HAWAII COMMUNITY CAREGIVER NETWORK RESOURCE GUIDE FOR FAMILY CAREGIVERS IN WEST HAWAII

This Resource Guide focuses on agencies in West Hawaii which families can access in person. For a selection of useful national websites, please see the HCCN website, www.hawaiicaregivers.org, which also contains a frequently updated listing of online classes and support groups.

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HAWAII COUNTY

Office of Aging (HCOA) — 808-323-4390, hcoahawaii.org. West Hawaii Civic Center, Building B, 1st Floor. HCOA represents the county in planning, coordination, advocacy and administration of programs for senior citizens. It is a gateway for information and referrals to many services and programs. It includes the Aging and Disabilities Resource Center (ADRC), an information and referral agency that helps those of all ages who have disabilities.

The ADRC also screens applicant eligibility for the Kupuna Care program, which provides inhome services for persons 60 and older. The free Senior Services Directory, a useful listing of many agencies on Hawaii Island, is available at the office. HCOA publishes a bimonthly emailed newsletter full of information about your concerns as a senior and as a caregiver. To subscribe, email SilverBulletin@outlook.com.

<u>Parks and Recreation Department, Elderly Activities Division</u>— <u>hawaiicounty.gov/pr-elderly</u>. West Hawaii Civic Center, Building B, 1st Floor. This county agency sponsors the three programs listed below.

Elderly Recreation Services (55 and older) Kohala / Waimea / West Hawaii, 808-323-4340 Numerous senior recreational activities and events are organized by the county, including aerobics, line dancing, ukulele lessons, karaoke, ground golf, swimming, sewing, hula and more. Contact them for a current class schedule. Also see "Senior Recreation and Activities," near the end of this guide.

Hawaii County Nutrition Program (60 and older) - 808-961-8726

Provides two nutrition services, generally five days a week except holidays:

- ♦ Meals on Wheels, home delivery for the housebound.
- ♦ Congregate dining, a four-hour program which includes hot meals, exercise, education and socialization, at 15 sites around the island. Call to request a ride.

Coordinated Services for the Elderly (60 and older) 808-323-4300

Offers a wide variety of services, which include assessing needs, making referrals, and providing information about available programs. Key services include:

counseling letter reading/writing housing assistance friendly visits translation client advocacy financial affairs transportation

outreach activities senior citizen ID cards in-home chores

assistance in navigating public programs such as Medicare, Medicaid and Social Security.

<u>Community Paramedicine Program</u> — 808-937-7964, Mike Lam, EMS Captain, michael.lam@hawaiicounty.gov. The Hawaii Fire Department paramedics offer home safety checks and fall prevention education. They will also provide physical, social and home environment assessments to identify needs and make referrals. (Please don't call 911 for these services.)

<u>Project Life Saver</u> -- 808-937-7964, Mike Lam. Our fire department is part of this international search and rescue program which provides timely response to save lives and reduce potential injury for adults and children with the propensity to wander *due to a cognitive condition*.

STATE OF HAWAII



<u>Adult Protective Services</u> (A branch of the Department of Human Services) Reporting and intake hotline: 808-832-5115 — <u>dhs.hawaii.gov</u> Investigates allegations of abuse and neglect of vulnerable adults and makes referrals to appropriate services.

<u>Hawaii Disability Rights Center, hawaiidisabilityrights.org.</u> 808-949-2922, email: info@hawaiidisabilityrights.org. A nonprofit agency established by Congress in each state, which offers free services to protect

individual rights and ensure freedom from discrimination for those with disabilities.

<u>Long-term Care Ombudsman</u> (Hawaii State Executive Office on Aging) 1-888-229-2231, <u>hi-ltc-ombudsman.org</u>. This office serves as an advocate for residents of nursing homes and similar residential long-term care facilities, focused on solving individual problems and improving the broader community.

<u>Senior Medicare Patrol (SMP)</u> — 800-296-9422, <u>smphawaii.org</u>.

Trained volunteers help Medicare beneficiaries prevent, detect and report health care fraud.

