

Directions 2020-2022



The Resource Guide
for Older Adults
in Central Oregon

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An emergency is a situation that threatens human life or property and demands immediate attention.

A 911 dispatcher will direct the necessary fire, police, and medical services to you.

When Making an Emergency Call

- Remain calm.
- Be clear about the kind of assistance you need: fire, police, or medical.
- Give the specific location where help is needed. If possible,

provide the nearest intersection or cross street.

- Stay on the phone and answer all of the operator's questions.

Telecommunications Devices for the Deaf (TDD)

- Use Baudot Mode Only.
- Dial 911.
- Press the spacebar until someone answers.

**To Report a Wildfire
(800) 314-2560 (Toll-free)**

En Caso De Emergencia Llame Al 911

Una emergencia se define como una situación que atenta contra la vida o la propiedad privada y requiere de atención inmediata. Use el servicio del 911 solamente para este tipo de emergencias.

Un despachador del 911 dirigirá su llamada a los bomberos, la policía y los servicios médicos necesarios.

Cuando esté haciendo una llamada de emergencia

- Mantenga la calma.
- Sea claro en la ayuda que necesita: bomberos, policía, atención médica.

- Especifique el lugar donde se necesita la ayuda. Si es posible, provea el nombre de la intersección o de la calle más cercana.
- Manténgase en el teléfono y conteste todas las preguntas del operador.

Dispositivos de telecomunicaciones para sordos (TDD, son sus siglas en ingles)

- Use el modo "Baudot" solamente.
- Marque el 911.
- Presione la tecla de espacio hasta que alguien responda.

**Para reporta un incendio forestal
(800) 314-2560 (Número gratuito)**



Welcome to the 2020–2022 edition of *Directions*, the most comprehensive directory of older adult services in Central Oregon.

Earlier this year, as we at the Council on Aging began production of this edition of *Directions 2020–2022: The Resource Guide for Older Adults in Central Oregon*, there was no pandemic—and no notion of the dire impact it would have on elderly populations, our core client group. Today, the Covid-19 virus has been agency- and life-altering. We've had to retool almost every aspect of our operation, which has traditionally involved a lot of in-person contact with seniors, people with disabilities, and their caregiving loved ones.

We've also had to bolster how we support older adults with information that enables good decision-making when addressing aging-based challenges. *Directions* is a huge part of that support. And this year, even more so, because we've expanded the number of regional listings, local resources, and supplemental content.

With this edition, we've also expanded our partnership with Oregon's Aging and Disability Resource

Connection (ADRC), which is a free, one-stop statewide initiative and great complement to the services we provide to Central Oregonians. Based out of Portland, the ADRC team shares our commitment to keeping Oregon's older and disabled residents as healthy, safe, and socially connected as possible—even in a Covid-19 informed world. They also helped underwrite printing costs. For that, we are grateful.

At the Council on Aging, our vision is a world that grows older better, together. With physical distancing a new norm for now, that's been a challenge; however, the comprehensive nature of *Directions 2020–2022* lets us stay connected—in print and online—with our aging community and deliver information and resources that help us realize that vision. We hope you think so, too.

Susan M. Rotella
Executive Director



Aging Together

All of us are aging.
Sometimes well,
sometimes with
challenge. It's a fact
of life itself.



Whether with grace
or struggle, we
believe everyone
deserves dignity and
support in later life.



For forty-five years, the Council on Aging has provided support and guidance to seniors and their unpaid caregivers—their children, close friends, and neighbors—as they navigate the aging process. We've helped:

- A just-turned-65 woman from Prineville who is daunted by Medicare enrollment
- A WWII veteran, 96, in Redmond who struggles with a disability and a fixed income
- A La Pine lady, 73; she's just had a hip replacement and needs some meals while she heals
- An adult son of an 87-year-old woman in Madras who received a scary diagnosis
- A caregiver, 79, who needs respite and empathy as she watches her husband, 84, diminish daily
- A young family in Sisters who knows their elderly neighbor needs help—and hearing aids
- A widower, 77, who is lonesome in the loss of his wife and several of his friends in Terrebonne
- A new-to-Bend empty-nester who, at 62, wants to volunteer and better understand the local community

All these people benefit from the free services and programming offered by the Council on Aging: Meals on Wheels deliveries, respite grants, Medicare enrollment and yearly tune-ups, case management, in-home support, senior dining and social events, the chance to volunteer, and so much more.

As Central Oregon's hub for aging support and social connection, we help older adults live with independence, safety, meaning, well-being, and dignity. This life-affirming work cannot be done without the generosity of people like you.

Show your support for the Council on Aging and
a world that grows older better, together.

www.councilonaging.org/donate



Bienvenidos a la edición 2020–2022 de *Direcciones*; la guía más completa de recursos comunitarios para personas en la tercera edad del centro de Oregón.

Al comienzo del año, cuando nosotros del Council on Aging empezamos a preparar esta edición de *Direcciones 2020–2022: La Guía de Recursos Comunitarios Para Personas del Centro de Oregon*, no había una pandemia—y no existía una noción del devastante impacto que llegara a imponer en la población anciana, nuestros clientes principales. Hoy, Covid-19 ha cambiado todas nuestras vidas. Hemos tenido que cambiar casi todo nuestro aspecto de operación que tradicionalmente ha involucrado contacto en persona con personas de mayor edad, las personas con discapacidades, y sus cuidadores.

También hemos tenido que reforzar como apoyar ancianos con información que les ayudará a tomar decisiones, relacionados con problemas de edad. *Direcciones* es un aspecto integral de ese apoyo. Yeste año, más que nunca, porque hemos expandido el número de listados regionales, recursos locales, y contenido suplementario. Con esta edición, también hemos expandido nuestra camaradería en conjunto a Conexión de Recursos de

Envejecimiento y Discapacidad (ADRC), una iniciativa gratis para todo el estado y un cumplido para los servicios que proveemos a Oregonians Centrales. Basados en Portland, el ADRC equipo comparte nuestro compromiso a mantener los ancianos y personas con discapacidades de Oregon saludables, seguros y socialmente conectados—aún el Covid-19 mundo. También han ayudado a cortar gastos de impresión. Por eso, estamos agradecidos.

En el Council on Aging, nuestra visión es un mundo que crece mejor, juntos. Con distancia física nuestra nueva norma, ha sido difícil; sin embargo, la comprensión natural de *Direcciones* nos deja conectados—en empresa y en línea—con nuestra comunidad envejecida y entrega información y recursos que nos ayuda realizar esa visión. Esperamos que tú también lo pienses.

Susan M. Rotella

Directora Ejecutiva



Serving our Latino
and Immigrant
community in
Central Oregon
for 20 years

LLAME HOY!

ASISTENCIA PARA PERSONAS DE LA TERCERA EDAD



MEDICARE
CIUDADANIA
VIVIENDA
APOYO PARA LAS
FAMILIAS

BEND - 2445 NE DIVISION ST, SUITE 200
BEND, OR 97703 (541) 382-4366

REDMOND - 412 SW 8TH STREET,
REDMOND, OR 97756 (541) 325.6837

MADRAS- 715 SW 4TH STREET,
MADRAS, OR 97741 (541) 325.6837

PRINEVILLE - 430 NW 4TH STREET,
PRINEVILLE, OR 97754 (541) 350.8910

**AYUDA FINANCIERA TEMPORAL
FONDOS ESPECIALES POR COVID19**



Directions 2020–2022

As we go to press, the COVID-19 virus has disrupted life everywhere. The resources listed within have been checked, but some may have changed operations due to social distancing and other recommendations. Please double-check resource hours and availability, or call the ADRC.

(541) 678-5483

(855) 673-2372

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Council on Aging of Central Oregon

373 NE Greenwood Avenue

Bend OR 97701

www.councilonaging.org

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Over 60 or have a disability?

We can
help.



ADRC
Aging and Disability
Resource Connection
— of OREGON —

(1-855-673-2372)
1-855-ORE-ADRC
ADRCofOregon.org



► **Aging and Disability
Resource Connection (ADRC)**
**A Partner of the
Council on Aging of Central Oregon**
(541) 678-5483
(877) 704-4567 (Toll-free)
373 NE Greenwood Ave.
Bend OR 97701
www.adrcforegon.org

The ADRC is a trusted source for unbiased information and assistance, as well as decision support for seniors and people with disabilities, their families, and caregivers. Professionally trained Information and Referral Specialists provide information and connect customers directly to the correct agency or service. ADRCs also provide options counseling to assist consumers in choosing their best care options. Together, consumers and options counselors weigh each option based on the consumer's circumstances, preferences, and resources. The consumer can make an informed decision about long-term services and supports.

El programa de Conexión de Recursos de Envejecimiento y Discapacidad (ADRC, por sus siglas en inglés) es una fuente confiable que brinda información a los adultos mayores, a las personas con discapacidades y a los cuidadores de familia cuando necesitan tomar decisiones importantes. Los especialistas del ADRC conectan a las personas directamente con la agencia o el servicio que necesitan. ADRC también ofrece asesoramiento para determinar las opciones de cuidado a largo plazo según las necesidades y preferencias del cliente. Juntos, el cliente y el especialista, buscarán opciones de cuidado y podrán comparar cada opción basándose en las circunstancias, las preferencias y los recursos económicos del cliente. Así el cliente, podrá tomar una decisión informada acerca de las opciones disponibles.



Advocacy and Information

CONSUMER ACTION

Better Business Bureau (BBB)

(208) 342-4649

www.bbb.org

The BBB promotes ethical business practices by issuing on-demand reports on businesses, investigating advertising claims, mediating and arbitrating consumer disputes, reporting on charitable and soliciting organizations, issuing alerts on scams, and educating consumers.

Consumer Protection Division, Oregon Department of Justice (DOJ)

(877) 877-9392 (Toll-free Hotline)

P.O. Box 14150

Salem OR 97309

www.doj.state.or.us/consumer-protection

The Consumer Protection Division ensures a safe and fair marketplace in Oregon. They help consumers with complaints, prevent fraud, enforce consumer protection laws, and invest in consumer education.

FRAUD REPORTING

Medicaid Fraud

Investigation Unit, DOJ

(888) 372-8301 (Toll-free)

P.O. Box 14150

Salem OR 97309

www.oregon.gov/dhs

Investigates fraud of Medicaid/Oregon Health Plan programs and provides benefits, food benefits (SNAP), cash assistance (TANF), Oregon Trail card, used for Electronic Benefits Transfer (EBT), and childcare benefits.

Medicare Contact Center

Operations

(800) 633-4227 (Toll-free Hotline)

(877) 486-2048 (TTY)

P.O. Box 14150

Salem OR 97309

www.medicare.gov

Con artists may try to get your Medicare number or personal information, so they can steal your identity and commit Medicare fraud. Call, write, or go online to report any signs of Medicare fraud.

INFORMATION AND ASSISTANCE

The following agencies provide information, assistance, and referrals to older adults, adults with disabilities, their families and caregivers, and senior service providers.

Aging and Disability Resource Connection (ADRC), a Council on Aging of Central Oregon Partner
(855) 673-2372 (Toll-free)

www.adrcoforegon.org

See page 11.

Central Oregon 2-1-1
(855) 673-2372

www.211info.org

Information and Referral program links callers to vital community and social services. People living in Crook, Deschutes, and Jefferson counties can dial 2-1-1 and be connected to a live Information and Referral specialist who will assist them to find the help they need.

Council on Aging of Central Oregon, an ADRC Partner
(541) 678-5483

373 NE Greenwood Ave
Bend OR 97701

www.councilonaging.org

See page 11.

Health.Gov
(240) 453-8282

www.health.gov

Connects health professionals and consumers to the organizations that can best answer their questions by providing up-to-date contact information for the most reliable resources.

National Do Not Call Registry
(888) 382-1222 (Toll-free)
(866) 290-4236 (TTY)

www.donotcall.gov

Restricts the number of calls you receive from telemarketers. Any telephone subscriber can register to have their phone numbers included on the list, free of charge. Sales people are then prohibited from calling you to market products or services for five years from the date you register unless you have authorized them to do so.

NeighborImpact, Redmond
(541) 548-2380

2303 SW First St.

Redmond OR 97756

www.neighborimpact.org

Helps people by providing or linking to services such as energy assistance, emergency shelter, housing stabilization, homeownership counseling, weatherization, child care resources, and Head Start.

State of Oregon
Public Health Authority
(800) 422-6012 (Toll-free)

800 NE Oregon St.

Portland OR 97232

www.oregon.gov/oha/ph

Call to report a concern or complaint and to seek solutions for local health care facilities, providers, and suppliers.

USA.Gov
(844) 872-4681
www.usa.gov

A clearinghouse for information about federal programs and agencies. USA.gov information specialists help locate information on federal agencies, programs, benefits, services, and more.

LOCAL ADVOCACY

Abilitree
(541) 388-8103
2680 NE Twin Knolls Dr., Ste. 150
Bend OR 97701
www.abilitree.org

Abilitree supports hundreds of individuals in Central Oregon, who experience a wide range of disabilities, including but not limited to stroke and cancer survivors, and individuals with intellectual, developmental, and physical disabilities. Services they offer include skills training, Social Security advocacy, supported employment with a number of community partners, peer support, support groups, and more.

Human Dignity Coalition
(541) 385-3320
155 NW Irving Ave.
Bend OR 97701
www.humandignityco.wordpress.com

The Human Dignity Coalition (HDC) works to advance and safeguard

human rights. They promote equality for the lesbian, gay, bisexual, transgender, and queer (LGBTQ) and allied community in Central Oregon.

Intellectual/Developmental Disabilities, Deschutes County Health

(541) 322-7554
1340 NW Wall St.
Bend OR 97703
www.deschutes.org/health/page/intellectualdevelopmental-disabilities-program

Various intellectual/developmental disability services are available in Deschutes County. Eligibility for specific programs varies based on individual need and circumstance.

Latino Community Association
www.latinocommunityassociation.org

Educates and assists individuals and families to access educational, social, legal, health, and employment services. Also educates and assists businesses, organizations, and local governments with the Hispanic community.

Educa y asiste a familias e individuos que necesitan acceso a servicios sociales, legales, educativos, de empleo y de salud. Además, provee servicios educativos a negocios, organizaciones y oficinas gubernamentales sobre cómo interactuar con la comunidad hispana.

See ad, page 5.

- **Bend Office**
(541) 382-4366
2445 NE Division St., Ste. 200
Bend OR 97703
- **Madras Office**
(541) 325-6837
715 SW 4th St.
Madras OR 97741
- **Prineville Office**
(541) 350-8910
430 NW 4th St.
Prineville OR 97754
- **Redmond Office**
(541) 325-6837
412 SW 8th St.
Redmond OR 97756

Let's Talk Diversity Coalition
(541) 475-4292
574 SW 4th St.
Madras OR 97741
www.letstalkdiversity.net

Let's Talk Diversity Coalition (LTDC) is the Regional Health Equity Coalition funded by the Northwest Health Foundation and the Oregon Health Authority. The LTDC collaborative comprises community members and Central Oregon partner organizations. LTDC focuses on racial justice through the lens of equity, diversity, and inclusion. Community services provided include a comprehensive Cultural Awareness Training

Series, English-Spanish translation services, community gatherings, and educational consultations.

Thrive Central Oregon
(541) 728-1022
405 SW 6th St., Ste. A
Redmond OR 97756
www.thrivecentraloregon.com

Offers assistance and support in accessing housing, physical and mental health services, employment, basic needs, and much more.

SENIOR ORGANIZATIONS

AARP
(503) 866-5360
9200 SE Sunnybrook Blvd., Ste. 410
Clackamas OR 97015
www.aarp.org

AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. AARP provides information and resources; engages in legislative, regulatory, and legal advocacy; assists members in serving their communities; and offers unique benefits, special products, and services to members.

Council on Aging of Central Oregon
(541) 678-5483
373 NE Greenwood Ave
Bend OR 97701
www.councilonaging.org

**Crooked River Ranch Senior Group
at Heritage House**
(541) 504-8236
6710 SW Ranch House Rd.
Crooked River Ranch OR 97760

Responsible for management of the Crooked River Ranch Senior Center, including rental of the facility for special events. Provides a range of activities including socials and fundraising events.

La Pine Senior Citizens, Inc.
(541) 536-6237
16450 Victory Way
La Pine OR 97739
www.lapineseniorcenter.org

Responsible for management of the La Pine Senior Activity Center. Lunches served Tuesday, Wednesday, and Thursday. Call for information on events and activities.

**Redmond Council for Senior
Citizens, Inc.**
(541) 548-6325
325 NW Dogwood Ave.
Redmond OR 97756

Responsible for management of the Redmond Senior Center including facility rental, activities, and fundraising. Provides congregate dining and Meals on Wheels to eligible seniors 60 and older in the Redmond area.

Senior Citizens of Jefferson County
(541) 475-1148

860 SW Madison St.
Madras OR 97741

The Madras Senior Center is available for rent.

**Sisters Senior Council, Sisters
Community Church**
(541) 390-6075
1300 McKenzie Hwy.
Sisters OR 97759

Plans activities for the Tuesday senior luncheon.

**Soroptimist International of
Prineville**
(541) 447-6844
180 NE Belknap St., P.O. Box 553
Prineville OR 97754

Manages and operates the Soroptimist Prineville Senior Center and the Neat Repeat Thrift Store. Provides a full range of services and activities for Prineville seniors, including meals (at the center and home delivery), recreation, and social activities.

STATE OF OREGON

**Aging and People with Disabilities
Programs, Oregon Department of
Human Services**
www.oregon.gov/dhs

Advocates for seniors, including information and referral to services, guardianships and conservatorships,

and helps with concerns about elder abuse and financial exploitation.

- **Bend APD Office**
(541) 388-6240
1300 NW Wall St., Ste. 102
Bend OR 97703
- **La Pine APD Office**
(541) 536-8919
16493 Bluewood Pl., Ste. 1
La Pine OR 97739
- **Madras APD Office**
(541) 475-6773
189 NE Cypress St, Ste. 106
Madras OR 97741
- **Prineville APD Office**
(541) 447-4511
457 NE Ochoco Plz., Ste. C
Prineville OR 97754
- **Redmond APD Office**
(541) 548-2206
1135 Highland Ave.
Redmond OR 97756

State of Oregon, Long-Term Care Ombudsman

(800) 522-2602 (Toll-free)
711 (TTY)
3855 Wolverine St. NE, Ste. 6
Salem OR 97305-1251
www.oltco.org

The office of the Long-Term Care Ombudsman (LTCO), an independent state agency, advocates for all long-

term care facility residents, ensuring respect, dignity, personal values, and appropriate care and activities. Certified LTCO volunteers in each community respond to concerns of residents in nursing homes, residential care facilities, assisted living facilities, and adult foster care homes. They inform people of their rights, investigate complaints, and seek solutions. Please call with any questions about a long-term facility you are considering, a move-out notice, an involuntary move within a facility, or other issues not addressed by Adult Protective Services.

Oregon Department of Consumer and Business Services (DCBS)

(503) 378-4100
P.O. Box 14480
Salem OR 97309-0405
www.oregon.gov/dcbs

DCBS is the state's largest regulatory and consumer protection agency. Its protection, education, and advocacy programs help consumers, injured workers, and businesses. DCBS also oversees areas of workers' compensation, occupational safety and health, real estate appraisal, building codes, insurance companies, and financial institutions.

Oregon Public Utilities Commission (PUC)

(800) 522-2404 (Toll-free)

(800) 648-3458 (TTY)
P.O. Box 1088
Salem OR 97308-1088
www.puc.state.or.us

The PUC regulates public utilities and rates and helps with disputes of regulated utilities. Comments can be made via telephone, email, or letter.

For other services, see ad, pages 84-85.

U.S. GOVERNMENT

U.S. Government Accountability Office (GAO)
(202) 512-3000
441 G St. NW
Washington DC 20548
www.gao.gov/fraudnet

If you suspect fraud, waste, abuse, or mismanagement of federal funds, GAO FraudNet can help report your allegations to the right people. After reviewing your allegations and obtaining additional information as necessary, FraudNet will refer your allegations to federal, state, or local agencies or departments, as appropriate. FraudNet also supports congressional investigations and audit requests, provides audit and investigative leads to GAO staff, and offers support to government at all levels for establishing and operating hotlines.

Consumer Product Safety Commission

(800) 638-2772 (Toll-free)
(301) 595-7054 (TTY)
4330 East-West Hwy.
Bethesda MD 20814
www.cpsc.gov

This agency works to reduce the risk of injuries and deaths from consumer products. Contact the hotline to report an unsafe consumer product or product-related injury.



Counseling and Mental Health

Mental health organizations provide professional counseling services to reduce physical and mental abuse in the community, including counseling for adults and ongoing men's and women's support groups. Often, services are subsidized based on ability to pay.

ADULT DAY TREATMENT

Adult day treatment programs provide a therapeutic and safe environment for mentally impaired older adults to spend the day. In addition to providing treatment, these programs may also provide respite for the family and/or caregiver. Programs will screen applicants for both eligibility and appropriateness.

Deschutes County Behavioral Health
(541) 322-7500 (Main Clinic)
(800) 875-7364 (Toll-free)
 2577 NE Courtney Dr.
 Bend OR 97701
www.deschutes.org/health

Mental health consultation, evaluation, treatment, and case management for seniors in nursing homes, foster homes, hospitals, and care facilities. By referral from private medical practitioners.

COUNSELING AND CRISIS SERVICES

When confronted with natural life changes, it's not unusual to feel sad or anxious. The loss of a spouse or friend can leave a person feeling isolated and lonely. Many older adults also experience health problems, declining mobility, and limited resources. These experiences can lead to depression and mood swings.

It's normal to grieve over a significant loss. But if grief is prolonged, serious physical and mental health problems can develop. It's important to consult with a doctor and/or licensed psychotherapist, as clinical depression can often be treated. Other factors, such as poor nutrition or adverse drug interactions, may also contribute to depression. Doctors may refer patients for specialized treatment, which is usually covered by insurance. Many

>>> REPORTING ABUSE

If you are a victim of threats or abuse, or if you are aware of a situation in which another person is being victimized, report the incident to the local police department or your local Adult Protective Services' Aging and People with Disabilities office at:

(855) 503-7233 (24/7, Toll-free)
(541) 693-2707 (Reporting)

www.oregon.gov/DHS/senior-disabilities/adult-abuse

health clinics and hospitals also provide counseling and will bill insurance.

