 Federal Avenue Logan, UT 84321	801-200-3627
National Institute on Aging	800-222-2225 800-222-4225

National Kidney Foundation of North Carolina, Inc. 704-519-0020
4701 Hedgemore Dr., Suite 810 877-858-3808
Charlotte, NC 28209

National Parkinson Foundation (HELPLINE) 800-473-4636

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

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

North Carolina Coalition Against Domestic Violence 919-956-9124
3710 University Drive #140
Durham, NC 27707

North Carolina Division of Aging 919-855-3440
2101 Mail Service Center
Raleigh, NC 27699

North Carolina Division of Services for the Blind 800-422-1871
309 Ashe Avenue 919-527-6740
Raleigh, NC 27699

North Carolina Division for the Deaf & Hard of Hearing 919-874-2212
1100 Navaho Drive
Raleigh, NC 27609

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

Parkinson's Disease Foundation 800-457-6676
1359 Broadway, Suite 1509
New York, NY 10018

MOVING SERVICES/TRANSITIONING CONSULTANTS FOR SENIORS

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

Move Elders with Ease 919-218-4783
1204 Village Market Place
P.O. Box 193

Morrisville, NC 27560

Sandhills Moving & Storage

1052 North May Street
Southern Pines, NC 28387

910-692-8685

Transitioning Senior Consultants

919-923-6015

TROSA Moving

NATIONWIDE

1820 James Street
Durham, NC 27707

919-489-3941

919-419-1059

Two Men and a Truck

1410 Tramway Road
Sanford, NC 27332

919-416-7458

Offers senior moving services.

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 Avimore Drive
Pinehurst, NC 28374

PARKINSON SUPPORT GROUPS

FirstHealth – Clara McLean House

910-715-4230

20 1st Village Drive
Pinehurst, NC 28374

PARKS & RECREATION

Aberdeen Parks & Recreation

910-944-7275

301 Lake Park Crossing
Aberdeen, NC 28315

Moore County Parks & Recreation Department

910-947-2504

155 Hillcrest Park Lane
P.O. Box 905
Carthage, NC 28327

Pinehurst Parks & Recreation Department
Cannon Park Community Center
210 Rattlesnake Trail
Pinehurst, NC 28374

910-295-2817

Southern Pines Parks & Recreation – Campbell House
482 East Connecticut Avenue
Southern Pines, NC 28387

910-692-2463

PACE PROGRAMS

LIFE at Saint Joseph of the Pines
4900 Raeford Road
Fayetteville, NC 28304

910-429-7220
877-452-2514

Stay Well
809 Curry Drive
Asheboro, NC 27205

336-628-4211

PHARMACIES THAT DELIVER

Cooper's Pharmacy
3353 US 1 Hwy
Vass, NC 28394

910-245-4672

Health Innovations Pharmacy
295 Pinehurst Avenue
Southern Pines, NC 28387

910-246-5155

REVERSE MORTGAGE SERVICES

Resources for Seniors
www.resourcesforseniors.com
Reverse mortgage counseling by telephone only.

971-207-7820

SENIOR ENRICHMENTS CENTERS

Archdale Senior Center
108 Park Drive
Archdale, NC 27263

336-431-1938

Services Include: Meals on Wheels to Seagrove residents.

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

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

Moore County Department of Aging **910-464-3544**
Westmoore Senior Center
2332 NC Hwy 705
Robbins, NC 27325
Must be a Moore County resident and age 60+.

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 **910-947-4483**

Senior Enrichment Center
8040 US Highway 15-501
P.O. Box 487
Carthage, NC 28327

TRANSLATION SERVICES

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

Fluent Language Solutions **919-570-8686**
123 Capcom Avenue #2
Wake Forest, NC 27587
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 **910-281-4347**
www.actofkindnessacs.com/aok-services

FirstHealth Regional Transport **910-715-8747**
155 Memorial Drive
Pinehurst, NC 28374
Transports bedbound patients to skilled nursing facilities and doctor offices.

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

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

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

Pinehurst Concierge Services, LLC 910-683-0555
www.pinehurstconcierrgservices.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

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

Aberdeen American Legion Post 72 910-235-1975
211 East Main Street 910-281-5997
Aberdeen, NC 28315 910-695-1580
Groups Offered: Mens Post 72, Ladies Auxillary and Legion Riders.

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 Veterans 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).