State Health Insurance Assistance Program (SHIP) — 888-875-9229,

<u>hawaiiship.org.</u> Certified senior volunteers assist Medicare beneficiaries with enrollment, coverage questions, and complex issues.

<u>State Representative Nicole Lowen</u> emails a useful newsletter every couple of weeks, which covers government programs, benefits, and local doings, as well as agencies which can help with COVID-19 concerns. To subscribe, use this link: <u>mailchi.mp/capitol/replowen</u>.

FEDERAL GOVERNMENT

Social Security — Hilo Office 855-572-4860, 111 E. Puainako Street, Hilo, HI 96720; nationwide number (800) 772-1213, ssa.gov

Kona Vet Center —808-329-0574, 73-4976 Kamanu Street, Kailua-Kona; vetcenter.va.gov Services include individual, group, marital, family, sexual trauma, and bereavement coun-seling to veterans of combat and their families, as well as anyone who has experienced military sexual trauma. Other services/referrals provided are: assistance in applying for VA benefits; medical, employment, alcohol/drug assessments; general information; and referral to other community resources. The Vet Center also provides outreach in various locations in the community.

<u>VA Kona Community-based Outpatient Clinic</u> — 808-329-0774, 75-377 Hualalai Road, Kailua-Kona - <u>www.va.gov/pacific-islands-health-care</u>. Primary health care to eligible veterans using available resources.

<u>Veteran's Administration Caregiver Support Line</u> — 855-260-3274 A national phone support line staffed by licensed professionals who provide telephone counseling to caregivers and immediate assistance about available services for veterans.

TSA Cares — 855-787-2227

Extra assistance during the security screening process for travelers with disabilities, medical conditions and other special circumstances. Preferably, call 72 hours prior to traveling with questions about what to expect at the security checkpoint, or ask for a "passenger support specialist" at the airport.

CAREGIVER, PATIENT & FAMILY SUPPORT

Education, support group meetings and services to caregivers, patients and families.

<u>AARP Caregiving Resource Center</u> — 877-333-5885, <u>aarp.org/caregiving</u> Resources, tools and support to help caregivers manage the care of their loved ones.

<u>Ageless Mobility</u> — 843-224-9493, Gary Jaster, yogawithgary@gmail.com. Inhome wellness service provides personalized fitness and flexibility programs for those over 50 or post-rehab.

<u>ALS Support</u> — You can reach the Golden West Chapter, which includes Hawaii, at (866) 750-2572, or email them at careservices@alsagoldenwest.org.

<u>Alzheimer's Disease</u> — Nic Los Banos, Big Island coordinator for the Alzheimer's Association, 808-518-6649, nklosbanos@alz.org. Island-wide support groups and information about programs for families dealing with dementia.

<u>Alzheimer's Association 24/7 Telephone Helpline</u> — 800-272-3900

<u>Alzheimer's Association national website, www.alz.org</u>, is a trove of useful information. The caregiver support section is especially worthwhile: <u>alz.org/care/alzheimers-dementia-stress-check.asp</u> A six- page brochure on caregiver stress is available to download at <u>alz.org/national/documents/ brochure_caregiverstress.pdf</u>

<u>American Cancer Society</u> — There's currently no office in the State of Hawaii; please contact the National Patient Service Center: 800-227-2345, <u>cancer.org</u>. There's an extensive online support section for cancer caregivers: <u>www.cancer.org/treatment/caregivers/caregive-resource-guide.html</u>

<u>Brain Injury Support Group</u>, hosted by Karen Klemme RN, meets on Zoom the second Wednesday of each month starting at 6 p.m. To participate, please email kklemme@hawaii.rr.com and she'll send you details. This group has been meeting in Kona for 26 years. For more information, search for "Kona Brain Injury Support Group" on Facebook.

<u>Caregiver Conversations</u> (Waimea) — 808-896-6417, Karyn Clay.

A long-standing group which meets at Tutu's House at 1 p.m. the last Tuesday of each month, to collaboratively educate each other about our caregiving journeys and what can be learned along the way.