Counseling and support services are available in Crook, Deschutes, and Jefferson counties to help people in crisis or during life transitions. The agencies below provide outpatient psychotherapy, supportive individual/group counseling, and information and educational resources.

Mental Health Crisis Line
(800) 875-7364 (Toll-free, TTY)
Crook: (541) 323-5330
Deschutes: (541) 322-7500
Jefferson: (541) 475-6575
www.oregon.gov/OHA

Suicide is among the leading causes of death in Oregon, and a major public health issue nationally. The Oregon Health Authority and partners across Oregon are working to prevent deaths from suicide.

**National Suicide Prevention Lifeline
(800) 273-8255 (Toll-free)**

2577 NE Courtney Dr.

Bend OR 97701

www.suicidepreventionlifeline.org

24/7 lifeline for anyone in crisis.
Your call will be routed to the crisis center nearest to you.

**Project Lifesaver Crook County
Sheriff's Office**

(541) 447-6398

308 NE 2nd St.

Prineville OR 97754

www.co.crook.or.us/Crook-County/County-Sheriff/Community-Services/Project-Life-Saver

Project Lifesaver uses state-of-the-art technology to assist those who care for victims of Alzheimer's and other related mental dysfunction disorders (ARMD) and victims who become lost. The project places radio transmitters on identified persons with ARMD. These transmitters help caregivers and local emergency agencies locate those unable to help themselves.

**Senior Loneliness Line
(800) 282-7035 (Toll-free, 24/7)
(503) 200-1633**

www.seniorlonelinessline.org

Call-in support for any aging adult who is experiencing loneliness, isolation, depression, or anxiety.

See ad, page 22.

St. Charles Behavioral Health

www.stcharleshealthcare.org

Diagnoses and treats emotional and mental health issues and behavior problems ranging from mild to severe in a peaceful, safe setting. Services available in English and Spanish.

- **Bend**
(541) 706-7730
2542 NE Courtney Dr.
Bend OR 97701
- **Redmond**
(541) 516-3890
916 SW 17th St., Ste. 202
Redmond OR 97756
- **Prineville**
(541) 516-3890
384 SW Combs Flat Road
Prineville OR 97754

**Warm Springs Community
Counseling**

(541) 553-3205

(541) 553-1171 (24/7 Crisis Line)

1115 Wasco St.
Warm Springs OR 97761
www.warmsprings-nsn.gov

Provides assessment, evaluation, outpatient counseling, referrals to residential treatment, aftercare services, and intervention, available to all ages.

GAMBLING

Gamblers Anonymous
(855) 222-5542 (Toll-free Hotline)
www.gamblersanonymous.org

Gamblers Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from a gambling problem.

Oregon Problem Gambling Resource
(877) 695-4648 (Toll-free Hotline)
(844) 888-2537 (Español)
(503) 713-6000 (Text)
www.opgr.org

Free services for people seeking help with problem gambling, this crisis line is available 24/7; services are also available in Spanish. Trained professional staff members provide screening and stabilization of the immediate crisis, listen, educate, and offer referrals to free confidential treatment services.

MENTAL HEALTH FACILITIES

Inpatient mental health treatment resources on the east side of the Cascades are limited. Call your county mental health department for referrals. See listings in Counseling and Mental Health, page 18.

Deschutes County Behavioral Health

- **Adult Intensive Services**
(541) 322-7500

Services for individuals 18 or older who suffer a serious and persistent mental illness and are receiving services from Deschutes County Health Services.
- **Crisis and Centralized Intake Services**
(541) 322-7500
(800) 875-7364 (24/7, Toll-free)
2577 NE Courtney Dr.
Bend OR 97701

Telephone or face-to-face crisis interventions, assessments, information, and referral. Brief crisis stabilization through individual or group treatment. Any Deschutes County resident is eligible for crisis services, screenings, or assessments to determine their treatment needs.

SeniorLonelinessLine

A STATEWIDE SERVICE +  linesforlife



Oregon
Health
Authority

Feeling lonely?

We're here to
LISTEN &
connect.

Connecting with people can keep you healthy.

Nearly 1 in 5 adults over the age of 50 is at risk of social isolation, which may lead to loneliness. Any aging adult who is experiencing loneliness, isolation, depression or anxiety can benefit from a confidential phone call with our Senior Loneliness specialists. Sometimes knowing there is someone who cares and wants to listen can be of great help.

If you or a loved one are experiencing
loneliness or isolation, please call us at

(800) 282-7035
SeniorLonelinessLine.org

SUBSTANCE ABUSE

Alcohol And Drug

Chronic health problems, more common among the aged, often are worsened by alcohol use. Because older adults may be experiencing many health changes and taking a variety of medications, they need to be aware of the risks of combining medications with alcohol and other drugs. The physical process of aging intensifies alcohol's effects.

If you think you may have a problem with alcohol and/or misuse of any prescription drugs or over-the-counter medications, or any other chemical dependency problems, there are a number of treatment options that provide nonjudgmental, educational support.

Many inpatient and outpatient treatment programs accept Medicare, Medicaid, and private insurance, or have a sliding-scale fee schedule. Contact your insurance company to determine what is covered. These services are offered through private and public agencies and clinic referrals.

Al-Anon Family Groups
(888) 425-2666 (Toll-free)
www.al-anon.org

Support for family and friends of people affected by alcohol.

Alcoholics Anonymous
(541) 548-0440 (Hotline)
www.aa.org

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other so that they may solve their common problem and help others recover from alcoholism. Requirement for membership is a desire to stop drinking.

Bend Treatment Center
(541) 617-4544
155 NE Revere Ave., Ste. 150
Bend OR 97701
www.bendrecovery.com

BestCare Treatment Services
(541) 504-9577
P.O. Box 1710
Redmond OR 97756
www.bestcaretreatment.org

Offers residential and outpatient services for detox, gambling, mental health, pain management, and DUI.

- **Bend Outpatient Treatment**
(541) 617-7365
908 NE 4th St., Ste. 100
Bend OR 97701
- **Madras Latino Residential Treatment**
(541) 475-5300
236 SE D St.
Madras OR 97741

››› CAREGIVER SUPPORT GROUPS

Council on Aging Caregiver Support Group

(541) 678-5483, ext. 116

Unitarian Universalist Church,

Family caregivers practice self-care, share resources, and discuss challenges of caregiving for a loved one.

First Presbyterian Church

(541) 382-4401

Groups for men and women.

Prairie House Assisted Living

(541) 508-4111

Discussion topics vary. Activity provided for your loved one while you attend.

Prineville Caregiver Support Group

(541) 447-8970

Family caregiver support.

- **Madras Community Mental Health**
(541) 475-6575
850 SW 4th St., Ste. 302
Madras OR 97756
- **Madras Outpatient Treatment**
(541) 475.4822
850 SW 4th St., Ste. 201
Madras OR 97751
- **Prineville Community Mental Health**
(541) 323-5330
1103 NE Elm St.
Prineville OR 97754
- **Redmond Brooks Respite and Recovery Center**
(541) 316-7520

1470 NW 4th St.
Redmond OR 97756

- **Redmond Outpatient Treatment**
(541) 504-2218
340 NW 5th St., Ste. 202
Redmond OR 97756
- **Redmond Residential Treatment**
(541) 504-9577
676 NE Maple Ave.
Redmond OR 97756

Deschutes County Behavioral Health Adult Treatment Program
(541) 322-7500
2577 NE Courtney Dr.
Bend OR 97701
www.deschutes.org

By appointment only. Provides outpatient treatment and services for alcohol or other drug dependence.

Lines for Life

(800) 273-8255 (Toll-free Hotline)

www.linesforlife.org

A regional non-profit dedicated to preventing substance abuse and suicide. Offers help and hope to individuals and communities, and promotes mental health and across a spectrum of needs including intervention, prevention, and advocacy. Offers education and advocacy to prevent issues of substance abuse, mental illness, and thoughts of suicide from reaching crisis levels. Available 24/7/365 to intervene with personalized help.

Serenity Lane

(541) 383-0844

(800) 543-9905 (Toll-free)

601 NW Harmon Blvd.

Bend OR 97703

www.serenitylane.org

Sunstone Recovery

(855) 912-6870 (Toll-free)

625 NW Colorado Ave.

Bend OR 97701

www.sunstonerecovery.com

Tobacco

Tobacco-free initiatives provide education and promote community efforts that support tobacco-free

choices and healthy lifestyles. They connect individuals and groups to local tobacco cessation options and offer free information on how to quit, one-on-one counseling, and referrals for you or a loved one.

Oregon Tobacco Quit Line

(800) 784-8669 (Toll-free)

(877) 777-6534 (TTY)

www.quitnow.net/oregon

SUPPORT GROUPS AND PROGRAMS

Support and encouragement from a peer or a person facing similar problems can make a big difference in coping with situations. Many support groups serve friends as well as patients and family. Most have regular monthly meetings; some provide 24/7, on-call support.

ALS Support Group

(541) 977-7502

www.alsa.org

Abilitree

(541) 388-8103 x209

www.abilitree.org/support-groups

Alzheimer's Association

(800) 272-3900 (24/7, Toll-free)

www.alz.org/help-support

American Cancer Society

(800) 227-2345 (Toll-free)

www.cancer.org

**Amputee Coalition Support
Group, Summit Orthopedics and
Prosthetics**

www.summitonp.com/support

- **Bend Office**
(541) 389-5422
The Center
2200 NE Neff Rd., Ste. 307
Bend OR 97701
- **Redmond Office**
(541) 923-2552
333 NW Larch Ave., Ste. 1
Redmond OR 97756

Cancer with Compassion
(949) 279-1246

www.cancerwithcompassion.com

Cancer with Compassion supports cancer patients and survivors and their loved ones to ease the burden and to share compassion, comfort and hope. They accomplish this through effective listening, compassionate friendship and when desired, prayer.

**Central Oregon Overeaters
Anonymous**
(541) 306-6844

www.centraloregonoa.org

Overeaters Anonymous is a fellowship of individuals who share experience, strength and hope, to recover from compulsive overeating and to carry this message of recovery to those who still suffer.

Gamblers Anonymous
(855) 222-5542 (Hotline)

www.gamblersanonymous.org

Gamblers Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problem and help others to recover from a gambling problem.

East Cascades Women's Group
Women's Health Clinic
(6541) 389-3300

www.eastcascadewomensgroup.com

Multiple Sclerosis Society
Oregon Chapter
(800) 344-4867 (Toll-free)

www.nationalmssociety.org/Chapters/ORC

National Alliance on Mental Illness
(541) 480-1960

P.O. Box 7462

Bend OR 97708

www.namicentraloregon.org

A free, nationwide peer-support helpline with information, resource referrals and support to people living with a mental health conditions, their family members and caregivers, mental health providers and the public. To find support in Central Oregon, contact a local group.

Parkinson's Support Group
(541) 668-6599

354 NE Greenwood Avenue, Ste. 108

Bend Oregon 97701
www.parkinsonsresources.org

Serves residents of both Oregon and southern Washington from our offices in Beaverton, Eugene and Bend.

Visionary volunteers and instrumental philanthropists have set direction and strategy to provide for the needs of thousands of individuals living with a diagnosis of Parkinson's disease.

Partners in Care
(541) 382-5882 (24/7)
www.partnersbend.org

Saving Grace
(541) 389-7021 (24/7)
www.saving-grace.org

Domestic violence and sexual assault (rape) support groups.

St. Charles Health Systems
(541) 382-4321
www.stcharleshealthcare.org

- **Bariatric Support Group**
(541) 382-4321
www.stcharleshealthcare.org/Services/Weight-Loss-Surgery

Taking Off Pounds Sensibly (TOPS)
(800) 932-8677 (Toll-free)
www.tops.org

Call or go online for group locations near you.

Women's Resource Center of Central Oregon
(541) 385-0750
www.greatnonprofits.org/org/womens-resource-center-of-central-oregon



Education and Community Health

ADULT EDUCATION AND LITERACY PROGRAMS

Older adults are able to find adult education classes for learning and enrichment in a variety of settings throughout the community. Teaching methods include remote online courses, many of them interactive, as well as in-person experiences. Undergraduate and graduate level classes and continuing education programs are available across Central Oregon offering a variety of classes of special interest to seniors, as well as re-entry programs designed for adults who have been out of school for an extended period.

Central Oregon Community College (COCC)
(541) 383-7500
 2600 NW College Way
 Bend OR 97703
www.cocc.edu



At the University of Oregon

CURIOSITY IS AGELESS

Explore the humanities, arts, and sciences through lectures, courses, and study groups—all in a unique learning environment of engaged adults in Central Oregon!

Join OLLI-UO today!

800-824-2714 541-728-0685
osher.uoregon.edu



- **Bend Office**
(541) 383-7700
2600 NW College Way
Bend OR 97701
- **Madras Office**
(541) 550-4100
1170 E Ashwood Rd.
Madras OR 97741
- **Prineville Office**
(541) 447-9233
510 SE Lynn Blvd.
Prineville OR 97754
- **Redmond Office**
(541) 504-2900

2030 SE College Loop
Redmond OR 97756

- **Warm Springs Education Center**
(541) 504-2950
1110 Wasco St.
Warm Springs OR 97761

Oregon State University, Cascades
Campus Cascades Hall
(541) 322-3100
1500 SW Chandler Ave.
Bend OR 97702
www.osucascades.edu

AUDIO BOOKS

Learning Ally
(800) 221-4792 (Toll-free)
 20 Roszel Rd.
 Princeton NJ 8540
www.learningally.org

A national non-profit dedicated to helping students with print disabilities, including blindness, visual impairment, and dyslexia.

Oregon Talking Book and Braille Library
(800) 452-0292 (Toll-free)
 250 Winter St. NE
 Salem OR 97301-3950
www.oregon.gov

A free library for any Oregonian with a print disability, which includes visual, physical, and reading impairments. Although located in Salem, we loan Braille and audio books and magazines to eligible readers across the entire state.

COMMUNITY EDUCATION

AARP Driver Safety Classes
(800) 350-7025 (Toll-free)
 1277 University of Oregon
 Eugene OR 97403-1277
www.aarpdriversafety.org

Drivers who take the AARP Smart Driver™ online course may be eligible for a multi-year discount on their

auto insurance. Safer driving can save more than just money. The course teaches proven driving techniques to help keep drivers and their loved ones safe on the road.

Osher Lifelong Learning Institute, University of Oregon
(541) 728-0685 (Local)
(800) 824-2714 (Toll-free)
www.osher.uoregon.edu/central_oregon/index.php

The Osher Lifelong Learning Institute at the University of Oregon (OLLI-UO) is part of a national network of over 120 programs designed to engage seasoned adults in the continued pursuit of knowledge. OLLI-UO is an intellectual and social community of engaged adult learners with two sites: Central Oregon and Eugene/Springfield.

See ad, page 28.

Road Scholar
(800) 454-5768 (Toll-free)
www.roadscholar.org

Road Scholar is a not-for-profit educational travel organization for adults, offering educational tours in the U.S. and more than 150 countries.

HEALTH EDUCATION

American Red Cross, Oregon Mountain River Chapter

(541) 382-2142

815 SW Bond St., Ste. 110

Bend OR 97702

www.redcross.org/or/bend

Offers standard first aid with automated external defibrillator (AED) training and community CPR classes for a fee. Offers free classes for new and current volunteers for disaster services.

RESOURCE LIBRARIES

Central Oregon Community College (COCC) Barber Library

(541) 383-7560

2600 NW College Way

Bend OR 97703

www.cocc.edu/departments/library

Crook County Library

(541) 447-7978

175 NW Meadow Lakes Dr.

Prineville OR 97754

www.co.crook.or.us/library

Deschutes Public Library District

www.deschuteslibrary.org

- **Bend - Downtown**

(541) 617-7050

601 NW Wall St.

Bend OR 97703

- **Bend - East**

(541) 330-3760

62080 Dean Swift Rd.

Bend OR 97702

- **La Pine**

(541) 312-1090

16425 1st St.

La Pine OR 97739

- **Redmond**

(541) 312-1050

827 SW Deschutes Ave.

Redmond OR 97756

- **Sisters**

(541) 312-1070

110 N. Cedar St., Box 1209

Sisters OR 97759

- **Sunriver**

(541) 312-1080

56855 Venture Ln.

Sunriver OR 97707

Family History Center (FHC)

(541) 382-9947

(541) 633-0508

1260 NE Thompson Dr.

Bend OR 97701

www.ldsfamilysearch.net

To assist with ancestry research, the Oregon LDS Family Search has developed Oregon family history centers as adjuncts to the Family History Library in Salt Lake City.

Jefferson County Library

(541) 475-3351

241 SE 7th St.

Madras OR 97741

www.jcld.org

Servicios Latinos**(541) 312-1056**

601 NW Wall St.

Bend OR 97703

www.deschuteslibrary.org/services/servicios-latinos**The Library Rendezvous Program****(541) 617-7054**

601 NW Wall St.

Bend OR 97703

www.deschuteslibrary.org

The Library Rendezvous Program is available to retirement homes who wish to provide their residents with a recreational outing and the opportunity to use library materials at Deschutes Public Library locations.



Emergency Services

For emergencies, call 911. See page 2 for more details.

En casa de emergencias, llame al 911. Vé la página 2 para más detalles.

NON-EMERGENCY NUMBERS

Use the following city, county, or state contact numbers in non-emergency situations:

By City**Bend Police Department****(541) 693-6911****Black Butte Ranch Police Department****(541) 595-2191****Deschutes Crooked River Ranch Terrebone County Sheriff****(541) 923-8270****Culver Police Department****(541) 546-6494****La Pine Deschutes Sheriff's Office****(541) 536-1758****Madras Police Department****(541) 475-2424****Metolius Sheriff's Department****(541) 475-2201****Redmond Police Department****(541) 693-6911****Sisters Deschutes Sheriff's Office****(541) 549-2302****Sunriver Police Department****(541) 593-1014****Warm Spring Police Department****(541) 553-3272**

By County & State

Crook County Sheriff's Office
(541) 447-6398

Deschutes County 24-Hour Dispatch
(541) 693-6911

Jefferson County Sheriff's Office
(541) 475-6520

Oregon State Police Department
(541) 388-6213

DOMESTIC VIOLENCE AND RAPE

Saving Grace
(541) 389-7021 (24/7 Helpline)
www.saving-grace.org

Provides comprehensive family violence and sexual assault services for Central Oregon. Promotes the value of living life free from violence.

ELDER ABUSE

Adult Protective Services, Central Abuse Management System
(855) 503-7233 (24/7, Toll-free Reporting)
www.oregon.gov/DHS/senior-disabilities/adult-abuse

Elder abuse affects millions of Americans each year. Abuse of older people and adults with disabilities is a societal

problem that is getting worse with the aging of the population. Education about the risks, along with effective investigation of abuse, is essential to prevent abuse of vulnerable Oregonians.

State of Oregon Long-Term Care Ombudsman

For a full listing, see Advocacy and Information, page 17.

EMERGENCY AIR/GROUND TRANSPORTATION

Critical Air Transport

AirLink Critical Care Transport
(541) 233-6355 (Membership)
(800) 621-5433 (24/7 Dispatch)
2500 NE Neff Rd.
Bend OR 97701
www.airlinkcct.org

AirLink is the St. Charles Preferred Provider, which offers membership for AirLink critical transport service and covers most of Central Oregon.

Life Flight Network
(800) 982-9299 (Membership)
(800) 232-0911 (24/7 Dispatch)
P.O. Box 3841
Portland OR 97208
www.lifeflight.org

Life Flight offers membership for Life Flight Network critical transport service and covers some of Central Oregon.

Note: AirLink Critical Care Transport and Life Flight Network do not have reciprocity agreements, so it is best to have a membership with both.

Critical Ground Transport

FireMed Program

(541) 241-4772

www.firemed.us

FireMed is an ambulance membership program that covers plan participants and entire households for emergency medical treatment and transport services for one low annual fee. If a member requires medically necessary ambulance transport, the department will bill the member's insurance coverage and write off any remaining balance. To enroll in the FireMed program, contact Local Fire and EMS Departments or AirMedCare Networks.

EMERGENCY ASSISTANCE

National Emergency Management

American Red Cross, Oregon Mountain River Chapter

(541) 382-2142

815 SW Bond St., Ste. 110
Bend OR 97702

www.redcross.org/or/bend

Red Cross disaster relief focuses on meeting people's immediate disaster-caused emergency needs. They

provide shelter, food, and emotional health services to meet basic human needs and assist individuals and families in resuming their normal daily activities independently.

Federal Emergency Management Agency (FEMA)

(800) 621-3362 (Toll-free)

(800) 462-7585 (TTY)

130 228th St. SW (Regional Office)
Bothell WA 98021-8627

www.fema.gov

FEMA provides rental and unemployment payments, grant money for minor repairs and major disaster relief, small business loans, low-interest loans, loans for farmers, ranchers, and aquaculture operators, and other relief programs including crisis counseling, income tax assistance for filing casualty losses, veterans benefits, and social security matters.

Regional Emergency Management

These resources provide planning assistance and information to the community to prepare for an area emergency.

Oregon Office of Emergency Management

(503) 378-2911

P.O. Box 14370

Salem OR 97301

www.oregon.gov/oem

>>> ELDER ABUSE

There are different forms of abuse; many go unrecognized and unreported. Sometimes abuse is not reported because the abuser is a family member or caregiver who is responsible for caring for the person. Fatigue-related stress, money worries, ill health, or family problems can be contributing factors when caregivers become abusers. While some forms of physical abuse are readily detected, not all forms of abuse are apparent or easily detected.

Oregon law defines abuse as:

Abandonment

The desertion or willful forsaking of an elder or the withdrawal or neglect of duties and obligations owed a dependent adult by a caretaker or other person.

Emotional Abuse

The use of derogatory names, phrases, or profanity; ridicule; harassment, coercion, threats, or intimidation toward an individual; or denial of civil rights, which results in emotional injury.

