Directory of Services
FOR OLDER ADULTS IN FORSYTH COUNTY • 2014

Senior Services’ Help Line
724-2040
YOUR DIRECT LINK TO RESOURCES FOR SENIORS
The J. Paul Sticht Center on Aging and Rehabilitation

The J. Paul Sticht Center on Aging and Rehabilitation is a state-of-the-art geriatric clinical and research center, named in honor of its founding benefactor, J. Paul Sticht. This $40 million facility is the first in the world to combine geriatric acute care, transitional care, psychiatry, rehabilitation, and clinical research under one roof.

Since our founding in 1997 our goal has remained the same: keeping older adults as healthy and independent as possible for as long as possible. One way we fulfill this mission is through research. Our current research studies focus on vitamin D, falls prevention, physical activity, weight loss, heart health, and memory preservation. Our research would not be possible without the many older adults in Forsyth County who partner with us as research volunteers.

To learn more about volunteering for our studies please call (336) 713-8539 or visit us at www.wakehealth.edu/Research/Gerontology-and-Geriatrics/

Wake Forest Baptist Health
Sticht Center on Aging
Whether you are a caregiver who is caring for someone you love or you are in need of services for yourself, Senior Services’ Help Line is the place to contact for information on services offered in Forsyth County for people who are 60 years of age or older.

The 2014 edition of the Directory of Services for Older Adults in Forsyth County includes a wide variety of telephone numbers and websites for non-profit human service agencies and organizations that offer help and information to older adults in the Forsyth County area. The 2014 edition is available online as well.

We can help you...

- Understand eligibility and coverage for public programs such as Medicare and Medicaid
- Explore options to safely stay in your home
- Find resources that will help you with the challenges of being a caregiver
- Provide information on community resources: transportation, socialization, housing options, long-term care, facilities, in-home services, etc.

For more specific information and education on the resources listed on these pages and to discuss other options for care, we encourage you to contact Senior Services’ Help Line.

Call 724-2040

E-mail helpline@seniorservicesinc.org
Visit www.seniorservicesinc.org
About Our Services

Help Line is the Senior Services’ program that publishes the annual *Directory of Services for Older Adults in Forsyth County*, but it is just one of Senior Services’ programs. Learn more about our services below:

**Senior Services’ HELP LINE** is an information and referral service that provides community resource information and case assistance to older adults and their families who reside in Forsyth County. Resource information and materials describing topics on aging and current county and regional services for seniors are available. A lending library of books and videos that relate to the many aspects of caregiving is maintained. Help Line also publishes the *Directory of Services for Older Adults*, a comprehensive listing of community services that can assist the elderly of Forsyth County. Call 724-2040.

**The Elizabeth and Tab Williams Adult Day Center** is an adult day center that provides supervision and care to older adults who cannot be left alone during the day or for people with Alzheimer’s disease or related disorders. The center operates Monday through Friday, serves nutritious lunches and snacks, and provides scheduled activities and special projects in a supervised setting. Personal care services are available, and there is a registered nurse on staff to administer medications. The center is located at 231 Melrose Street at Cloverdale Avenue. Call 724-2155.

**Meals-on-Wheels** provides a hot, nutritious meal each weekday, Monday through Friday, to homebound older adults who are unable to prepare meals themselves. Volunteers deliver the meals to the recipients of this service. They also bring a cheerful smile to those they serve. Call 748-5932 for more information.

**Living-at-Home**, through its case management teams of nurses and social workers, approves and manages the Community Alternatives Program for Disabled Adults (CAP-DA) for certain Medicaid-eligible clients in Forsyth County who would otherwise qualify for nursing home placement. Through client assessment, the needs of eligible disabled applicants are assessed, and a variety of home care services are set up and monitored to help these clients remain safely at home for as long as possible. Call 725-0907 and ask for the CAP-DA Case Manager Assistant.

**Home Care** provides personal care and respite services to elderly adults in their homes by certified nursing assistants who are supervised by a registered nurse. These services include primary assistance with personal hygiene and secondary help with light housekeeping, simple meal preparation, and pertinent errands. Caregivers are supported by home visits and on-call telephone assistance. Call 725-0907 and ask to speak to a Home Care Supervisor.

**Senior Lunch** operates four sites located throughout Forsyth County. Participants must be 60 years of age or older and reside in Forsyth County. Those attending the Senior Lunch program receive a hot, nutritious meal and can participate in an exciting activity or program prior to the meal. Call 748-5932 for more information.
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ADULT DAY CARE

The following adult day care centers give older adults a place to go during the day for care, supervision, activities and social contact with others.

Mt. Zion Baptist Church
Senior Life Enrichment Center
721-1842
www.mtzionthejoy.org

Senior Services, Inc.
Elizabeth and Tab Williams Adult Day Center
724-2155
www.seniorservicesinc.org

ADVOCACY

The following organizations provide support and assistance for specific interest groups.

AARP
Washington, DC.........................1-888-687-2277
Raleigh, NC..............................1-866-389-5650
www.aarp.org

The Adaptables, Inc.
Center for Independent Living
767-7060
www.theadaptables.com

The Arc of Forsyth County
The Enrichment Center
777-0076
www.enrichmentarc.org

Division of Health Service Regulation
Home Health and Health Care Complaints
1-800-624-3004
www.dhhs.state.nc.us

Friends of Residents in Long-Term Care
1-919-782-1530

Lupus Foundation of America
National Office.........................1-800-558-0121
Winston Salem Chapter.............768-1493
www.lupus.org

Mayor’s Council of Persons with Disabilities
245-5678
www.ci.winston-salem.nc.us

Mental Health Association in Forsyth County
768-3880
www.triadmentalhealth.org

NAACP
Winston-Salem/ Forsyth County Branch
767-3470
www.naacp.org

Piedmont Triad Regional Council
Area Agency on Aging
904-0300
www.ptrc.org

Senior Services, Inc.
Help Line
724-2040
www.seniorservicesinc.org

Winston-Salem State University
Division of Nursing
Grandparenting Program
725-8167
www.wssu.edu
ANIMAL RESOURCES

These agencies and programs offer a variety of assistance with animal, pet and pest issues.