<u>Caregiver Sharing Group</u> — 773-294-8773, Joann D'Addio, M.Ed., ioana8275@gmail.com Sponsored by HCCN, this group meets on second Saturdays at 11 a.m at the Regency Hualalai. Please call Joann with questions and to reserve your space.

Diabetes Prevention Program — 808-326-5629

Offered by West Hawaii Community Health Center for established patients, this year-long support program (approved by the Centers for Disease Control) is also available online. One-on-one education is available for prediabetics and those with diabetes type 2.

<u>HIV/AIDS</u> has a new name, <u>Kumukahi Health & Wellness</u> —808-331-8177, 74-5620 Palani Road, #101, Kailua-Kona; <u>kumukahihealth.org</u>. This Kona office offers a full range of services for their clients: case management, medical access assistance, disability claims, housing, financial aid programs, counseling and referrals, as well as a food pantry. The office also offers free HIV, STD and HEP-C testing, and a needle exchange. Their sexual health clinic, which is open to all, provides genderaffirming care, HEPA/B test, and vaccinations.

<u>Hospice of Kona</u> — 808-324-7700, <u>hospiceofkona.org</u>

Bereavement services which include individual counseling and a variety of support groups. For a full discussion of hospice, see "Hospice and Grief Recovery," below. See also "In-Home Care & Respite Providers" and "Supported Living" entries.

<u>Hui Laulima</u> — 808-989-4241, Linda Jeffrey, khparentcenter@yahoo.com A consortium formed in 1999 to encourage collaboration, particularly around matters affecting West Hawaii's youth and families. It comprises over 50 of West Hawaii's health and human service providers, faith-based groups, community associations, businesses, government agencies and concerned individuals, and provides information and referrals to non-profit, state and county resources.

Hui Malama Ola Na 'Oiwi — 808-969-9220, hmono.org/classes/

Healthcare agency based in Hilo, with classes in Kona and North Hawaii on diabetes, hypertension and nutrition. Call or check the website for class schedule.

<u>Lewy Body and Other Dementia</u> — 808-936-4949, Jim Echle, <u>Ibda.org</u> Get in touch with Jim for information about Lewy Body dementia.

<u>National Federation of the Blind</u> — 808-238-1426, Dianna Jones Ph.D., nfbwesthi808@gmail.com, or Facebook: National Federation of the Blind West Hawaii Chapter. Meets 2nd Friday of each month at 11:30 a.m. at Hale Halawai, Kailua-Kona. The chapter provides information and support to those dealing with low vision or blindness and those diagnosed with diseases which cause vision loss.

Neighborhood Place of Kona — 808-331-8777, npkona.org

Supports families, single parents, and grandparents with minor children. Neighborhood Place offers parenting classes, help with social services, support for special-needs IEP meetings, and more.

North Hawaii Hospice — 808-885-7547, northhawaiihospice.org

Free individual support for adults, youth and caregivers; also groups when three or more have signed up. See "Hospice and Grief Recovery," below.

Parkinson's Disease — parkinsonshawaii.org



Kona support: Third Wednesdays, 1-3 p.m. at West Hawaii Community Health Center, 75-5751 Kuakini Hwy. Info: Tom St. John, 925-785-6093 or tomstjohn1@gmail.com.

Kona Dance for Parkinson's: Dr. Marie Snyder, 609-577-2349; marie@isnyders.com. Enjoyable movement for all levels, with no experience needed; currently available via Zoom, contact Marie for information.

Kona Rock Steady Boxing for Parkinson's: Kym Gentry-Peck, 808-494-5193;

kymgpeck@gmail.com. Exercises adapted from boxing drills to extend patients'

capabilities, weekly at Pacific Island Fitness.

Waimea: Joel Cohen, jcohen&@hawaii.rr.com. Events, classes and a newsletter. Meets 2nd Wednesday each month at Tutu's House in Waimea.

