COMMUNITY RESOURCES FOR OLDER ADULTS AND CAREGIVERS COUNCIL BLUFFS & POTTAWATTAMIE COUNTY, IOWA * September 2024

(*All addresses are in Council Bluffs, Iowa unless otherwise noted)

ABUSE/NEGLECT 24 Hour Hotlines, Programs and Emergency Shelters

Elder Abuse Hotline (24-Hour referral line) 1-800-362-2178
Adult Protective Services https://hhs.iowa.gov/programs/programs-and-services/adult-protective-services

Micah House https://www.themicahhouse.org/ 712-323-4416

Catholic Charities Domestic Violence and Sexual Assault Program 712-328-0266 https://www.catholiccharitiesdm.org/our-services/domestic-violence-sexual-assault/ 1-888-612-0266

ADULT DAY CARE/SHORT TERM RESPITE CARE

Country House # 1831 E. Kanesville Blvd. 712-322-4100 https://countryhouse.net/locations/iowa/council-bluffs/council-bluffs-our-community/

AGING SERVICES

Connections Area Agency on Aging 231 S. Main St. 1-800-432-9209 https://www.connectionsaaa.org/

Umbrella organization providing free case management and support services to seniors who live in Pottawattamie and 19 surrounding counties in Western Iowa.

ALZHEIMER'S DISEASE/DEMENTIA

Alzheimer's Association, Iowa Chapter https://www.alz.org/iowa 24 Hour: 1-800-272-3900
Association for Frontotemporal Degeneration https://www.theaftd.org 1-866-507-7222
Lewy Body Dementia Association https://www.lbda.org 1-800-539-9767
Normal Pressure Hydrocephalus https://www.hydroassoc.org 1-888-598-3789

Respite care financial grants for families caring for a relative with dementia. https://www.helpforalzheimersfamilies.com/get-help/hilarity-for-charity/

COUNSELING/MENTAL HEALTH/SUPPORT SERVICES (* Inpatient care)

Affinity Community Counseling 300 W. Broadway St., #111 712-242-0533 https://www.affinitycommunitycounseling.com/

CHI Health Senior Behavioral Services <a "="" href="https://www.chihealth.com/services/behavioral-com/servi</th><th></th><th>402-717-4673</th></tr><tr><td>Center For Healing and Hope https://www.healingandhopellc.com/ <td>427 E. Kanesville Blvd., #201</td> <td>712-256-9660</td>	427 E. Kanesville Blvd., #201	712-256-9660
Horizon Therapy Group https://horizontherapy.net/	300 W. Broadway St., #270	712-256-7511
Methodist-Jennie Edmundson Hospital Behavioral Health * https://bestcare.org/specialties/behavioral-health/behavioral-health-inpatient-services		712-396-6000
Wings of Hope Cancer Support Center https://wingsofhope.org/	427 E. Kanesville Blvd., #202	712-325-8970

The Friendship Line * The Institute on Aging 1-888-670-1360 (A 24-hour, toll-free non-emergency line for persons 60 & older suffering from loneliness, depression and/or suicidal thoughts. It also offers on-going phone outreach and wellness-checks to seniors. https://www.ioaging.org/services/friendship-line

Suicide and Crisis Hotline (Formerly the National Suicide Prevention Hotline) Dial **988** National 3-digit phone number for anyone experiencing a mental health, drug use or suicidal Crisis, connecting them with trained crisis counselors 24/7. Available via landline, cell phone and voice-over internet connection. Services are available in English, Spanish and will provide interpretation services for over 150 other languages. https://988lifeline.org/

INVOLUNTARY PSYCHIATRIC HOSPITALIZATION

How to file for an involuntary mental health commitment in lowa: https://www.iowacourts.gov/for-the-public/representing-yourself/commitments

Where to request an involuntary mental health commitment in Pottawattamie County: Clerk of the Pottawattamie County Court 227 S. 6th St., Council Bluffs 712-328-5604

DRIVING CONCERNS To report an unsafe driver, send a signed letter to:

lowa Department of Transportation Ph: 1-515-244-8725 Driver and Identification Services Fax: 1-515-239-1837

P.O. Box 9204

Des Moines, IA 50306-9204 https://iowadot.gov/mvd/driverslicense/Medical-Vision

Website provides guidance and a request form ("Request for Re-Examination" form # 431030) that can be completed on-line, mailed or faxed to lowa DOT.

