

Senior & Family Caregiver Resource Directory



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Information and Referral

Referral Agencies/Hotlines

- **Edina Resource Center**
952-848-3936 or www.edinaresourcecenter.com
Phones are answered Monday–Friday, 9:00 am–4:00 pm
Provides connections to community information, resources, and services. Services are free and confidential; follow-up is provided to ensure that needs are met.
- **Normandale Center for Healing & Wholeness**
952-929-1697 or <http://healing.normluth.org>
Center Hours are Monday–Thursday,
9:00 am–4:00 pm (can vary)
Resource Coordinator provides one-on-one counseling for seniors and families to connect to local senior services, including alternative housing options.
- **Senior Community Services**
952-541-1019 or www.seniorcommunity.org
Provides in-home counseling and case management to frail elders and their families.
- **Senior Linkage Line**
1-800-333-2433 or www.tcaging.org/findinghelp/sll.html
Statewide hotline for community services for seniors. They are especially useful helping clients with health insurance questions.
- **Disability Linkage Line**
1-866-333-2466 or www.semciil.org/dll.html
Statewide hotline for community services for people with disabilities.
- **www.MinnesotaHelp.info**
Statewide Web site with health and human services in your community.

Key Government Contacts/Advocacy

- **Eldercare Rights Alliance**
952-854-7304 or www.eldercarerights.org
Protects and promotes the rights of older adults and people with disabilities.
- **Hennepin County Aging and Disability Services**
612-348-4500 or www.co.hennepin.mn.us – Click on, Housing and Social Services – People we Serve – Seniors to get to program information.
- **Medicare (General)**
1-800-633-4227 or www.medicare.gov
- **Minnesota Department of Human Services, Aging and Adult Services**
651-431-2600 or www.dhs.state.mn.us (click on Aging)
- **Minnesota Senior Federation**
651-645-0261 or www.mnseniors.org
Provides advocacy for seniors and caregivers.
- **Social Security Administration**
952-831-9026 (Edina Office) or 1-800-772-1213 or www.socialsecurity.gov

Adult Day Services

Adult day centers provide a range of health, social, and other services for impaired seniors in a protective setting during daytime hours. This also gives family caregivers respite from their caregiving duties. All programs provide snacks/lunch and social activities. Some provide additional services like exercise programs, community outings, skilled nursing, health monitoring, and personal care services such as bathing, haircuts, and foot care. Some programs specialize in dementia care. Adult day programs encourage tours of their facilities, and most offer a free trial day. *Rates range from \$42–\$64/day.*

In addition to the following list, the **Minnesota Adult Day Services Association (MADSA)**, at 763-592-2668, can help you find adult day centers in your area that best meet your needs. You can also use their Internet resource at www.madsa.org. Under Visitor's Center, click on Locator, and scroll down to the area/city you are interested in.

- **Creekside Adult Day Center, Bloomington**

952-888-5405

Located at 9801 Penn Avenue. Includes exercise program, music therapy, and health monitoring. Personal care and dementia care is not offered.

- **DayBridge St. Therese, Hopkins**

952-960-5555 or www.sttheresesouthwest.com/daybridge.html

Located at 901 Feltl Court. Includes medication assistance, weekly bathing, and toileting assistance. Two-hour stays are an option. **Secured building for dementia patient care.**

- **Deikel Family AlterCare, St. Louis Park**

952-939-1511 or www.jfcsmpls.org

Located at 3620 Phillips Parkway. Serving people of all backgrounds. Adults with memory and/or physical impairments, dementia and developmental disabilities will enjoy a safe, stimulating and supportive environment at the Deikel Family AlterCare Program. It offers respite for the at-home caregiver during the day.

- **Hope Adult Day Center, Richfield**

612-861-6160

Located at 7132 Portland Avenue. Includes exercise program, music therapy, and health monitoring. Bathing and foot care available for additional charge. Hope Adult Day Center van transportation is available for a fee, or arrange Metro Mobility yourself. **Secured building for dementia patient care.**

- **Mount Olivet Day Services, South Minneapolis**

612-861-3305 or www.mtolivet.org/dayservices.html

Located at 5601 Lyndale Avenue. Includes intergenerational programs and community outings. Skilled nursing, bathing, and hairdresser available for additional charge. Can provide transportation to facility from within five miles for a fee, or will help arrange transportation through Metro Mobility. **Secured building for dementia patient care.**

- **Open Circle Senior Day Center, Hopkins**

952-935-8143 or www.opencircle.org

Located at 34 10th Avenue. Includes exercise programs, music therapy, health monitoring, and community outings. Showers, foot care, and skilled nursing services available for additional charge. Will help arrange for transportation through Metro Mobility. **Secured building for dementia.** *Sliding scale fees available.*

- **Prairie Adult Care, Eden Prairie**

952-949-3126 or www.prairieadultcare.com

Located at 16200 Berger Drive. Offers nursing care, physical therapy, foot care, and regular exercise. Mental health support includes music, art, pet therapy, and community field trips. Offer on-site caregiver support groups for general caregivers, Parkinson's disease, stroke, and early memory loss. Arranges all transportation (through Metro Mobility). **Secured area for dementia patient care.**

Caregiving

See also the Family Caregiving Resources tab in this binder.

Caregiver Resources

- **CaregiverMN**

www.caregivermn.org

Web site offers multiple resources for family caregivers including some culturally specific information.

- **Family Caregiver Alliance**

1-800-445-8106 or www.caregiver.org

Provides information, education, services, research, and advocacy.