Financial Exploitation

The illegal, unauthorized,

or improper use of another individual's resources by someone in a trusting relationship.

Neglect

The failure, whether intentional, careless, or due to inadequate experience, training, or skill, to provide basic care or services when agreed to by legal, contractual, or assumed responsibility.

Physical Abuse

The use of excessive force, physical assault, or physical contact with an individual including, but not limited to, hitting, slapping, biting, pinching, or shoving.

Self-Neglect

One's inability to understand the consequences of his/her actions or inactions, which leads or may lead to harm or endangerment to themselves or others.

Sexual Abuse

Forced, tricked, threatened, and/or otherwise coerced sexual contact upon another person.

To report or find assistance, see Elder Abuse, page 32.

The office coordinates and maintains a statewide emergency services system for emergency and disaster communications.

EMERGENCY HOUSING

American Red Cross, Central and Eastern Oregon

See full listing in Education and Community Health, pages 29-30.

Bethlehem Inn

(541) 389-2820

3705 N Hwy. 97

Bend OR 97701

www.bethleheminn.org

This agency is a community-supported emergency shelter that provides a warm, safe place to sleep, nourishing meals, and case management services for adults and children experiencing homelessness in Central Oregon.

Jericho Road

(541) 699-2099

P. O. Box 1623

Redmond OR 97756

www.jerichoroadofredmond.org

The mission of Jericho Road is to provide consistent, nurturing, and tangible support to the homeless and those in need within the Redmond area.

Redemption House Ministries

(541) 362-5642

(541) 903-0709

445 NW 3rd St.

Prineville OR 97754

www.prinevillenazarene.org

A homeless shelter in Prineville for women and children, which provides shelter, assistance, and a safe place to find love, hope, and faith.

Salvation Army

(541) 389-8888

541 NE Dekalb Ave.

Bend OR 97701

www.bend.salvationarmy.org

FAMILY EMERGENCY PREPAREDNESS AND RESOURCES

Crook County Health Department

(541) 447-5165

375 NW Beaver St., Ste. 100

Prineville OR 97754

www.co.crook.or.us/health

Deschutes County Emergency Management

(541) 388-6501

63333 W. Hwy. 20

Bend OR 97703

www.sheriff.deschutes.org

Deschutes County Public Health Department

(541) 322-7400

2577 NE Courtney Dr.

Bend OR 97701

www.deschutes.org

**Jefferson County Health
Department**
(541) 475-4456
715 SW 4th St.
Madras OR 97741
www.jeffco.net/publichealth

NeighborImpact
(541) 548-2380 (Main)
(800) 735-2900 (TTY)
www.neighborimpact.org

NeighborImpact is Central Oregon's largest non-profit organization serving Crook, Deschutes, and Jefferson counties and the Confederated Tribes of Warm Springs. Services assist people in building a future for themselves and their families while recognizing that for some, a continuum of support may be needed throughout their lives.

- **Energy Assistance Hotline**
(541) 504-2155
- **Bend Office - All Services**
(541) 548-2380
20310 Empire Ave, #A100
Bend OR 97703
- **Redmond Office - All Services**
(541) 548-2380
2303 SW First St.
Redmond OR 97756
- **Redmond Office - Child Care Resources**
(541) 323-6513

3113 SW Hwy. 97, #104
Redmond Oregon 97756

- **La Pine Office – HomeSource**
(541) 536-8511
16405 1st St.
La Pine OR 97739
- **Madras Office – HomeSource**
(541) 548-2380
374 SW 5th St., Ste. B
Madras OR 97741
- **Prineville Office**
(541) 548-2380
422 NW Beaver St.
Prineville OR 97754

St. Vincent De Paul

- **Bend**
(541) 389-6643
950 SE Third St. #B,
Bend OR 97702
www.stvincentdepaulbend.org
- **La Pine**
(541) 536-6135
51484 Morson St.
La Pine OR 97739
www.centraloregonsvdp.org
- **Prineville**
(541) 447-7662
1103 NE Elm St., Ste. 140
Prineville OR 97754
www.svdpofcc.org

- **Redmond**
(541) 923-5264
651 SW Veterans Way
Redmond OR 97756
www.stvincentdepaulredmond.com

VICTIMS ASSISTANCE

These programs advocate for and give support to victims of crime. Services include accompaniment to court, information on individual cases and the criminal justice system, crisis intervention, and help filing for crime victim compensation and restraining orders.

If you are a victim, or are concerned that another person is being threatened or abused, report the incident to local police or your local crime victims assistance program.

Confederated Tribes of Warm Springs Victims of Crime
(541) 553-1161
1233 Veterans St., P.O. Box C
Warm Springs OR 97761
www.warmsprings-nsn.gov

The Warm Springs Tribe works in unison with the Federal Bureau of Investigation and United States Attorney's Office with major federal crimes. And the FBI victims of crime servicer staff works in unison with the Tribal VOCS Office when the need arises. The Victims Specialists, Warm Springs VOC's and Warm Springs Police Department work together to offer the needed services for victims.

Crook County Victims' Assistance
(541) 447-4158
300 NE 3rd St., Rm. 22
Prineville OR 97754
www.co.crook.or.us/Crook-County/Victims-Assistance

Deschutes County Victims' Assistance
(541) 388-6525
1164 NW Bond St.
Bend OR 97703
www.dcta.us/c5/victimassistance

Jefferson County Victims' Assistance
(541) 475-4463
129 SW E St., Ste. 102
Madras OR 97741
www.jeffco.net/justice/page/victim-assistance-program



Employment

CENTRAL OREGON WORKFORCE CONNECTION AGENCIES

Older adults sometimes re-enter the work force, change jobs, or seek part-time employment. The following programs assist people with connecting to meaningful employment and/or provide specialized job training. Employment opportunities range from unskilled to professional positions. Job

vacancy listings may be available online and locally at some of these agencies.

Abilitree

See full listing under Advocacy and Information, page 14.

Goodwill

www.goodwilljobconnection.org

Provides vocational services to people with barriers to employment. Assistance covers resumes, job leads, interview skills, interview practice, and work clothing upon hire. Services are free to individuals aged 16+ who are legal to work in the U.S., able to pass a drug screen, and competitively employable.

- **Bend Branch**
(541) 322-7222
61315 S Business 97
Bend OR 97702
- **Redmond Branch**
(541) 516-4284
2067 N Business 97
Redmond OR 97756

Opportunity Foundation of Central Oregon (OFCO)

(541) 548-2611
835 SE Hwy. 126
Redmond OR 97756
www.opportunityfound.org

Provides employment, job search, vocational training, and housing opportunities for people with disabilities.

Vocational Rehabilitation Services, Oregon Department of Human Services

www.oregon.gov/DHS/employment/VR

Assists people with various disabilities who want to return to work with counseling, evaluation, physical restoration, skill training, and job placement.

- **Bend Office**
(541) 388-6336
1645 NE Forbes Rd., Ste. 100
Bend OR 97701
- **La Pine Office**
(541) 388-6336
16493 Bluewood Pl.
La Pine OR 97739
- **Madras Office**
(541) 388-6336
1170 E Ashwood Rd.
Madras OR 97741
- **Prineville Office**
(541) 447-3851 x314
1495 East 3rd St.
Prineville OR 97754
- **Redmond Office**
(541) 388-6336
2158 SE College Loop #A
Redmond OR 97739

Oregon Employment Department **(800) 323-3710 (Toll-free)**

www.oregon.gov/EMPLOY

Helps job seekers find jobs that match their skills and employers' needs. Provides up-to-date information about trends in occupations and skills needed for success in the job market.

- **Bend Office**
(541) 388-6070
1645 NE Forbes Rd., Ste. 100
Bend OR 97701
- **Madras Office**
(541) 475-7118
281 SW 3rd St., Ste. B
Madras OR 97741
- **Prineville Office**
(541) 447-8076
2321 NE 3rd St.
Prineville OR 97754
- **Redmond Office**
(541) 548-8196
2158 SE College Loop, Ste. B
Redmond OR 97756

**Warm Springs Tribal Government
Personnel Office**
(541) 553-3262
1233 Veterans St.
Warm Springs OR 97761
warmsprings-nsn.gov/job-opportunities

**Worksource, Oregon Employment
Department**
www.worksourceoregon.org

Supports economic stability for Oregonians and communities during

times of unemployment through payment of unemployment benefits. Serves businesses by recruiting and referring the best-qualified applicants to jobs and provides resources to diverse job seekers in support of their employment needs. Develops and distributes quality workforce and economic information to promote informed decision making.

- **Bend Office**
(541) 388-6070
1645 NE Forbes Rd., Ste. 101
Bend OR 97701
- **La Pine Office**
(541) 536-5380
16493 Bluewood Pl., Ste. 3
La Pine OR 97739
- **Madras Office**
(541) 475-7118
281 SW 3rd St., Ste. B
Madras OR 97741
- **Prineville Office**
(541) 447-8076
2321 NE 3rd St.
Prineville OR 97754
- **Redmond Office**
(541) 548-8196
2158 SE College Loop, Ste. B
Redmond OR 97756

**DISCRIMINATION, LABOR
LAWS, AND ENFORCEMENT**

Bureau of Labor and Industries (BOLI)

(971) 673-0761

800 NE Oregon St., Ste. 1045

Portland OR 97232

www.oregon.gov/boli

Protects employment rights, advances employment opportunities, and protects access to housing and public accommodations, free from discrimination.



End-of-Life Services

DEATH BENEFITS

Social Security

When someone who has worked and paid into Social Security dies, survivor benefits can be paid to certain family members, such as widows and widowers (and divorced widows and widowers), children, and dependent parents. Apply for benefits promptly, because in some cases benefits may not be retroactive. Apply by telephone or in person.

Social Security Office

(800) 772-1213 (Toll-free)

(800) 325-0778 (TTY)

250 NW Franklin Ave., Ste. 201

Bend OR 97703

www.ssa.gov/benefits

Veterans Death Benefits

Veterans benefits may include life insurance, burial expense reimbursement, burial flag, interment in national cemeteries, headstones/markers, and non-service-connected death pensions. Most funeral directors have information about some of these benefits, and the Department of Veterans Affairs can help with all of them.

Department of Veterans Affairs

(800) 827-1000 (Toll-free)

(800) 829-4833 (TTY)

ESTATE ORGANIZATION

There is a direct correlation between how well families are prepared to face incapacity, death, or catastrophic loss and their ability to recover. A file of information about the practical aspects and decisions that need to be made prior to a loss is a valuable tool in an emergency. Whether a crisis is caused by loss due to a natural disaster, incapacity, or death, the information needed to cope efficiently should be in place.

As a minimum, when the details of the estate are being organized, the following issues should be addressed prior to a loss:

- Medical directives
- Wills and trusts

- Financial data
- List of online accounts and passwords
- Safe deposit boxes and keys
- Insurance policies
- Funeral plans
- Disposition of the body
- List of people to notify

The benefits of good planning include reduced stress in a time of crisis and the acknowledgment of a person's own wishes. It also helps the survivors to function and can facilitate healing. If no friend or family member is available, the public administrator of the county will be appointed to handle legal details.

Birth and Death Certificates

A funeral director can obtain certified copies of death certificates. Several certified copies may be requested for insurance claims and for other benefits. Certificates are held at the local health department for up to six months after death. After that, they are sent to Oregon Vital Records, where birth and death certificates are housed and where copies may be obtained.

Vital Records - Oregon Center for Health Statistics

(971) 673-1190

(888) 896-4988 (Toll-free)

771 (TTY)

CARING PEOPLE CARING FOR YOU

FUNERALS | CREMATORIALS | CEMETARIES | MAUSOLEUMS
COLUMBARIUMS | MONUMENTS | AIR HEARSE

**NISWONGER-REYNOLDS
FUNERAL HOME**
541-382-2471
105 NW Irving Avenue, Bend
www.niswonger-reynolds.com

**DESCHUTES MEMORIAL
CHAPEL & GARDENS**
541-382-5592
63875 N Hwy 97, Bend
www.deschutesmemorialchapel.com

REDMOND MEMORIAL CHAPEL
541-548-3219
717 SW 6th Street, Redmond
www.redmondmemorial.com

AUTUMN FUNERALS
BEND REDMOND
541-318-0842 541-504-9485
61555 Parrell Road, Bend 485 NW Larch Ave, Redmond
www.autumnfunerals.net www.autumnfunerals.net



LOCALLY FAMILY OWNED & OPERATED

››› DOCUMENT CHECKLIST

Organize the following documents.

Let family members and/or a friend know the location of the information or documents.

A complete list of important names, addresses, and phone numbers for:

- Medical providers and suppliers, lawyers, financial advisors, accountants, insurance agents, real estate agents
- Banks and other financial institutions
- Personal representative(s)
- Safe deposit and/or post office box keys and location information of any hidden valuables
- Insurance policies
- Social Security, Medicare, and Medicaid numbers and identification cards
- Rental agreement and other business contracts
- Veterans information, including copies of discharge papers

A complete list of assets:

- Savings, checking, and money market accounts
- Stocks, bonds, and other securities
- Real estate deeds
- Titles to automobiles, boats, and other vehicles
- Business ownership and partnership agreements
- Profit-sharing and pension plans
- Retirement accounts

A complete list of debts:

- Routine and recurring
- Household bills
- Personal property appraisals and copies of federal and state tax returns from the past three to five years
- Receipts for property taxes and other large recent payments
- Personal loan records
- Pertinent computer files, such as financial and legal, and how to access them

P.O. Box 14050
Portland OR 97293
[www.oregon.gov/OHA/PH/
BirthDeathCertificates/GetVitalRecords](http://www.oregon.gov/OHA/PH/BirthDeathCertificates/GetVitalRecords)

Oregon law requires all vital events such as birth, marriage, divorce, registered domestic partnership, dissolution of registered domestic partnership, fetal death, and death be permanently recorded and

registered. These are legal records documenting a vital event. Certified copies of vital records are required to get social security benefits, a driver's license, passport, and other legal documents.

FINAL ARRANGEMENTS

Unattended Death

When someone dies at home without the presence of medical personnel, it is considered an unattended death. In this case, call local law enforcement. They will provide the initial support.

Organ and Tissue Donations

Some people wish to “will” their bodies to science or donate tissue or vital organs after death. A living will may be used to provide direction for donating one's organs or tissues, or donating one's body for medical research. Discuss your wishes in advance with your physician and family.

Burial Information

Daniel Family Funeral Homes
(541) 382-2471

www.bendfuneralhomes.com

See ad, page 41.

Donate Life Northwest
(503) 494-7888
(800) 452-1369 (Toll-free)
P.O. Box 532

»»» THREE CRUCIAL DOCUMENTS

Be sure to have:

1. An updated and valid will or trust ensures that belongings will be allocated as desired and reduces the likelihood of family conflict or a complicated probate process.
2. A springing durable power of attorney, which allows a designated person to make legally binding decisions in the event of incapacitation.
3. Advance directives, which specify wishes concerning medical care and name someone to make decisions in case of incompetency.

Portland OR 97207
www.donatelifenw.org

Maintains the donor registry for the state of Oregon and offers events, educational programs, and an award-winning, high-school curriculum.

Oregon Health Science University,
Body Donation Program
(503) 494-8302
3181 SW Sam Jackson Park Rd.

Portland OR 97239

www.ohsu.edu

Every year, hundreds of citizens of Oregon and the greater Pacific Northwest donate their bodies to the OHSU Body Donation Program.

HOSPICE AND TRANSITION SUPPORT

Hospice provides compassionate support for individuals in the final phase of a terminal illness. Hospice care seeks to enable patients to spend their last days with dignity in as comfortable and as pain-free a

manner as possible. Hospice care can be provided in a number of settings: in the privacy of the home, in a hospice facility, or in a nursing center.

Services are available regardless of ability to pay and are funded by Medicare, donations, and some private insurance policies. To qualify for hospice, patients must be diagnosed with a life expectancy of six months or fewer. Services may include:

- 24/7 on-call nursing
- Intermittent nursing visits
- Management of pain and symptoms
- Personal care, such as bathing
- Physical and other therapies
- Medical supplies and equipment
- Medications related to terminal diagnosis
- Trained volunteers
- Spiritual and pastoral support
- Counseling
- Bereavement and grief support

Heart 'n Home Hospice
(800) 467-7423 (Toll-free)

www.gohospice.com/bend

See ad, this page.

- **Bend Office**
(541) 508-4036
745 NW Mt. Washington Dr.
Ste. 205
Bend OR 97703



**Stay Home
with Hospice**

Care the way YOU want it!

- Medical Visits in Your Home
- 24/7 On-Call Nursing Services
- Comfort & Diagnosis Medications
- Pre-Bereavement Planning
- Spiritual & Emotional Support
- Grief & Loss Support
- Veteran-Centered Services
- Trained Volunteer Support

GoHOSPICE.com



Our compassionate employees bring comfort services to those with Alzheimer's, dementia, stroke, ALS, kidney disease, liver disease, cancer, & other life-limiting illnesses. Not sure if you are ready for hospice? Call us today and we can discuss your needs.

BEND **LA PINE**
(541) 508-4036 **(541) 536-7399**

- **La Pine Office**
(541) 536-7399
51681 Huntington Rd.
La Pine OR 97739

Hospice of Redmond
(541) 548-7483
(877) 244-0858 (Toll-free)
732 SW 23rd St.
Redmond OR 97756
www.hospiceofredmond.org

See ad, this page.

Partners in Care
(541) 382-5882 (24/7)
www.partnersbend.org
See ad on back cover.

- **Bend Office**
2075 NE Wyatt Ct.
Bend OR 97701
- **La Pine Office**
51530 Huntington Rd., Ste. 1
La Pine OR 97739
- **Redmond Office**
141 NW 6th St.
Redmond OR 97756

Sacred Art of Living
(541) 383-4179
20273 SE Reed Ln.
Bend OR 97702
www.sacredartofliving.org

Organizations and individuals
directly involved with the terminally

ill can become certified through
the Sacred Art of Living and Dying
National Certification Programs.

St. Charles Hospice
(541) 706-6700
www.stcharleshealthcare.org

- **Bend Office**
2275 Northeast Doctors Dr., Ste. 3
Bend OR 97701
- **Madras Office**
470 Northeast A St.
Madras OR 97741
- **Prineville Office**
446 NW 3rd St.
Prineville OR 97754



HOSPICE of REDMOND
Serving all of Central Oregon since 1983

**A care family you trust.
Honoring your choices.**

- Hospice & Palliative care
- Transitions program
- Veteran focused care
- Bereavement support

OUR FAMILY, CARING FOR YOURS

www.hospiceofredmond.org | (541) 548-7483 | @HospiceofRedmond

in f ig

- **Redmond Office**
1251 Northwest Canal Blvd.
Redmond OR 97756

PROBATE SERVICES AND INFORMATION

The probate process is a potentially complex series of actions involving attorneys or personal representatives and the courts. In simple terms, the purpose of probate is to determine the validity of a will. If a will does not exist, the probate court names an administrator. Probate administration can be a time-consuming and expensive process.

There are ways to avoid probate through joint ownership of property, beneficiary designation, and revocable living trusts.

Oregon Advance Directive

A two-part booklet, “Making Health Care Decisions,” contains a legal form called the Oregon Advance Directive. This allows you to express, in advance, your wishes to accept or refuse certain life-sustaining treatments should you become unable to decide for yourself in the future. The form requests that you designate a healthcare representative who can follow your desired instructions as specified in the directive. It is important that you let your healthcare representative know

about your wishes well in advance, so that if you are unable to communicate, the representative can act on your behalf. The booklet is available from health care facilities or may be purchased in some stationery stores.

Portable Orders for Life-Sustaining Treatment (POLST)

The POLST form allows a person to express, in writing, his or her wishes and medical preferences for life-sustaining treatment should the person become unable to respond. The form must be signed by a doctor and should be placed in a prominent location, such as on a refrigerator, so that people assisting in an emergency will have a clear understanding of the non-responsive person’s wishes when direct communication is impossible. The POLST should also be provided to any hospital or nursing center where one is treated. The form can be obtained from a physician or hospital.

Note: POLSTs will also be uploaded into an Oregon State database.

Death With Dignity National Center (503) 228-4415

520 SW 6th Ave., Ste. 1220
Portland OR 97204
www.deathwithdignity.org

Promotes Death with Dignity laws based on our model legislation,

the Oregon Death with Dignity Act, both to provide an option for dying individuals and to stimulate nationwide improvements in end-of-life care.

Oregon Health Decisions

(503) 692-0894

(800) 422-4805 (Toll-free)

7451 SW Coho Ct., Ste. 101

Tualatin OR 97062

www.oregonhealthdecisions.org

Comprehensive information and planning guide to help make decisions in order to develop an Advance Directive.

SUPPORT SERVICES

When someone close to you comes to the end of their life, whether it is expected or happens suddenly, it is important that you receive support from family members and friends. There are also individuals and groups in the community whose experience working with grief may help you to cope with your loss. Hospice organizations offer various types of assistance to the terminally ill and their families. See Hospice and Transition Support, page 44.

TRANSITIONS

These programs assist individuals and their families as they cope with life-limiting illness.



Financial Services

DIRECT DEPOSIT

Individuals who receive Social Security benefits, Supplemental Security Income (SSI), Civil Service or Railroad Retirement Annuity, or Veterans Administration (VA) payments may have their checks deposited directly into their bank, credit union, or savings and loan association accounts. This payment option avoids the possibility of a check being stolen.

FINANCIAL MANAGEMENT

Consumer Credit Counseling Service, Money Management International


(866) 889-9347 (12/7, Toll-free)

10260 SW Greenburg Rd., Ste. 412

Tigard OR 97223

www.moneymanagement.org

This non-profit, full-service credit counseling agency provides confidential financial guidance, financial education, and counseling to help consumers take control of their finances and live debt free.



**FINANCE OF AMERICA
— MORTGAGE —**

Realize your plans for retirement, with a reverse mortgage

This reverse mortgage borrower must meet all loan obligations, including living in the property as the principal residence and paying property charges, including property taxes, hazard insurance. The borrower must maintain the home if the borrower does not meet these loan obligations, then the loan will need to be repaid.

