
DIRECTORY OF RESOURCES

There are many agencies and organizations located throughout the country that can provide information and support to help you and your parents cope with the problems of aging. A number of these are listed in this Directory of Resources. Each listing includes the organization's name, address, telephone and fax numbers, Web site, a brief description of the organization, and the services and publications that are available.* These resources are alphabetized within the following categories:

- General
- Health
- Housing
- Financial
- Legal

Many of the listings are for national associations with local affiliates. They will be able to refer you to services in your community. When contacting any of these groups, you may want to ask for suggestions for additional local or national resources to help with your specific problem or question.

Web-based resources for caregivers are expanding rapidly with new Web sites coming online frequently. For caregivers with access to the Internet, the Web-based resources can save a lot of time and provide valuable information. Not all sites, however, contain quality information. Since new sites are emerging rapidly, check every week or so to make sure you haven't missed a Web site that meets your informational needs. Here are a few tips for finding good information and quality sites:

1. Remember that Web site addresses that end with ".com" are for-profit organizations. These sites often are established to sell a product or service and because of this commercial aspect, may not be the most reliable source of information. However, there are a number of high quality ".com" Web sites with good services and good information. Investigate the Web site thoroughly before you make a judgment. Sites ending with ".edu" are hosted by educational organizations, and those ending with ".org" are generally non-profit organizations. For objective information about benefits and entitlements, look for the ".gov" Web site indicating that it is government-related.

2. When using a search engine, some key words to enter to locate caregiving Web sites include:

- caregiving
- eldercare
- elders
- health
- seniors

If you are seeking information about a specific disease, enter that disease name into the search engine to find disease-specific information. Often there is a non-profit association that provides information about the disease and services available to those who have that disease or who are caregiving for someone who does. These Web sites may also provide up-to-date information about new and emerging treatment therapies.

3. Many Web sites request that you register in order to gain access to information they have available and most provide free registration. Before registering, it is a good idea to view their privacy policy in order to limit the amount of "junk" e-mail you receive as a result of registering.

* All information is accurate as of December, 2000. Check with each organization regarding membership fees and prices and availability of publications.

KEY TO RESOURCE LISTING

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<i>Name, Address, Telephone, Hours: (T)= Telephone, (F)=Fax, (TDD)= Telecommunications Device for the Deaf, (800 or 888)= Toll-free service. Hours are ET (Eastern), CT (Central), MT (Mountain), or PT (Pacific), Web site</i>		

GENERAL INFORMATION RESOURCES

AARP 601 E Street NW Washington, DC 20049 (T) 202-434-2277 <i>24-hour Member Assistance Hotline:</i> (800) 424-3410 www.aarp.org	Non-profit membership organization dedicated to the needs of people age 50 and older. Membership fee.	Services include free publications, mail order pharmacy, group health insurance, reports on legislative developments, and investment programs. Bimonthly magazine, <i>Modern Maturity</i> . Publications cover a wide range of topics on aging and related subjects. Ask for Caregiver Resources. The Web site has a caregiving section and offers information on consumer issues, and local AARP chapter services.
ADMINISTRATION ON AGING, INTERNET AND E-MAIL RESOURCES 330 Independence Avenue SW Washington, DC 20201 (T) 202-619-7501 <i>(National Aging Information Center)</i> (F) 202-260-1012 www.aoa.gov	This Web site lists numerous sites concerned with aging and related topics.	<i>Because We Care: A Guide for People Who Care</i> is an online resource guide for caregivers, and provides information and suggestions to make caregiving easier.
ADULT DAYCARE CENTERS <i>Check with County Office on Aging or Area Agency on Aging for centers in your area.</i>	Daycare centers with daily, weekly, or part-time schedules planned to fit the needs of the frail elderly, adults who are physically impaired, and/or those with dementia, confusion problems, and Alzheimer's disease.	Provide socialization, activities, and a variety of health, rehabilitative, and social services in a protective group setting. Adult daycare centers are offered in a variety of settings.