<u>Powerful Tools for Caregivers Classes (PTC)</u> — 808-322-5157, <u>www.hawaiicaregivers.org/powerfultools</u> Provided by Hawaii Community Caregiver Network (HCCN), PTC is a series of free classes led by trained community volunteers, which help caregivers learn to take care of themselves as they care for others. Please check the website for current information.

Remember Thru Music (formerly iPods for the Elderly)

rememberthrumusic@gmail.com, www.rememberthrumusic.org A no-cost program providing customized music on MP3 players to those diagnosed with memory loss. Founded in 2016, and closely mirroring the national program developed by Music and Memory (www.musicandmemory.org), the program has distributed over 50 iPods and MP3s to kupuna throughout the Big Island of Hawaii, as well as neighbor islands.

<u>Tutu's House (Waimea)</u> — 808-885-6777, <u>www.tutushouse.org/activities/</u> This unique resource offers a full calendar of live and on-line exercise classes, support, games, discussion and education groups. Current calendar and newsletter are available on their website.

<u>West Hawaii Mediation Center</u> — 808-885-5525, <u>whmediation.org</u> Free or low-cost family caregiver mediation and conflict reso-lution services, through confidential dialogue in a neutral setting.

IN-HOME & RESPITE CARE PROVIDERS

Caregiving support services in your home

<u>Hospice of Kona</u> — 808-324-7700, <u>hospiceofkona.org</u>; info@hospiceofkona.org Home care assistance for those with a life-limiting illness who want to focus on comfort rather than curative care. (For more information see "Supported Living," "Caregiver Support," and "Hospice and Grief Recovery" entries.)

<u>Kohala Home Health Care</u> — 808-881-4711 (partner of North Hawaii Community Hospital, affiliated with Queen's Health Systems) <u>www.queens.org/north-hawaii/services/kohala-home-health-care/kohala-home-health-care-nhch</u> Services to homebound patients, on doctor's referral. Focuses on North Hawaii, and also offers physical, occupational and speech therapy in Kona.

<u>North Hawaii Hospice</u> — 808-885-7547, <u>northhawaiihospice.org</u> In-home assistance with personal care, respite, pain and symptom management. (See also "Caregiver Support" and "Hospice and Grief Recovery" entries.)

Private agencies providing home care services, including skilled nursing care, physical therapy, and home health aides, in Kona and North Hawaii:

Aloha TLC Home Care - 808-491-2273, alohatlchomecare.com

Helping Hands Healthcare - 808-747-2273, helpinghands4u.com

Mastercare — 808-935-2230, - gomastercare.com

MetroCare — 808-934-8334, - metrocarehawaii-plus.com

<u>Ultimacare</u> — 808-933-9933, - <u>ultimacarehawaii.com</u>

SUPPORTED LIVING & RESPITE CARE FACILITIES

Facilities which provide short and long-term residential assisted living and nursing care, day care and temporary-stay respite care; referral agencies.

<u>Blue Water Resources</u> — 808-443-5112, <u>808bluewaterresources.com</u> Referrals to licensed adult foster homes and case management after placement, serving all of Hawaii Island.

<u>Health Services Hawaii</u> — 808-959-1130, healthserviceshawaii.com Case management in foster family and adult residential care homes, serving all of Hawaii Island.

<u>Ho'oNani Care Home</u> (Waimea) — 808-896-6417, <u>hoonaniadultcareservices.com/care-home/</u> Provides 24/7 live-in care for five adults needing assistance with activities of daily living and safety.

<u>Hospice of Kona</u> — 808-324-7700, <u>hospiceofkona.org</u>

Located on a peaceful coffee plantation in Holualoa, Nakamaru Hale residential care home can accommodate up to five hospice residents in semi-private rooms for respite, transitional or longer-term care within a safe, supportive and nurturing environment during the final months of life. See also "Supported Living & Respite Providers," "Hospice & Grief Recovery," and "Caregiver, Patient & Family Support."