Life in reverse...financial longevity and peace of mind.

Debbie Tallman
Reverse Mortgage Advisor
NMLS-248704
(541) 390-0934
debbie.tallman@financeofamerica.com

When the loan is due and payable, some or all of the equity in the property that is the subject of the reverse mortgage no longer belongs to borrowers, who may need to sell the home or otherwise repay the loan with interest from other proceeds. The lender may charge an origination fee, mortgage insurance premium, closing costs and servicing fees (added to the balance of the loan). The balance of the loan grows over time and the lender charges interest on the balance. Borrowers are responsible for paying property taxes, homeowner's insurance, maintenance, and related taxes (which may be substantial). We do not establish an escrow account for disbursements of these payments. A set-aside account can be set up to pay taxes and insurance and may be required in some cases. Borrowers must occupy home as their primary residence and pay for ongoing maintenance; otherwise the loan becomes due and payable. The loan also becomes due and payable (and the property may be subject to a tax lien, other encumbrance, or foreclosure) when the last borrower, or eligible non-borrowing surviving spouse, dies, sells the home, permanently moves out, defaults on taxes, insurance payments, or maintenance, or does not otherwise comply with the loan terms. Interest is not tax-deductible until the loan is partially or fully repaid. ©2020 Finance of America Mortgage LLC is licensed nationwide | (a) NMLS ID #1071 (www.nmlsconsumeraccess.org) | 300 Welsh Road, Building 5, Horsham, PA 19044 | (800) 355-5626. This is not a commitment to lend. Prices, guidelines and minimum requirements are subject to change without notice. This document is provided by Finance of America Mortgage. Any materials were not provided by HUD or FHA. It has not been approved by FHA or any Government Agency.

HOME EQUITY PROGRAMS

NeighborImpact, HomeSource
(541) 323-6567

20310 Empire Ave, Ste. A110
Bend OR 97701

www.neighborimpact.org

HomeSource of NeighborImpact is a HUD-approved housing counseling agency serving Crook, Deschutes, and Jefferson counties.

PROPERTY TAX DEFERRAL

See Government Information, page 58.

REPRESENTATIVE PAYEE AND MONEY MANAGEMENT

If a person becomes unable to manage his or her own funds, the Social Security Administration should be notified.

Arrangements can be made to send benefits to a relative or other person who agrees to use the money for the beneficiary's well-being. This person is called the "representative payee."

Note: A person who has power of attorney for the beneficiary does not automatically qualify to be the representative payee.

REVERSE MORTGAGES

Reverse mortgages may enable homeowners aged 62+ to borrow money safely from the equity in their homes. In some cases, no payments need to be made for as long as the homeowners live in their home—no matter how many years that may be. Older adults considering this option should carefully review loan provisions before signing.

Reverse mortgage models may include:

- A monthly income for life
- A lump sum
- A line of credit for future needs
- A combination of the above

There are a variety of reverse mortgage products available. Homeowners should compare available programs to see which one works best for their situation.

All Seasons Mortgage

(541) 419-7078

15 SW Colorado Ave., Ste. 120

Bend OR 97702

www.asmnorthwest.com

Offers coaching session to help homeowners aged understand the pros and cons of a reverse mortgage and various other options for maintaining home ownership.

See ad, page 50.

Finance of America Mortgage

(541) 390-4934

233 SW Wilson Ave.

Bend OR 97702

www.foamortgage.com

See ad, page 48.

HomeSource, NeighborImpact

(541) 323-6567

20310 Empire Ave, Ste. A110

Bend OR 97701

<https://www.neighborimpact.org/homesource>

Offers a neutral third-party coaching session to help homeowners aged 62+ understand the pros and cons of a reverse mortgage and various other options for maintaining home ownership.

SOCIAL SECURITY BENEFITS

With Social Security, people pay taxes into the system during their working years, and upon retirement or disability receive monthly benefits. Upon the beneficiary's death, certain family members such as a surviving spouse, minor children, or dependent parents can collect the benefit.

Social Security Administration

(800) 772-1213 (Toll-free)

(800) 325-0778 (TTY)

250 NW Franklin Ave. Ste. 201

Bend OR 97703

www.ssa.gov

Right of Appeal/Overpayments

When the Social Security office makes a decision that affects eligibility, they send a letter explaining the decision. If the recipient disagrees with the decision, they can appeal in writing to ask that the case be reviewed. If the initial decision was made in error, it will be changed.

Sometimes Social Security recipients receive overpayments in error; recipients have the right to appeal an overpayment notice.

Some recipients may have a change in their financial situation, which merits

an adjustment to benefits by the Social Security office. Social Security representatives can assist with the appeal and adjustment processes.

SUPPLEMENTAL SECURITY INCOME (SSI)

People aged 65+, or those of any age who are blind or disabled, may be eligible for a Supplemental Security Income (SSI) benefit. This program is funded by federal revenues, not Social Security taxes. With SSI benefits, people with limited income and assets may receive a monthly cash benefit. Those who are eligible for SSI are also eligible for Medicaid.

Applications can be made via telephone and at the Social Security office. Applications for Medicaid or the Oregon Health Plan can be made through the Aging and People with Disabilities (APD) programs; see page 11.




Food and Nutrition

EMERGENCY FOOD PANTRIES


Some supplemental programs distribute government commodities on specific

REVERSE MORTGAGE LOANS


Our Specialty



Sarah Andersch-Coursey
Loan Originator
310-913-5451
sarah@allseasonslending.com
NMLS#1914627




John Andersch
Owner
541-419-7078
john@allseasonslending.com
NMLS#302845



Travis Coursey
Operations Manager
503-910-3043
travis@allseasonslending.com
NMLS#1174380

Quietly doing it right the first time.

15 SW Colorado Ave, Ste 120, Bend, OR 97702
ALLSEASONSLENDING.COM



days; others offer emergency meals and food boxes, or brown-bagged groceries. Contact the Council on Aging for service hours and available resources.

Bend

Eagle Mountain Church

(541) 312-9345

2221 NE 3rd St. (Lower Level)

Bend OR 97701

Foundry Church

(541) 382-3862

60 NW Oregon

Bend OR 97701

(Pick up in Church Office)

Nativity Lutheran

(541) 388-0765

60850 Brosterhous Rd.

Bend OR 97702

www.nativityinbend.com/ministry/food-pantry

St. Vincent de Paul

See full listing under Emergency Assistance, pages 36-37.

Salvation Army

(541) 389-8888

515 NE 3rd St.

Bend OR 97701

The Giving Plate

(541) 797-6883

1245 SE 3rd St., Ste. C7

Bend OR 97702

www.thegivingplate.org

Water Church

(541) 706-0121

21300 Bear Creek Rd.

Bend OR 97701

Westside Church

(541) 382-7504

2051 Shevlin Park Rd.

Bend OR 97701

Culver, Madras, Metolius, and Warm Springs

Metolius Friends

Community Church

(541) 546-4974

575 Hood Ave. #2335

Metolius OR 97741

www.metoliusfriends.church

La Pine/Sunriver Food Pantries

Care and Share at Sunriver Storage

(541) 593-3653

56898 Enterprise Dr., Unit F-125

Sunriver OR 97707

www.sunriverowners.org

La Pine Community Kitchen

(541) 536-1312

16480 Finley Butte Rd.

La Pine OR 97739

www.lapinecommunitykitchen.org

Little Deschutes Grange Hall

(541) 548-2380

51518 Morson St.

La Pine OR 97739

St. Vincent de Paul

See full listing under Emergency Assistance, pages 36–37.

The Door at Three Rivers Church

(541) 550-3088

56885 Enterprise Dr.
Sunriver OR 97707
www.thedoor3r.org

Madras and Warm Springs

Jefferson Food Bank, Seventh-day Adventist Church

(541) 475-3344

556 SE 7th St.
Madras OR 97741

Madras United Methodist Church

(541) 475-2150

49 NE 12th St.
Madras OR 97741
www.madrasumc.org

Warm Springs Presbyterian Church

(541) 553-1237

1141 Warm Springs St.
Warm Springs OR 97761
www.warmspringspc.org

Prineville

First Baptist Church

(541) 447-7717

460 SE Fairview St.
Prineville OR 97754
www.fbcprineville.org

Fresh to You Mobile Pantry

Mosaic Medical

(541) 447-0707

375 NW Beaver St.
Prineville OR 97754

Oasis Soup Kitchen

(541) 447-7727

398 NW Deer St.
Prineville OR 97754
www.prinevillenaz.weebly.com

St. Vincent de Paul

See full listing under Emergency Assistance, pages 36–37.

Redmond/Terrebonne

Assembly of God

(541) 548-4555

1865 W Antler Ln.
Redmond OR 97756
www.redmondchurchofgod.com

Faith Harvest Helpers

(541) 383-3515

5th St. and Evergreen Ave.
Redmond OR 97756
www.grandmashouseofco.org

Friends in Service to Humanity (F.I.S.H.)

(541) 350-2871

536 SW 10th St.
Redmond OR 97756
www.redmondchristian.org

NeighborImpact Regional Food Bank

(541) 548-2380
2303 SW First St.
Redmond OR 97756

Old Fire Hall, Crooked River Ranch

(541) 504-8236
6971 SW Shad Rd.
Terrebonne OR 97760

Redmond Community Church

(541) 923-3023
237 NW 9th St.
Redmond OR 97756
www.redmondcc.org

Seventh-day Adventist Center

(541) 923-0301
945 SW Glacier Ave.
Redmond OR 97756

Smith Rock Community Church

(541) 548-1315
8344 11th St.
Terrebonne OR 97760
www.smithrockchurch.org/events/food-bank

St. Alban's Episcopal Church Food Pantry

(541) 548-4212
3277 NW 10th St.
Redmond OR 97756
www.episcopalchurch.org/es/parish/st-albans-episcopal-church-redmond-or

St. Vincent de Paul

See full listing, pages 36–37.

Sisters

Bread of Life Food Distribution, Westside Sisters Church,

(541) 549-4184
442 Trinity Way
Sisters OR 97759
www.westsidesisters.org

Sisters Kiwanis

(541) 419-1950
328 W Main St.
Sisters OR 97759
www.sisterskiwanis.org/food-bank

MEALS ON WHEELS PROGRAMS

Home-delivered meals to eligible home-bound seniors 60+ or clients with disabilities. Call the Council on Aging to determine home-delivery eligibility. A donation is suggested but not required for adults aged 60+, their spouse, or family caregiver.

Bend

Council on Aging of Central Oregon

(541) 687-5439
373 NE 3rd St.
Bend OR 97701
www.councilonaging.org

La Pine

La Pine Senior Activity Center

(541) 797-9107
www.lapineseniorcenter.org

Madras

Senior Citizens of Jefferson County
(541) 475-1148

Prineville

Prineville Soroptimist Senior Center
(541) 447-6844

Redmond

Redmond Senior Center
(541) 548-6325
www.redmondseniors.org

Sisters

Sisters Community Church
(541) 678-5483
www.sisterschurch.com

NUTRITION RESOURCES

Hunger Prevention Coalition of Central Oregon
(541) 408-1978
P.O. Box 8711
Bend OR 97708
www.hungerpc.org

Volunteer-run coalition that accepts donations to ensure funding for non-profit agencies proven to provide nutritious food for those in need in Central Oregon.

High Desert Food & Farm Alliance
(541) 390-3572

354 NE Greenwood Ave.
Bend OR 97701
www.hdfffa.org

Supports a healthy, thriving food and farm network in Central Oregon. Cooking skills courses (using fresh veggies) teach participants cooking from scratch and shopping on a budget. Supports access for all Central Oregonians to fresh, locally grown food through its Food and Farm Directory and fresh food donations to the local food bank.

SENIOR-ONLY* AND COMMUNITY DINING

Nutritional resources are available to serve people of all ages. Costs, days, and times vary; call or check online.

Bend

*** Council on Aging of Central Oregon**
(541) 678-5483
1036 NE 5th St.
Bend OR 97701
www.councilonaging.org

Family Kitchen-Red Door, Trinity Episcopal Church
(541) 760-5677
231 NW Idaho Ave.
Bend OR 97703
www.familykitchen.org

Larkspur Community Center, Home of the Bend Senior Center
(541) 388-1133
 1600 SE Reed Market Rd.
 Bend OR 97702
www.bendparksandrec.org

Open Door Cafe, Bend Methodist Church
(541) 382-1672
 680 NW Bond St.
 Bend OR 97701
www.bendumc.org

Salvation Army
(541) 389-8888
 515 NE DeKalb St.
 Bend OR 97701
www.bend.salvationarmy.org

Shepherd's House
(541) 388-2096
 1854 NE 5th St.
 Bend Or 97701

Culver, Madras, and Warm Springs

Culver Community Lunch Program, Culver City Hall
(541) 546-6494
 200 First St.
 Culver OR 97734
www.cityofculver.net/pages/calendar

*** Seniors Citizens of Jefferson County**
(541) 475-1148
 860 SW Madison St.
 Madras OR 97741

United Methodist Church
(541) 475-2150
 49 NE 12th St.
 Madras OR 97741
www.madrasumc.org

*** Warm Springs Senior Center**
(541) 553-3313
 2331 High Lookee St.
 Warm Springs OR 97761

La Pine/Sunriver

La Pine Community Kitchen
(541) 536-1312
 16480 Finley Butte Rd.
 La Pine OR 97739
www.lapinecommunitykitchen.org/the-kitchen-the-red-building

*** La Pine Senior Activity Center**
(541) 536-6237
 16450 Victory Way
 La Pine OR 97739
www.lapineseniorcenter.org

Prineville

*** Prineville Sorooptimist Senior Center**
(541) 447-6844
 180 NE Belknap St.
 Prineville OR 97754

Redmond/Terrebonne

Crooked River Ranch Senior Center
(541) 504-8236 (Lunch Site)
 6710 SW Ranch House Rd.

Crooked River Ranch OR 97760
[www.crookedriverranch.com/index.php/
member-pages/ranch-services](http://www.crookedriverranch.com/index.php/member-pages/ranch-services)

**Jericho's Table, Church of
God 7th Day**
(541) 699-2099
205 NW 4th St.
Redmond OR 97756
www.jerichoroadofredmond.org

Lavender Thrift & Gift Hope Center
(541) 390-1594
724 SW 14th St.
Redmond OR 97756
www.houseofhope-bend.org

*** Redmond Senior Center**
(541) 548-6325
325 NW Dogwood Ave.
Redmond OR 97756
www.redmondseniors.org

**Shepherd's Table, City Center
Church**
(541) 548-7128
549 SW 8th St.
Redmond OR 97756
www.citycenter.church/events/calendar

Sisters

*** Sisters Senior Dining, Sisters
Community Church**
(541) 678-5483
1300 W. McKenzie Hwy.
Sisters OR 97759
www.sisterschurch.com

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Through this federal program, previously known as food stamps, the Oregon Department of Human Services (DHS), provides food benefits to Oregon residents of all ages. The Aging and People with Disabilities (APD) branch of DHS administers this program for older adults.

SNAP's focus is to improve health and well-being by helping to meet the nutritional needs of low-income individuals, the elderly, and people with disabilities. Eligibility is based on income, shelter, utility costs, and medical expenses for older adults and people with disabilities.

See page 11.



Government Information

GOVERNMENT OFFICES

Bureau of Land Management (BLM)
(503) 808-6422
1220 SW 3rd Ave.
Portland OR 97204
www.blm.gov

**Certified Ombudsman Program Office
of the Long-Term Care Ombudsman**

See Advocacy and Information, page 17.

City of Bend
(541) 388-5505
 710 NW Wall St.
 Bend OR 97703
www.bendoregon.gov

City of Culver
(541) 546-6494
 200 First St.
 Culver OR 97734
www.cityofculver.net

City of Madras
(541) 475-2344
 125 SW E St.
 Madras OR 97741
www.ci.madras.or.us

City of Metolius
(541) 546-5533
 636 Jefferson Ave.
 Metolius OR 97741
www.cityofmetolius.org

City of Prineville
(541) 447-5627
 387 NE Third St.
 Prineville OR 97754
www.cityofprineville.com

City of Redmond
(541) 923-7710
 411 SW 9th St.
 Redmond OR 97756
www.ci.redmond.or.us

City of Sisters
(541) 549-6022

520 E Cascade Ave.
 Sisters OR 97759
www.ci.sisters.or.us

Crook County Clerk's Office
(541) 447-6553
 300 NE 3rd St.
 Prineville OR 97754
www.co.crook.or.us

Deschutes County Clerk's Office
(541) 388-6549
 1300 NW Wall St. Ste 202
 Bend OR 97703
www.deschutes.org

Governor's Commission on Senior Services
(541) 618-7854
 500 Summer St., NE, E02
 Salem OR 97301
www.oregon.gov

Group of volunteers and two legislators working to ensure quality of life for all older Oregonians. Through cooperation with other organizations and advocacy, the commission works to ensure that seniors have access to services that provide choice, independence, and dignity.

Jefferson County Board of Commissioners
(541) 475-2449
 66 SE D St.
 Madras OR 97741
www.jeffco.net

Legislative Action Center
(202) 225-1772

Call to inquire about the status of a bill in the House of Representatives or the Senate.

Social Security Administration
(800) 772-1213 (Toll-free)
(800) 325-0778 (TTY)
250 NW Franklin Ave. Ste. 201
Bend OR 97703
www.ssa.gov

PROPERTY TAX DEFERRAL

Senior Citizens Property Tax Deferral, Oregon Department of Revenue
(541) 388-6139
951 SW Simpson Ave.
Bend OR 97702
www.oregon.gov/DOR/programs/property

Oregon homeowners, if qualified, may delay property taxes on their residences. There are age, ownership, residency, and income requirements.

TAX ASSISTANCE

AARP Foundation Tax-Aide
(888) 687-2277 (Toll-free)
www.aarp.org/money/taxes

Provides free tax assistance to middle- and low-income taxpayers. Volunteers

are trained, in cooperation with the IRS, on the latest changes in tax laws and those provisions of the tax code most important to older people. Available February 1 through April 15. Call or go online for referral to the closest site or call your local senior center.

Internal Revenue Service
(800) 829-1040 (Toll-free)
(800) 829-4059 (TTY)
www.irs.gov

Oregon Department of Revenue
(800) 356-4222 (Toll-free)
955 Center St. NE
Salem OR 97301
www.oregon.gov/DOR

State income tax information or problem resolution.

VOTER INFORMATION

League of Women Voters of Deschutes County
Bend OR 97701
www.lwvdeschutes.org

A nonpartisan organization that promotes political responsibility and informed participation in government. Membership open to men and women.

VOTER REGISTRATION

Crook County Clerk's Office
(541) 447-6553

(800) 735-2900 (TTY)
300 NE 3rd St., Rm. 23
Prineville OR 97754
www.co.crook.or.us/county-clerk

Deschutes County Clerk's Office
(541) 388-6547
1300 NW Wall St., Ste. 202
Bend OR 97703
www.deschutes.org/clerk

Jefferson County Clerk's Office
(541) 475-4451
66 SE D St., Ste. C
Madras OR 97741
www.jeffco.net



Health and Wellness

CANCER TREATMENT PROGRAMS

American Cancer Society
(800) 227-2345 (Toll-free)
(866) 228-4327 (TTY)
www.cancer.org

DENTAL SERVICES

Medicare does not cover routine dental care such as X-rays, cleaning, fillings, extractions, or dentures; however, many dentists will provide a break on pricing and offer clients a payment plan.

Geriatric Dental Group
(503) 772-3677
6319 SE Powell Blvd.
Portland OR 97206
www.geriatricdental.org

Provides general dentistry to people over 55 or who require a wheelchair accessible clinic. Reduced rates and long term payment plans.

Oregon Health Science University, School of Dentistry
(877) 262-1538 (Toll-free)
2730 SW Moody Ave.
Portland OR 97201
www.ohsu.edu/xd/health/services/dental-clinics

Provides general dentistry and dentures at reduced rates.

DIABETES AND SELF-MANAGEMENT PROGRAMS

Deschutes County Health Services
1130 NW Harriman St., Ste. A
Bend OR 97703

- **Diabetes Prevention Program**
(541) 322-7446
www.deschutes.org/preventdiabetes
- **Living Well Central Oregon**
(541) 322-7430

St. Charles Healthcare

See Hospitals, pages 63, 68.

Warm Springs Health and Wellness Center

See Health and Wellness, pages 70–71.

FITNESS AND THERAPEUTIC RECREATION

Exercise greatly influences the length and quality of life. Regular exercise helps to attain or maintain the physical and mental health necessary for more independent living.

Cascade Boomer Fitness (541) 233-6765

100 SE Bridgeford Blvd., Ste. A
Bend OR 97702
www.cascadeboomerfitness.com

Crook County On the Move Program

(541) 362-1210
P.O. Box 1061
Prineville OR 97754
www.crookcountyonthemove.org

Live healthy in Crook County.
Visit the website for ideas on how to Keep Moving, Be Nourished, and Stay Refreshed.

First Presbyterian Church of Bend, The Center for Wellbeing and Wisdom

(541) 382-4401
230 NE Ninth St.
Bend OR 97701
www.bendfp.org

Classes offered every week day (class, date, time are all on website, www.bendfp.org/the-center-for-wellbeing-wisdom). They welcome everyone, without discrimination for any reason such as race, religion, color, gender, gender identity or expression, sexual orientation, age, national origin, (dis)ability, or marital status.

Healing Reins (541) 382-9410

60575 Billadeau Rd.
Bend OR 97702
www.healingreins.org

Interactive, enjoyable, horse-centered therapy for children, teens, and adults with disabilities. The programs are accredited, safe, effective, and fun for participants of all ages and abilities.

OsteoStrong (541) 241-7067

1543 NE 3rd St.
Bend OR 97701
www.osteostrong.me

See ad, page 61.

FOOT CLINICS

Area senior centers offer foot care; an appointment is required along with a \$35 fee. Participants receive a foot exam, soaking, nail trimming and filing, and a foot massage. For listing of local senior centers, see pages 104–105.