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>ALLIANCE FOR CHILDREN AND FAMILIES 11700 West Lake Park Drive Milwaukee, WI 53224 (T) 414-359-1040 (F) 414-359-1074 (800) 221-2681 <i>Also check local listings.</i> www.alliance1.org</p>	<p>National organization of non-profit service agencies offering assistance to individuals and families.</p>	<p>National toll-free service provides referrals to local Family Service Associations offering counseling, support groups, and assessments to individuals and families.</p>
<p>AMERICAN SELF-HELP CLEARINGHOUSE 100 East Hanover Avenue Cedar Knolls, NJ 07927 (T) 973-326-8853 (800) 367-6274 www.selfhelpgroups.org</p>	<p>Lists national and local self-help support groups for any type of illness, disability, bereavement, or other stressful conditions.</p>	<p>Will advise on local groups nearest to you. Can direct you to your state or county self-help clearinghouse, if available.</p>
<p>AMERICAN SOCIETY ON AGING 833 Market Street Suite 511 San Francisco, CA 94103-1824 (T) 415-974-9600 (F) 415-974-0300 (800) 537-9728 8:30 a.m.-5:00 p.m. PT, M-F www.asaging.org</p>	<p>Professional membership association of individuals and organizations working with and on behalf of older people. Membership fee.</p>	<p>Provides education and training events for professionals in aging. Publications for members and subscribers include <i>Aging Today</i>, <i>Generations</i>, and special interest newsletters. The Web site is linked to the National Alliance for Caregiving Web site and the <i>AXA Foundation Family Care Resource Connection</i>.</p>
<p>CATHOLIC CHARITIES, U.S.A. 1731 King Street Suite 200 Alexandria, VA 22314 (T) 703-549-1390 <i>Check local listings.</i> www.catholiccharitiesusa.org</p>	<p>Social service organization offering assistance to people of all ages with a broad range of social problems and needs.</p>	<p>Extensive services offered for older people include counseling, home-maker services, home health care, health clinics, emergency assistance, and shelter.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>CHILDREN OF AGING PARENTS (CAPS) 1609 Woodbourne Rd Suite 302A Levittown, PA 19057-1511 (T) 215-945-6900 (F) 215-945-8720 (800) 227-7294 www.careguide.net/careguide.cgi/caps/capshome.html</p>	<p>Assistance to caregivers of the elderly with reliable information and referrals, a network of support groups, and publications and programs that promote public awareness of the value and the needs of caregivers. Membership fee.</p>	<p>Extensive national information resource files. Publications on a variety of caregiver issues. <i>The Capsule</i>, bi-monthly newsletter for members. Telephone counseling.</p>
<p>ELDERCARE LOCATOR SERVICE 927 15th Street NW 6th Floor Washington, DC 20005 <i>Nationwide assistance directory:</i> (800) 677-1116 9:00 a.m.–8:00 p.m., ET, M-F</p>	<p>National guide to finding community assistance for seniors. Sponsored by the National Association of Area Agencies on Aging.</p>	<p>May be helpful, particularly for long-distance care. Referrals are made to local organizations offering services for the elderly. Give county, city, or ZIP code to help identify the nearest resource. (Caliber and accuracy of information can vary from area to area.)</p>
<p>EPISCOPAL SOCIETY FOR MINISTRY ON AGING PO Box 3065 Meridian, MS 39303 (T) 601-485-0311 www.esmanet.com</p>	<p>Agency of the Episcopal Church responsible for developing and supporting programs with and for older adults.</p>	<p>Services designed to meet the spiritual, physical, and mental needs of the elderly include a program to involve the homebound in community activities.</p>
<p>FAMILY CAREGIVER ALLIANCE 690 Market Street, Suite 600 San Francisco, CA 94104 (T) 415-434-3388 (F) 415-434-3508 www.caregiver.org</p>	<p>This organization helps families and caregivers of adults with brain disorders and diseases.</p>	<p>Many of the services described are California specific, but the publication section has excellent caregiver fact sheets. The Web site links to other useful Web sites.</p>
<p>JEWISH FAMILY AND CHILDREN'S SERVICES (JFCS) <i>No national office. Check local listings for JFCS offices in all major urban and suburban areas.</i> (T) 415-449-1244 www.jfcs.org</p>	<p>Comprehensive social service organizations that provide a full range of affordable services to people of all ages.</p>	<p>Many offices have Services for Older Persons (SFOP) offering the elderly and their families individual and family counseling, visitors, volunteer grandparent program, and professional care managers.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>NATIONAL ALLIANCE FOR CAREGIVING 4720 Montgomery Lane Suite 642 Bethesda, MD 20814 (T) 301-718-8444 www.caregiving.org</p>	<p>A national resource center on family caregiving.</p>	<p>Research, national programs to support family caregivers and increase public awareness of caregiver issues. <i>AXA Foundation Family Care Resource Connection</i> listing professionally rated resources for caregiver.</p>
<p>NATIONAL ASSOCIATION FOR HOME CARE 228 7th Street SE Washington, DC 20003 (T) 202-547-7424 (F) 202-547-3540 www.nahc.org</p>	<p>National organization representing home care agencies and aide organizations and hospice providers who provide in-home health and supportive services.</p>	<p>Offers consumer's guide to choosing home care provider. Also hospice and home care agency national locator.</p>
<p>NATIONAL ASSOCIATION OF PROFESSIONAL GERIATRIC CARE MANAGERS 1604 North Country Club Road Tucson, AZ 85716 (T) 520-881-8008 (F) 520-325-7925 8:00 a.m.-5:00 p.m., MT, M-F www.caremanager.org</p>	<p>Association of private practitioners who arrange and oversee health and social services for elderly and disabled clients. Publishes a directory of care managers, available for a fee.</p>	<p>Directory of care managers is available for a fee.</p>
<p>NATIONAL COMMITTEE FOR THE PREVENTION OF ELDER ABUSE 119 Belmont Street Worcester, MA 01605 (T) 508-793-6166 (F) 508-793-6906 www.preventelderabuse.org</p>	<p>Non-profit organization promoting understanding of the problem and the development of services to protect older people and disabled adults from abuse and neglect through outreach, research, advocacy, and training.</p>	<p>Publishes the <i>Journal of Elder Abuse and Neglect</i>, assists in forming affiliate groups and developing elder abuse prevention programs, and provides information to the public and referrals to local groups.</p>
<p>NATIONAL CONSUMER LEAGUE 1701 K Street NW Suite 1200 Washington, DC 20006 (T) 202-835-3323 (F) 202-835-0747 <i>National Fraud Information Center:</i> (800) 876-7060 www.NCLnet.org</p>	<p>Private non-profit group that promotes consumer education and government and industry awareness of consumer issues.</p>	<p>Offers publications on subjects such as energy, food and drug safety, cost of medical care, and consumer and telecommunications fraud. Ask for publication list, with prices and ordering information.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>NATIONAL COUNCIL OF SENIOR CITIZENS 8403 Colesville Road, Suite 1200 Silver Spring, MD 20910-3314 (T) 301-578-8800 (F) 301-578-8999 www.ncscinc.org</p>	<p>Educational and action organization of senior citizens' groups. Supports the preservation of Medicare and Social Security and a national health plan that includes long-term care. Membership fee.</p>	<p>Sponsors rallies, workshops, and leader training; provides speakers; maintains library of materials on senior issues. Monthly <i>Retirement Newsletter</i> and <i>Senior Citizens News</i> are free to members.</p>