- **Catholic Charities Caregiver Support—Respite Program**

651-215-2246 or www.cccaregivers.org/alzheimer.htm

www.ccsmp.org/caregiver_support.aspx

Trained volunteers provide a four-hour break once a week to family caregivers who provide 24-hour a day care for a person 60 years or older who is unable to stay alone for more than two hours and needs supervision and guidance with functional activities. *Fee is sliding scale based on income.*

- **University of Minnesota Extension Service—
Financing Long-Term Care Resource Center**

www.financinglongtermcare.umn.edu

A resource to help families that are planning ahead make more informed decisions.

Caregiver Support Groups

- **Eldercare Partners**

651-234-2262 or

www.eldercarepartners.org/caregiverservices.htm

Calendar of events on their Web site lists supports groups and programs by county.

- **Our Lady of Grace Catholic Church, Edina**

952-929-3317 or www.olgparish.org

Memory loss support group for caregivers. Meets third Wednesday of the month, 7–8:30 p.m. in Parish library. Free and open to public.

- **Senior Community Services**

952-541-1019 or www.seniorcommunity.org

Facilitates caregiver support groups at various sites in west metro area. Free, on-site adult daycare available while group meets.

Caregiver Training

- **American Red Cross Store**

1-866-782-3347 or www.redcrosstc.org

A new handbook and DVD are available to provide caregivers with information about home safety, legal issues, and other topics. To obtain a copy of *Family Caregiving*, order online through the [Red Cross Store](#).

- **ElderCare Rights Alliance**

952-854-7304 or www.eldercarerights.org

(Click on Collaborative Caring Training on Web site.) A two-part training is offered to prepare families and friends to build a collaborative caring network of support around an older person's care needs.

- **Family Means**

651-439-4840 or www.familymeans.org

(Click on Caregiver Support on Web site.) Educational workshops, support groups and resource tools are available to support families caring for the changing needs of an older adult.

Coordinating Senior Services

Specialists assess needs and arrange for services required by an older person to remain at home. These specialists, often called care managers, care advocates, or case managers, can be helpful for seniors with multiple health issues as well as for long-distance caregivers. Government and non-profit social service agencies provide these services for free or minimal cost. Private agencies provide these services for a fee.

Government/Social Service Agencies

- **Hennepin County Aging & Disability Services—*Case Management Services***

612-348-4500 or www.co.hennepin.mn.us

Serves low-income Hennepin County seniors. A social worker or public health nurse serves as case manager for eligible seniors (based on income) for subsidy programs that help pay for in-home services. The case manager applies for and coordinates services and checks in on the senior on a regular basis. *Case management is free; rates for in-home services vary based on income.*

- **Hennepin County Aging & Disability Services—*Long-Term Care Consultation***

612-348-4500 or www.co.hennepin.mn.us Click on, Housing and Social Services – People we Serve – Seniors to get to program information.

Serves all Hennepin County seniors. Long-term care consultations are provided by the county to help frail seniors find health and other home-based services that are needed to stay in their homes. These one-time consultations are free of charge and available to seniors of all income levels. (Often a two to three month wait for consultations.) *Consultation is free.* Consultations will:

- Arrange an in-person visit by a public health nurse or social worker to assess senior's needs and help plan for services.
- Provide information about local, long-term care options.

- Determine eligibility (based on income) for public programs that can help pay for some in-home services. If a senior is eligible the county will help apply for and manage those services. (See Case Management Services above)
- Offer information about public and private services.
- **Jewish Family & Children's Services**
952-546-0616 of www.jfcsmpls.org
Serves Hennepin County seniors. Provides case management services to seniors as well as direct services including housecleaning, transportation, companion, personal care, nursing, and Kosher Meals on Wheels. *Fee based.*
- **Senior Community Services, Senior Outreach Program**
952-541-1019 or www.seniorcommunity.org (click on Programs)
Serves suburban Hennepin County seniors. Social worker provides in-home case management to frail elders, arranging for sliding fee cleaning and chore services, caregiver coaching, support groups, and health insurance counseling. Also refers to additional in-home services as needed. *Case management is free; rates vary for in-home services.*

Private-Pay Agencies

The following is a representative sampling of agencies offering case management services for a fee. Look in the yellow pages under Senior Citizen Services for other agencies. *Rates range from \$65–\$100/hour. Flat rate for in-home assessment may apply.*

- **EverCare Connections**
1-866-463-5337 or www.evercareconnections.com
Registered nurse care advocates provide services including an initial on-site needs assessment, a recommended course of action, service coordination, and follow-up. This service is available nationally with access to over 5,000 nurses and social workers to help coordinate services for seniors no matter where they live. **This service can be especially helpful when adult children do not live near their parents.**
- **Geriatric Consultation & Family Service of Edina**
952-929-1772
Services include problem solving consultations, obtaining and monitoring in-home and community services, long-term life planning, assistance with alternative living arrangements, and individual and family counseling.

- **Pathfinder Care Management/Rent A Daughter**

612-729-9096 or www.pathfinder-scc.com

Registered nurses and licensed social workers specializing in geriatric case management provide advocacy, support, and resource referral to seniors and caregivers.

Medical Condition-Based Resources

Alzheimer's Disease Resources

- **Alzheimer's Association Helpline**

1-800-232-0851 or www.alzmdak.org

Provides disease information, caregiver education, a listing of caregiver support groups, patient support, information, and referral.

The Alzheimer's Association provides a comprehensive list of clinics in the metro area and outstate that conduct dementia identification and/or diagnostic testing of a person suspected to have Alzheimer's or a related dementia.

The following is an example of a local clinic that provides dementia assessment.