HEALTH AND FITNESS RESOURCES

Health.Org, Office of Disease Prevention and Health Promotion (240) 453-8282

www.health.gov

Helps connect health professionals and consumers to the organizations that can best answer their questions by providing up-to-date contact information for the most reliable resources.

HEALTH SCREENINGS

Health screenings and information for balance, cholesterol, glucose, lipids, and

vision are available for free or at low cost from regular services for hospitals, health care providers, and local agencies. They also offer special screenings and information at health fairs.

Crook County Health Department (541) 447-5165

1375 NW Beaver St, Ste. 100
Prineville OR 97754

www.co.crook.or.us/health

Provides health education, prevention services, and treatment to those living in Crook County.

Jefferson County Senior Center (541) 475-1148

860 SW Madison St.
Madras OR 97741

Larkspur Community Center Home of the Bend Senior Center (541) 388-1133

1600 SE Reed Market Rd.
Bend OR 97702
www.bendparksandrec.org

See ad, page 100.

Redmond Senior Center (541) 548-6325

325 NW Dogwood Ave.
Redmond OR 97756
www.redmondseniors.org

A place where older adults can congregate and fulfill social, physical, emotional, and intellectual needs.



**WE DIDN'T LET AGE CHANGE US,
WE CHANGED THE WAY WE AGE.**

In just 10 minutes a week you can:

- REDUCE OR REVERSE OSTEOPOROSIS
- IMPROVE BONE STRENGTH & DENSITY
- INCREASE STRENGTH & BALANCE
- REDUCE BACK & JOINT PAIN

Call us to schedule a FREE SESSION today!

OSTEOSTRONG

1543 NE 3rd St, Bend, OR | 541.241.7067
WWW.OSTEOSTRONG.ME

Stroke Awareness Oregon

Know the signs of stroke



SAO is dedicated to supporting stroke survivors and their families in recovery, through a resource directory support groups, and social activities. SAO also strives to make F.A.S.T. a household term.

SAO esta dedicado a apoyar a sobrevivientes de derrame cerebral y a sus familias en la recuperación, a través de grupos de apoyo, directorio de recursos y actividades sociales. SAO además se esmera por hacer de F.A.S.T un término de uso en casa.



Learn more at
(Conoce mas en)
strokeawarenessoregon.org

695 SW Mill View Way
Bend, OR 97702
541-323-5641

St. Charles Healthcare

www.stcharleshealthcare.org

- **Cross Roads Plaza**
(541) 706-7717
547 NE Bellevue, Ste. 105
Bend OR 97701
- **Family Care Bend South**
(541) 706-7717
61250 SE Coombs Pl.
Bend OR 97702
- **Madras ER Lab**
(541) 475-3882
480 NE A St.
Madras OR 97741

- **Pioneer Laboratory**
(541) 447-6254
384 SE Combs Flat Rd.
Prineville OR 97754
- **Redmond 4th St. Lab**
(541) 706-7717
1245 NW 4th St.
Redmond OR 97756
- **Heart and Lung Center**
(541) 706-7717
2500 Neff Rd.
Bend OR 97701

Hearing Resources

In-depth audiological testing to evaluate the nature and degree of hearing loss is reimbursable by Medicare at 80% of the approved charges after the Part B deductible has been met. Medicare does not cover hearing aids or routine hearing examinations directly related to the prescribing, fitting, or changing of hearing aids. Medicare covers diagnostic hearing evaluations if referred by a Medicare-certified physician.

Hearing Loss Association of Oregon

(541) 689-7242 (Voice/TTY)

P.O. Box 22501

Eugene OR 97402

www.hlaa-or.org

Supports people with hearing impairments. Offers a free manual providing information on coping with all aspects of hearing loss.

Oregon Lions Sight and Hearing Foundation

(503) 413-7399

1010 NW 22nd Ave., Ste. 144

Portland OR 97210

www.olshf.org

Provides referral to local Lions Clubs for hearing tests and rebuilt hearing aids for adults. Financial assistance with ear surgery. Recipients must verify financial need.

Starkey Hearing Foundation

(800) 328-8602 (Toll-free)

6700 Washington Ave. S

South Eden Prairie MN 55344

www.starkeyhearingfoundation.org

Designed to assist people with no other resources available to them.

Speech

Bend Outpatient Speech Therapy, St. Charles Healthcare

(541) 706-7725

2500 NE Neff Rd.

Bend OR 97701

Stroke

Stroke Awareness Oregon

(541) 323-5641

695 SW Mill View Way

Bend OR 97702

www.strokeawarenessoregon.org

See ad, page 62.

Vision

Medicare is very specific about what it will and will not cover in the area of eye care and vision correction. Medicare does not cover routine testing directly related to the prescribing or fitting of eyeglasses or the purchase of frames or lenses. Speak to an ophthalmologist or optometrist about which conditions are covered. Eye problems such as macular degeneration and glaucoma are common in older adults.

www.allaboutvision.com

www.ohsu.edu

HOSPITALS

St. Charles Healthcare

www.stcharleshealthcare.org

- **Bend**
(541) 382-4321
2500 NE Neff Rd.
Bend OR 97701
- **Madras**
(541) 475-3882
470 NE A St.
Madras OR 97741
- **Prineville**
(541) 447-6254
384 SE Combs Flat Rd.
Prineville OR 97754
- **Redmond**
(541) 548-8131



WELCOME TO SAFE, ESSENTIAL PRIMARY CARE



SUMMIT
MEDICAL
GROUP
OREGON

I love my doc.

Good health is essential, now more than ever. The dangers of unmanaged or undetected health conditions can pose a great risk. That's why Summit Medical Group Oregon is here. Our Primary Care providers are experts at what makes your body work – and work better. Whether you have high blood pressure, high cholesterol, diabetes, heart disease or another medical condition, our team will address your immediate needs and long-term plans.

I love my community. I love my lifestyle.

I love my doc.

Central Oregon's largest
physician-owned multispecialty group
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Dr. Stratton



Self-Advocate for Better Health. It's Time.

By Kristin A. Stratton, MD
Summit Medical Group Oregon Internal Medicine

As a primary care provider, I have witnessed the emotional and physical toll the stress of the COVID-19 pandemic has had on seniors in Central Oregon. Isolation has led to increased levels of fear, anxiety, and depression. Many individuals have stopped or limited their healthy lifestyles, resulting in weight gain and decreased physical activity. As a result, many chronic health conditions have worsened. Fear of going to the doctor has led to delays in medical diagnoses and made conditions more serious and harder to treat.

Here's some simple advice to inspire all individuals to be self-advocates, take control of what they can, and enjoy life to the fullest and healthiest regardless of external circumstances within the context of current Centers for Disease Control and Prevention and local guidelines.

Stay Connected

1. Stay emotionally connected to friends and family. Use all forms of communication — send a handwritten letter, email, talk on the phone, have a video conference, etc.
2. Learn and embrace new technology including video apps. Ask for help if needed.
3. Be creative and transition activities to virtual settings if in-person is not an option — book clubs, bridge clubs, exercise programs, or other social activities.
4. Make new friends
5. Be positive and focus on the good.
6. Reach out to those in need. I have seen how newly widowed individuals and people who have recently moved to the area experience social isolation and loneliness.
7. Decide what you are passionate about and get involved locally.

Stay Physically and Intellectually Active

1. Spend time outdoors in nature.
2. Participate in daily exercise. Exercise improves many physical and emotional conditions. It has also been shown to prevent future falls.
3. Use your brain daily. Learn new material. Read about your passions. Staying intellectually challenged likely helps to preserve cognitive abilities.
4. Eat well-rounded healthy meals.

Address Your Health Care Needs

1. Take care of your physical and emotional health.
2. Set up a medical team and get to know your doctors or providers. Find a primary care provider who listens to your preferences and gets to know you as a person. Find a provider who you respect, who communicates openly, and inspires you to live a fulfilling, healthy life.
3. Catch up on medical care that has been put off. Call and schedule your yearly check in, cancer screenings, and dermatologic exams.
4. If you have new health concerns or symptoms, then seek medical care early.
5. If you experience anxiety, depression, loneliness, or are just not feeling as emotionally strong as you previously did, then tell someone and schedule an appointment with your doctor.
6. Let your family know your values with regards to your health care and end of life wishes. Fill out advanced directives. This is a hard conversation to have but very important for individuals to get to make their own future choices.

By taking these recommended steps to prioritize your health and well-being today, you will begin to feel empowered and more engaged in the longevity of

Kristin A. Stratton, MD, is board certified in Internal Medicine and has practiced at Summit Medical Group Oregon (SMGOR) since 2016. Dr. Stratton is SMGOR's Primary Care Section Chief. She received her degree from the University of Colorado School of Medicine and completed her residency and chief residency through the University of Colorado Internal Medicine Residency Program.



1253 NW Canal Blvd.
Redmond OR 97756

IMMUNIZATION/FLU

Immunization against influenza and pneumonia is important preventive care. Too many older adults die annually from these preventable diseases. Those over age 65 or at increased risk should receive the flu vaccine annually before early November; they should also receive a once-in-a-lifetime immunization against pneumonia. (There are some limited circumstances when people should be revaccinated for pneumonia. Talk with your health care provider.) Influenza and pneumonia vaccines are reimbursed under Medicare.

Crook County Health Department
(541) 447-5165
375 NW Beaver St., Ste. 100
Prineville OR 97754
www.co.crook.or.us/health

Provides family planning, public health, and immunization services to individuals, while working with the community's medical providers to improve access to care for everyone.

Deschutes County Health Department
www.deschutes.org/health

Deschutes County Health Services has a primary responsibility to help

address the basic health and wellness of Deschutes County residents.

- **Bend**
(541) 322-7400
2577 NE Courtney Dr.
Bend OR 97701
- **La Pine**
(541) 322-7400
51340 S Hwy. 97
La Pine OR 97739
- **Redmond**
(541) 617-4775
412 SW 8th St.
Redmond OR 97756

Jefferson County Health Department
(541) 475-4456
715 SW 4th St.
Madras OR 97741
www.jeffco.net/publichealth

OUTPATIENT CLINICS

Fresenius Medical Dialysis Center
(800) 881-5101 (Toll-free Helpline)
www.freseniuskidneycare.com

- **Bend Office**
(541) 385-8668
1239 NE Medical Center Dr.
Ste. 100
Bend OR 97701
- **Redmond Office**
(541) 548-2778

Home Visiting Doctor

**Would you like more time with your doctor and
a more personalized experience?**

We will spend up to an hour with you and can see you for same day or
guaranteed next day visits during our standard work week.

Visits allow plenty of time to ask questions or address any concerns.



Integrity Wellness

541-420-9482



Dr. Sonia Thakur

Our mission is to **SERVE** our patients while providing
excellence in primary medical care.

*We accept most insurance, including Medicare, and also
charge a separate fee for this more personalized service,
which is not covered by insurance. See our website or call us
for details.*

Comprehensive health care provided in the
convenience of your home or office.



Dr. Randy Visser

www.integritywellness.net

Info@integritywellness.net

916 SW 17th St., Ste. 100
Redmond OR 97756

High Lakes Healthcare
www.highlakeshealthcare.com

- **Bend Offices**
(541) 389-7741
Hospital District
2088 NE Kim Ln.
Bend OR 97701

Shevlin Park
2175 NW Shevlin Park Rd.
Bend OR 97703

Upper Mill
929 SW Simpson Ave., Ste. 300
Bend OR 97702

- **Redmond Office**
(541) 548-7134
1001 NW Canal Blvd.
Redmond OR 97756

- **Sisters Office**
(541) 549-9609
354 W Adams Ave.
Sisters OR 97739

Integrity Wellness
(541) 420-9482
P.O. Box 520
Redmond OR 97756
www.integritywellness.net

See ad, this page.

La Pine Community Health Center
(541) 536-3435

P.O. Box 3300

La Pine OR 97739

www.lapinehealth.org

Mosaic Medical

(541) 383-3005

www.mosaicmedical.org

See ad, page 71.

- **Bend Office**
2577 Courtney Dr., Ste. 100
Bend OR 97701
- **Bend Office**
2084 NE Professional Ct.
Bend OR 97701
- **Madras Office**
850 SW 4th St., Ste. 101
Madras OR 97741
- **Prineville Office**
375 NW Beaver St., Ste. 101
Prineville OR 97754
- **Redmond Office**
1250 SW Veterans Way, Ste. 120
Redmond OR 97756

Summit Medical Group, BMC

www.bendmemorialclinic.com

See ad, pages 63-67.

- **Eastside Clinic**
(541) 382-4900

1501 NE Medical Center Dr.
Bend OR 97701

- **Old Mill District Clinic**
(541) 706-25552
815 SW Bond St.
Bend OR 97702
- **Redmond Clinic**
(541) 550-4602
865 SW Veterans Way, Ste. 2
Redmond OR 97756
- **Sisters Clinic**
(541) 706-5440
231 E. Cascade Ave.
Sisters OR 97759

Volunteers in Medicine Clinic

(541) 330-9001

2300 NE Neff Rd.

Bend OR 97701

www.vim-cascades.org

VIM provides healthcare on a donation basis to working adults aged 18 to 64 in Central Oregon with no medical insurance or means to pay for care. Eligibility screening required.

Warm Springs Health and Wellness Center

(541) 553-2460

6700 Washington Ave. S

South Eden Prairie MN 55344

www.warmsprings-nsn.gov

Provides outpatient clinic services to any federally recognized Native



MosaicMedical

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For All

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  Dental

 Behavioral Health
  Medication Assistance

541-383-3005
mosaicmedical.org

Most insurance accepted; sliding scale available
In-clinic, phone + video visits

American. Includes health, vision, and dental care, medical social work, diabetes and nutrition education, labs, X-ray, and pharmacy.

Family Care

St. Charles Healthcare

- **Family Care - Bend East**
(541) 706-4800
2695 NE Conners Ave., Ste. 127
Bend OR 97701
- **Family Care - Bend South**
(541) 706-5935
61250 SE Coombs Pl.
Bend OR 97702

- **Family Care - Prineville**
(541) 447-6263
384 SE Combs Flat Rd.
Prineville OR 97754

- **Family Care - Redmond**
(541) 548-2164
211 NW Larch Ave.
Redmond OR 97756
- **Family Care - Sisters**
(541) 549-1318
630 N Arrowleaf Trl.
Sisters OR 97759

Immediate Care

St. Charles Healthcare

- **Immediate Care - Bend East**
(541) 706-3700
2600 NE Neff Rd.
Bend OR 97701
- **Immediate Care - Bend South**
(541) 706-5930
61250 SE Coombs Pl.
Bend OR 97702
- **Immediate Care - La Pine**
(541) 666-7930
51781 Huntington Rd.
La Pine OR 97739
- **Immediate Care - Prineville**
(541) 447-8750
384 Southeast Combs Flat Rd.
Prineville OR 97754

PRESCRIPTION MEDICATION PROGRAMS

AARP Pharmacy Service
(877) 422-7718 (Toll-free)
www.aarp-pharmacy.com

AARP members can save on FDA approved prescriptions not covered by Medicare Part D.

Oregon Prescription Drug Program
(877) 279-3424 (Toll-free)
www.staterxplans.us/oregon.html

State-sponsored prescription discount card program. Free enrollment; no age or income limit. All under-insured Oregonians can join; save up to 80% on generics. All FDA-approved drugs prescribed by a licensed clinician are eligible for discounts.

SHIBA Program, Council on Aging of Central Oregon
(541) 678-5483
(800) 722-4134 (Toll-free)
373 NE Greenwood Ave.
Bend OR 97701
www.councilonaging.org/find-help/medical-resources/medicare-counseling

The Council on Aging's Senior Health Insurance Benefits Assistance (SHIBA) volunteers offer free, unbiased and confidential assistance with Medicare insurance choices.

Take Meds Seriously Oregon, Deschutes County Health Services
www.takemedsseriouslyoregon.org

Emphasizes three key practices:

1. Use only medications prescribed and as directed.
2. Securely store medication.
3. Safely dispose of unused medications at one of the 19 disposal locations throughout Central Oregon.

Visit the website for more information or to find a disposal location.

REHABILITATION SERVICES

Arthritis Support Group

865 SW Veterans Way
Redmond OR 97756

Education, information, and referrals.
Contact: alyce1002@gmail.com or
kristenjones1227@gmail.com

St. Charles Healthcare, Outpatient Rehabilitation

www.stcharleshealthcare.org

- **Bend Office**
(541) 706-7725
2500 NE Neff Rd.
Bend OR 97701
- **Madras Office**
(541) 460-4016
470 NE A St.
Madras OR 97741
- **Prineville Office**
(541) 447-8455
384 SE Combs Flat Rd.
Prineville OR 97754
- **Redmond Office**
(541) 516-3828
1523 NW Canal Blvd.
Redmond OR 97756



Health Insurance

APPLYING FOR MEDICARE

To apply for Medicare, contact the Social Security Administration.

Social Security Administration

(877) 405-0302 (Toll-free, Local)

(800) 772-1213 (Toll-free, National)

(800) 325-0778 (TTY)

250 NW Franklin Ave., Ste. 201

Bend OR 97703

www.ssa.gov

Enroll for Medicare benefits at the local Social Security office (or online) beginning in the three months prior to your 65th birth month.

CENTRAL OREGON CLINICS THAT ACCEPT MEDICARE

Medical clinics may or may not accept new patients with Medicare depending on the availability of their doctors. There may be waiting lists. To identify clinics in your area, visit www.medicare.gov.

LONG TERM CARE INSURANCE

People often think, mistakenly, that Medicare, Medicare Advantage, and Medigap pay for custodial care. These

››› HOW MEDICARE WORKS

Part A: Hospital Insurance

Inpatient care is financed by the portion of payroll tax that also pays for Social Security.

Part B: Medical Insurance

A quarter of the cost is financed by monthly premiums paid by people who choose to purchase the insurance and three quarters by the federal government.

Part C: Medicare Advantage Plans

These private health plan options, which can cover all Medicare-covered health care, can include

prescription drug coverage, vision care, and dental care. There are monthly premiums. Seniors should carefully research these policies before choosing one, and the free service SHIBA (see page 72) can help older adults make the best possible decisions about these options.

Part D: Prescription Drug Coverage

These policies help cover drug costs. There are monthly premiums and low-income subsidies are available.

programs do pay for “skilled care” in a nursing home when medically necessary, but only if particular requirements are met and only for a limited term. Custodial care (extended residential care) is not covered by Medicare, even if received in a skilled nursing facility.

Many insurance companies sell long term care insurance as separate policies. Call your insurer for more information.

**Oregon Insurance Division
Consumer Advocates
(888) 877-4894 (Toll-free)**

P.O. Box 14480
Salem OR 97309
www.dfr.oregon.gov/gethelp

MEDICAID

Oregon’s Medicaid program provides for health care (medical benefits) and long-term care services for low-income or disabled individuals who meet income and asset requirements and other specific criteria. Medicaid is funded by state and federal funds. The local Aging and People with Disabilities (APD) programs office has information on qualifying.

Bend
(541) 388-6240

La Pine
(541) 536-8919

Madras
(541) 475-6773

Prineville
(541) 447-4511

Redmond
(541) 548-2206

**Financial Aid Center for
Long Term Care, Inc.**
(888) 870-5467 (Toll-free)
P.O. Box 2200
Grants Pass OR 97528
www.oregonmedicaidhelp.com

Assists with determining Oregon
Medicaid eligibility and qualification
and protecting assets.

See ad, this page.

MEDICARE

Medicare is a federal health insurance program for people aged 65 or older, people under 65 receiving SSDI income, and people of any age who have permanent kidney failure. Medicare insurance has four parts: Part A, Hospitalization; Part B, Physician/Outpatient Medical; Part C, Medicare Advantage; and Part D, Prescription Drug Plans.

Medicare Customer Representative
(800) 633-4227 (Toll-free)
www.medicare.gov

MEDICARE SAVINGS PROGRAM

This program pays the qualifying recipient's Part B Medicare premiums, increasing their monthly Social Security benefits by the amount of the premiums. Depending on the level of assistance, Medicare deductibles and co-pays may be covered. A recipient must be eligible for Medicare parts A and B. Applications are required, and eligibility is based on income and asset limitations. For

**Your spouse is in a nursing home
at \$9,000 per month...NOW WHAT?**

Call the Medicaid & VA Benefits experts at

THE Financial Aid Center
FOR Long Term Care

541-479-2415

**FREE MEDICAID & VA
BENEFITS COUNSELING**

Who should call? *Anyone with family in
(or about to enter) long-term care with assets
to protect for a spouse or family member.*

We get people qualified!

››› FREE COUNSELING AND INFORMATION FOR THOSE ELIGIBLE FOR MEDICARE

What can SHIBA (Senior Health Insurance Benefits Assistance) volunteers do for you?

- Guide you through your health insurance options
- Provide you with **FREE** local counseling and assistance
- Answer questions about:
 - Billing and claims
 - Long-term care
 - Medicare plan comparisons
 - Medicare savings programs
 - Medicare Supplement
 - Prescription drugs
 - Rights and protections

Federal funding for the State Health Insurance Assistance Programs (SHIP) is intended to strengthen the capability of states to provide all Medicare-eligible individuals with information, counseling, and assistance on health insurance matters. The Council on Aging of Central Oregon has a network of trained volunteer counselors to provide accurate and objective health insurance information and assistance in making informed health coverage decisions and understanding related rights and protections.

Call a local SHIBA representative at (541) 678-5483, ext. 211

complete information and an application for the Medicare Savings Program, contact the Council on Aging's SHIBA program at (541) 678-5483, ext. 211, or contact the nearest Aging and People with Disabilities (APD) office.

Bend
(541) 388-6240

La Pine
(541) 536-8919

Madras
(541) 475-6773

Prineville
(541) 447-4511

Redmond
(541) 548-2206

OREGON HEALTH PLAN (OHP)

The Oregon Health Plan provides medical coverage for low-income Oregonians who are not eligible for Medicare. For these residents, eligibility is based on income and assets.

Oregon Health Plan
(800) 699-9075 (Toll-free, To Apply)
(800) 273-0557 (Toll-free, Members)
 500 Summer St. NE
 Salem OR 97301
www.oregon.gov/OHA

REPORTING MEDICAID AND MEDICARE FRAUD

Fraud is a major cost to our government and to your taxes. Report suspicious billing errors, such as being billed twice for the same service, or other questionable activities you observe. If you are in doubt as to whether an activity may be fraudulent, do not hesitate to call.