DRIVER ASSESSMENT/REHABILIATION PROGRAMS Evaluation of physical & cognitive abilities to drive, in-car driving assessment, training & adaptive equipment.

CHI Health 6901 N. 72nd St. 402-572-3055

https://www.chihealth.com/services/rehabilitation/outpatient-rehabilitation/driver-rehabilitation-program

Madonna Therapy Plus 17500 Burke St., Omaha 402-401-3900

https://therapyplus.madonna.org/programs/occupational-therapy

Methodist Health System 8303 W. Dodge Rd. 402-354-4670

https://bestcare.org/specialties/physical-therapy/driver-rehabilitation

DRIVING SKILLS REFRESHER COURSES Classroom and On-Line

FINANCIAL ASSISTANCE

lowa Department of Health & Human Services https://hhs.iowa.gov/ 1-800-972-2017

Social Security Administration 20 Arena Way, #1, Council Bluffs 1-866-331-9094

https://www.ssa.gov

Homestead Property Tax Credit (application form to be filed with the County Assessor) https://revenue.iowa.gov/taxes/tax-guidance/property-tax/homestead-tax-credit-and-exemption

Pottawattamie County Assessor 227 S. 6th St., #257, Council Bluffs 712-328-5617

https://www.pottco.org/indexInet.html

Pottawattamie County Veterans Affairs 623 6th Ave., Council Bluffs 712-328-5797

https://www.pottcounty-ia.gov/departments/veteran affairs/

VetAssist https://veteranshomecare.com/ 1-888-314-6075

Private organization that helps wartime vets and their surviving spouses to access pension and in-home care services through the Veterans Administration for non-service-connected disabilities. Not affiliated with the US Government or Department of Veterans Affairs.

FINANCIAL INVESTMENTS – Information, resources & fraud prevention for seniors

Financial Industry Regulatory Authority - Securities Helpline for Seniors 1-844-574-3577 https://www.finra.org/investors/have-problem/helpline-seniors

FRAUD & SCAM PREVENTION

Office of the Iowa Attorney General

1-888-777-4590

https://www.iowaattorneygeneral.gov/for-consumers

Consumer Financial Protection Bureau

1-855-411-2372

https://www.consumerfinance.gov/consumer-tools/fraud

Charity Navigator monitors and rates charities for accountability & transparency, and posts consumer advisories on questionable and bogus charities. https://www.charitynavigator.org

GERIATRIC ASSESSMENT PROGRAMS Comprehensive medical & cognitive evaluations

Geriatric Assessment Program https://www.nebraskamed.com/geriatrics 402-559-9600 730 S. 38th Ave., Omaha. (Nebraska Medicine/University of Nebraska Medical Center)

Geriatric Assessment Clinic

(Methodist Physicians Clinic)

402-354-3152

8901 W. Dodge, #250, Omaha

https://bestcare.org/specialties/geriatrics-and-senior-services/geriatric-assessment-clinic

Geriatric Evaluation and Management Clinic (VA Medical Center) 402-930-7099 4101 Woolworth Ave., Omaha (*Serves persons referred by VA system medical providers only) * For info. about VA geriatrics services, contact: Norrie Ragland, RN, BSN 402-930-7623

GROCERY DELIVERY

Aldi 3135 Manawa Centre Dr. 1-855-955-2534

https://www.aldi.us/en/pickup-delivery/grocery-delivery/

Hy-Vee Supermarket "Aisles on Line" https://www.hy-vee.com/aisles-online

#10 Hy-Vee Dr. (712) 322-9260 2323 W. Broadway (712) 328-9792

Walmart Supercenter 1800 N. 16th St. 712-890-3914

https://www.walmart.com/cp/fulfillment-

options/1987240?povid=OMNISRV D i GLOBAL Nav ServicesNav EXT 1987240 SuperDepartment OrderO

nline Pickup&Delivery 1332399668

HANDICAP PARKING PERMITS

Driver's License Examining Station 1720 N. 16th St. 515-244-8725

https://iowadot.gov/mvd/driverslicense/driverslicense/dlsites/councilbluffs

HEALTH & FITNESS (Exercise/water exercise programs for older adults)