- **Fairview Crosstown Memory Assessment Clinic**

952-836-3834 (direct number for the RN/Case Manager)

Conducts a comprehensive exam by a geriatrician and RN/case manager to assess memory loss issues, conduct tests, and make recommendations. Initial visit includes health history, medication review, family interviews, cognitive evaluations, and blood tests. Additional tests, as needed, include one-hour function test by occupational therapist and a CAT scan. A second visit allows the geriatrician to discuss test results and make recommendations.

- **The Family Caregiving Center (University of Minnesota)**

612-625-1900 or <http://fsos.che.umn.edu/projects/fcc.html>

Provides education and family consultations for family caregivers of persons with Alzheimer's and related disorders.

Diabetes Resources

- **American Diabetes Association**
763-593-5333 or www.diabetes.org
- **Fairview Southdale Diabetes Support Group**
952-885-6235 or
www.fairview.org/Services/Diabetes_Care/index.asp
Meets the second Tuesday of the month, 7–8:30 pm at Fairview Southdale Hospital. Provides support and education. Each month features a special topic, with Fairview or other specialists presenting and answering questions.

Hearing and Vision Loss Resources

- **State Services for the Blind**
651-642-0864 or www.mnssb.org/seniors/index.html
Services include rehabilitation counseling and education and volunteer/peer support to help with independent living. Areas addressed include reading, meal preparation, travel, self-care, and emotional adjustment to blindness.
- **Talking Pages**
www.talkingpages.org
A non-profit Web-based lending library that lends audio books to those with macular degeneration or other vision problems. *Free.*
- **Telephone Equipment Distribution Program**
1-800-657-3663
Loans phone equipment on a long-term basis to people who are hard of hearing or deaf or have speech impairment. Eligibility based on income. *Free.*
- **Vision Loss Resources**
612-871-2222 or www.visionlossresources.com
Provides training, in-home vision screening, peer counseling, and other services for visually impaired people. Also provides hearing assessments and resources.

Parkinson's Disease Resources

- **Parkinson's Association of Minnesota**
763-545-1272 or www.parkinsonmn.org
- **Edina Care Residence, Edina**
763-550-1774 or www.edinacare.org
Assisted living residential home specializing in care for individuals with Parkinson's disease. Provides temporary, live-in respite care as well.
- **Struthers Parkinson's Center**
952-993-5495 or www.parknicollet.com/methodist/parkinsons/
Comprehensive center that offers an integrated, holistic approach to diagnosing, treating, and managing Parkinson's disease.

Stroke Resources

- **Minnesota Stroke Association**
1-800-647-4123 or 763-553-0088 or www.strokemn.org
- **Fairview Southdale Stroke Program**
952-924-1407 or
www.southdale.fairview.org/Clinical_Services/index.asp
Choose the Heart, Stroke and Vascular Center for specific information.
In addition to comprehensive medical services, the Fairview Stroke Program offers a monthly support group and stroke Tai Chi classes.
- **Park Nicollet Stroke INSPIRE Program**
952-993-6789 or
www.parknicollet.com/classes/conditions/index.cfm
Offered at Methodist Hospital. Offers stroke survivors and their families support and education through seminars, day and evening support groups, a Peer Visitor Program, and the Neurological Learning Center resource library.

Financial Assistance/ Subsidies for Senior Services

Financial Assistance and Counseling

- **BenefitsCheckUp**

www.benefitscheckup.org

Web site provides a personal report of public programs and benefits (including health care, medications, utilities, meals, and housing) for which a person may be eligible. Requires filling out a short questionnaire on the Web site.

- **Community Action Partnership for Suburban Hennepin**

952-933-9639 or www.cashenn.org

Provides the Energy Assistance Program and weatherization services to low-income suburban Hennepin County residents, reverse mortgage counseling, and other financial counseling.

- **Hennepin County Aging and Disability Services**

612-348-4500 or www.co.hennepin.mn.us Click on, Housing and Social Services – People we Serve – Seniors to get to program information.

Provides for in-home health and other services to income-eligible seniors.

- **A Little Help, Inc.**

952-887-5043 or www.alittlehelpinc.com

Handles tasks related to record keeping, medical bill upkeep, and household management.

- **Volunteers Enlisted to Assist People (VEAP)**

952-888-9616 or www.veapvolunteers.org

Provides food, emergency assistance money, personal support, and transportation programs to Edina, Richfield, and Bloomington residents.

- **Minnesota Senior Federation**

651-645-0261 or 1-800-365-8765 or www.mnseniors.org

Provides financial planning referral and onsite counseling.

Home Repair

- **Low-Interest Home Repair Loans**

Offers home improvement and repair low-interest financing for eligible home owners. Call the contact number for the city you live in for specific details and an application.

City of Bloomington ----- 952-563-8937

City of Eden Prairie ----- 952-294-5950

City of Edina ----- 952-826-0462

City of Richfield ----- 612-722-7141

City of St. Louis Park ----- 952-924-2196

- **H.O.M.E. (Household & Outside Maintenance for Elderly)**

952-888-5530

Provides home maintenance services for residents 60 years and older. *Fees are based on ability to pay.*

Tax Help

- **AARP Tax Aide**

952-858-9040 or www.aarp.org/money/taxaide

IRS-certified volunteers provide free tax counseling and preparation services to low- and middle-income taxpayers, with special attention to those ages 60 and older. Call or visit the Web address listed to find the site nearest you.

- **Edina Resource Center**

952-848-3936 or www.edinaresourcecenter.com

Provides a listing of local tax assistance sites during tax season.

Utilities Assistance

- **Energy Assistance Program**

952-930-3541 or www.cashenn.org/energyassistance.htm

Helps pay for energy costs from October through May. Weatherization services are also offered. Eligibility based on income. Call to receive an application.

Food/Nutrition/Grocery Shopping

Congregate Dining

- **Edina Senior Dining**

952-893-1448

Located at Yorktown Continental Apartments at 7151 York Avenue in Edina. Call for menu and schedule.

