

Useful Local Information

LOCAL

Senior Services of Snohomish County – Senior Information and Assistance, (425) 513-1900, 1-800-422-2024, TTD (425) 347-7997, [Welcome to Senior Services!](#) (<http://www.sssc.org/>), Publication: [Senior Source Resource Guide \(free!\)](#) Senior Information and Assistance is the recognized gateway for information and advocacy for senior citizens in Snohomish County. Program staff maintains a computerized database of more than 850 senior services and benefits that can be accessed through a single telephone call. Senior Information and Assistance is the formal intake point for the Snohomish County Case Management and Respite Programs. Senior Information and Assistance also makes referrals for State Funded Long Term Care services through DSHS. Chinese, Vietnamese, Korean and Tagalong speaking staff provide outreach and information services to the Chinese, Korean, Southeast Asian, Hispanic and Filipino communities. We also have the AT&T Language Line available to assist with callers who speak other languages.

Snohomish County Long Term Care and Aging, (425) 388-7377: The Division of Long Term Care and Aging follows the Human Services Department Mission to enhance the quality of life in Snohomish County by working with our communities to meet key human needs so that all persons have equal opportunity to develop their potential. Funded programs include: Senior Information and Assistance, Case Management, Chore Personal Care, Medicaid Personal Care and COPES Services, Health Maintenance, Respite Care, Adult Day Health, In-Home Nutrition, Congregate Nutrition, Peer Support, Legal Services, Geriatric Depression Screening, Long Term Care Ombudsman, Volunteer Transportation, Multi-purpose Senior Centers, Senior Community Service Employment, Senior Wellness Project, Retired Senior Volunteer Program and Volunteer/Minority Outreach.

VOA Community Information Line, (425) 258-4227, 1-800-223-8145, TTY (424) 339-3301, 1-800-846-8517; [Volunteers of America!](#) (<http://www.voaww.org/>): Information and referral concerning community resources and programs in Snohomish and Skagit Counties and Camano Island. “Where to Turn” (United Way) human services directory. Spanish speaking staff and Language Bank.

STATE

Service Access Washington, [AWRD Splash](#) (<http://www.awrd.org/>): The Access Washington Resource Directory is an excellent statewide directory of health and human services for the citizens of Washington State. Searches can be made by county. The Access Washington Resource Directory is an evolving directory updated frequently. Agencies and organizations listed in the directory are contacted quarterly to determine if changes have occurred in the services they provide.

State Health Insurance HelpLine, 1-800-397-4422, [Washington Insurance Department - SHIBA Contact List](#)

(<http://www.insurance.wa.gov/consumers/shiba/default.asp>): This site provides free health insurance education, assistance, and advocacy for all Washington residents, including the disabled, in hundreds of communities statewide. Receive assistance in making choices and solving problems involving private health insurance as well as many government programs (Medicare, Medicaid, Basic Health, Children's Health Insurance Program, and the Washington State Health Insurance Pool). SHIBA HelpLine volunteers also are experts in Medigap coverage, employment-related health benefits, managed care, long-term care insurance, medical buildings and fraud/abuse questions.

Washington State Aging and Adult Services Administration, [Aging and Adult Services Administration What's New](http://www.aasa.dshs.wa.gov/) (<http://www.aasa.dshs.wa.gov/>): AASA helps adults and older people with functional disabilities to secure preferred long-term care services and quality of life. The website offers specific information about state-wide programs, boarding homes, adult family homes, important links and more.

NATIONAL

[Social Security Administration](http://www.ssa.gov/) (<http://www.ssa.gov/>), 1-800-772-1213: The Social Security Administration, part of the Federal Government, is the agency responsible for Social Security retirement programs, survivor benefits, disability insurance, and Supplemental Security Income. Contact SSA for information and assistance with Social Security benefits as well as eligibility and disability issues. A directory is available listing the SSA offices in each state.

Veterans Administration (VA): [Department of Veterans Affairs Home Page](http://www.va.gov/) (<http://www.va.gov/>)

GENERAL

Advanced Directives

Advance Medical Directives, (425) 513-1900, TTY (425) 347-7997: Instructions you give to your family and doctor(s) that explain what medical treatment you do or do not want if you are unable to make the decision because of accident, illness or mental incapacity.

Aging Issues

AARP: [AARP Webplace](http://www.aarp.org/) (<http://www.aarp.org/>)

America Association of Homes and Services for the Aging, [Consumer Information](http://www.aahsa.org/public/consumer.htm) (<http://www.aahsa.org/public/consumer.htm>): National nonprofit organization representing non-for-profit nursing homes, continuing care retirement communities, assisted living residences, senior housing facilities, and community service organizations for the elderly. It offers tips on choosing facilities and services and a searchable directory.

American Red Cross (<http://www.redcross.org/>) **1-800-435-7669**: The Red Cross offers health information programs, health services, blood donation services, disaster relief, and emergency services to the public and the Armed Forces. Local chapters provide programs for older people, including retirement planning, crime prevention instruction, safety courses, health screening clinics, and home nurse care instruction. Publications about programs, information, and services are available.