<p>NATIONAL COUNCIL ON THE AGING, INC. 409 Third Street SW, Suite 200 Washington, DC 20024 (T) 202-479-1200 (F) 202-479-0735 (800) 424-9046 9:00 a.m.-5:00 p.m., ET, M-F www.ncoa.org</p>	<p>A private, non-profit organization made up of professionals, volunteers, and organizations that work to make life better for older Americans and their families. The mission is to enhance opportunities for older persons and their families.</p>	<p>The Council's affiliate, The National Institute of Senior Centers and National Adult Day Services Association, has information about senior centers and adult day-care programs on a national basis. A list of publications and resources on health, caregiving, employment and aging is available.</p>
<p>NATIONAL FAMILY CAREGIVERS ASSOCIATION 10400 Connecticut Avenue Suite 500 Kensington, MD 20895-3944 (800) 896-3650 www.NFCACARES.org</p>	<p>A national organization that provides information, education, and advocacy for the caregiver community. Membership fee for organizations. No fee for family caregivers.</p>	<p>Offers a toll-free caregiver Helpline and quarterly membership newsletter</p>
<p>OLDER WOMEN'S LEAGUE (OWL) 666 11th Street NW, Suite 700 Washington, DC 20001 (T) 202-783-6686 (800) 825-3695 www.owl-national.org</p>	<p>Advocacy and educational association of individuals and organizations focusing on issues of concern to midlife and older women, including health care, social security, violence, and housing. Membership fee.</p>	<p>Provides legislative advocacy, model state bills, research and reports, publications, and tapes on older women's issues, and a quarterly newsletter, <i>The OWL Observer</i>. Publication list available.</p>
<p>SENIOR CENTERS <i>County Office on Aging or Area Agency on Aging can provide a list of senior centers in your area.</i></p>	<p>Neighborhood centers that offer a variety of services and programs. Senior centers are for the healthy elderly.</p>	<p>Offers companionship, recreational, and educational activities. Some offer a hot lunch, social services, and other activities and services.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>STATE DEPARTMENT OF AGING <i>Located in each state capital. Listed in the telephone book in Human Services section under Social Services or County Services. The social service department of a local hospital may also have the telephone number.</i></p>	<p>Offers information on state and county services as well as state entitlements for the elderly.</p>	<p>Area Agency on Aging or County Office on Aging Services (name varies by county) administer all government services for the elderly including case management, counseling, chore services, transportation, and referrals to meals-on-wheels, telephone reassurance.</p>
<p>U.S. DEPARTMENT OF VETERANS' AFFAIRS (VETERANS' ADMINISTRATION, VA) <i>Check local listings, VA office.</i> (TDD) (800) 829-4833, for hearing impaired, based in the Chicago VA Regional Office, available 8:00 a.m.-4:00 p.m., CT, M-F (800) 827-1000 www.va.gov</p>	<p>The VA has a comprehensive system of veterans' assistance and care. It provides benefits through three VA departments: Veterans Benefits, Memorial Affairs, and Medicine and Surgery.</p>	<p>Benefits for eligible veterans include nursing home care; outpatient services such as dental, prosthetic appliances and eyeglasses, and alcohol and drug dependency treatment; burial and death benefits; disability benefits; and pensions. VA hospitals offer extensive care and treatment, pharmacies, and social services.</p>
<p>VISITING NURSE ASSOCIATION OF AMERICA (VNA) 11 Beacon Street, Suite 910 Boston, MA 02108 (888) 866-8773 (F) 617-227-4843 8:00 a.m. to 5:00 p.m. ET www.vnaa.org</p>	<p>The national organization of local VNAs, community-based non-profit home health care providers.</p>	<p>National Toll-free referral line provides callers with information about the nearest Visiting Nurse agency in their area. VNA services include nursing, physical, occupational and speech therapy, medical social services, high-tech home interventions, case management, personal care, adult day care, respite care, hospice, nutritional counseling and meals on wheels.</p>
<p><i>In addition to the organizations listed above, the following general caregiving resources are available solely on the Internet.</i></p>		
<p>WWW.CAREGIVER.ORG</p>	<p>This Web site is sponsored by the Family Caregiver Alliance.</p>	<p>Contains general caregiving information and specific information important to families and caregivers of adults with Alzheimer's Disease and other brain disorders.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>CAREGIVER SURVIVAL RESOURCES www.caregiver911.com</p>	<p>A resource center for caregivers developed by Jim and Merlene Sherman, who have worked for many years with caregivers and professionals serving the elderly.</p>	<p>The Web site links with numerous useful caregiving resources on the Internet; lists resources for finding help locally, regionally, and nationally; provides responses to frequently asked questions; lists recommended reading including books by Jim Sherman in The Caregiver Survival Series.</p>
<p>WWW.CAREGUIDE.COM</p>	<p>Careguide offers an Elder Care Resource Center to assist caregivers with decision-making.</p>	<p>Visitors will find a directory of resources as well as an online bookstore.</p>
<p>WWW.CARESCOUT.COM</p>	<p>Designed specifically for those seeking information about available services and long-term care.</p>	<p>There is a data base of services that have been reviewed for quality. Information on quality ratings and vacancies in nursing homes is available on this Web site. Includes an assessment inventory to help identify the needs of an elder.</p>
<p>WWW.CARETHERE.COM</p>	<p>This Web site is up-dated daily with news and events.</p>	<p>Features online record-keeping tools, a “mall” with gift selections, and a system of communication for family members involved in caregiving.</p>
<p>WWW.ELDERWEB.COM</p>	<p>Through a well-organized directory, this Web site provides access to a large variety of eldercare resources available on the Web.</p>	<p>Although this Web site contains a good deal of information about caregiving, it has a special niche in the area of financial planning and financing care as well as a range of practical information helpful to caregivers and elders themselves.</p>
<p>EMOTIONAL SUPPORT GUIDE www.frii.com/geomanda/endo/ supportguide.html</p>	<p>This guide to “Internet Resources for Physical Loss, Chronic Illness, and Bereavement” includes caregiver information.</p>	<p>The chronic illness resources section describes supportive Internet resources about Alzheimer’s disease, arthritis, cancer, diabetes, Parkinson’s disease, and stroke.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
WWW.EXTENDED CARE.COM	This Web site contains an archive of data about aging, health and wellness, (Senior Health Library and Informed Living) and an opportunity to e-mail questions to a geriatric physician.	Visitors can also take a “virtual” tour of facilities and search for providers of services online.
WWW.LIVING STRATEGIES.COM	The Living Strategies Web site provides an opportunity for enhanced online case management services.	Provides a network of geriatric case management professionals for a fee.
WWW.SENIOR-DIRECTIONS.COM	A Web site with links to information about housing, homecare, financing long-term care, retirement planning, professional resources and assessing needs.	Specific questions about caregiving will be answered by e-mail.
WWW.THIRD AGE.COM	This is an award-winning Web site that is designed to serve seniors and those who care about them.	The caregiving section includes guides for making decisions, fact sheets on services, eldercare resources and helpful links.
WWW.WEBOFCARE.COM	On this Web site, visitors can gain access to a library of caregiving skills and get information about different caregiving situations.	The Web site also includes links, news and resources.