See Fraud Reporting, page 12.

SENIOR HEALTH INSURANCE BENEFITS ASSISTANCE (SHIBA)

Trained SHIBA volunteers provide free information and assistance on: Medicare benefits and limitations; evaluation of Medicare supplemental insurance and long term care policies;

billing problems; and referrals for legal assistance with Medicare.

SHIBA Program, Council on Aging of Central Oregon
(541) 678-5483, ext. 211
(800) 722-4134 (Toll-free)
 373 NE Greenwood
 Ave. Bend OR 97701
www.councilonaging.org

Volunteer counselors provide free counseling to people with Medicare (and those looking to sign up at age 65) to resolve issues with supplemental insurance, Medicare claims or bills, doctor's bills, and problems with insurance companies regarding the payment of bills. They also support older adults during open enrollment periods.

SUPPLEMENT INSURANCE: MEDIGAP

Medicare provides basic coverage for health care costs, but it will not pay all medical expenses. For this reason, many private insurance companies sell a range of Supplement Insurance or Medigap policies. Beneficiaries can choose from ten standardized plans.

Oregon law gives the right to enroll in any of the Medicare Supplement plans approved for sale in the State of Oregon to anyone who is within the first six months of enrolling in Medicare Part B, including people on Medicare

by reason of disability. To learn more, request *The Oregon Guide to Medicare Insurance Plans*, published by the Oregon Department of Consumer and Business Services by calling your local Council on Aging SHIBA program.

THE MEDICARE AND YOU HANDBOOK

This tool explains Medicare benefit periods, deductible charges, and various procedures. Contact Medicare to obtain a copy.

(800) 633-4227 (Toll-free)

www.medicare.gov



Home Healthcare and In-Home Assistance

CAREGIVING AND THE CAREGIVER

Taking care of a loved one can be demanding and stressful. The pressure of balancing a personal schedule and an older adult's needs often becomes overwhelming and can be a danger to the caregiver's health. The following resources can provide information to help make caregiving easier and offer ideas for maintaining a healthy balance.

Caregiver Support Groups

Many churches and other organizations throughout Central Oregon offer caregiver support groups. The Council on Aging also offers groups for caregivers. Call for more information.

(541) 678-5483

See page 24.

HOME HEALTHCARE AGENCIES

Home health care services are provided to homebound patients by a state-licensed home health agency. Your physician must prescribe and direct the type of care, how often it is to be provided, and the duration of treatment. The agency must be licensed and certified by Medicare and Medicaid to entitle patients to receive benefits under these programs.

Services provided by home health care include nursing, physical therapy, home health aide services, occupational therapy, and speech therapy. Medicare will pay home health care costs only if certain criteria are met.

Medicaid also pays for most home health services provided by certified home health agencies. When you call the home health agency, discuss which benefits may be covered.

Partners in Care
(541) 382-5882
2075 NE Wyatt Ct.
Bend OR 97701
www.partnersbend.org

St. Charles Home Health
(541) 706-7796
63031 NE Layton Ave.
Bend OR 97701

**Tribal Home Health/CHR Program
and Public Health Nursing, Warm
Springs Health and Wellness Center**
(541) 553-1196
1270 Kot-num Rd.
Warm Springs OR 97761

[www.ihs.gov/portland/
healthcarefacilities/warmsprings](http://www.ihs.gov/portland/healthcarefacilities/warmsprings)

HOSPICE

Hospice programs provide a full range of services to patients facing a terminal illness, as well as their families.

See End-of-Life Services, pages 44-46.

IN-HOME ASSISTANCE

These agencies help people remain healthy and safe in their own homes. Staff assists with housekeeping, transportation, and personal care.

Touching
Hearts® at home
The heart of home care.



*Dedicated
Caring
Professional*

***Peace of Mind.** When friends and family can't be there, we can.*



To find out more, contact us at:
(541) 633-9214
touchinghearts.com/centraloregon
spine@touchinghearts.com

At Touching Hearts at Home, we go the distance to understand your unique needs and personal style—and to assist you in remaining active, valued, and engaged. That's why we're Central Oregon's premier home care company.

Our caregivers are experienced and dedicated. And our exceptional training program results in exceptional service. Care can be provided over a range of time, from just a few hours per visit, or on a 24/7 basis, including weekends and holidays. We are also available to meet on-call needs and short-term schedules.



Senior safety and wellbeing is what we do

At Comfort Keepers®, we provide in-home care that helps seniors and others live safe, happy and independent lives in the comfort of their own homes.

In-home care services

- Personal care
- Dementia and Alzheimer's care
- Companionship and housekeeping
- Respite care
- Private duty nursing
- Medication management
- Nail care

(541) 241-3225
 354 NE Greenwood, Suite 204, Bend, OR 97701
SeniorCareCentralOregon.com
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At Home Care Group
(541) 312-0051
 205 SE Wilson Ave., Ste. 1
 Bend OR 97702
www.athomecaregroup.com

See ad, page 81.

Comfort Keepers
(541) 241 3225
 354 NE Greenwood, Ste. 204
 Bend OR 97701
www.seniorcarecentraloregon.com

See ad, this page.

Evergreen In-Home Care Services
(541) 389-0006
 243 SW Scalehouse Loop, Ste. 3A

Bend OR 97702
www.evergreeninhome.com

See ad, page 82.

Helping Hands Home Care
(541) 241-1950
 61396 S Hwy. 97, Ste. 106
 Bend OR 97702
www.helpinghandshomecare.com

Home Instead Senior Care of Central Oregon
(541) 330-6400
 296 SW Columbia St., Ste. C
 Bend OR 97702
www.homeinstead.com

Interim HealthCare of Central Oregon
(541) 639-4400
 230 SE 3rd St., Ste. 100
 Bend OR 97702
www.interimhealthcare.com/bendor/home

Pro Quality Home Care
(541) 923-4041
 605 SW 5th St.
 Redmond OR 97756
www.proqualityhomecare.com

Right at Home In-Home Care and Assistance
(541) 633-7436
 2195 NE Professional Ct.
 Bend OR 97701
www.rightathome.net

Safe Haven Care
(541) 678-5838
1005 NW Galveston Ave., Ste. 200
Bend OR 97703
www.safehavencare.com

Touching Hearts at Home
(541) 633-9214
2510 NE Ocker Dr.
Bend OR 97701
www.touchingheartsathome.com/centraloregon

See ad, page 79.

Visiting Angels
(541) 617-3868
2920 NE Conners Ave.
Bend OR 97701
www.visitingangels.com

MEDICAL AND ASSISTIVE EQUIPMENT

Home medical equipment, sometimes called durable medical equipment (DME), includes shower chairs, adaptive toilets, walkers, and other equipment. Determine costs before ordering equipment, as many items are not covered by insurance or have a deductible. Several local agencies have equipment that may be available on loan.

Access Technologies, Inc.
(800) 677-7512 (Toll-free)
2225 Lancaster Dr. NE



At Home Care Group
We serve all of Central Oregon!
541.312.0051
Locally Owned & Operated
State Licensed & Insured
We accept the following payments:
Private Pay, Long Term Care Insurance,
and Medicaid
www.athomecaregroup.com
205 SE Wilson Avenue, Suite 1
Bend, OR 97702

Salem OR 97305
www.accesstechnologiesinc.org

Offers a range of solutions that increase independence throughout an individual's daily life. Services include technology assessments and trainings, hands-on device demonstrations, and a comprehensive Device Lending Library. Maintains a marketplace of new and slightly used equipment, and listings of used items for sales.

Advanced Mobility of Bend
(541) 382-6016
1045 NE 3rd St.
Bend OR 97701
www.advancedmobilityofbend.com



**39 years of serving our
Central Oregon communities**



- Geriatric Care Management
- Medication Management
- Personal Care
- Homemaking Services
- 24 Hour Companionship
- Respite Services

541-389-0006
www.evergreeninhome.com

Bath Techs
(541) 639-9497
1562 NW 1st St.
Bend OR 97703
www.bathtechs.com

See ad, page 88.

First Presbyterian Church of Bend
(541) 382-4401
230 NE Ninth St.
Bend OR 97701

Loans out various medical equipment to those in need for no charge. Typical loans are for approximately six weeks, but this may be negotiable. There is no cost for this service. Items may include wheelchairs, walkers, crutches, bedside

commodes, shower and tub benches. Call first for to check availability.

Independent Living Aids
(800) 537-2118 (Toll-free)
137 Rano Rd.
Buffalo NY 14207
www.independentliving.com

Medic Alert Foundation
(800) 432-5378 (Toll-free)
5226 Pirrone Ct.
Salida CA 95368
www.medicalert.org

Provides 24/7, toll-free telephone access to medical information through a variety of membership levels, starting at \$30. Also sells a variety of Medic Alert products.

Oregon Public Utility Commission
(800) 848-4442 (Toll-free)
(800) 648-3458 (TTY)
(971) 239-5845 (VP)
www.tdap.oregon.gov

Offers specialized telephone equipment or tablets at no cost to Oregon's residents who have a loss in hearing, mobility cognition, vision, and speech.

See ad, pages 84-85.

St. Charles Lifeline
(541) 706-7796
2500 NE Neff Rd.
Bend OR 97701
www.stcharleshealthcare.org/services/home-health-care/lifeline-services

NEEDS ASSESSMENT/CASE MANAGEMENT

For some, living independently has become difficult. Assistance with housekeeping, shopping, or meal preparation may make all the difference in their ability to keep living at home.

Services may be available from a variety of sources with different financing requirements.

Bend Senior Care Management (541) 782-8381

2855 NW Crossing Dr., Ste. 201
Bend OR 97703

<https://bendseniorcaremanagement.com>

Oregon Home Care Commission Registry and Referral System (877) 867-0077 (Toll-free)

500 Summer St. NE, E-15
Salem OR 97301

www.or-hcc.org

An online Registry and Referral System of people interested in doing in-home work.

Oregon Project Independence (OPI), Council on Aging of Central Oregon (541) 678-5483

373 NE Greenwood Ave.
Bend OR 97701

www.councilonaging.org

Helps with in-home tasks such as bathing, dressing, fixing meals, and

safety/sanitation housekeeping. OPI is for people aged 60+ or for those under 60 with dementia who could not remain in their own homes without assistance.

OUT-OF-HOME CARE

Deciding to move from your home to a supported living environment or a nursing home is one of the most important and difficult decisions that a person may have to make, either for themselves or for a family member. There are a variety of senior living choices in Crook, Deschutes, and Jefferson counties. Ideally, individuals will plan ahead to learn about available options and how each can meet various needs. Planning ahead eases the stress that accompanies making a change in living arrangements.

Information and services are available to assist seniors and their family members who are considering placement outside the home.

Information and Referral, Council on Aging of Central Oregon

See the ADRC listing, page 11.

RESPIRE CARE

Eldercare Locator (800) 677-1116 (Toll-free)

www.eldercare.gov

Do you qualify for a discount?

Oregon Lifeline is a federal and state government program that provides a discount of up to \$12.75 on phone or high-speed internet service with participating companies for qualifying low-income households.

Apply if you receive:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Veterans or Survivors Pension
- Federal Public Housing Assistance, or
- Your total household income is at or below 135% of the federal poverty guidelines

Proof of eligibility:

You may be required to provide proof that you qualify.

Apply online, or print the application at:

www.lifeline.oregon.gov/discount

www.lifeline.oregon.gov
puc.rspf@state.or.us

Call (800) 848-4442

TTY (800) 648-3458 | VP (971) 239-5845

Monday — Friday, 9 a.m. to 4 p.m.

Lifeline is non-transferable.

The Lifeline discount is limited to one per household, consisting of either phone (landline or wireless) or high-speed internet service.





Having trouble hearing on the phone?

Specialized telephone
equipment or tablets are
available at no cost to
Oregon residents who
have a loss in:

Hearing • Mobility Cognition • Vision • Speech

Let us help select
the technology that
will work best for you.

Call (800) 848-4442
TTY (800) 648-3458
VP (971) 239-5845

**Monday — Friday,
9 a.m. to 4 p.m.**

Info/application:

www.tdap.oregon.gov
puc.rspf@state.or.us



The Eldercare locator is a nationwide directory assistance service designed to help older adults and caregivers locate local supports and resources for aging Americans.

**Family Caregiver Support Program,
Council on Aging of Central Oregon**
(877) 704-4567 (Toll-free)
373 NE Greenwood Ave.
Bend OR 97701
www.councilonaging.org

Connects Crook, Deschutes, and Jefferson county residents caring for special needs individuals to respite (“time away”) from their caregiving duties. Also has lists of available providers to call, out-of-home respite opportunities, and financial assistance (subsidies) for respite.



Housing and Support Services

HEAT, FUEL, AND UTILITY ASSISTANCE

If you are unable to pay your bill, call your utility company before you are disconnected. Charges and fees to reconnect service after disconnection are costly. Most utility companies have some type of program or work with other agencies to assist customers

in paying utility bills, such as:

- Installment payment plans
- Payment of a set monthly amount
- Funds set aside to help low-income families
- Arrangements with the Neighbor Impact assistance program
- Referrals to local agencies that provide utility assistance
- Rebates for home upgrade that improve energy efficiency.

NeighborImpact, Home Energy Assistance (541) 504-2155

www.neighborimpact.org

Offers assistance to income-qualified households for the following heat sources: electricity, natural gas, propane, oil, wood and pellets. Must meet eligibility requirements.

Salvation Army
(541) 389-8888
541 NE Dekalb St.
Bend OR 97701
www.bend.salvationarmy.org

St. Vincent De Paul

See full listing and locations under Emergency Assistance, pages 36-37.

HOME PURCHASE, REPAIR, AND REHABILITATION

Resources are available to assist residents with the purchase of affordable housing in Central Oregon. Home repair and rehabilitation assistance is also available through a number of programs. Inquire with the following agencies for help.

**Advanced Mobility of Bend
(541) 382-6016**

1045 NE 3rd St.
Bend OR 97701
www.advancedmobilityofbend.com

**Cascade Sotheby's
(541) 383-7600**

650 SW Bond St., Ste. 100
Bend OR 97702
www.cascadesothebysrealty.com

See ad, page 89.

**City of Bend Fire Department,
Safety Outreach for Seniors
(541) 322-6300**

1212 SW Simpson Ave.
Bend OR 97702
www.bendoregon.gov/fire

Safety Outreach for Seniors (SOS), a FREE safety program provided by the City of Bend Fire Department, helps identify harmful conditions in and around your home that may place you, your guests, and pets at risk of injury or even death and suggests solutions.

**Habitat for Humanity
www.habitat.org**

Habitat for Humanity works in partnership with people in need to build simple, decent shelter that is sold to partner families at no profit, through affordable, no-interest mortgages. Family selection is based on the need for appropriate housing, ability to pay, and willingness to partner. Home repair services may be available.

- **Jefferson County Office
(541) 475-9722**
49 NE 12th St.
Madras OR 97741

- **Redmond Office
(541) 548-1406**
1242 S Hwy. 97
Redmond OR 97756

- **Sisters Office
(541) 549-1193**
141 W Main Ave.
Sisters OR 97759

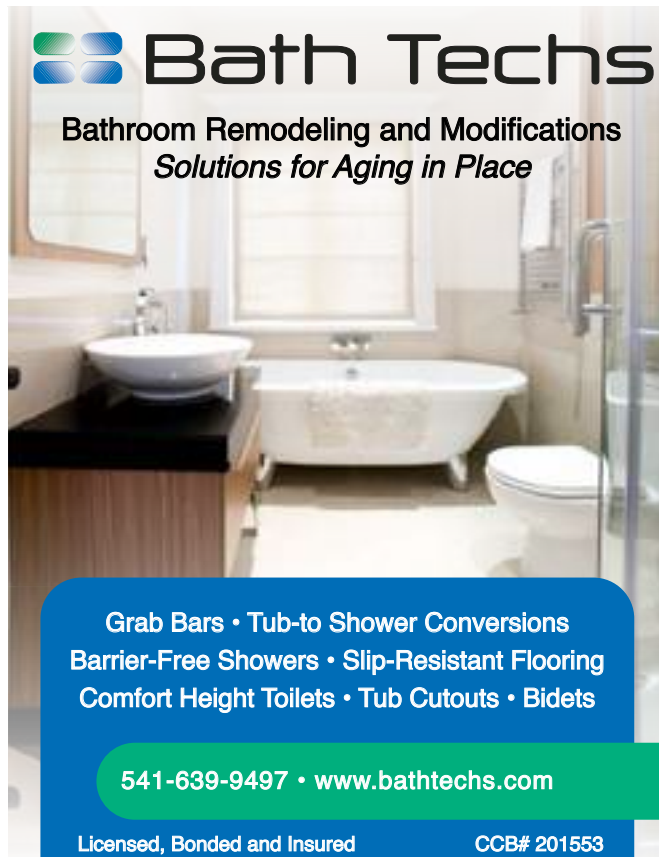
- **Sunriver/Newberry Office
(541) 593-5005**
P.O. Box 3364
Sunriver OR 97707

**Habitat for Humanity, ReStore
www.habitat.org/restore**

Non-profit home improvement stores and donation centers that sell new and gently used furniture, home accessories, building materials, and more.

- **Bend Store**
(541) 312-6709
224 NE Thurston Ave.
Bend OR 97701
- **Madras Store**
(541) 475-9722
84 SW K St.
Madras OR 97741
- **Newberry Store**
(541) 536-3234
52684 Hwy. 97
La Pine OR 97739
- **Prineville Store**
(541) 447-6934
1427 NW Murphy Ct.
Prineville OR 97754
- **Redmond Store**
(541) 548-1406
1242 S Hwy. 97
Redmond OR 97756
- **Sisters Building Supplies Store**
(541) 549-1621
254 W Adams St.
Sisters OR 97759
- **Sisters Store**
(541) 549-1740
141 W Main St.
Sisters OR 97759

Kôr Community Land Trust
(541) 797-4418
P.O. Box 6993



Bath Techs
Bathroom Remodeling and Modifications
Solutions for Aging in Place

Grab Bars • Tub-to Shower Conversions
Barrier-Free Showers • Slip-Resistant Flooring
Comfort Height Toilets • Tub Cutouts • Bidets

541-639-9497 • www.bathtechs.com

Licensed, Bonded and Insured CCB# 201553

Bend OR 97708
www.korlandtrust.org

Kôr Community Land Trust provides permanently affordable, environmentally sustainable, and equitable homeownership opportunities for low- to moderate-income households in Bend.

See ad, page 90.

NeighborImpact
www.neighborimpact.org

Administers a federal grant in partnership with area governments to assist low-income families and the elderly with necessary home rehabilitation. Improves the health, safety, and energy efficiency of homes for low- and moderate-income

people. Repairs such as caulking, insulating, and repair or replacement of furnaces are performed.

- **Bend Office**
(541) 323-6567
20310 Empire Blvd.
Bend OR 97701
- **Madras Office**
(541) 475-0442
374 SW 5th St., Ste. B
Madras OR 97741
- **Prineville Office**
(541) 416-0107
422 NW Beaver St.
Prineville OR 97754



Real Estate Services for Every Season of Life

Sandy Kohlmoos, Broker, GRI, CRS
541-408-4309 | sandy.kohlmoos@cascadesir.com

John Kohlmoos, Broker
541-480-8131 | john.kohlmoos@cascadesir.com

Cascade | **Sotheby's**
INTERNATIONAL REALTY

TheKohlmoosTeam.CascadeSothebysRealty.com | 541.383.7600
650 SW Bond St., Suite 100 | Bend, OR

© Licensed brokers in the State of Oregon. Each office is independently owned and operated.

- **Redmond Weatherization Program**
(541) 316-2034
2303 SW First St.
Redmond OR 97756

USDA Rural Development
(541) 923-4358, ext. 4
625 SE Salmon Ave., Ste. 5
Redmond OR 97756
www.rd.usda.gov/or

Designed to enable very low- and low-income households to purchase modest homes in rural areas.

HOUSING ASSISTANCE

Housing Works
(541) 923-1018
(866) 327-8877 (TTY)
405 SW 6th St.
Redmond OR 97756
www.housing-works.org

Administers the HUD Housing Choice Voucher program for Central Oregon.

NeighborImpact, Rent Assistance Program
(541) 548-2380
2303 SW 1st St.
Redmond OR 97756
www.neighborimpact.org

Households interested in applying for deposit or rental assistance must fill out a rental assistance application.



At Kor, we're not just building permanently affordable homes. We're building diverse communities that contribute to the high quality and social resiliency of Bend and the surrounding area.

Visit us online to learn more about Kôr homes, the application process, and home ownership qualifications.

www.korlandtrust.org

When funds are available, clients will be contacted based on need. Applications are available at all NeighborImpact locations.

Oregon Housing and Community Services

(503) 986-2000

725 Summer St. NE, Ste. B
Salem OR 97301

www.oregon.gov/ohcs

Provides information on financing single-family homes, rental housing assistance, low cost rental housing by community and section 8 services.

SENIOR/DISABLED/LOW-INCOME HOUSING

The following residences offer accommodations for low-to moderate-income older adults and people with disabilities. Rents are generally calculated based on a person's income. Older adults must be able to live independently.

Bend

Crest Butte Apartments

(541) 389-9107

1695 NE Purcell Blvd., Ste. 13
Bend OR 97701

Discovery Park Lodge

(541) 312-9940

2868 NW Crossing Dr.
Bend OR 97701

Mountain Laurel Lodge

(541) 389-7800

990 SW Yates Dr.
Bend OR 97702

Pacific Crest Affordable Housing

(541) 383-3618

5 NW Minnesota Ave, Ste. 210
Bend OR 97703

www.pacificcrestaffordablehousing.org

See ad, page 91.

Pilot Butte Retirement Center

(541) 383-4674

(800) 714-9177 (Toll-free)

1350 NE 27th St.
Bend OR 97701



PACIFIC CREST AFFORDABLE HOUSING

Creating high-quality, sustainable, affordable housing for Central Oregon since 2005.