Delivered and Pick-Up Meals

- **Edible Express**

952-471-7300 or www.edible-express.com

Delivers local restaurant food to your home. For Edina residents, they require a \$50 charge plus a delivery fee.

- **Meals on Wheels**

612-623-3363 or 1-800-333-2433 for Senior Linkage Line or www.meals-on-wheels.com

Delivered weekdays during lunch, usually from area hospital or senior housing. Can accommodate some special dietary restrictions. *Average price is \$3.50–\$4.50/meal.*

Bloomington Meals on Wheels ----- 952-948-3032

Eden Prairie Meals ----- 952-937-1478

Edina Meals on Wheels ----- 952-292-2579

Kosher Meals on Wheels ----- 952-546-0616

Richfield Meals on Wheels ----- 612-990-5398

St. Louis Park, Dinner at Your Door ---- 952-993-5048

- **Nutrition Assistance Program for Seniors (NAPS)**
651-484-8241 or www.health.state.mn.us/divs/fh/csfp/
Provides nutritious, balanced monthly food packages for qualifying seniors over 60 years of age. Can qualify over the phone, then seniors are told where to pick up food packages. For qualifying seniors, packages can be picked up at Volunteers Enlisted to Assist People (VEAP).
- **Sociale**
651-994-9000 or www.socialegourmet.com
Offers chef-prepared entrees delivered to your door or available for pick-up. Nearest location is 50th Street and Penn Avenue in south Minneapolis.
Approximate rates: 5 dinner entrées for \$70; 9 dinner entrées for \$129 (each serves 2–3 people); delivery fee \$15.
- **Seattle Sutton’s Healthy Eating**
952-941-0901, 7001 Cahill Road, Edina
952-893-7000, Bloomington
Provides 21 fresh, nutritious meals (breakfast, lunch, and dinner for seven days). Can be picked up or delivered to your home twice a week. *Approximate rates for 21 complete meals: \$99/week for a 1,200 calorie per day plan; \$114/week for a 2,000 calorie per day plan; delivery fee \$10/week.*

Grocery Delivery and Shopping

- **Kemps**
612-379-0338 or www.kemps.com
Delivers a variety of milk, eggs, meats and cheeses.
- **Lunds and Byerly’s**
www.LundsandByerlys.com
Personal shoppers select customer’s order for pick-up or delivery of groceries. Someone much be available to accept delivery. Fee is \$9.95 for delivery or \$4.95 for store pick-up.
- **Schwan’s**
1-800-724-9267 or www.schwans.com
Delivers frozen food and juices.

- **Simon Delivers**

763-971-4900 or www.simondelivers.com

Will deliver to all places with an outside entrance and some apartment buildings.

- **Store to Door**

651-642-1892 or www.storetodoor.org

Delivers groceries and prescriptions to your home. *Delivery fee based on income.*

- **Volunteers Enlisted to Assist People (VEAP)**

952-888-9616 or www.veapvolunteers.org

Provides rides to income qualifying seniors for grocery shopping.

Health Care

Geriatric Assessment

A **geriatrician** is an internist or family practice doctor trained specifically to care for older people. This care often involves managing many disorders and problems at once including multiple medications and resulting side effects. To contact a geriatrician, ask for a referral from your physician or look in the yellow pages under Physician—Elder Care (Geriatrics).

A **geriatric assessment** is an evaluation of a senior for physical, social, and emotional needs and memory issues in order to develop a comprehensive care plan.

The following local clinic is an example of a clinic that provides geriatric assessment.

- **Center for Senior Services at Park Nicollet Health Services**

952-993-5848 or 952-993-6506 (direct numbers for Center's Social Workers) or www.parknicollet.com Choose Specialties and Services and scroll to Geriatrics

Geriatric assessment includes a consultation with a social worker, medication review by a pharmacist, and a one-hour examination by a geriatrician.

Home Health Care

The following is a representative list of agencies. *Hourly rates vary from \$20–\$30. Skilled nursing care is about \$65 per hour. Most services require payment for a minimum of two or three hours.*

Home health care includes in-home skilled nursing care, medication set-up, and physical and occupational therapy. Call the **Minnesota Department of Health at 651-201-5000 or 651-201-4101** to inquire about the licensure or certification of an agency.

- **Hennepin County Aging & Disability Services**
612-348-4500 or www.co.hennepin.mn.us – Click on Housing and Social Services – People We Serve – Seniors to get to program information.
Provides health care and skilled nursing care and personal and household care to eligible seniors based on income and other factors. *Sliding fee scale.*
- **Fairview Home Care and Hospice**
612-728-2468 or www.fairview.org/homecare/
Provides health care and skilled nursing, as well as personal, household, emotional, and live-in care. Accepts most insurance, Medicaid, and Medicare. **Must meet strict Medicare requirements for home health care to receive Medicare Coverage.**
- **Warm Hands, Kind Hearts**
763-550-1774 or www.warmhands.org
Provides health care and skilled nursing, as well as personal, household, emotional, and live-in care. Accepts some long-term care insurance.

Hospice Care

Hospice care provides medical/physical, emotional, and spiritual support for people with terminal illnesses and their families. Hospice care includes symptom control/pain relief rather than curative treatment by a team including the person's physician, hospice nurses, social workers, home health aides, volunteers, chaplains, and other health professionals as needed. Hospice care can be provided wherever a person lives (private home, nursing home, assisted living). There are also some facility-based hospices.