YMCA Healthy Living Center 714 S. Main St. https://metroymca.org/hlc-cb 712-323-5995

HOME CARE SERVICES: MEDICAL Skilled care nurses, nurse-aides and therapists (* Agencies in Omaha that also serve Pottawattamie County, IA)

Angels Care Home Health Care https://locations.angelscarehealth.com/ia/councilbluffs/angels-care-home-health-910.html		712-352-3640
Amakaa Quality Hama Cara *	https://www.amaleachamacamacama	402-884-1645
Amakes Quality Home Care *	https://www.amakeshomecare.com/	
Ambi's Home Health Care *	https://www.ambishomehealth.com/	402-934-3441
Amedysis Home Health Care * https://locations.amedisys.com/ne/oma	402-342-5566 are	
Aveanna Home Health Care https://www.aveanna.com/locations/32	0/council-bluffs-iowa-51503/	712-325-8989
CHI Health at Home *	https://www.chihealthathome.com/	402-898-8000
Hillcrest Home Care * https://ww	ww.hillcresthealth.com/project/home-care-omaha/	402-682-4808
Willingham Health Services *	http://www.willinghamhealth.com	402-505-9511

<u>HOME CARE SERVICES: NON-MEDICAL</u> Housekeeping, meals, companions, etc. (* Agencies in Omaha that also serve Pottawattamie County, IA)

Connections Area Agency on Aging https://www.connectionsaaa.org/healthy/senior_centers.html	1-800-432-9209
Beautiful Life Home Care * https://www.blifehomecare.com/ Home Instead Senior Care https://www.homeinstead.com/location/229/service-are Comfort Keepers https://www.comfortkeepers.com/offices/iowa/council-bluffs?utm_source=GMB&utm_m	712-256-5800
Right at Home * https://www.rightathome.net/omaha-metro	402-697-7536
Sunlight Senior Care * https://sunlightseniorcare.com/	402-421-1119
Touching Hearts at Home * https://www.touchinghearts.com/omaha/about-us/	402-804-2607
Way to Stay Home Care * https://waytostayhome.com/	402-557-0639

HOME SAFETY DEVICES

EMERGENCY RESPONSE SYSTEMS (All offer GPS technology)

FallCall Lite https://www.fallcall.com/Apps/FallCall-Lite

Life Alert http://lifealerthelp.com/default.aspx 1-800-852-3081 Lifeline Response System https://www.lifeline.com/ 1-855-681-5351 Life Station Medical Alert System https://www.lifestation.com 1-866-816-0215 Lively Medical Alert System https://www.lively.com/services-apps/urgent-response/ 1-866-829-4527 MediGuard USA https://mediguardusa.com/mobile-monitoring 402-891-9700 Medical Alert https://medicalalert.com 1-800-800-2537 One Call Medical Alert https://onecallmedicalalert.com/ 1-800-916-0138 Security Equipment, Inc. https://seisecurity.com/medical-alert/ 1-800-279-3667

HOME SENSORS

System of electronic sensors that attach to frequently-used household items (coffee pot, microwave, pill box, walker, refrigerator and bathroom door, etc.). Sensors send wireless messages (not images) to caregiver's smart phone/computer allowing them to track use of these objects and alerting them of a possible emergency. Sensors can also be placed on beds and chairs, and can be worn by the person to detect a fall.

Alarm.com Wellness https://alarm.com/wellness-independent-living 1-877-389-4033 Safe in Home https://www.safeinhome.com/ 1-855-476-6665

HOME/VEHICLE SPECIAL NEEDS MODIFICATION

Connections Area Agency on Aging, Solutions for Seniors 1-800-432-9209 (Provides financial assistance for home repair and home & vehicle accessibility modification) https://www.connectionsaaa.org/services/home-and-vehicle-repair-and-modification-program.html

Superior Van & Mobility 11147 Mockingbird Dr., Omaha. 1-855-934-7826

https://www.superiorvan.com/locations/omaha-ne

HOSPICE AND PALLIATIVE CARE SERVICES http://www.nationalhospicelocator.com Interactive directory of hospice and palliative care services in the United States On-line interactive comparison tool for all national Hospice providers from Medicare.Gov.

https://www.medicare.gov/hospicecompare

HOUSING: ASSISTED LIVING (# Dementia care unit * Lower income specific)