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>ALZHEIMER'S ASSOCIATION 919 North Michigan Avenue Suite 1100 Chicago, IL 60611-1676 (T) 312-335-8700 (F) 312-335-1110 (TDD) 312-335-8882 <i>Information Helpline:</i> (800) 272-3900 8:30 a.m.-5:00 p.m., CT, M-F www.alz.org</p>	<p>Voluntary organization offering supportive services to patients and families who are coping with Alzheimer's Disease (AD) or related disorders.</p>	<p>24-hour toll-free hotline for information on local support groups, community resources, and practical suggestions. Educational materials on patient care, research updates, diagnosis, and social services. Ask for brochure, <i>Just the Facts</i>. The Web site includes a listing of local chapters, and online versions of brochures.</p>
<p>AMERICAN ACADEMY OF OPHTHALMOLOGY, NATIONAL EYE CARE PROJECT P.O. Box 7424 San Francisco, CA 94120 (T) 415-561-8500 <i>National Eye Care Project Helpline:</i> (800) 222-3937 8:00 a.m.-5:00 p.m., PT, M-F www.eyenet.org</p>	<p>Professional organization supporting research on diseases of the eye. Offers continuing education programs for its members and information to the general public on the prevention and treatment of eye problems.</p>	<p>Project offers referrals (by mail) for medical eye care from a practicing ophthalmologist at no cost to U.S. citizens and legal residents, 65 or older, who have no access to a personal eye doctor, are on fixed incomes, and have difficulty paying for eye care. (Program does not pay for glasses.)</p>
<p>AMERICAN CANCER SOCIETY (ACS) 1599 Clifton Road NE Atlanta, GA 30329 (T) 404-320-3333 <i>Information Service:</i> (800) 227-2345 24 hours/7 days a week www.cancer.org</p>	<p>National voluntary health organization. Local ACS units sponsor a wide range of services for patients and their families.</p>	<p>Offers referrals to state and local groups for information on self-help groups, transportation programs, and limited financial aid. Programs for specific cancers offer help such as a registry of professionals, educational materials, and rehabilitation services. Free publications and general information about cancer.</p>
<p>AMERICAN DENTAL ASSOCIATION (DIVISION OF COMMUNICATIONS) 211 East Chicago Ave. Chicago, IL 60611 (T) 312-440-2593 (F) 312-440-2800 www.ada.org</p>	<p>Professional organization that works to improve the dental health of the public. Its members are encouraged to participate in community outreach programs.</p>	<p>Gives referrals to state dental associations and dental schools which offer a number of free or low-cost services for older people who meet economic criteria. Free publications on tooth decay, dentures, smoking, diet, and mouth care.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>AMERICAN DIABETES ASSOCIATION (ADA) 1701 Beauregard Street Alexandria, VA 22311 (T) 703-549-1500 <i>Patient Information Line:</i> (800) 232-3472 8:30 a.m.-5:00 p.m., ET, M-F www.diabetes.org</p>	<p>Voluntary organization established to prevent and cure diabetes and improve the lives of all people effected with diabetes.</p>	<p>Toll-free service offers information on diabetes. Local ADA chapters sponsor screening programs and offer information, support, and referral to community agencies. Monthly publication, <i>Diabetes Forecasts</i> to members free of charge. Request the <i>Healthy Living Catalog</i>. (Membership - \$28.00 per year)</p>
<p>AMERICAN FOUNDATION FOR FOR THE BLIND 11 Penn Plaza, Suite 300 New York, NY 10001 (T) 212-502-7600 <i>Information Hotline:</i> (800) 232-5463 10:00 a.m.-12:00 p.m., 2:00- 4:00 p.m., ET, M-F www.afb.org</p>	<p>National non-profit organization that advocates, develops, and provides programs and services to help people who are blind or visually impaired achieve independence.</p>	<p>Toll-free hotline offers information on visual impairment and blindness and answers questions about the services of the Foundation. Publications available for a charge.</p>
<p>AMERICAN HEART ASSOCIATION 7272 Greenville Avenue Dallas, TX 75231-4596 <i>24-hour Information Service:</i> (800) AHA-USA1 www.americanheart.org</p>	<p>National voluntary health organization dedicated to reduction of disability and death due to cardiovascular disease and stroke. State and local affiliates in the U.S. and Puerto Rico.</p>	<p>Public education programs teach about the risk of heart disease and stroke. Toll-free service connects caller with state affiliate for local information and to order educational materials.</p>
<p>AMERICAN STROKE ASSOCIATION 7272 Greenville Avenue Dallas, TX 75231-4596 (T) 214-706-5231 <i>24-hour Information Service:</i> (888) 4-STROKE www.strokeassociation.org</p>	<p>Links stroke survivors, their families, and the professionals who serve them by providing a forum for sharing knowledge and experiences related to living with a stroke.</p>	<p>Provides information on strokes, referrals to stroke support groups, and assistance to those who wish to start one. Publishes the <i>Stroke Connection</i> magazine (subscription is \$12.00 per year). Information service staffed by stroke survivors.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>AMERICAN PARKINSON DISEASE ASSOCIATION, INC. 1250 Hylan Boulevard Suite 4B Staten Island, NY 10305 (T) 718-981-8001 (F) 718-981-4399 <i>Information Hotline:</i> (800) 223-2732 9:00 a.m.-5:00 p.m., ET, M-F www.apdaparkinson.org</p>	<p>Voluntary organization that funds research, educates the public, and offers assistance to patients and their families.</p>	<p>Toll-free number refers people to local chapters around the country that provide information about community services, doctors experienced in treating Parkinson's disease, and up-to-date treatment methods. Request a list of their publications.</p>