Medicare Hospice Benefit takes the place of Medicare Part A coverage for services pertaining to the terminal illness. Part A coverage remains intact for services not related to the terminal illness. Services covered by the benefit include regular home care visits by a hospice nurse; personal care services like bathing; medications for pain relief; physical, speech, and occupational therapies; medical equipment (e.g., hospital beds) and supplies; and emotional support. Agency must be a Medicare-certified hospice program to accept this benefit.

- **Hospice Minnesota**
651-659-0423 or www.hospicemn.org
Provides information regarding programs and Medicare Hospice Benefit.

- **Allina Home Care, Hospice & Palliative Care**
651-635-9173 or www.allina.com/ahs/HCHS.nsf/
Medicare-certified.
- **Fairview Home Care & Hospice**
612-728-2468 or www.fairview.org/homecare/
Medicare-certified.
- **Hospice of the Twin Cities**
763-531-2424 or www.hospiceofthetwincities.com
Medicare-certified.
- **N.C. Little Memorial Hospice—Residential Hospice**
952-928-9394 or www.littlehospice.org
Located at 7019 Lynmar Lane in Edina. Hospice in a home-like setting. Private pay only; does not accept Medicare Hospice Benefit. *Rate is \$325/day.*

Medical Directives/Living Wills

Medical or healthcare directives are also called advance directives or living wills. These are written healthcare wishes that describe what you would like to have happen, with regard to your care, if you are unable to speak for yourself due to illness or injury. They are for physicians, caregivers, and family members—to guide their actions on your behalf.

Remember to give copies of your directives to your physician and a family member/healthcare agent. You can change your directives if you change your mind.

- **Minnesota Healthcare Directive**
www.mnaging.org/advisor/directive.htm
Forms can be downloaded from this Minnesota Board on Aging Web site.
- **Five Wishes**
1-888-5WISHES (594-7437) or www.agingwithdignity.org
To request a free copy of “Five Wishes,” Hennepin residents may call 612-348-7905 (Margaret Holm) or 612-348-3925.

- **Center for Bioethics, University of Minnesota**
612-624-9440 or
www.bioethics.umn.edu/resources/topics/advance_directives.html
Provides information on advance directives.

Medicare/Health Insurance

- **Health Insurance Help – A program of Senior Community Services**
952-541-1019
Provides assistance with Medicare Part D decisions, Medicare paperwork, Medicare supplemental insurance decisions, and long-term care insurance. Call 1-800-333-2433 outside Hennepin County. *Free.*
- **Medicare (General) – 24 hours a day, 7 days a week**
1-800-633-4227 www.medicare.gov
Medicare Part A
Helps cover “inpatient” care at hospitals, nursing home, and also hospice care and some home health care services.
Medicare Part B
Helps cover “outpatient” care, including doctor’s services, clinical services, durable medical equipment, and other costs not covered by Medicare Part A.
Medicare Part D/Prescription Drug Coverage
Helps cover the costs of medicine prescribed by your health provider.
- **Minnesota Senior Federation**
651-645-0261 or 1-800-365-8765 or www.mnseniors.org
Health Plan Information Center (ask for extension 145):
Trained volunteers provide counseling on Medicare, Medicare Part D, and supplemental insurance to all seniors Monday–Friday, 10:00 am–3:00 pm.
Health Care Choices Publication
Published annually. Provides current information on Medicare services, supplemental insurance options, and other senior services. Free copies available at most senior centers and at the Edina Resource Center and the Normandale Center for Healing & Wholeness.

- **BenefitsCheckUp**

www.benefitscheckup.com

Get all the benefits you deserve. Find and enroll in federal, state, local and private programs that help pay for prescription drugs, utility bills, meals, health care and other needs. BenefitsCheckUp quickly finds federal, state and private benefit programs available to help you save money on prescription drugs, health care, utilities, taxes, and more. You complete some basic information and view a personal report on the benefits you may qualify for. *Typically takes 20-30 minutes.*
A Service of the National Council on Aging.Complaints/Problems

<i>Complaints/Problems</i>

- **Office of Ombudsman for Long-Term Care**

651-431-2555 or 1-800-657-3591 or
www.mnaging.org/admin/oom.htm

A program of the Minnesota Board on Aging, the Office advocates for person-directed living, throughout the health care continuum, which respects individual values and preferences and preserves individual rights.

Ombudsmen provide information and consultation about consumer rights and the regulations that apply to long-term care facilities, home and community-based settings, and home care services.

Ombudsmen help to resolve disputes between consumers and providers of long-term care services, regardless of where those services are provided.

- **Stratis Health**

1-877-787-2847 or 1-877-STRATIS or www.stratishealth.org

Stratis Health educates health care consumers. Stratis provides information on common health conditions and current topics in health care at health fairs, educational presentations, in materials mailings, and other ways. Stratis Health also helps people with Medicare, through a contract with the federal government, to be smarter consumers of health care, learn more about Medicare services, and know their rights and responsibilities under Medicare. 1-800-444-3423 is a helpline for complaints or concerns about services covered by Medicare.

Home Help

Home Help (Non Medical)

Includes a variety of in-home services to seniors, including:

- *Personal care:* bathing, eating, dressing, toileting, transferring, and medication reminders
- *Household care:* cooking, cleaning, laundry, and shopping/errands
- *Emotional care:* companionship, conversation, and activities

Agencies usually require a two or three hour minimum per visit. *Rates start at \$20–\$30/hour for above services. Live in rates range from \$235–\$290/day.*

- **Home Care Solutions**

952-924-0677 or www.homecaresolutions.info

Provides live-in care. Accepts some long-term care insurance.

- **Home Instead Senior Care**

952-929-5695 or www.homeinstead.com

Provides personal, household, emotional, and live-in care. Accepts some long-term care insurance.

- **Seniors' Choice at Home**

763-546-1599 or www.seniorschoiceaz.com

Provides household and emotional care.