(541) 383-3618

www.pacificcrestaffordablehousing.org



Pilot Butte Village**(541) 388-1239**

1975 Sams Loop, Ste. 3
Bend OR 97701

Quimby St. Apartments**(541) 382-9046**

455 NE Quimby St.
Bend OR 97701

Vintage at Bend**(541) 617-3985**

611 NE Bellevue Dr.
Bend OR 97701

La Pine**Little Deschutes Lodge****(541) 536-5400**

51725 Little Deschutes Ln.
La Pine OR 97739

Madras**Canyon Villa Estates****(541) 475-3202**

306 SW C St.
Madras OR 97740

Golden Age Manor**(541) 475-3202**

289 SW C St.
Madras OR 97740

Madras Estates**(541) 475-1969**

242 SW 3rd St.
Madras OR 97741

Prineville**Desert Gardens****(541) 447-1320**

705 NW 10th St.
Prineville OR 97754

Grasshopper Village**(541) 382-9046**

850 NW 10th St.
Prineville OR 97754

Ochoco Manor**(541) 447-5811**

601 NW Deer St.
Prineville OR 97754

Riverside Apartments**(541) 416-2117**

635 S Main St.
Prineville OR 97754

Redmond**Brentwood Manor****(541) 788-3742**

1121 SW Kalama Ave.
Redmond OR 97756

Cottonwood Apartments**(541) 548-7111**

211 NW Greenwood Ave.
Redmond OR 97706

Redmond Triangle**(541) 923-2142**

787 NW Canal Blvd.
Redmond OR 97756

Reindeer Meadows
(541) 548-2660
1601 SW Reindeer Ave.
Redmond OR 97756

Silvergate Apartments
(541) 385-1515
2001 SW Salmon Ave.
Redmond OR 97756



Legal Assistance and Information

DISPUTE RESOLUTION

If you find yourself in conflict with a neighbor, business, landlord/tenant, or family or need help with other disputes, a trained neutral third party may be able to help.

Cascades Mediation
(541) 382-3822
747 SW Mill View Way
Bend OR 97702
www.mediation-bend.com

Specialize in all aspects of divorce (custody, parenting time, asset/debt division, support, etc.) and issues involving seniors (placement, care, financial arrangements, etc.)

**Community Solutions of
Central Oregon**

(541) 383-0187
1010 NW 14th St., Ste. 104
Bend OR 97703
www.solutionsco.org

Provides confidential education and mediation service for a modest fee. No one is turned away because of inability to pay. Also offers mediation training.

ELDER ABUSE

See Emergency Services, page 32.

FINDING AN ATTORNEY

There are several ways to find the right attorney:

- Ask friends who have used legal services for their recommendations.
- Check the attorney's references.
- Find out the attorney's specialization.
- Discuss the extent and recency of their experience in the area of concern.

A written fee agreement with the attorney, specifying hourly rates and fees, is advisable.

**Oregon State Bar Lawyer
Referral Service**
(800) 452-7636 (Toll-free)
(503) 684-3763
16037 SW Upper Boones Ferry Rd.
Tigard OR 97224
www.oregonstatebar.org

Compassionate Estate Planning Attorneys *including a Certified Elder Law Attorney**

Specializing in Wills & Trusts, Power of Attorneys, Medical Directives, Probate, Guardianships, Conservatorships, and Long-term care planning including Medicaid and Veterans benefits.



** by the National Elder Law Foundation*

HURLEY | RE

ATTORNEYS AT LAW | P.C.

747 SW Mill View Way • Bend, OR 97702
(541)317-5505 • www.hurley-re.com

Lawyer Referral Service offers assistance in over 100 areas of law and makes referrals to nearby attorneys. The fee for first consultation is \$35.

LEGAL SELF-HELP

Several options are available to settle a dispute or debt with a neighbor or someone owing money.

Small Claims Court
(541) 617-4758
www.deschutes.org

Handles disputes involving deposits, monetary debts, or damages less than \$10,000. Attorneys are not allowed to represent either side at the hearing. If your claim is larger, you may waive the amount above

\$10,000 or hire an attorney to take your case to a higher court.

- **Crook County Courthouse**
(541) 447-6541
203 NE Court St., Rm. 21
Prineville OR 97754
www.co.crook.or.us/county-clerk
- **Deschutes County Circuit Court**
(541) 388-5300
1100 NW Bond St.
Bend OR 97703
www.courts.oregon.gov/courts
- **Jefferson County Courthouse**
(541) 475-3317
129 SW E St.
Madras OR 97741
www.courts.oregon.gov/courts/jefferson

LEGAL SERVICES

Brinich and Bertalan, LLP

(541) 382-4980

250 NW Franklin Ave., Ste. 101

Bend OR 97703

www.bboregonlaw.com

See ad, page 96.

De Alicante Law Group

(541) 390-8961

19570 Amber Meadow Dr., Ste. 140

Bend OR 97702

www.dealicante.com

See ad, inside front cover.

“THE LONG-TERM CARE CRISIS”™

- Seven out of ten seniors will need long-term care.
- The vast majority of seniors are unprepared to meet their long-term care needs.
- Taking care of the one in need of long-term care is burden enough.
- Paying for the care and the drain on assets only compounds the situation.
- Why face the threat by being unprepared?
- Know your options now before the crisis.
- Call 541-388-3877 for your free long-term care consultation now!

Will Dennis
Attorney at Law
438 NE Irving Ave.
Bend, OR 97701
Ph: 541-388-3877
wd@willdennislaw.com



**“Protecting Seniors and Their Families
from the High Cost of Long-Term Care”**

Hurley RE Law Firm

(541) 317-5505

(800) 678-6944 (Toll-free)

747 SW Mill View Way

Bend OR 97702

www.hurley-re.com

See ad, page 94.

Legal Aid Services of Oregon

(541) 385-6950

(800) 678-6944 (Toll-free)

42 NW Greeley Ave.

Bend OR 97703

www.lasoregon.org

A quarterly service providing free legal advice and/or representation to low-income clients in certain civil law matters.

Legal Issues for Older Adults, Oregon State Bar

(800) 452-8260 (Toll-free)

16037 SW Upper Boones Ferry Rd.

Tigard OR 97224

www.osbar.org

An Oregon legal information and reference guide for older adults focusing on issues of direct concern to seniors such as health care, wills, housing, property management, and age discrimination. A free PDF version is available on the website.

Long-Term Care Ombudsman Program

(800) 522-2602 (Toll-free)

(503) 378-6533

3855 Wolverine NE, Ste. 6

Salem OR 97305

www.oltco.org

See Advocacy and Information, page 17.

Will Dennis, Attorney at Law

(541) 388-3877

438 NE Irving Ave.

Bend OR 97701

www.willdennislaw.com

See ad, page 95.

LEGAL TERMS AND TOOLS

Without a valid will, state law determines who will receive the belongings or proceeds of an estate. There are many ways to determine how to distribute an estate. The following are some simple definitions and different methods of handling estate planning.

Conservatorship

The court appoints and holds a conservator accountable to assist someone who is mentally or physically incapable of managing his or her financial affairs. A conservator can be a private individual, a family member or friend, or a private company such as a bank or trust company.

Guardian

A guardian is a person appointed by the court to make health-care

Brinich & Bertalan LLP
ATTORNEYS AT LAW

Ken Brinich
Lisa N. Bertalan
Megan J. Horner

250 NW Franklin Ave., Ste. 101
Bend, Oregon 97703
541.382.4980
541.382.9060 FAX

BBOregonLaw.com

*Specializing in Estate and Tax Planning,
Elder Law and Estate and Trust Administration*

decisions for someone who is unable, due to mental incapacity, to make those decisions for him- or herself.

Handwritten or Holographic Wills

A holographic will is entirely handwritten and signed by the testator, without witnesses. Valid in only about half of the states or under special circumstances, e.g. a soldier on the battlefield; they are not valid in Oregon.

Intestate

To die intestate means to die without a valid will, in which case state law determines who will receive the property of the estate. Normally this is the decedent's closest living relatives.

Living Trust

A living trust is established during one's lifetime. It is fully amendable and can be revoked during the life of the person writing it. It provides for the distribution of a person's assets to the beneficiaries in a manner indicated in the trust. Thus, upon death the person's assets passing through the trust avoid probate. A trustee named in the trust performs distribution of the assets.

Establishing a living trust for single or married persons is a fairly simple and relatively quick process and does not involve the probate court. It can be expensive to set up, so be sure to determine costs before proceeding.

Oregon Advance Directive for Health Care

See End-of-Life Services, page 46.

Personal Representative

A personal representative can be named in a will to ensure that the decedent's estate is distributed according to his or her wishes. If no personal representative is named, the court will appoint an administrator—possibly a friend or relative, or a private entity.

For legal advice, always
consult an attorney.

Powers of Attorney

A power of attorney for assets appoints an agent to manage an estate and finances in the event of a person's physical or mental incapacity. One should be careful when assigning these powers, because they can be misused by the appointed agent. All powers of attorney in Oregon are durable, which means they survive the author's incapacity. The power of attorney ceases to be effective after death, so it is not a substitute for a will or living trust.

Probate

A judicial process that establishes whether a will is a valid public document and the true last testament of the deceased.

Representative Payee

See Financial Services, page 48.

Testamentary Trust

A testamentary trust is established by a will and does not avoid probate. This type of trust becomes effective only after death and after probate of a will.

Will

A will specifies how assets held in your name will be distributed after your death. Assets passing under a will may require probate.

NOTARY PUBLIC

Notaries public are listed in the Yellow Pages and online. Notaries may also be found at many banks, real estate offices, and title companies. Some notaries are also mobile and can come to your home or office.



Recreation, Social, and Travel

Staying active as one ages is not just fun—it's healthy! In addition to local classes, you can join other older adults for art, music, dining, hobbies, socializing, sports, and travel.

ARTS AND CULTURE

The Art Station

(541) 617-1317

313 SW Shevlin Hixon Dr.

Bend OR 97702

www.bendparksandrec.org/facility/the-art-station

Studio dedicated to teaching the community about the world of clay and even multimedia. Youth and adult classes offered.

Cascades Theatrical Company

(541) 389-0803

148 NW Greenwood Ave.

Bend OR 97701

www.cascadestheatrical.org

This non-profit organization supports local artists and strives to provide the community with enriching entertainment. The website provides info about the mission, the schedule of theatrical productions, ways to get involved, and how to purchase tickets/donate.

Central Oregon Symphony

(541) 317-3941

15 SW Colorado Ave., Ste. 320

Bend OR 97702

www.cosymphony.com

Connects people with an array of symphony related information, including dates of upcoming events, details about programs they are hosting (e.g. 5K run), ways to purchase tickets, etc.

Jefferson County Arts Association, Art Adventure Gallery

(541) 475-7701

185 SW 5th St., P.O. Box 376

Madras OR 97741

www.artadventuregallery.com

Showcases local artists. Information regarding past and future events, as well as the artists themselves, can be found on their website.

Redmond Community Concert Association

(541) 350-7222

(541) 350-2211 (Urgent contact)

P.O. Box 91

Redmond OR 97756

www.redmondcca.org

An organization working to provide Central Oregon residents with affordable performances, outreach programs, music scholarships, etc. Information regarding ticket sales, subscriptions, and FAQs can be found on their website.

Sunriver Music Festival

(541) 593-1084

(541) 593-9310 (Tickets)

Sunriver Village Building 13

P.O. Box 4308

Sunriver OR 97707

www.sunrivermusic.org

Provides information about upcoming events and scholarships available. Announcements are posted regularly to keep the public informed about job and volunteer openings, concerts, etc.

BICYCLING/COMMUTING

Central Oregon Trail Alliance

P.O. Box 555

Bend OR 97709

www.cotamtb.com

Commute Options

(541) 668-6138

50 SW Bond St.

Bend OR 97702

www.commuteoptions.org

Actively promotes bicycling, walking, carpooling, teleworking, and use of public transportation to create livable communities and enhance the quality of life in Central and Eastern Oregon.

**Pedestrian and Bicycle Program,
Oregon Department of
Transportation**

(541) 774-5925

355 Capitol Street NE, MS 11

Salem OR 97301

[www.oregon.gov/odot/programs/
pages/bikeped.aspx](http://www.oregon.gov/odot/programs/pages/bikeped.aspx)

This program, also known as the Oregon Bicycle and Pedestrian Program, provides direction to the Oregon Department of Transportation in support of walking and bicycling. The website provides links for Oregon state and Oregon coast bicycling and walking paths.

EVENTS

**Deschutes County Fairgrounds
and Expo Center**

(541) 548-2711

(541) 585-1569 (RV park)

3800 SW Airport Way

Redmond OR 97756

expo.deschutes.org/expo

Event facility that offers more than 200,000 square feet of flexible meeting space with in-house catering and state-of-the-art amenities.



FITNESS & WELLNESS



SOCIAL ACTIVITIES



LIFELONG LEARNING



SWIMMING & AQUATICS

**NEW!
OPENING
SEPTEMBER
2020**



play for life

**at Larkspur Community Center,
Home of the Bend Senior Center.**

You're invited to join in fun, invigorating activities and connect with others at the new Larkspur Community Center, Home of the Bend Senior Center.

With a new warm water pool, indoor walk/jog track, fitness center and group exercise rooms, Larkspur continues the senior center's great programming with even more activities including expanded therapeutic fitness offerings.

Visit bendparksandrec.org and discover everything Larkspur has to offer.

Larkspur Community Center, Home of the Bend Senior Center
1600 SE Reed Market Rd., Bend, Oregon 97702
p. (541) 388-1133 | bendparksandrec.org

MUSEUMS

Area museums depict the natural environment, history, and culture that have shaped the region.

A.R. Bowman Museum

(541) 447-3715

246 N Main St.

Prineville OR 97754

www.crookcountyhistorycenter.org

This museum hosts students and visitors, publishes books and field guides, presents a lecture series, conducts historical field trips, and links its collection with museums and libraries throughout the world via the Internet.

Deschutes Historical Museum

(541) 389-1813

129 NW Idaho Ave.

Bend OR 97703

www.deschuteshistory.org

This organization's aim is to gather, preserve, and make available museum, library, and other historical material relating to the history of Central Oregon

The High Desert Museum

(541) 382-4754

59800 US-97

Bend OR 97702

www.highdesertmuseum.org

Discover the natural world and cultural history of the West's High Desert through artful exhibits, alluring animals, engaging programs, and living history.

**The Museum at Warm Springs
(541) 553-3331**

2189 Hwy. 26, P.O. Box 909

Warm Springs OR 97761

www.museumatwarmsprings.org

Experience the rich and colorful cultures that make up the Confederated Tribes of the Warm Springs Reservation Of Oregon.

Redmond Museum

(541) 316-1777

529 SW 7th St.

Redmond OR 97756

<https://www.deschuteshistory.org/redmond>

OBSERVATORIES

Pine Mountain Observatory

(541) 382-8331

56100 Pine Mountain Rd.

Bend OR 97701

<https://pmo.uoregon.edu>

Tours start at sunset on Friday and Saturday. Donations requested.

Sunriver Nature Center and Observatory

(541) 593-4394 (General)

(541) 593-4442 (Admin)

57245 River Rd.

Sunriver OR 97707

www.sunrivernaturecenter.org

Serves as the area's foremost authority on the natural sciences.

PARKS AND RECREATION

National and State

National Recreation Reservation Service

(877) 444-6777 (Toll-free)

www.recreation.gov

Provides information about 1,700+ different recreation locations, available tours and tickets, and instructions for obtaining permits, etc.

Ochoco National Forest and Crooked River National Grassland

(541) 416-6500

3160 NE 3rd St.

Prineville OR 97754

www.fs.usda.gov/ochoco

Offers information about recreational activities people can engage in, passes and permits available, and local news and upcoming events.

Oregon Parks and Recreation Dept.

(503) 986-0707

725 Summer St. N.E., Ste. C

Salem OR 97301

www.oregon.gov/OPRD

Provides information about the state parks (activities, facilities available, rates, etc). Sells annual Day Use passes. Provides information and contacts for short-term and extended-stay hosting opportunities.

**State Parks and Recreation Dept.,
Eastern Region Office**
(541) 388-6211
1645 NE Forbes Rd., Ste. 112
Bend OR 97701
www.oregonstateparks.org

Provides and protects outstanding nature and scenic, cultural, historic, and recreational sites for the enjoyment and education of present and future generations.

**U.S. Forest Service and Deschutes
National Forest**
(541) 383-5300
63095 Deschutes Market Rd.
Bend OR 97701
www.fs.usda.gov/deschutes

Works in collaboration with communities and partners to provide access to resources and experiences that promote economic, ecological, and social vitality.

Regional

Bend Park and Recreation District
(541) 389-7275
799 SW Columbia St.
Bend OR 97702
www.bendparksandrec.org

Maintains a system of parks and sports facilities that offer a broad range of recreation programs and special events.

See ad, page 100.

**Crook County Parks and Recreation
Department**
(541) 447-1209
(541) 447-7546 (Pool)
296 S Main St.
Prineville OR 97754
www.ccprd.org

Manages 13 parks and 2 campgrounds. Offers diverse recreation programs and classes for all ages.

Juniper Swim and Fitness Center
(541) 389-7665
800 NE 6th St.
Bend OR 97701
www.bendparksandrec.org

Offers water and exercise classes that keep seniors fit and energized. Senior rates available.

La Pine Park and Recreation
(541) 536-2223
16405 1st St.
La Pine OR 97739
www.lapineparks.org

Promotes healthy and active lifestyles for residents of Central Oregon by providing educational and recreational activities in safe and inviting facilities for people of all ages.

Madras Aquatic Center
(541) 475-4253
1195 SE Kemper Way
Madras OR 97741
www.macrecdistrict.com

Provides water aerobics classes and other programs geared toward older adults. On Tuesdays, seniors are admitted for free.

Redmond Area Park and Recreation District (RAPRD)
(541) 548-7275
465 SW Rimrock Dr.
Redmond OR 97756
www.raprd.org

Offers an array of recreational programs for the greater Redmond, Oregon community.

- **Activity Center, RAPRD**
(541) 526-1847
2441 SW Canal Blvd.
Redmond OR 97756
www.raprd.org/activity-center

Offers classes designed specifically for seniors.

- **Cascade Swim Center, RAPRD**
(541) 548-6066
465 SW Rimrock Dr.
Redmond OR 97756
www.raprd.org/swim-center

Provides the community with a multitude of aquatic health and swim

programs. Classes are available for all levels of exercisers; from athletes to health seekers, with some specifically geared towards the senior population.

Sisters Park and Recreation District (SPRD)
(541) 549-2091
1750 W. McKinney Butte Rd.
Sisters OR 97759
www.sistersrecreation.com

Full service parks and recreation district with facilities and programs that meet the needs of constituents of all ages. Adult fitness classes are offered.

PASSES AND PERMITS

The Access Pass
(888) 275-8747 (Toll-free)
store.usgs.gov/access-pass

These passes for veterans and disabled person are available from a participating Federal recreation site or office, or via mail order from USGS. \$20 annually or \$80 lifetime for seniors.

Interagency Senior Pass
(541) 383-5300
63095 Deschutes Market Rd.
Bend OR 97701
www.fs.usda.gov/detail/deschutes/passes-permits

Available to U.S. citizens or permanent residents 62 and older.

Provides 50 percent discount at federal campgrounds and free entrance to most national parks and monuments. \$20 annual pass, \$80 lifetime pass. The pass, which is not transferable, can only be obtained in person at any federal recreation site. Call for a location near you.

Northwest Forest Pass

(541) 383-5300

63095 Deschutes Marked Rd.
Bend OR 97701

www.fs.usda.gov/detail/deschutes

Required at many National Forest trailheads and day-use sites. Day passes are available at any Forest Service office and many sporting/outdoor recreation retail vendors. \$30 annual; \$5 per day.

Oregon Department of Fish and Wildlife

(503) 947-6000

(800) 720-6339 (Toll-free)

4034 Fairview Industrial Dr. SE
Salem OR 97302

www.dfw.state.or.us

Provides fishing and hunting licenses and information on wildlife habitat and fishing areas that are accessible to people with disabilities. Pioneer licenses are available to people 65 and over who have resided in the state for at least 50 years; includes an elk tag discount. Licenses must be purchased at the Bend office.

- **Bend**

(541) 388-6363

61374 Parrell Rd.

Bend OR 97702

www.dfw.state.or.us/agency

- **Prineville**

(541) 447-5111

2042 SE Paulina Hwy.

Prineville OR 97754

www.dfw.state.or.us/agency

Oregon Parks Day Use Permit

(800) 551-6949

725 Summer St. NE, Ste. C

Salem OR 97301

www.oregonstateparks.org

26 Oregon State Parks require a Day Use permit. Passes are available to purchase at some retail outlets, over the phone, or at any State Park District office.

Sno-Park Permits

(503) 945-5000

1905 Lana Ave NE

Salem OR 97314

www.oregondmv.com/dmv2u

A valid Sno-Park permit is required between November 1 and April 30. Permits are sold at all DMV offices, by permit agents, and in some retail outlets.

SENIOR CENTERS

These centers provide community connection for older adults. Activities,

services, and programs are just some of the benefits to be found at local centers.

**Crooked River Ranch Senior Group
at Heritage House**

(541) 504-8236

6710 SW Ranch House Rd.

Crooked River Ranch OR 97760

La Pine Senior Activity Center

(541) 536-6237

16450 Victory Way

La Pine OR 97739

www.lapineseniorcenter.org

Larkspur Center

(541) 388-1133

1600 SE Reed Market Rd.

Bend OR 97702

www.bendparksandrec.org

See ad, page 100.