Case Managers

National Association of Professional Geriatric Care Managers

(<http://www.caremanager.org/>): To locate a geriatric care manager who can oversee your parents care.

Computers

SeniorNet: Home Page (<http://www.seniornet.org/php/>) **1-800-747-6848**: SeniorNet is a nonprofit, educational organization that provides information and services to help older people become computer literate. Locally funded SeniorNet teaching sites offer introductory computer classes on various topics, providing older people with discounts on computer hardware, software, and publications. Members can access SeniorNet from any online computer and order publications on buying and using computers.

Death and Dying/Hospice

ABCD-CARING - Americans for Better Care of the Dying - Main Page

(<http://www.abcd-caring.org/>): A national, not-for-profit organization dedicated to ensuring excellent end-of-life care for all people with serious, eventually fatal illnesses and their families. Caregivers will appreciate online, free publications.

A Guide to Understanding the Problems and Processes Surrounding Death, Washington State Attorney General's Office, Understanding Death

(<http://www.atg.wa.gov/>): The brochure has two chapters: dealing with death and once death occurs.

End of Life Decisions -- various perspectives.

Jewish Law, Jewish Law - Articles ("End of Life Choices in Halacha")

(<http://www.jlaw.com/Articles/EndofLife.html>)

Find a Hospice Program (<http://www.nhpco.org/custom/directory/>)

Hospice Foundation of America (<http://www.hospicefoundation.org/>): The Hospice Foundation of America is a nonprofit organization that promotes hospice care and works to educate professionals and the families they serve in issues relating to care giving, terminal illness, loss and bereavement.

Last Acts, [ABCD-CARING - Americans for Better Care of the Dying - Main Page](http://www.abcd-caring.org/) (<http://www.abcd-caring.org/>): A national coalition to improve care and caring near the end of life.

National Hospice Foundation

(<http://www.nhpc.org/i4a/pages/index.cfm?pageid=3254>), 1-800-338-8619: The National Hospice Foundation, a nonprofit, charitable organization affiliated with the National Hospice and Palliative Care Organization, provides support and information about hospice care options. National Hospice Foundation publications include *Hospice Care: A Consumer's Guide to Selecting a Hospice Program*, *Communicating Your End-of-Life Wishes*, and *Hospice Care and the Medicare Hospice Benefit*.

Partnership for Caring, Inc. (<http://www.partnershipforcaring.org/HomePage/>), 1-800-989-9455: Partnership for Caring is a national, nonprofit organization providing advocacy, resources, and information on the reform and enhancement of care for the dying. Contact the Partnership for referrals to resources and support groups, legal assistance, information on end-of-life issues, and the Consumers' End-Of-Life Bill of Rights. Links to member organizations, publication, and fact sheets are available.

The National Hospice and Palliative Care Organization

(<http://www.nhpc.org/templates/1/homepage.cfm>): The largest nonprofit membership organization representing hospice and palliative care programs and professionals in the U.S. the organization is committed to improving end-of-life care and expanding access to hospice care with the goal of profoundly enhancing the quality of life for people dying in America and their loved ones.

Disabilities

American Network of Community Options and Resources

(<http://www.ancor.org/dev/>): A nonprofit association of providers offering supports and services to people with disabilities.

Disabled Parking Permit in Snohomish County: (425) 388-3371

Drugs/Prescriptions

Medicare.gov - Prescription Drug Assistance Programs Home

(<http://www.medicare.gov/AssistancePrograms/home.asp?version=alternate&browser=IE%7C6%7CWinXP&language=English&defaultstatus=0&pagelist=Home>)

The Medicine Program, (573) 996-7300, [Accessing Free Medication - The Patient's Advocate](http://www.themedicineprogram.com/) (<http://www.themedicineprogram.com/>): The program helps people to apply for enrollment in one or more of the many patient assistance programs now available. The majority of these programs provide prescription medication free-of-charge to individuals in need, regardless of age, if they meet the sponsor's criteria.

Elder Abuse

National Center on Elder Abuse (<http://www.elderabusecenter.org/>): The National Center on Elder Abuse is operated jointly by the National Association of State Units on Aging, the National Committee for the Prevention of Elder Abuse, and the University of Delaware to disseminate information about abuse and neglect of older people. NCEA operates the Clearinghouse on Abuse and Neglect of the Elderly and can provide referrals to agencies and specialists. Publications are available on prevention of abuse, neglect, and State regulations.

Snohomish County Adult Protective Services: 1-800-442-3263

Ethics/Bioethics

Midwest Bioethics Center (<http://www.midbio.org/>): The Center is a resource for communities, agencies, and professional organizations working on ethical issues and moral dilemmas of health care decision-making and policy, including improving care for seriously ill persons.