- **Visiting Angels Living Assistance Services**

952-891-8000 or www.visitingangels.com

Provides personal, household, emotional, and live-in care. Accepts some long-term care insurance.

Maintenance/Chore Help

- **H.O.M.E. (Household & Outside Maintenance for Elderly)**

952-888-5530

Provides homemaking and home maintenance services for ages 60 years and older
Sliding scale fees available.

- **Angie's List**

612-339-6600 or www.angieslist.com

A membership-based organization to aid consumers in hiring reputable companies.

- **Errands and Things**

952-888-1305

Provides grocery shopping, prescription pick-ups, light housekeeping, laundry, pet care, and other errand running.

Safety at Home

Rates for the following emergency response systems are approximately \$50–\$72 for installation and \$35–\$39/month for ongoing monitoring.

- **Fairview Lifeline**

612-728-2468 or www.fairview.org/homecare/

Provides personal emergency response system. Medication reminders are extra charge.

- **Living Independently—QuietCare**

952-285-1772 or www.quietcaresystems.com

Provides personal emergency response system. Includes medication reminders and electronic health history.

- **Methodist Lifeline**

952-993-6474 or www.parknicollet.com/methodist

Provides personal emergency response system. Medication reminders are extra charge.

- **Staying Safe at Home**

612-834-2351 (Tuesdays and Thursdays)

Registered physical therapist (Barb Ruedy) conducts in-home visit to assess needs and make arrangements for simple home modifications and assistive devices to ensure bathroom and home safety. Offers trial use of medical equipment.

\$100–\$250 service fee (excludes cost of materials/modifications/equipment).

- **Telecare**

952-924-5020

Service of Fairview Southdale hospital that provides a daily “check-in” call for persons living alone. *Free.*

Housing

See also the Senior Housing Options tab in this binder.

Estate Sales

- **Ebenezer Hands and Hearts Estate Sales**
612-872-8545 or <http://fairviewebenezer.org/index.asp>
Choose programs and services.
- **Stephens Ltd. Estate & Moving Sales**
952-925-4116 or www.ststephens.com/stst/stephens_ltd
Located at St. Stephens Episcopal Church in Edina. *Charges 30% of gross proceeds of estate sale.*
- **Trusty Salers, Estate Sale Services**
612-827-6159
Trained and experienced volunteers help people throughout the metropolitan area hold estate sales. TRUSTY Salers will publicize, sort, price, and run your sale.

Housing Lists and Resources

- **Housing Link**
612-522-2500 or www.housinglink.org
Provides list of affordable rental housing and current vacancies by city.
- **Minnesota Health and Housing Alliance**
651-645-4545 or 1-800-462-5368 or www.mhha.com
A resource for consumer information about nursing homes, assisted living, and senior housing.
- **Senior Housing, Inc.**
612-617-1921 or www.seniorhousinginc.org
Senior Housing, Incorporated (SHI) offers the Senior Housing Directory. This directory includes a comprehensive list of housing options for older persons in the St. Paul, Minneapolis, 11-county metropolitan area. Housing

information is also available for the entire state. Free copies of the directory are available at senior centers and at the Edina Resource Center.

Senior Housing also offers reverse mortgage counseling to assist homeowners on making the decision on whether or not to obtain a reverse mortgage.

AND

- **Twin Cities Senior Housing Guide**

651-690-3141 or www.seniorhousingguide.us

Directories provide a comprehensive list of senior housing options in the metro area including assisted living, continuing care retirement communities, and senior apartments. Free copies available at senior centers and at the Edina Resource Center.

- **Third Way Network**

612-332-1311 or www.thirdwaynetwork.org

Promotes Housing Plus Model that involves remodeling single family homes to create shared new housing for an additional family. Potential alternative for seniors to help them afford to stay in their homes.

Moving (Planning, Coordinating, Packing/Unpacking)

Fees are approximately \$35–\$40/hour.

- **Elders on the Move Minnesota, Inc.**

651-357-0768 or www.eldersonthemovemn.com

Provides help with planning and coordinating all aspects of a move.

- **Gentle Transitions**

952-944-1028 or www.gentletransitions.com

Provides help with planning and coordinating all aspects of a move.

- **Rose's Daughters**

612-330-3772 or www.rosesdaughters.com

Provides help to seniors making a move.

- **Senior Moves**

651-646-5785

Provides help with planning and coordinating all aspects of a move.

Senior Subsidized Housing (Section 8)

For information on senior subsidized housing call the appropriate city office.

City of Bloomington -----	952-563-8937
City of Eden Prairie -----	952-294-5950
City of Edina -----	952-826-0462
City of Richfield -----	612-861-9770
City of St. Louis Park -----	952-924-2514

Legal/Elder Law

Elder law addresses legal/financial issues including wills, trusts, powers of attorney, estate planning, tax planning, medical assistance planning, asset preservation, and conservatorships or guardianships. The following is a sampling of legal resources.

- **AARP Legal Services Network**

1-888-687-2277 or www.aarp.org/lsn

The AARP Legal Services Network provides AARP members and their spouses/partners access to over 1,000 attorneys across the country. Participating attorneys are independent practitioners and not employed by AARP. *Free initial consultation—subsequent services are offered at a discount.*

- **Legal Aid Society of Minneapolis, serving Hennepin County**

612-827-3774 or www.midmnlegal.org

Provides legal advocacy for older Americans. *Sliding fee.*

- **Maser & Amundson Attorneys at Law**

952-925-4147 or www.maserlaw.com/eld.html

Specializes in estate planning and medical assistance planning to protect/maximize resources when faced with nursing home placement. *Fee-based.*

- **Minnesota Age and Opportunity (MAO) Legal Services**

612-676-6300 or www.voamn.org Click on services and choose legal.