<u>Life Care Center of Kona</u> — 808-322-2790, <u>lifecarecenterofkona.com</u>

A sub-acute and long-term care facility which provides

- ♦ Skilled 24-hour nursing care.
- ♦ Physical, occupational and speech therapy for both inpatients and outpatients.

Regency at Hualalai (Kona) — 808-329-7878, regency-pacific.com

The Regency staff is on site full time. Many organized daily activities are scheduled for residents. Programs and services include:

- ♦ Supported residential living for those over 55, including all meals, transportation, activities, outings and personal assistance.
- ♦ Respite program for temporary stays, which includes all services.
- ♦ "Moments" 12-unit memory care program.

SENIOR RECREATION AND ACTIVITIES

Rolling Around Hawaii: A Wheelchair User's Travel Guide — curbfreewithcorylee.com/2015/03/16/ hawaii-wheelchair-accessible-vacations/

A personalized website with suggestions for wheelchair travel.

<u>Deep and Beyond</u> — 808-491-3970, <u>deepandbeyond.org</u>. Creates free opportunities for people with disabilities and disadvantaged youth to explore nature, participate in adventure activities, and experience freedom. The program began in 2009 to offer free adaptive snorkeling events on Hawaii Island. Check website for snorkel dates and locations (Richardson's Ocean Park in Hilo, Kahaluu Bay in Kona, Kawaihae at Spencer's Beach Park).

<u>Elderly Recreation Services</u> — 808-323-4340, <u>hawaiicounty.gov/pr-elderly</u> Hawaii County sponsors the following senior clubs, and organizes numerous senior recreational activities from Kealakekua to Kohala. Contact Elderly Recreation Services for a current brochure and class schedules.

<u>Captain Cook Senior Club</u> — 808-328-2097, Edythe Maeda, <u>emm96704@gmail.com</u> Meets Tuesdays at 9 a.m. at Yano Hall in Captain Cook.



<u>Honaunau Senior Club</u> — 808-960-4871, Pam Hinch, <u>keao@hawaii.rr.com</u> Meets Thursdays at 9 a.m. at the Painted Church.

<u>Kailua-Kona Seniors</u> — 808-987-1123, Susan Biro, <u>kailuasue@aol.com</u>, <u>nabrooks612@aol.com</u> Meets Wednesdays at 10 a.m. at Hale Halawai (Kailua Kona). Activities and programs for people over 55, including speakers, games, socializing, and excursions, as well as holiday and birthday celebrations.

<u>Kohala Senior Club</u> — 808-889-6502 (cell) or 808-889-0383 (home), Faye Yates, kohalaseniors@gmail.com. Meets Mondaysat 9 a.m. at Kohala Intergenerational Center.

<u>Waikoloa Senior Club</u> — 808-883-2424, Stephanie Stearns, <u>stephaniestearns16@gmail.com</u> Meets 3rd Mondays at 9 a.m. at Waikoloa Village Association Community Room. See the Waikoloa Senior Center web page, <u>waikoloa.org/page/29336~630509/Waikoloa-Senior-Center</u>, for information about Senior Club meetings and events, and van transport to Kona and Waimea.

<u>Waimea Senior Club</u> — 808-885-4307, Pat Lewi, <u>pk.lewi@gmail.com</u> Meets 2nd Tuesdays at 9 a.m. at Lily Yoshimatsu Senior Center.

HOSPICE AND GRIEF RECOVERY

<u>What is hospice?</u> Hospice programs provide personalized, sensitive, compassionate healthcare to support individuals and their families facing a life-limiting illness. Hospice recognizes that a patient who is dealing with the end of life seeks and deserves comfort in every aspect of his/her life, and embraces the reality that, when a cure is

not possible, the end of life can still be filled with love and comfort.

What is palliative care? Palliative care focuses on relieving and preventing the suffering of patients. Unlike hospice care, palliative medicine is appropriate for patients in any stage of disease, including those undergoing treatment for curable illnesses and those living with chronic disease, as well as patients who are nearing the end of life. Palliative medicine utilizes a multidisciplinary approach to patient care, relying on input from physicians, pharmacists, nurses, chaplains, social workers, psychologists and other allied health professionals in formulating a plan of care to relieve suffering in all areas of a patient's life.