Madras Senior Center

(541) 475-1148

860 SW Madison St.

Madras OR 97741

Prineville Senior Center

(541) 447-6844

180 NE Belknap St.

Prineville OR 97754

Redmond Senior Center

(541) 548-6325

325 NW Dogwood Ave.

Redmond OR 97756

www.redmondseniors.org

**Sisters Senior Council, Sisters
Community Church**

(541) 549-1201

1300 West McKenzie Hwy.

Sisters OR 97759

www.sisterschurch.com

Warm Springs Senior Center

(541) 553-3313

2331 High Lookee St.

Warm Springs OR 97761

www.warmsprings-nsn.gov

TRAVEL

Airlines

Alaska

(800) 252-7522 (Toll-free)

American

(800) 433-7300 (Toll-free)

Delta

(800) 455-2720 (Toll-free)

United Express/SkyWest

(800) 864-8331 (Toll-free)

Airport

Roberts Field Redmond Airport

(541) 504-3499

2522 SE Jesse Butler Cir.

Redmond OR 97756

Passport

Applications are available at local county clerk's offices, post offices, and online. Bring an original or certified copy of your birth certificate, two identical passport photos, and a driver's license or ID card. The \$110 passport fee must be a money order or check. There is an additional and separate handling fee of \$35.

www.passportusa.org

Rail Service

Amtrak

(800) 872-7245 (Toll-free)

(800) 523-6590 (TTY)

www.amtrak.com

REAL-ID

Beginning October 2021, domestic travelers will need a REAL-ID card (or passport) to travel by air in the U.S. To get a REAL-ID-compliant state driver's license or identity card, the U.S. Department of Homeland Security requires applicants provide documentation showing their full legal name, date of birth, Social Security Number, two proofs of address of principal residence, and lawful status. REAL-ID driver licenses cost \$35; for those who do not drive, ID cards cost \$30.



Residential and Long-Term Care

ADULT DAY SERVICES

These community-based programs address the needs of functionally and/or cognitively impaired adults and provide much-needed assistance and respite for caregivers. Any individual who needs supervision, increased social opportunities with peers, or assistance with personal care and daily living activities will benefit from adult day services.

Thelma's Place

(541) 548-3049

1350 NW Canal Blvd.
Redmond OR 97756

See ad, this page.



Caregiver Support *Day Respite*



- 15/hr. (DHS Accepted)
- Lunch Provided
- Transportation
- Social Activities
- Intergenerational

Monday - Friday 10-4
1350 NW Canal Blvd.
Redmond
541-548-3049

PRESTIGE SENIOR LIVING HIGH DESERT



Celebrate Life at Prestige Senior Living

At Prestige, our goal is to not only provide quality care, but to keep our residents active and engaged, nurturing body, heart, soul and mind.

Our assisted living community offers **Celebrations**, a wellness-focused lifestyle program that focuses on an array of wellness opportunities designed to help you celebrate life and feel your best, no matter your age.

Call **(541) 312-2003** to schedule a tour today!

Prestige Senior Living High Desert
2660 NE Mary Rose Pl. • Bend, OR 97701
www.PrestigeCare.com



Prestige Senior Living, L.L.C.

ADULT FOSTER HOMES

These homes care for two to five residents at a time in a residential home setting. They offer assistance with bathing, meals, medications, laundry, cleaning, and personal needs. They are overseen by the Department of Human Services (DHS) Aging and People with Disabilities Programs, which licenses different homes to offer different levels of care.

ASSISTED LIVING RESIDENTIAL CARE COMMUNITIES

Assisted living (also known as board and care, residential care, community-

based retirement facilities, personal care, adult living, and adult foster care) is the most popular type of residential housing for older Americans. It provides a combination of residential housing, personalized supportive services, and health care that meets the needs of those who require help with activities of daily living such as dressing, bathing, and grooming but not the skilled medical care provided in a nursing center.

Ashley Manor

(888) 376-7298 (Toll-free)

www.ashleymanorseniorliving.com

Brookdale

(844) 320-1378 (Toll-free)

www.brookdale.com

- **Bend Office**
(541) 210-8802
1099 NW Watt Way
Bend OR 97701
www.brookdale.com/en/communities/brookdale-bend.html
- **Redmond Office**
(541) 210-9864
1942 SW Canyon Dr.
Redmond OR 97756
www.brookdale.com/en/communities/brookdale-redmond.html

Brookside Place

(541) 504-1600

3550 SW Canal Blvd.
Redmond OR 97756

www.brooksideplace.net

See ad, page 109.

Cascades of Bend Retirement Community

(541) 389-0046

1801 NE Lotus Dr.

Bend OR 97701

www.cascadesofbend.com

Country Side Living of Redmond

(541) 548-3049

1350 NW Canal Blvd.

Redmond OR 97756

www.countrysideliving.com

East Cascade Memory Care

(541) 475-2273

175 NE 16th St., Bldg. A

Madras OR 97741

www.eastcascadeshm.org

East Cascade Retirement Community

(541) 475-2273

175 NE 16th St.

Madras OR 97741

www.eastcascadeshm.org

Enlivant Company

(866) 389-7531 (Toll-free)

www.enlivant.com

- **Awbrey Place Assisted Living**

(458) 202-2823

2825 Neff Rd.

Bend OR 97701

- **Carriage Place**

(541) 416-0500

150 SE Williamson Dr.

Prineville OR 97754

- **Chinook Place**

(541) 475-6425

470 NE Oak St.

Madras OR 97741

High Lookee Lodge

(541) 553-1182

2321 Ollalie Ln.

Warm Springs OR 97761

www.warmsprings-nsn.gov

Juniper Springs Senior Living

(541) 632-6423

590 NW 23rd St.

Redmond OR 97756

www.compass-living.com

See ad, inside back cover.

Mill View Memory Care

(458) 202-7020

1290 SW Silver Lake Blvd.

Bend OR 97702

www.millviewmemorycare.com

Mt. Bachelor Memory Care

(541) 318-3322

20225 Powers Rd.

Bend OR 97702

www.bendmemorycare.com

Prairie House Assisted Living

(541) 508-4111

51485 Morson St.

La Pine OR 97739
www.prairiehousealf.com

Prestige Senior Living
(541) 312-2003
2660 NE Mary Rose Pl.
Bend OR 97701
www.prestigecare.com

See ad, page 107.

Regency Pacific
www.regency-pacific.com

- **Ochoco Village**
(541) 416-3600
830 NE Elm St.
Prineville OR 97754
- **The Heights**
(541) 923-5452
3000 SW 32nd St.
Redmond OR 97756
- **The Summit**
(541) 317-3544
127 SE Wilson Ave.
Bend OR 97701

The Lodge in Sisters
(541) 549-5634
411 E Carpenter Ln.
Sisters OR 97756
www.thelodgeinsisters.com

BROOKSIDE PLACE
ASSISTED LIVING
A Place to Call Home



  www.BrooksidePlace.net

**PROUDLY SERVING THE CENTRAL OREGON
COMMUNITY SINCE 1995** | Ph (541) 504-1600
3550 SW Canal Blvd. Redmond, OR

CONTINUING CARE COMMUNITIES

These life care communities are residential campuses that provide a continuum of care from private units to assisted living and skilled nursing as needed, in one location. They guarantee a lifelong residence, unlike retirement communities, assisted living facilities, and nursing centers.

Aspen Ridge
(541) 385-8500 (Retirement)
(541) 312-4300 (Memory Care)
1010 NE Purcell Blvd.
Bend OR 97701
www.aspenridgeretirement.com

Fox Hollow, Regency Pacific
(541) 383-2030
2599 NE Studio Rd.
Bend OR 97701
www.regency-pacific.com

Mt. Bachelor Assisted Living and Memory Care
(541) 388-9800
20215 Powers Rd.
Bend OR 97702
www.mtbachelorassistedliving.com

Touchmark Mt. Bachelor Village
(541) 316-8445
19800 SW Touchmark Way
Bend OR 97702
www.touchmarkbend.com

EXPLORING HOUSING OPTIONS

The Council on Aging Information and Referral Specialist has lists of potential housing availability. Contact the Council on Aging for more information.

HOME CARE SERVICES

Home care is a cost-effective alternative to hospital care or other institutional care. Clients receive health care or personal care services in their homes with the assistance of a home-care agency or via a statewide referral system of private caregivers. Daily, monthly, and hourly care (up to 24

hours a day) services are available to people of all ages. Increasingly, older people are choosing to live independently and take advantage of home care services. Services can include medical and non-medical care such as assisting with shopping, laundry, meals, and companionship.

See Home Healthcare and In-Home Assistance, page 78.

INDEPENDENT LIVING

Active senior communities (apartments, single family homes, condominiums, and mobile homes) are designed to enable independent older adults to enjoy a lifestyle filled with recreational, educational, and social activities among their peer group. Active senior communities often include a variety of amenities such as golf courses, tennis courts, swimming pool/spas, exercise facilities, clubhouse/lounge facilities, and library/reading lounges.

Stone Lodge
(541) 516-1639
1460 NE 27th St.
Bend OR 97701
www.stonelodgeretirement.com

Whispering Winds
(866) 299-2920
2920 NE Conners Ave.
Bend OR 97701
www.whisperingwinds.info

OVERSIGHT

Oregon Safety, Oversight, and Quality Office

(503) 373-2227

P.O. Box 54930

Salem OR 97309

ltclicensing.oregon.gov

Offers a searchable directory of adult foster homes, assisted living, residential care, and nursing facilities in Oregon with information on inspections, penalties, and substantiated complaint cases that have been completed.

REFERRAL SERVICES

A Place for Mom

(866) 518-0936

www.aplaceformom.com

A Senior Moment

(541) 408-0570

(541) 788-3487

www.aseniormoment.us

See ad, this page.

SKILLED NURSING FACILITIES

These facilities provide room and board, personal care, protective supervision, and medical care. They are licensed and regulated by the state Department of Human Services. Individually certified by the state for Medicare and Medicaid, these



A SENIOR MOMENT

Senior Living Solutions

A Senior Moment is committed to personally assisting you with finding the right community to meet your needs at no cost to you!

- Retirement living
- Memory/Alzheimer's care
- Independent living
- Foster care
- Nursing homes
- Assisted living

Nancy Gotchy,
541-408-0570

Tiffany Plagmann,
541-788-3487



www.aseniormoment.us

We are 100% local and independent and not affiliated with any single provider network.

facilities accept a variety of payment options: Medicare, Medicaid, private insurance carriers, and private pay.

Skilled nursing facilities provide three levels of care:

1. Basic Care - Provides the support required to maintain a resident's activity of daily living. Personal care, ambulation, supervision, and safety.
2. Skilled Care - Provides the services of a registered nurse, on a regular basis, for treatments and procedures.
3. Sub-Acute - Provides comprehensive inpatient care to those who have had an acute illness, injury, or exacerbation of a disease process.

For a current comprehensive list of licensed nursing homes, contact a local Aging and People with Disabilities programs office or the Council on Aging Information and Referral specialist.

Bend Transitional Care

(541) 382-0479

900 NE 27th St.

Bend OR 97701

www.bendtransitionalcare.com

East Cascade Retirement Community

(541) 475-2273

175 16th St.

Madras OR 97741

www.eastcascadeshm.org

Pilot Butte Rehabilitation Center

(541) 382-5531, ext. 1009

1876 NE Hwy. 20

Bend OR 97701

www.pilotbutterehab.com

Redmond Health Care Center

(541) 548-5066

(877) 252-4469

3025 SW Reservoir Dr.

Redmond OR 97756

www.nursinghomes.com

Regency Care of Central Oregon

(541) 382-7161

119 SE Wilson Ave.

Bend OR 97702

www.regency-pacific.com

Regency Prineville Rehabilitation and Nursing Center

(541) 447-7667

950 NE Elm St.

Prineville OR 97754

www.regency-pacific.com



Transportation

There are a variety of transportation modes in Crook, Deschutes, and Jefferson counties, including emergency transport, prearranged escort, fixed route, and intercity public transportation.

AUTOMOBILE

Driver and Motor Vehicles (DMV)

(503) 945-5000

www.oregon.gov/ODOT/DMV

- **Bend Office**
(541) 388-6322
63085 N Hwy. 97, Ste. 110
Bend OR 97701
- **Prineville Office**
(541) 447-7855
1595 E 3rd, Ste. A-3
Prineville OR 97754
- **Madras Office**
(541) 475-3382
249 SW 3rd St., COCC Bldg.
Madras OR 97741

››› AMERICANS WITH DISABILITIES ACT (ADA) AND TRANSPORTATION

For people who are unable, due to a disability, to use the public fixed route transportation, paratransit services must be made available. These special transportation services use taxis and vans with lifts for wheelchair users.

If you need special transportation to take you to the doctor, the market, and other important places and you are unable to ride the regular bus, you may be eligible for paratransit. Call the ADA helpline: (800) 514-0301 (Toll-free)

- **La Pine Office**
(541) 388-6322
51515 Huntington Rd., Ste. 2
La Pine OR 97739
- **Redmond Office**
(541) 548-0140
3835 SW 21st Pl.
Redmond OR 97756

CURB-TO-CURB TRANSPORTATION

Many service agencies provide transportation to special needs clients. Some older residents may qualify. Ask your health care provider about Uber Health or other transportation help.

Dial-a-Ride, Cascade East Transit
(541) 385-8680
334 NE Hawthorne Ave.

Bend OR 97701
www.cascadeseasttransit.com/guide/policies/ride-assist

Dial-a-Ride is a curb-to-curb transportation service for eligible low-income older adults and the disabled. Service coverage varies from area to area. All vans are wheelchair accessible. Registration is required.

**Road to Recovery
American Cancer Society**
(800) 227-2345
www.cancer.org

Provides rides to patients who have no way to get to their cancer treatment.

Warm Springs Senior Transportation
(541) 553-3313 (For Senior Dining)
(541) 553-2460 (For Medical Appointments)

INTERCITY BUS LINES

Central Oregon Breeze

(541) 389-7469

(800) 847-0157 (Toll-free)

64970 Deschutes Pleasant Ridge Rd.

Bend OR 97701

www.cobreeze.com

Greyhound Bus Lines

Hawthorne Station

**(541) 923-1732 (Ticket, Schedule,
Route, Customer Assistance)**

334 NE Hawthorne Ave.

Bend OR 97701

www.greyhound.com

Passengers with disabilities can
receive special assistance. A 5 percent

discount is available for people 62+;
must show photo ID as proof of age.

Pacific Crest Bus Lines

www.pacificcrestbuslines.com

People Movers Grant County

(541) 575-2370

(844) 808-8964 (Toll-free)

Oregon Relay 711 (TTY)

229 NE Dayton St.

John Day OR 97845

www.grantcountypeoplemover.com

POINT Intercity Bus Service

Eastern Route

(888) 846-4183 (Toll-free)

P.O. Box 7881

Bend OR 97708

www.oregon-point.com

››› DISABLED DRIVER PERMITS

Oregon issues parking permits
to disabled people. Vehicles
displaying these permits may
park in specially designed and
designated spaces; they are also
allowed other parking privileges.

These parking permits are linked
to the disabled person's driver's
license or ID card. Each time
the driver's license or ID card
is renewed, the permit can be
renewed for four or eight years,
with a certificate of disability.

To apply for a disabled person
parking permit, the disability
must be certified by a licensed
physician on an application
form obtained from any local
Motor Vehicles Division office,
or through a request mailed to:

DMV Issuance Unit

1905 Lana Ave. NE

Salem OR 97314

(503) 945-5000

www.oregon.gov/ODOT/DMV

PUBLIC TRANSPORTATION

Cascade East Transit

(541) 385-8680

334 NE Hawthorne Ave.

Bend OR 97701

www.cascadeseasttransit.com

Serving Bend, La Pine, Madras, Prineville, Redmond, Sisters, and Warm Springs, with connector routes beyond Central Oregon. Senior discount available.

Redmond Airport Shuttle

(541) 382-1687

(855) 427-4888 (Toll-free)

P.O. Box 5324

Bend OR 97708

www.redmondairportshuttle.net

Trip Check

(800) 977-6368 (Toll-free)

www.tripcheck.com

Provides accurate, reliable, multi-model transport information in Oregon.

WHEELCHAIR AND SPECIAL NEEDS TRANSPORTATION

Fee-based services pick up passengers at homes, transport them to their destinations, and provide further assistance to reach the exact appointment location.

American Medical Transit

(541) 317-3915

2200 NE Neff Rd.

Bend OR 97701

www.americanmedicaltransit.com

High Desert Transport

(541) 385-9238

60255 Arapaho Ln.

Bend OR 97702

Loving Lift Transportation

(541) 977-6886

Provides Vet-focused, non-emergency, transportation in Central Oregon. Wheelchair vans are available.

Modus Transportation

(541) 604-0838

850 NW 12th St.

Bend OR 97701

www.modustransportation.com

WayToGo Wheelchair Transport

(541) 420-9281

1680 NE Cliff Dr.

Bend OR 97701



Veterans Services

VETERANS BENEFITS/ HEALTHCARE

For war veterans returning home with honor, free confidential readjustment counseling is available, including individual and group counseling and referrals for post-traumatic

stress disorder (PTSD) treatment, alcohol and drug assessment, and suicide prevention.

Veterans with wartime service who are permanently and totally disabled and meet asset and income limits are eligible for Veterans Administration (VA) pension benefits. The Office of Veterans Services assists with filing claims for service/non-service benefits and enrollment in the VA medical program.

For Veterans Death Benefits, see page 40.

Central Oregon Vet Center
(541) 749-2112
(877) 927-8347 (Toll-free, After Hours)
1645 NE Forbes Rd., Ste. 105
Bend OR 97701
www.va.gov

Central Oregon Veterans Outreach (COVO) Rural Health Transportation
(541) 383-2793
61510 S Hwy. 97, Ste. 100
Bend OR 97702
www.covo-us.org

Free service for all veterans requiring medical care at the Veterans Administration (VA) Medical Center and Hospital in Portland. Offers rides to the Bend Veterans Clinic for veterans in areas outside of Bend.

U.S. Department of Veterans Affairs, VA Outpatient Clinic Bend
(541) 647-5200
(800) 827-1000 (Toll-free)
2650 NE Courtney Dr.
Bend OR 97701

Note: NO EMERGENCY SERVICES are available at this location. Services offered: audiology, business office, clinical pharmacist. HUD/VASH, laboratory services, mental health services, optometry/eye, physical therapy, primary care, sleep studies, tele-specialty services.

Veterans Administration Hospital, Portland VA Medical Center
(800) 949-1004 (Toll-free)
3710 SW U.S. Veterans Hospital Rd.
Portland OR 97239

Provides health care services to veterans in Oregon.

Veterans Services County Offices

Veterans Services Offices advocate for and assist veterans and their family members in applying to the Department of Veterans Affairs, the Oregon Department of Veterans Affairs, and other local agencies for all benefits that may be available to them.

- **Crook County**
(541) 447-5304
422 NW Beaver St.
Prineville OR 97754

- **Deschutes County**
(541) 385-3214
1130 NW Harriman St.
Bend OR 97701
- **Jefferson County**
(541) 475-5228
66 SE D St.
Madras OR 97741

VETERANS ORGANIZATIONS

American Legion

- **Crook County Post 29**
(541) 447-5651
405 N. Main St.
Prineville OR 97754
- **La Pine Post 45**
(541) 536-1402
52532 Drafter Rd.
La Pine OR 97736
- **Madras Post 131**
(541) 325-5219
3920 E. Ashwood Rd.
Madras OR 97741
- **Redmond Post 44**
(541) 548-5688
704 SW 8th St., P.O. Box 145
Redmond OR 97756
- **Sisters Post 86**
(541) 903-1123
520 E. Cascade Ave., P.O. Box 682
Sisters OR 97759

Central Oregon Band of Brothers

- **Bend Chapter**
(541) 977-7883
- **La Pine Chapter**
(541) 419-0372
- **Prineville Chapter**
(541) 480-3533
- **Redmond Chapter**
(541) 815-2642
- **Sisters Chapter**
(541) 647-0897

Central Oregon Veterans Ranch

(541) 706-9062
65920 61st St.
Bend OR 97703
www.covranch.org

A working ranch that restores purpose and spirit to veterans of all ages.

Military Officers Association of America

(800) 234-6622 (Toll-free)
201 N Washington St.
Alexandria VA 22314
www.moaa.org

Non-profit organization serves members of the uniformed services, families, and survivors. Dedicated to preserving earned benefits for retired military and maintaining national defense.

US Department of Veteran Affairs
(800) 827-1000 (Toll-free)
(800) 829-4833 (TTY)
(800) 273-8255 (Crisis Line)
810 Vermont Ave. NW
Washington DC 20420
www.va.gov

Runs programs benefiting veterans and members of their families. Offers education opportunities and rehabilitation services. Provides compensation payments for disabilities or death related to military service, home-loan guarantees, pensions, burials, and health care that includes the services of nursing homes, clinics, and medical centers.

Veterans of Foreign Wars
www.vfw.org

Fosters camaraderie among U.S. veterans of overseas conflicts. Serves our veterans, their families, the military, and our communities. Advocates on behalf of all veterans.

- **Bend Post 1643**
(541) 389-0775
1503 NE 4th St.
Bend OR 97701
- **La Pine Post 7242**
(541) 508-2701
16480 Finley Butte Rd.
La Pine OR 97739

- **Madras Post 12141**
(541) 610-9117
860 SW Madison Ave.
Madras OR 97741
- **Prineville Post 1412**
(541) 447-5651
405 N. Main St.
Prineville OR 97754
- **Redmond Post 4108**
(541) 548-4108
491 SW Veterans Way
Redmond OR 97756

Vietnam Veterans of America
Chapter #820
(800) 882-1316 (Toll-free)
(541) 306-9207
P.O. Box 8523
Bend OR 97708
www.vva.org

Welcomes veterans who served in Vietnam between February 28, 1961, and May 7, 1975, or in any duty location between August 5, 1964, and May 7, 1975.



Volunteer Opportunities

Certified Ombudsman Program
Office of the Long-Term Care
Ombudsman

See Advocacy and Information, page 17.

Council on Aging of Central Oregon
(541) 678-5483
373 NE Greenwood Ave.
Bend OR 97701
www.councilonaging.org

Volunteer opportunities include sign-in and kitchen assistance for senior dining and driving for Meals on Wheels. Call the Council on Aging for an application.

Volunteer Central Oregon
Better Together
(541) 693-5678
2804 SW Sixth St.
Redmond OR 97756
www.bettertogethercentraloregon.org

Better Together Central Oregon is a regional, cross-sector partnership working collectively to improve educational outcomes for children and youth from cradle to career.



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