<p>AMERICAN PODIATRIC MEDICAL ASSOCIATION 9312 Old Georgetown Road Bethesda, MD 20814-1698 (T) 301-581-9200 <i>24-hour Information Service:</i> (800) 366-8227 www.apma.org</p>	<p>Professional society of podiatrists that offers continuing education to its members and works to create a greater public awareness of the benefits of good foot care.</p>	<p>Toll-free service offers information on foot care and catalog of publications. Single brochure copies free to individuals.</p>
<p>AMERICAN PSYCHIATRIC ASSOCIATION 1400 K Street NW Washington, DC 20005 (T) 202-682-6000 (F) 202-682-6850 (888) 357-7924 www.psych.org</p>	<p>A professional society of psychiatrists that supports research to improve the diagnosis, treatment, and rehabilitation of people with mental or emotional illness, and offers continuing education programs for psychiatrists.</p>	<p>The Association's Council on Aging evaluates psychiatric care for older patients and offers training programs in geriatric psychiatry. Individuals may contact the association to locate a district office in proximity to caller who can make local referrals.</p>
<p>ARTHRITIS FOUNDATION 1330 West Peach Tree Street Atlanta, GA 30309 <i>24-hour Information Service:</i> (800) 283-7800 www.arthritis.org</p>	<p>Nationwide non-profit, voluntary organization whose mission is to prevent, control and cure arthritis.</p>	<p>Toll-free service offers referrals to local chapters, which provide general information and referral services for help, programs, and support groups. More than 100 brochures and other resources are available free or at minimal cost. The Arthritis Answers Line promotes events and training.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>BETTER HEARING INSTITUTE 515 King Street, Suite 420 Alexandria, VA 22314 (T) 703-684-3391 (TDD) 703-684-3391 <i>Hearing Helpline:</i> (800) 327-9355 9:00 a.m.-5:00 p.m., ET, M-F www.betterhearing.org</p>	<p>Non-profit educational organization that provides the public with information on hearing loss and encourages the use of available resources and assistance.</p>	<p>Toll-free helpline provides information on hearing loss and hearing help. Offers national public educational programs on hearing loss and available medical, surgical, hearing aid, and rehabilitative assistance.</p>
<p>CANCER CARE, INC. National Office 275 7th Avenue New York, NY 10001 (T) 212-302-2400 (800) 813-HOPE (4673) www.cancercare.org</p>	<p>Non-profit organization provides free professional help to people with all cancers through counseling, education, information and referral, and direct financial assistance</p>	<p>Online services include <i>The Helping Hand: A Resource Guide for People with Cancer</i> as well as online support groups and a referral service to find resources in your community.</p>
<p>LIGHTHOUSE INTERNATIONAL 111 East 59th Street New York, NY 10022-1202 (T) 212-821-9200 (800) 829-0500 (TDD) 212-821-9713 www.lighthouse.org</p>	<p>A leading resource worldwide on vision impairment and vision rehabilitation.</p>	<p>Programs for the visually impaired. Newsletter available on Web site.</p>
<p>MATURE SMART 1050 Crown Pointe Parkway Suite 1700 Atlanta, GA 30338 (800) 720-6278 www.maturesmart.com</p>	<p>This is the Web site of a mail order company, offering products and aids for daily living.</p>	<p>This Web site offers self-help devices for older people. Catalogue available.</p>
<p>MEDIC ALERT FOUNDATION P.O. Box 1009 Turlock, CA 95381-1009 (T) 209-669-2403 (F) 209-669-2450 (888) 633-4298 <i>24-hour Information Service:</i> (800) 432-5378 www.medicalert.org</p>	<p>Worldwide non-profit organization dedicated to providing personal medical information to protect and save lives.</p>	<p>Provides information and publications about this emergency medical identification (ID) system for persons with medical problems not readily apparent, such as allergies, diabetes, or epilepsy. Provides ID bracelet or necklace, wallet card, and a 24-hour collect answering service (to be called only by emergency personnel).</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>MEDICARE <i>Offices located nationwide. Check white or blue pages of local telephone directory. Automated Information Service:</i> (800) 638-6833 (800) MEDICARE 7:30 a.m.-4:30 p.m., ET, M-F www.medicare.gov</p>	<p>This agency, under the Health Care Financing Administration of the United States Department of Health and Human Services, operates the national health care system for older and disabled citizens.</p>	<p>Information service provides general information, answers to questions on eligibility and enrollment, and referrals to local offices. (<i>See also, Social Security Administration.</i>)</p>
<p>MEDICARE RIGHTS CENTER 1460 Broadway New York, NY 10036 (T) 212-869-3850 <i>National Medicare HMO Appeals Hotline</i> (888) HMO-9050 M-TH 12:00 p.m. - 2:00 p.m. ET www.medicarerights.org</p>	<p>Helps caregivers understand health-care coverage and options.</p>	<p>Numerous publications available for a fee include <i>Medicare Basics</i>.</p>
<p>NATIONAL ASSOCIATION FOR CONTINENCE (NAFC) P.O. Box 8310 Spartanburg, SC 29305 (F) 864-579-7902 <i>Information Service:</i> (800) 252-3337 8:00 a.m.-5:00 p.m., ET, M-F www.nafc.org</p>	<p>A patient advocacy group that works to educate the public and health professionals about the prevalence, diagnosis, and treatment of urinary incontinence.</p>	<p>Clearinghouse for information and resources for people with bladder and bowel control problems. Provides listings of specialized physicians, makes referrals to other sources of information, and distributes publications. List of information available. List of health professionals by state available.</p>