Physicians Corner, Advice For Caregivers When Patients Request Assistance With Suicide (<http://www.pslgroup.com/dg/53a4a.htm>)

Financial

Financial Planning: United Seniors Health Council (<http://www.unitedseniorshealth.org/index.cfm?bType=ie4>), **1-800-637-2604 (orders only)**: United Seniors Health Council is a nonprofit organization dedicated to helping older consumers, caregivers, and professionals. The Council produces publications on topics such as financial planning, managed care, and long-term care insurance.

Medicare Savings, Medicare.gov - Help to Pay for Health Care Costs (<http://www.medicare.gov/Basics/HelpToPay.asp>): Inform yourself about three federal programs that help people on fixed incomes pay for Medicare coverage. The programs are administered by the Health Care Financing Administration.

National Benefits Checkup (<http://www.benefitscheckup.org/>) (**National Council on Aging, Inc.**), : Food stamps is just one of many national programs that are going unused. For millions, the lack of awareness of programs is causing undue hardship for both the senior adult community and their caregivers. The National Council on Aging's National Benefits Checkup is a free, easy-to-use service that identifies federal and state assistance programs for older Americans.

Home Care

National Association for Home Care (<http://www.nahc.org/Tango/Hclocator/locator.html>): Contains a comprehensive

database of more than 22,500 home care and hospice agencies. They also offer a checklist of questions to help you determine which provider is best for you or your loved one.

Home Modification

National Resource Center on Supportive Housing & Home Modifications

(<http://www.homemods.org/>) (213) 740-1364: The Center is funded in association with The Archstone Foundation and The California Endowment. Contact the Center for information on government-assisted housing, assisted living policies, home modifications for older people, training and education courses, and technical assistance. Publications and fact sheets are available.

Housing

Senior Housing – A Place for Mom.com, Assisted Living and Nursing Homes and Senior Housing (<http://www.aplaceformom.com/>),

Long Term Care Ombudsman

Ombudsman – Snohomish County, (425) 388-7393: Resolves complaints and provides information about nursing homes, boarding homes and adult family homes. Assures residents receive fair treatment and have access to information about their rights and available resources.

Nursing Homes

Nursing Home Compare (HCFA), Medicare.gov - Nursing Home Compare - Home (<http://www.medicare.gov/NHCompare/Home.asp?version=alternate&browser=IE%7C6%7CWinXP&language=English&defaultstatus=0&pagelist=Home>): Search for health plans, nursing homes, dialysis facilities, Medigap policies, contacts, Medicare events, participating physicians, suppliers, and prescription assistance programs in your area. Information to help you choose a nursing home. Information on coverage, joining, your Medicare card, and address changes. Download publications. And more.

Products

Shopping Services for Caregivers on the Net:

Caregiver products at Caregivers World - homecare supplies and products for seniors (<http://www.caregiversworld.com/>)

Life with Ease Home Page (<http://www.lifewithease.com/>)

Horizon Mobility (<http://www.horizonmobility.com/>) **1-800-594-1225**

(Please Note: Listings in no way imply endorsement of these businesses.)

Sleep

National Sleep Foundation Home Page (<http://www.sleepfoundation.org/>), (202) 347-3471: National Sleep Foundation is a nonprofit organization providing services and information about sleep disorders. Contact the Foundation for a list of accredited sleep centers and local specialists. A variety of National Sleep Foundation publications on sleep, sleep disorders, and related topics are available.

Vision Impairment

Community Services for the Blind and Partially Sighted (<http://www.csbps.com/>), (206) 525-5556, 1-800-458-4888: Independent living skills training, counseling, information and referral, mobility instruction, how vision service, assistive technology center, adaptive aids store, free newsletter and statewide resource guide.

Lighthouse National Center for Vision and Aging, 1-800-829-0500, Lighthouse International (<http://www.lighthouse.org/>): The Lighthouse National Center for Vision and Aging provides advocacy, support, information, and resources on vision impairment and blindness. Contact the Lighthouse for referrals to specialists and resources on visual disability, vision rehabilitation, links to related services, as well as information on eye diseases such as macular degeneration, glaucoma, cataracts, and diabetic retinopathy. Publications and audiovisual materials are available on topics including vision, vision disorders, treatment options, and rehabilitation strategies.

National Federation of the Blind, Lighthouse International (<http://www.lighthouse.org/>): Newsline is a clever way to get the newspaper to people with low to no vision. The service can be accessed through the telephone with a subscribers ID number and is free to subscribers. Look for the banner "Get Your Newspaper Over the Telephone." In the Seattle area, the local newspaper is the Post-Intelligencer; the line also includes the New York Times, Washington Post and USA Today.

National Library Service for the Blind and Physically Handicapped (<http://www.loc.gov/nls/>), 1-800-424-8567: The National Library Service for the Blind and Physically Handicapped, funded by the Library of Congress, is a network of regional and local libraries that provide free library services to blind and physically disabled people. Contact NLSBPH about programs such as postage-free delivery and return-mailing of audio-books and books and magazines in Braille. Specially designed Talking Books and cassette players also are lent to the public free. NLSBPH provides information on blindness and physical disabilities.

Sight Connection (<http://www.sightconnection.com/>): Products for living with low vision.