All individuals are eligible to receive our services at private-pay rates. Individuals with disabilities or those age 55 or older may qualify to receive our services at subsidized rates based on monthly income as asset levels.

- **Volunteer Lawyers Network**

612-752-6677 or www.volunteerlawyernetnetwork.org

Matches people with volunteer attorneys from the community. Services range from advice to full representation.

Medical Equipment/ Assistive Devices

- **4-Day Medical Store**

952-922-2420 or www.4daymedicalstore.com

Sales and rental of hospital beds, ambulatory aids, and other medical equipment.

- **Goodwill/Easter Seals Equipment Loan**

651-379-5922 or www.goodwilleasterseals.org

Loans medical equipment for up to six months (e.g., shower benches, wheelchairs, walkers). *Free.*

- **Hearing Loss Resource - Telephone Equipment Distribution Program**

1-800-657-3663

Loans phone equipment on a long-term basis to people who are hard of hearing or deaf or have speech impairment. Eligibility based on income. *Free.*

- **LTC Wheelchair Services Inc**

952-941-6800

Provides a variety of wheelchairs and mobility devices. Will help facilitate Medicare paperwork and do in-home visit to determine proper equipment.

- **Paul's Grab Bars**

612-822-0756

Specializes in supplying and installing grab bars in your home.

- **Vision Loss Resources**

612-871-2222 or www.visionlossresources.com

Provides training, in-home vision screening, peer counseling, and other services for the vision impaired. Also provides hearing assessments and resources.

Nursing Homes (Care Centers)

Finding and Choosing a Nursing Home

- **Minnesota Health and Housing Alliance Senior Care Connections**

651-645-4545 or www.mhha.com

Designed to assist consumers in locating nursing homes.

- **Medicare**

www.medicare.gov

(Click on Compare Nursing Homes in Your Area under Search Tools.) Provides information on nursing homes nationwide, including recent inspection reports and complaint investigation findings.

- **Nursing Home Report Card—
Minnesota Department of Health**

1-800-333-2433 or www.health.state.mn.us

(Click on Report Card on Web site.) Provides a five-star rating based on eight quality measures like quality of life, resident surveys, and staff turnover.

Nursing Home Complaints

- **Minnesota Department of Health, Office of Health Facilities Complaints**

651-201-4201 or 1-800-369-7994

Provides complaint history, licensure compliance, and annual inspection results for long-term care facilities.

If you witness a suspected violation of health department regulations, patient and residents' rights (physical or mental abuse, neglect, or unexplained injury) call the Office of Health Facility Complaints (OHFC).

Complaints can be anonymous, but it helps OHFC to know who you are and where you can be reached if more information is needed.

- **Office of Ombudsman for Long-Term Care**

651-431-2555 or 1-800-657-3591 or
www.mnaging.org/admin/ooom.htm

A program of the Minnesota Board on Aging, the Office advocates for person-directed living, throughout the health care continuum, which respects individual values and preferences and preserves individual rights.

Ombudsmen provide information and consultation about consumer rights and the regulations that apply to long-term care facilities, home and community-based settings, and home care services.

Ombudsmen help to resolve disputes between consumers and providers of long-term care services, regardless of where those services are provided.

Personal/Social Enrichment

- **Library At-Home Service**

952-847-8850 or www.hclib.org/pub/info/outreach/

A free service of the Hennepin County Library for people restricted to their homes temporarily or permanently because of illness, physical or other disability, weather, or lack of transportation.

- **Talking Pages**

www.talkingpages.org

A non-profit Web-based lending library that lends audio books to those with macular degeneration or other vision problems.

- **Vital Aging Network**

651-917-4652 or www.van.umn.edu

Promotes and supports self-sufficiency, community participation, and quality of life for older adults by linking people to opportunities for productive and meaningful activities responding to their individual interests and community needs.

Senior Centers

- **Bloomington Senior Services, 952-563-4944
(Creekside Community Center)**

Located at 9801 Penn Avenue South

- **Eden Prairie Senior Center, 952-949-8475**

Located at 8950 Eden Prairie Road

- **Edina Senior Center, 952-833-9570**

Located at 5280 Grandview Square, Suite 101

- **Richfield Senior Center, 612-861-9360**

Located at 7000 Nicollet Avenue

- **St. Louis Park Senior Program, 952-928-6444**

Located at 6715 Minnetonka Blvd.

Senior Associations and Organizations

- **American Association of Retired Persons (AARP)**

952-858-9040 or www.aarp.org

A nonprofit, nonpartisan membership organization. Provides information, advocacy, and services to enhance quality of life for people ages 50 and over.

- **Metropolitan Area Agency on Aging (MAAA)**

651-641-8612 or www.tcaging.org

Helps elders age successfully by building community capacity, advocating for aging issues, maximizing service effectiveness, and linking people with information.

- **Minnesota Senior Federation**

651-645-0261 or 1-800-365-8765 or www.mnseniors.org

A membership organization that provides advocacy for seniors and empowers them to meet their own needs and concerns. Provides community programs including the Health Plan Information Center, as well as membership benefits like their Prescription Drug Program and Legal Referral Program.

Transportation

Suggested Steps for Getting a Ride:

1. Check local transportation options – There are services in the community that provide rides to seniors at a very low cost (\$3-5) – this should be the first place you call. (See this section for transportation program options).
2. Contact friends, family, neighbors to see about getting or sharing a ride – Find out when they might be going “into town,” and see if you can accompany them on a periodic basis. It helps if you are flexible about when you are picked up and dropped off.
3. Contact volunteer programs – Some nonprofit agencies have volunteer programs that can organize rides for those “in-between times” when other options are not available. Suggested helpful hints include:
 - ❖ Call at least a week ahead of time.
 - ❖ Be flexible about pick up, drop off, and return trip times. When possible, schedule your appointment so that it ends before 3:30 p.m.
 - ❖ Be ready when you’re supposed to go.