<p>NATIONAL ASSOCIATION FOR THE VISUALLY HANDICAPPED 22 West 21st Street 6th Floor New York, NY 10010 (T) 212-889-3141 (F) 212-727-2931 www.navh.org</p>	<p>Non-profit membership organization serving the partially-seeing population.</p>	<p>Publishes a visual aids catalog. Offers a by-mail, large-print lending library of 7,000 titles, free to members, suggested charge for non-members.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>NATIONAL HOSPICE AND PALLIATIVE CARE ORGANIZATION (NHPCO) 1700 Diagonal Road, Suite 300 Alexandria, VA 22314 (T) 703-516-4928 (F) 703-525-5762 <i>Quick-Referral Resource Helpline:</i> (800) 658-8898 8:30 a.m.-5:30 p.m., ET, M-F www.hospiceinfo.org www.nhpc.org</p>	<p>Promotes quality care for terminally ill patients and provides information about hospice services available in the United States.</p>	<p>Individuals can contact NHPCO to learn about hospice services in their area and the different types of hospice programs that are available. List of publications includes: <i>Hospice Care: A Consumer's Guide to Selecting a Hospice</i>, <i>Communicating Your End of Life Wishes</i>, and <i>Hospice Care and the Medicare Hospice Benefit</i>.</p>
<p>NATIONAL REGISTER OF HEALTH SERVICE PROVIDERS IN PSYCHOLOGY 1120 G Street NW, Suite 330 Washington, DC 20005 (T) 202-783-7663 (F) 202-347-0550 www.nationalregister.org</p>	<p>Maintains listings of psychologists. The register is recommended by the American Psychological Association.</p>	<p>Provides listings of psychologists by geographic area and by specific services required.</p>
<p>NATIONAL STROKE ASSOCIATION 9707 East Easter Lane Englewood, CO 80112-3747 (T) 303-649-9299 (F) 303-649-1328 <i>Information Service:</i> (800) 787-6537 (24-hour voice-mail) staffed 8:00 a.m.-4:30 p.m. (M-Th), 8:00 a.m.-4:00 p.m. (F), MT. www.stroke.org</p>	<p>Provides information to the public and health professionals and offers supportive services to stroke survivors and their families.</p>	<p>Materials on the prevention, detection, and treatment of strokes and information about aftercare centers and rehabilitation. Self-help services for recovering stroke survivors and guidance for starting support groups. List of publications includes items on prevention, acute care, survivor/caregiver resources, <i>Be Stroke Smart</i> Series, and professional educational materials. Charge for some publications.</p>
<p>ONCOLINK, THE UNIVERSITY OF PENNSYLVANIA CANCER CENTER RESOURCE www.oncolink.upenn.edu</p>	<p>This Web site has several sections with many items of general caregiving interest.</p>	<p>Section for psychosocial support and personal experiences with a number of resources for caregivers, including a caregiver education course and pointers for caring for the caregiver.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>PARKINSON'S DISEASE FOUNDATION William Black Medical Building Columbia-Presbyterian Medical Center 710 West 168th Street New York, NY 10032-9982 (T) 212-923-4700 <i>Information Service:</i> (800) 457-6676 9:00 a.m.-5:00 p.m., ET, M-F www.pdf.org</p>	<p>Non-profit organization with the goal of seeking the cause of and cure for Parkinson's disease and related disorders through research.</p>	<p>Offers information on the disease and how to live with it through publications, counseling, advocacy, and referrals to physicians and support groups. Educational materials provided without charge.</p>
<p>PREVENT BLINDNESS AMERICA 500 East Remington Road Suite 200 Schaumburg, IL 60173 (T) 847-843-2020 <i>Information Service:</i> (800) 331-2020 8:30 a.m.-5:00 p.m., CT, M-F www.preventblindness.org</p>	<p>Works to preserve sight and prevent blindness by sponsoring community services, public and professional education programs, and research.</p>	<p>Free information on eye health and safety topics, and referral to state affiliates offering community services such as eye exams, screening for glaucoma and cataracts, and self-help groups. Available publications catalog includes the brochure <i>Growing Older with Good Vision</i>.</p>
<p>SELF-HELP FOR HARD OF HEARING PEOPLE, INC. (SHHH) 7910 Woodmont Avenue, Ste 1200 Bethesda, MD 20814 (T) 301-657-2248 (F) 301-913-9413 (TDD) 301-657-2249 www.shhh.org</p>	<p>Non-profit educational organization concerned with the welfare and interests of people with hearing impairments. Membership fee.</p>	<p>Local chapters offer hearing impaired people support, encouragement, and information about community resources. Special programs for older people offer information about coping with hearing problems, hearing aids, and ways to communicate effectively. Publication list available. Fees for non-members.</p>
<p>SIMON FOUNDATION FOR CONTINENCE Box 835-F Wilmette, IL 60091 (T) 847-864-3913 (F) 847-864-9758 <i>Information Service:</i> (800) 237-4666 9:00 a.m.-5:00 p.m., CT, M-F www.simonfoundation.org</p>	<p>A non-profit educational organization that fosters awareness, research, and education on urinary and bowel incontinence among health professionals and provides information to the general public. Membership fee.</p>	<p>Distributes information and offers assistance and support to people suffering from incontinence. Helps organize self-help groups. Publications include quarterly newsletter, <i>The Informer</i>; the book, <i>Managing Incontinence: A Guide to Living With the Loss of Bladder Control</i>, and videos. Charge for publications.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>WELL SPOUSE FOUNDATION 30 East 40th Street, PH New York, NY 10016 (T) 212-685-8815 (F) 212-685-8676 (800) 838-0879 www.wellspouse.org</p>	<p>Non-profit organization providing support and information to well partners of the chronically ill and/or disabled and educating professionals and the public about the needs of spousal caregivers. Membership fee.</p>	<p>Provides networking, local self-help support groups, bi-monthly newsletter, and round-robin letters.</p>