Amelia Senior Living 57 W. Ferndale Dr. 712-387-7205

https://tutera.com/location/amelia-senior-living/

Avoca Specialty Care Center 610 York Rd., Avoca 712-343-6398

https://www.careinitiatives.org/avoca-specialty-care

Bethany Heights 11 Elliott St. https://blhs.care/assisted-living/	712-328-8228		
Country House # 1831 E. Kanesville Blvd. https://countryhouse.net/locations/iowa/council-bluffs/council-bluffs-our-community/	712-322-4100		
Hansen House Assisted Living # 2331 Nash Blvd. https://hansenhouseassistedliving.com/council-bluffs/about.html	712-242-5734		
The Heritage at Fox Run # 3121 Macineery Dr. https://www.heritage-communities.com/communities/the-heritage-at-fox-run/	712-221-2448		
Oakland Manor Assisted Living 737 N. Highway St., Oakland https://mgmhealthcare.com/facility/oakland-manor/	712-482-6403		
Prairie Gate Senior Living Community # 16 Valley View Dr. https://www.preshomes.org/our-communities/prairie-gate	712-352-6600		
Primrose Retirement Community 1801 E. Kanesville Blvd. https://primroseretirement.com/council-bluffs-iowa-senior-care-communities/	712-352-1111		
Risen Son Christian Village # 3000 Risen Son Blvd. https://christianhorizonsliving.org/locations/risen-son-christian-village	712-214-7900		
The Rose of Council Bluffs * 2306 Sherwood Dr. https://evergreenredc.com/iowa-senior-assisted-living/the-rose-of-council-bluffs/	712-322-1000		
HOUSING: INDEPENDENT LIVING (* Subsidized rent or lower income specific)			
Bluffs Towers * 38 Pearl St. https://www.knudsonmanagement.com/bluffs-towers	712-328-2222		
Camelot Village * 1105 S. 3 rd St. https://rhf.org/camelot-village/	712-328-2525		
Bennett Building 405 W. Broadway https://www.knudsonmanagement.com/bennett-building	402-328-2222		
Dudley Court * 201 N. 25 th St. http://mhacb.org/dudley-court/	712-322-1491		
Graceview Courtyard * 1681 College Rd. https://immanuel.com/our-communities/council-bluffs/graceview-courtyard/home	712-201-5339		
Harmony Court 173 Bennett Ave. https://www.harmonycourt.com/	712-388-9000		
The Heritage at Fox Run 3121 Macineery Dr. https://www.heritage-communities.com/senior-living/ia/council-bluffs/fox-run/	712-221-2448		

Kanesville Heights http://www.kimballmgm		2310 Sherwood Dr.	402-331-6882
Linden Place *	25 S. Linden Ave.	https://www.seldin.com/lindenplace	402-681-3001
Maple Park *	3524 2 nd Ave. <u>htt</u>	ps://www.seldin.com/maplepark	712-322-8977
North Avenue Towe		103 North Ave.	712-323-0684
Prime Square Apar https://www.seldin.com		822 S. Main St.	712-435-5500
Prairie Gate Senior	Living Community s.org/our-communities/pr	16 Valley View Dr. <u>airie-gate</u>	712-352-6600
Primrose Retirement https://primroseretirement		1801 E. Kanesville Blvd. wa-senior-care-communities/	712-352-1111
Regal Towers *	505 S. 6 th St. <u>https:</u>	://www.mhacb.org/regal-tower	712-322-1491
Risen Son Christian Village 3000 Risen Son Blvd. https://christianhorizonsliving.org/locations/risen-son-christian-village			712-308-8145

LEGAL SERVICES

lowa State Bar Association https://www.iowabar.org/?pg=Find-A-LawyerHP (Helps you find an attorney by location and practice area.)