<p>Mannix & Associates – VA Housing P.O. Box 5312 Cary, NC 27512</p>	<p>919-869-4215</p>
<p>Military Caregiver Support Recovery Coordination Program Services Include: Assistance for veterans experiencing issues with physical & mental health, finances, education, familial conflicts, transportation, housing and legal matters. Offers a Military Caregiver PEER Virtual Forum that meets the 1st Thursday of each month at 11am and the last Thursday of each month at 2pm. To register, email osd.caregiver@mail.mil and include your location and duty status.</p>	<p>910-709-2142</p>
<p>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.</p>	<p>910-603-5999</p>
<p>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.</p>	<p>252-723-2331</p>
<p>Moore County Veterans Services 302 Monroe Street P.O. Box 905 Carthage, NC 28327</p>	<p>910-947-3257</p>
<p>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.</p>	<p>919-775-6160</p>
<p>Suicide Prevention Program 2300 Ramsey Street Fayetteville, NC 28301</p>	<p>910-488-2120 x5464 910-488-2120 x6359</p>
<p>Veterans Caregiver Support Program 2300 Ramsey Street Fayetteville, NC 28301</p>	<p>910-488-2120 x7744 800-827-1000</p>

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.

800-273-8255
(Press “1”)

Veteran’s Helpline for Homeless Vets

877-424-3838

VOLUNTEER PROGRAMS

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

WILDLIFE ANIMAL CONTROL – Snakes, bats, squirrels, etc.

Bat & Squirrel Removal
Chris

910-417-9367

Cape Fear Wild Life, LLC
Tommy

910-876-2040

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

Guardianship

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

- Guardian of the Estate - Is responsible for collecting, preserving, and administering the property and income of the ward.

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

Health Care Power of Attorney

Allows you to appoint someone to act as your health care agent to make health care decisions for you should it be determined by your physician that you are no longer able to make these decisions for yourself

Home-Delivered Meals

A nutrition program that utilizes volunteers to deliver at least one hot nutritious meal per day (usually 5 days a week) to homebound adults. The meal offers one-third of the Recommended Daily Dietary Allowance.

Home Health Services

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

Hospice Care

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

In-Home Aide Services

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

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

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

Instrumental Activities of Daily Living (IADL)

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

Living Will

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

Long Term Care Insurance

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

Long Term Care Ombudsman

A professional who serves as an advocate for long-term care residents of nursing homes and adult care homes. Advocacy includes educating individuals about their rights and complex rules or regulations governing the long-term care system. An Ombudsman can

be requested to investigate concerns and serve as a mediator for conflict resolution should a resident encounter difficulty exercising rights.

Ombudsmen are available to:

- Serve as a resource for anyone who has questions about long term care regulations.
- Be involved in the care planning process or family meetings.
- Provide training to staff, resident councils, or family councils.
- Provide information and referral.
- Provide state survey results on local facilities.
- 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 device 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 cannot believe this is happening.
- **Relief**...to finally know what may be causing the changes you are experiencing.
- **Isolation**...losing interest in maintaining relationships because others don't seem to understand.

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

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

- Groups for individuals who are newly diagnosed

- Groups for care partners
- Groups for adult children
- Programs for children

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

Appendix A: Personal Information Worksheet

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

Full Name: _____ **Date:** _____

Address: _____

Home Phone: _____ Other Phone: _____

Social Security Number: _____

Driver's License Number: _____

Emergency Contact Person: _____

Home Phone: _____ Other Phone: _____

Child or Relative:

Name: _____ Relationship: _____

Address: _____

Home Phone: _____ Work Phone: _____

Cell: _____ E-mail Address: _____

Child or Relative:

Name: _____ Relationship: _____

Address: _____

Home Phone: _____ Work Phone: _____

Cell: _____ E-mail Address: _____

Child or Relative:

Name: _____ Relationship: _____

Address: _____

Home Phone: _____ Work Phone: _____

Cell: _____ E-mail Address: _____

Appendix B: Medical Information

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

Full Name: _____ **Date:** _____

Health Insurance Providers:

Medicare Number: _____

Supplemental Insurance Provider: _____ Phone: _____

Address: _____

ID Number: _____ Group Number: _____

Primary Care Physician:

Name: _____ Phone: _____

Address: _____

Specialist:

Name: _____ Phone: _____

Address: _____

Specialist:

Name: _____ Phone: _____

Address: _____

Dentist:

Name: _____ Phone: _____

Address: _____

Audiologist & Hearing Aide:

Name: _____ Phone: _____

Address: _____

Optometrist/ Optician:

Name: _____ Phone: _____

Address: _____

Pharmacy:

Name: _____ Phone: _____

Address: _____

Other:

Name: _____ Phone: _____

Address: _____

Medical Conditions:

Current Medications and Dosages:

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

Medication: _____ Dosage: _____

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? _____