HOUSING INFORMATION RESOURCES

<p>AMERICAN ASSOCIATION OF HOMES AND SERVICES FOR THE AGING 901 E Street NW, Suite 500 Washington, DC 20004-2037 (T) 202-783-2242 www.aahsa.org</p>	<p>National association of over 5,000 non-profit homes, housing, health-related facilities, and community service organizations providing services primarily to the elderly.</p>	<p>Publishes free brochures on how to choose a nursing home or assisted-living facility, a directory of continuing-care retirement communities, and information on long-term care insurance. Offers a facilities accreditation service (<i>see following entry</i>).</p>
<p>CONTINUING CARE ACCREDITATION COMMISSION (CCAC) 901 E Street NW, Suite 500 Washington, DC 20004 (T) 202-783-7286 (F) 202-783-2255 www.ccaonline.org</p>	<p>A service of the American Association of Homes and Services for the Aging established in 1985, it is the nation's only accrediting commission for non-profit and for-profit continuing-care retirement communities.</p>	<p>Provides lists of accredited housing by area. You may also confirm whether a community you are considering is accredited. Ask for the brochure, <i>Selecting a Continuing Care Retirement Community</i>.</p>
<p>HEMOCARE ON-LINE 228 Seventh Street SE Washington, DC 20003 (T) 202-547-7424 (F) 202-547-3540 www.nahc.org</p>	<p>Web site of the National Association for Home Care (NAHC) provides information on home and hospice care.</p>	<p>Provides information from their consumer guide, <i>How to Choose a Home Care Provider: A Consumer's Guide</i>. Includes a Home and Hospice care agency locator.</p>
<p>NATIONAL CITIZENS' COALITION FOR NURSING HOME REFORM 1424 16th Street NW, Suite 202 Washington, DC 20036 (T) 202-332-2275 (F) 202-332-2949 www.nccnhr.org</p>	<p>National organization monitoring long-term care facilities and promoting "positive care planning" approaches.</p>	<p>National clearinghouse for information on choosing a nursing home. Provides referral to the Ombudsman's office in your parents' state (to deal with unresolved complaints about long-term care facilities).</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>NATIONAL COUNCIL OF SENIOR CITIZENS 8403 Colesville Road Suite 1200 Silver Spring, MD 20910 (T) 301-578-8800 (F) 301-578-8999 www.ncscinc.org</p>	<p>Information and referral center for consumers of long-term care services. The National Council of Senior Citizens sponsors or co-sponsors senior housing in 11 states.</p>	<p>Offers information on nursing homes, alternative community services, and how to select a nursing home.</p>
<p>SENIOR SITES www.seniorsites.com</p>	<p>This Web site provides a listing of non-profit senior housing, assisted living facilities, and retirement communities that are members of the American Association of Homes and Services for the Aging.</p>	<p>Housing options and levels of care are described, and the directory for over 5,000 communities is searchable by state and by county.</p>