Legal Aid of Southwest Iowa 532 1st Ave. 1-800-532-1275 https://www.iowalegalaid.org/organization/iowa-legal-aid-southwest-iowa-regional-office#contact-tab

Downloadable forms:

Durable Power of Attorney for Health Care – Iowa https://www.iowalegalaid.org/resource/durable-power-of-attorney-for-health-care-dec

Living Will – Iowa https://www.iowalegalaid.org/resource/living-will-form-1

MEDICAL EQUIPMENT/ASSISTIVE DEVICES

Help Adult Services 8522 Park Dr. Omaha, NE 402-341-6559 (Loans medical equipment at no cost) https://www.helpequipment.org

Mobilis Inc. Home Medical Equipment 2701 W. Broadway St. 712-328-2288 http://www.mobilismed.com

MEDICAL INSURANCE

Social Security Administration 20 Arena Way, #1 https://www.ssa.gov	1-866-331-9094
Senior Health Insurance Information Program https://shiip.iowa.gov/	1-800-351-4664
Iowa Department of Health & Human Services https://hhs.iowa.gov/	1-800-972-2017
Veterans Administration	1-800-698-2411

https://www.va.gov/health-care/apply/application/introduction/

MEDICAL SERVICES

Immanuel Pathways PACE 1702 N. 16th St. 712-256-7284 https://immanuel.com/pathways-pace/immanuel-pathways-southwest-iowa

(**P**rogram of **A**ll-inclusive **C**are for the **E**lderly). Medical & dental services, medications, physical and occupational therapies, counseling and social services.

NURSING HOMES (# Facilities that have special care dementia units)

Avoca Specialty Care Center https://www.careinitiatives.org/avoca-specialty-center-	610 E. York St. (Avoca)	712-343-6398
Bethany Lutheran Home # https://www.blhs.care/bethany-lutheran-home/#	7 Elliott St. long-term-care	712-328-9500
Midlands Living Center https://www.midlandslivingcenter.com/	2452 N. Broadway	712-323-7135
Northcrest Living Center http://www.northcrestliving.com/	34 Northcrest Dr.	712-328-2333
Oakland Manor Nursing Home https://mgmhealthcare.com/facility/oakland-man	737 N. Highway St. (Oakland)	712-482-6403
Risen Son Christian Village https://christianhorizonsliving.org/locations/riser	3000 Risen Son Blvd. n-son-christian-village	712-308-8145
lowa Long Term Care Ombudsman https://hhs.iowa.gov/programs/programs-and-se	ervices/aging-services/ltcombudsman	1-866-468-7887

On-line Health Inspection Reports for all US nursing homes

https://www.medicare.gov/care-compare/?providerType=NursingHome&redirect=true

NUTRITION PROGRAMS: Home delivered meals and community meal sites

Connections Area Agency on Aging www.connectionsaaa.org/healthy 1-800-432-9209

Council Bluffs Congregate Meal Site	714 Main St.	712-323-5995
Carter Lake Congregate Meal Site	626 E. Locust St.	712-347-6102
Neola Congregate Meal Site	110 Fourth St.	712-485-2179
Oakland Congregate Meal Site	618 N Highway	712-482-3353

PRESCRIPTION MEDICATIONS

MEDICARE PRESCRIPTION DRUG PLANS

All Medicare beneficiaries qualify for optional coverage of some medication costs through plans offered by insurance companies. Plans vary according to premiums, co-payments, medications that will be covered and participating pharmacies.

For more information, call Connections Area Agency on Aging at 1-800-432-9209 or log on to Iowa Senior Health Insurance Information Program (SHIIP) at https://shiip.iowa.gov/

INTERNET (ON-LINE) PHARMACIES

The National Assn. of Boards of Pharmacy lists accredited US digital (on-line) pharmacies. https://nabp.pharmacy/programs/accreditations-inspections/digital-pharmacy/accredited-digital-pharmacies/

MEDICATION DISPENSING/REMINDER SYSTEMS (Locked, with reminder signals)

The Alzheimer's Store	https://www.alzstore.com/browse-alzstore-s/1898.htm	1-800-752-3238
ePill.com	https://www.epill.com/	1-800-549-0095

PATIENT ASSISTANCE PROGRAMS

Most pharmaceutical companies have Patient Assistance Programs that provide medications free of charge to physicians who apply on behalf of their lower-income patients. Contact your pharmacist for information, or go on line at Benefits Checkup https://www.benefitscheckup.org

PRESCRIPTION MEDICINES FOR UNINSURED OR UNDERINSURED PERSONS

Rx Outreach is a non-profit organization that provides affordable mail-order prescription and generic medications to persons in need. https://rxoutreach.org/ 1-888-796-1234

PRESCRIPTION MEDICINE DISCOUNT PROGRAMS

Discounts for local pharmacy and mail-ordered prescription medications.