Disability Parking

- **Disability Parking Certificate**

651-297-3377 or www.mndriveinfo.org

Requires physician/chiropractor approval on application. Download application from Web site. Click on Forms, click on Motor Vehicle Forms, click on Disability Parking. *Permanent certificates are free; cost is \$5 for temporary certificate.*

Driver Assessment and Training

- **Courage Center, Driver Assessment and Training Program**

763-520-0312 or www.courage.org

Offers comprehensive driver assessment and training to meet a range of abilities, ages, and needs.

Transportation Programs

- **Cities Best Transportation**

763-535-0760

Covers metro area. Ask about insurance coverage for medical transportation. Door-through-door service escorts into medical appointment. Three-day notice, but will try to be flexible at last minute. Wheelchair accessible.

- **Edina Dial-A-Ride**

763-235-2200

Provides door-to-door rides within the City of Edina from 9 am to 3 pm, Monday–Friday. Minimum 24-hour notice, but book as early as possible. Wheelchair accessible. *Cost is \$3.00 per ride.*

- **Jewish Family & Children’s Services/Seniors**

952-546-0616 or www.jfcsmpls.org (Click on Seniors and Scroll down to Deikel Transportation Services)

Provides up to twelve one-way rides per month. Rides to downtown Minneapolis, east to U of M medical facilities, south to 494, west to 394, and north to 694. NOT wheelchair accessible. Must be able to transfer oneself in and out of vehicle. *Cost is \$4.00 per ride.*

Accompanied service is available for medical appointments. The cost is \$12 per hour, with a two-hour minimum and is available on a sliding fee scale.

- **Lutheran Church of the Good Shepherd**

612-927-8849

Rides within area east to 35W, south to 494, west to Hwy 100, and north to Lake/Excelsior Blvd. Volunteers use own cars. NOT wheelchair accessible. Must be ambulatory. *Free, donations accepted.*

- **Metro Mobility**

651-602-1111 or www.metrocouncil.org

Serves seven-county Twin Cities area. Door-through-door shared ride service for persons with disabilities unable to use regular bus transit with wheelchair accessibility. Requires documentation from health professional regarding disability. Wheelchair accessible.

- **Metro Transit Bus Services**

612-373-3333 or www.metrotransit.org

Serves seven-county Twin Cities area. All busses are wheelchair accessible.

Drivers assist riders to get on and off the bus. *Cost is \$0.50 for non-rush hours for seniors.*

- **Peace Transportation**

952-595-9030 or www.peacetransportation.com

Covers metro area. Accepts Health Partners, U-Care, and Medical Assistance insurance if approved. Wheelchair accessible.

- **St. Louis Park Emergency Program (STEP) Park People Mover**

952-297-5235

Provides one ride per week for St. Louis Park residents for medical and dental appointments in the Twin Cities metro area. Must first register for service and then request a ride at least two days in advance. Service operates Monday through Friday, 8 a.m. to 4 p.m. *Free, donations accepted.*

- **T.L.C. Special Transportations**

952-882-0535 or www.tlcspecialtransportation.com

Covers metro area. Ask about insurance coverage for medical transportation.

- **Twin City Transportation, Inc.**

952-884-6824

Covers metro area. Ask about insurance coverage for medical transportation. Door-through-door service if needed. Wheelchair accessible.

- **Volunteers Enlisted to Assist People (VEAP)**

952-888-9616 or www.veapvolunteers.org

Serves Richfield, Bloomington, Edina, and south Minneapolis residents. Provides rides within south Hennepin County, including downtown as far as Medical Arts, U of M, and Fairview Riverside. Will go west to Excelsior Blvd. area of St. Louis Park, east to Cedar Avenue, and south to the river bridge. Apply via phone. Volunteers use own cars and VEAP mini-van for curb-to-curb service. NOT wheelchair accessible. *Donation of \$5 requested.*

Volunteer Programs to Assist Seniors and Caregivers

- **Catholic Charities Caregiver Support—Respite Program**
651-215-2246 or www.ccspm.org/caregiver_support.aspx
Serves metro area. Trained volunteers provide a four-hour break once a week to family caregivers who provide 24-hour a day care for a person 60 years or older who is unable to stay alone for more than two hours and needs supervision and guidance with functional activities. *Fee is sliding scale based on income.*
- **Normandale Center for Healing & Wholeness—Care Team Ministry**
952-929-1697 or www.normluth.org
Serves neighborhoods in Edina and surrounding areas. Recruits, coordinates, and trains volunteers from a senior's community to assist in one activity such as grocery shopping, rides to medical appointments, errands, reading, or friendly visits.
- **Our Lady of Grace Catholic Church—Care Team Ministry**
952-929-3317 or www.olgparish.org
Recruits, coordinates, and trains volunteers from a senior's community to assist in one activity such as grocery shopping, rides to medical appointments, errands, reading, or friendly visits.

Volunteer Opportunities for Seniors

- **Edina Resource Center**
952-848-3936 or www.edinaresourcecenter.com Click on Volunteer.
Staff can help connect you with volunteer opportunities in the area.
- **Minnesota Senior Corps**
651-431-2576 or www.mnseniorcorps.org
Opportunities for elders over 55 to make a difference as a volunteer.
- **Volunteers of America (VOA)**
612-331-4063 or www.voamn.org Click on Get Involved.
Multiple opportunities available for seniors to volunteer.