FINANCIAL INFORMATION RESOURCES

<p>THE AMERICAN COUNCIL OF LIFE INSURERS (ACLI) 1001 Pennsylvania Avenue NW Washington, DC 20004 (T) 202-624-2000 www.acli.com</p>	<p>A national organization of life insurance companies.</p>	<p><i>Long-Term Care Insurance: A Choice You Can Afford, and What You Should Know About Buying Life Insurance</i> available on Web site or send a self-addressed, stamped envelope for brochure.</p>
<p>HEALTH CARE FINANCING ADMINISTRATION (HCFA) www.hcfa.gov</p>	<p>This is a government agency Web site.</p>	<p>This Web site provides benefit information about Medicare and Medicaid programs, access to consumer publications and forms, e-mail access to customer service, and local contacts.</p>
<p>HEALTH INSURANCE ASSOCIATION OF AMERICA 1201 F Street NW, 5th Floor Washington, DC 20004 (T) 202-824-1849 www.hiaa.org</p>	<p>Offers information on all aspects of health and disability insurance.</p>	<p>Provides information about health insurance issues including continuation of group medical benefits, major medical, Medicare supplements, and long-term care insurance. Publications available on the Web site or by mail include <i>A Consumer's Guide to Long-Term Care Insurance</i>.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>FINANCIAL PLANNING ASSOCIATION 3801 East Florida Avenue Suite 708 Denver, CO 80210 <i>Consumer Line:</i> (800) 282-7526 8:00 a.m.-5:00 p.m., MT, M-F www.fpanet.org</p>	<p>National association of certified financial planning professionals.</p>	<p>PlannerSearch, an online consumer service program, helps individuals find Certified Financial Planners in their area. Ask for a copy of their brochure <i>How a Financial Planner Can Help You and How to Choose the Right One</i>.</p>
<p>NATIONAL ASSOCIATION OF PERSONAL FINANCIAL ADVISORS 355 West Dundee Road Buffalo Grove, IL 60089 (T) 847-537-7722 (F) 847-537-7740 (888) FEE-ONLY www.napfa.org</p>	<p>Non-profit association of professionals who provide financial planning services on a fee-for-service basis, and do not receive commissions or other compensation from the implementation of their investment recommendations to clients.</p>	<p>Consumers receive a list of fee-only planners in their area plus <i>Financial Planner Interview: How to Choose a Financial Planner and Tough Questions to Ask</i>.</p>
<p>NATIONAL INSURANCE CONSUMER HELPLINE (NICH) (800) 942-4242 8:00 a.m.-8:00 p.m., ET, M-F</p>	<p>A toll-free consumer information telephone service sponsored by major insurance industry trade associations representing life, health, and home and auto (property-casualty) insurance companies.</p>	<p>Answers a wide range of questions about insurance matters, refers complaints to appropriate sources, and sends consumer brochures. Topics include how to choose an agent or broker, how to select an insurance company, and the various kinds of coverage available.</p>
<p>SOCIAL SECURITY ADMINISTRATION (SSA) Office of Public Inquiries 6401 Security Blvd. Baltimore, MD 21235 (T) 410-965-1234 8:00 a.m.-5:00 p.m., ET, M-F <i>24-hour automated service:</i> (800) 772-1213 www.ssa.gov</p>	<p>The federal agency that operates the national retirement system provides information on Social Security coverage, earnings records, claims eligibility and adjustments, and Medicare and Medicaid.</p>	<p>Provides an estimate of benefits upon request. The SSI (Supplemental Security Income) program provides additional payments to older persons already receiving public assistance. Web site has an index to benefit information, an online edition of the U.S. Social Security Handbook on Benefits and Policies, reports to Congress, statistics, legislation and some online SSA documents.</p>

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>SOCIETY OF FINANCIAL SERVICE PROFESSIONALS 270 S. Bryn Mawr Avenue Bryn Mawr, PA 19010 DC 20004 <i>Consumer Referral Service</i> (888) ChFC-CLU (888) 243-2258 www.financialpro.org</p>	<p>A national organization of insurance and financial service professionals.</p>	<p>Offers free brochure <i>Take the Mystery Out of Financial Planning</i>. For a copy write to: "Financial Consultant Brochure" (see address) or call Consumer Referral Service.</p>
<p>U.S. INTERNAL REVENUE SERVICE (IRS) (800) 829-3676 <i>Call for local addresses and other information, also check local listings.</i> www.irs.ustreas.gov</p>	<p>The agency that collects federal taxes.</p>	<p>Ask for a free copy of <i>Older Americans Tax Guide</i> (publication 554).</p>
<p>UNITED SENIORS HEALTH COUNCIL 409 Third Street SW, Suite 200 Washington, DC 20024 (T) 202-479-6973 (F) 202-479-6660 www.unitedseniorshealth.org</p>	<p>Non-profit educational organization of consumers, advocates, and elder-care professionals. Provides research and publications on consumer issues relating to home and long-term care and managing health care finances and insurance.</p>	<p>Offers consumer reports, books on home and long-term care, insurance, and financing. <i>United Seniors' Health Report</i> (fees).</p>

LEGAL INFORMATION RESOURCES

<p>AMERICAN BAR ASSOCIATION (ABA) COMMISSION ON LEGAL PROBLEMS OF THE ELDERLY 740 15th Street NW, 8th Floor Washington, DC 20005 (T) 202-662-8690 (800) 285-2221 www.abanet.org/elderly</p>	<p>Commission established by the ABA in 1979 to address the legal issues affecting older persons through public policy, education, and technical assistance to the legal profession and agencies on aging in the delivery of legal services.</p>	<p>Information addressing the legal aspects of planning for incapacity and introducing durable and medical powers of attorney, living wills, and trusts, and booklets on Medigap insurance, advance medical directives, and housing rights of older persons.</p>
---	--	--

RESOURCE	DESCRIPTION	WHAT HELP IS AVAILABLE
<p>NATIONAL ACADEMY OF ELDER LAW ATTORNEYS (NAELA) 1604 North Country Club Road Tucson, AZ 85716 (T) 520-881-4005 (F) 520-325-7925 8:00 a.m.-5:00 p.m., MT, M-F www.naela.org</p>	<p>Professional association of attorneys concerned with improving the availability and delivery of legal services to the elderly.</p>	<p>Maintains a national registry of attorneys who specialize in Elder Law. Check Web site or write for lists by state. Publishes brochures on legal issues that affect the elderly. NAELA does not make referrals to individual attorneys.</p>
<p>NATIONAL SENIOR CITIZENS LAW CENTER (NSCLC) 1101 14th Street NW, Suite 400 Washington, DC 20005 (T) 202-289-6976 9:00 a.m.-5:00 p.m., ET, M-F www.nsclc.org/consumers</p>	<p>A public interest law firm specializing in the legal problems of older people. NSCLC serves Legal Aid Offices and private lawyers who offer legal assistance to low-income older people. It does not accept individual clients.</p>	<p>Clearinghouse for information on legal problems of the elderly including Social Security, age discrimination, pension plans, Medicaid, Medicare, nursing homes, and consumer products. Free services include consulting and referrals to other sources. A variety of documents are available at nominal cost.</p>
<p>PARTNERSHIP FOR CARING: AMERICA'S VOICE FOR THE DYING 1620 I Street NW, Suite 202 Washington, DC 20006 (T) 202-338-9790 (800) 989-9455 www.partnershipforcaring.org</p>	<p>Non-profit organization dedicated to protecting the rights and serving the needs of dying patients and their families.</p>	<p>Provides state specific advance directives and publications on medical treatments. Publications are available on Web site.</p>