Good Rx https://www.goodrx.com/ Single Care https://www.singlecare.com/ Cost Plus Drugs https://costplusdrugs.com/ Prescription Discount Program

1-877-321-2652 https://www.nacorx.org/home

RESPITE CARE

See "Home Care Non-Medical" In-home:

Institutional: Most Assisted Living Centers and Nursing Homes offer short-term respite care.

SOCIALIZATION AND RECREATION PROGRAMS

Connections Area Agency on Aginghttps://www.connectionsaaa.org/healthy/senior_centers.htmCarter Lake Senior Center626 E. Locust St. (Carter Lake)712-347-6102YMCA – Council Bluffs714 Main St.712-323-5995Neola Senior Center110 Fourth St. (Neola)712-485-2179Oakland Senior Center618 N Highway (Oakland)712-482-3353

TRANSPORTATION Portal-to-portal van service for elderly and disabled

Council Bluffs Special Transit Service 712-890-5296

https://www.councilbluffs-ia.gov/361/Special-Transit-Service-STS

GoGo https://gogograndparent.com 1-855-464-6872

Program to pre-arrange rides through Uber and Lyft and monitor status from pickup to drop off via text message and phone calls to older rider and family caregivers.

Angel Flight Central https://angelflightcentral.org 1-866-569-9464

Free flights on private aircraft for persons needing to access medical care not available within 125 miles of their home. Service is for those who cannot otherwise afford it, and covers a 10-state region in and around lowa.

VETERANS SERVICES

Pottawattamie County Veterans Affairs 623 6th Ave., Council Bluffs 712-328-5797 https://www.pottcounty-ia.gov/departments/veteran affairs/

MISCELLANEOUS

CARE TEAMS/CARE CALENDARS

On-line organizations that offer guidance to individuals and caregivers to organize and maintain a team of trusted friends to provide care, practical assistance and emotional support during an acute or chronic illness or disability. They provide on-line interactive calendars for helpers to sign up for specific duties.

Caring Bridge https://www.caringbridge.org/resources/how-to-form-a-care-team/

Alzheimer's Assn https://www.alz.org/help-support/caregiving/care-options/care-team-calendar

Lotsa Helping Hands
Caring Village
Care Calendar

https://lotsahelpinghands.com/
https://caringvillage.com/
https://www.carecalendar.org

COMMUNITY RESOURCE DIRECTORIES

Seniors Blue Book https://seniorsbluebook.com/local/nebraska-jowa

(Website and free published booklet listing local resources in Pottawattamie, Douglas, and Sarpy and

Counties.)

My Iowa Resource Directory https://iowa.myresourcedirectory.com/

Searchable website for services statewide

United Way "211" Information & Referral Hotline https://211iowa.org/ Dial: 211

MAIL/EMAIL/TELEPHONE MARKETING OPT-OUT - To reduce or stop these

Association of National Advertisers https://www.dmachoice.org/

Direct Mail.com "Do Not Mail" List https://www.directmail.com/mail preference/

National "Do Not Call" Registry https://www.donotcall.gov/

Commercial Email Opt-Out https://www.ims-dm.com/cgi/optoutemps.php

Form for a caregiver to opt out of commercial marketing lists for an impaired family member: https://www.ims-dm.com/cgi/dncc.php

NOMOROBO https://www.nomorobo.com/

Service that intercepts and answers phone calls from known scam robotic phone numbers. No charge for landlines, small monthly fee for mobile phones.

STORYWORTH https://welcome.storyworth.com/

Helps an older person create a book of their memories as a keepsake for their family.

US POSTAL SERVICE INFORMED DELIVERY

The US Postal Service will email digital images of mail scheduled to be delivered to you that day. It also allows you to track packages and re-schedule deliveries. Service is free and secure. Enrollment necessary. https://informeddelivery.usps.com/box/pages/intro/start.action

The Community Resource List for Older Adults and Caregivers is updated at least once annually and may be duplicated with proper acknowledgement.

You may download and print a copy of this and other patient education documents from the resources link on our Internet web site: https://www.nebraskamed.com/geriatrics/resources

Home Instead Center for Successful Aging Nebraska Medicine 730 S. 38th Ave., Omaha, Nebraska https://www.nebraskamed.com/geriatrics

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