Who is eligible for hospice care? Anyone facing life-limiting illness who wants to focus on comfort rather than curative care and meets with eligibility guidelines may enter into hospice care. There are many "not so obvious" illnesses that can make a patient qualify. There is no charge to the patient or family for hospice care.

<u>How is a patient referred?</u> By patients themselves, or a physician, nurse, discharge planner, social worker, spiritual leader, friend, or family member.

<u>Hospice of Kona</u> — 808-324-7700, <u>www.hospiceofkona.org</u>, info@hospiceofkona.org. Offers free individual counseling, group support and various annual events; also "Camp Erin," a weekend for grieving youth ages 6-17 who have lost someone close to them.

North Hawaii Hospice — 808-885-7547, northhawaiihospice.org

<u>Kokua Mau</u> (Oahu) — <u>kokuamau.org</u>. Kokua Mau is a trusted resource for accurate information on advance care planning (ACP) and POLST forms (Provider Orders for Life-Sustaining Treatment), as well as hospice and palliative care. (Kokua Mau means 'continuous care' in Hawaiian.)

<u>The Life and Death Wellness Center</u> (Kapaau) — <u>charlottecharfen.com/life-death-wellness-center/</u> Helping to change the experience of dying and caregiving through education and community support, this nonprofit was begun by Dr. Charlotte Charfen and provides tools for making thoughtful decisions at the end of life.

<u>Inspired Endings</u> (Kapaau) — <u>inspiredendings.org</u> Provides end-of-life doula training, advance care planning, and programs for caregivers.

<u>Grief Recovery Method</u> — 808-391-9481, Sharee Fox, Certified Grief Recovery Specialist, Griefrecovery-hawaii@gmail.com, <u>www.sharee-fox.com</u>. Learning to move forward from the pain that is associated with the losses we may experience in life, through grief recovery (speaking, teaching and training); small groups; and life coaching.

LEGAL ASSISTANCE

<u>Legal Aid Society of Hawaii</u> — 800-499-4302. Senior hotline: 888-536-0011; <u>legalaidhawaii.org</u> Hualalai Center, 75-170 Hualalai Road, Suite B303A, Kailua-Kona. Legal Aid is a nonprofit public-interest law firm dedicated to achieving fairness and justice through legal advocacy, outreach and education for those in need. Services include family issues, abuse and harassment, housing, public benefits, discrimination and money/debt. Services for seniors (over 60) are: financial and medical planning, wills and trusts, legal guardianship, and elder abuse. There are several ways to access their services:

- ♦ For faster and easier service, Legal Aid contracts with the Hawaii County Office of Aging to give free assistance to those over 60 who are referred to HCOA. Before contacting Legal Aid, please call the Office of Aging at 808-323-4390 for a referral.
- ♦ Those under 60 can also get free or low-cost service, depending on income and family size.
- ♦ West Hawaii Community Health Clinic can refer their patients of any age to an in-house ♦ Legal Aid attorney. Call the mainoffice at 808-326-5629, or reach the attorney at 808-746-4541 to schedule an appointment.

You can refer yourself at <u>legalaidhawaii.org</u> by clicking the "Online Intake" option. Completing the form will take about 30 minutes and the system only allows a reply via email.

<u>Volunteer Legal Services Hawaii</u> — 808-313-8210 for phone intake. A non-profit organization offering low-cost legal services. Telephone counseling and referrals to local attorneys in Kona are provided. For the pre-screen intake form, go to <u>vlsh.org</u> and click "Begin Pre-Screen Intake." Completing the form will take about 30 minutes and the system only allows a reply via email.

You have either been a caregiver,
You are a caregiver,
You will be a caregiver,
Or someone will care for you.
-- Rosalynn Carter



HAWAII COMMUNITY CAREGIVER NETWORK (HCCN)

You may contact us through our website, www.hawaiicaregivers.org, or email us at HCCN@hawaiicaregivers.org