Animal Adoption & Rescue Foundation
AARF
768-7387
www.aarfanimals.org

City of Winston-Salem
Dead Animal Pick Up (inside the city)
727-8000
www.cityofws.org

Cooperative Extension Service
Forsyth County
703-2850
www.co.forsyth.nc.us/CES

Forsyth County Animal Control
Administration.................................703-2480
Adoption & Redemption.......................703-3647
AniMeals & Houses for Hounds.................................703-2480
Complaint & Investigations.........................703-2490
Licensing.........................................703-2479
Lost & Found....................................703-2478
www.co.forsyth.nc.us/AnimalControl

Forsyth County Dept. of Public Health
Vector Control Section (mosquitoes, ticks, bedbugs)
703-3255
www.co.forsyth.nc.us

Forsyth County Transportation Department
Dead Animal Pick Up (inside the county)
896-7014

Forsyth Humane Society
Adoption and low-cost spay/neuter
721-1303
www.forsythhumane.org

Forsyth Spay Neuter Clinic
723-7550

Wildlife Rehab, Inc.
Injured and orphaned wildlife
785-0912
www.wildliferehabinc.org

BLIND AND VISUALLY IMPAIRED

The following service providers offer evaluations, assistive devices and other services for persons who are visually impaired or blind.

Forsyth County Public Library
Adult Outreach
703-2903
www.forsyth.cc/library

Novant Health Rehabilitation Center
Low Vision Clinic
718-5780
www.forsythmedicalcenter.org

State Library of NC
Library for the Blind and Physically Handicapped
1-888-388-2460
www.statelibrary.ncdcr.gov/lbph

NC Division of Services for the Blind
Winston Salem Office.........................896-2227
www.ncdhhs.gov/dsb
Eye Care America
Glaucoma
1-877-887-6327
www.eyecareamerica.org

The Shepherd’s Center of Kernersville
996-6696
www.shepctrkville.com

Triad Information Reading Service
758-6011
http://tirs.ws/

Wake Forest Baptist Health
Low Vision Program
716-8097
www.wakehealth.edu

Winston-Salem Industries for the Blind
Low Vision............................................245-5672
Optical Department..............................759-0551
www.wsifb.com

Winston-Salem Recreation and Parks
City Link
727-8000
www.cityofws.org

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**CHORE AND HOMEMAKER SERVICES**

The following service providers can offer light-meal preparation, light housekeeping and may assist with errands and transportation.

Forsyth County Department of Social Services – In-Home Aide Services
703-3501
www.co.forsyth.nc.us/dss/

Helping Hands and Caring Hearts
794-2552

Senior Services, Inc.
Help Line
724-2040
List of agencies & sitters
www.seniorservicesinc.org

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**COMPUTER TRAINING**

The following service providers offer low- to no-cost computer classes. Classes range from basic skill instruction to more advanced programs.

The Adaptables, Inc.
Center for Independent Living
767-7060
www.theadaptables.com

Forsyth County Public Library
Computer Training Bridge
703-3079
www.forsythcomputertraining.org

The Shepherd’s Center of Greater Winston-Salem
748-0217
www.shepherdscenter.org

The Shepherd’s Center of Kernersville
996-6696
www.shepctrkville.com
CONSUMER PROTECTION

The following agencies support consumers who have experienced unfair business practices or have been victims of fraudulent activity.

Better Business Bureau of Northwest NC
725-8348
www.nwnc.bbb.org

Legal Aid of NC
725-9162
https://www.legalaidnc.org

Mediation Services of Forsyth County
724-2870
www.mnncc.org/Forsyth.htm

CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)

The following CCRCs offer a full range of retirement living opportunities, including independent living, assisted living and nursing home care.

Arbor Acres
724-7921
www.arboracres.org

Brookridge
759-1044
www.brookridgecommunity.org

Salemtowne
767-8130
www.salemtowne.org

CONTINUING EDUCATION

The following colleges and universities offer a variety of options for continuing education. Some may offer a reduced rate for older adults.

Forsyth Technical Community College
Main Campus........................................723-0371
Small Business Center.........................631-1320
www.forsythtech.edu

Salem College
Fleer Center Adult Continuing Education
721-2669
www.salem.edu

Wake Forest University
758-5000
www.wfu.edu

Winston-Salem State University
750-2000
www.wssu.edu

YMCA
Adult Literacy Initiative
727-9850
www.ymcanwnc.org
COUNSELING

The following counseling organizations offer services for depression, anxiety, grief and other mental health concerns. Treatment options may include counseling, therapy sessions, education, support groups and/or medication. Medicare, Medicaid and other forms of insurance may pay for counseling services.

Associates in Christian Counseling  
896-0065  
www.christiancounseling.org

CareNet Counseling  
Wake Forest Baptist Health  
716-0855  
www.carenetcounseling.org

Catholic Charities  
727-0705  
www.cssnc.org

CenterPoint Human Services  
ACCESS  
1-888-581-9988  
www.cphs.org

Family Services  
722-8173  
www.fsifamily.org

Hospice & Palliative CareCenter  
Grief Counseling Services  
768-3972  
www.hospicecarecenter.org

The Shepherd’s Center of Kernersville  
996-6696  
www.shepctrkville.com

Trinity Center  
725-3999  
www.trinitycenterinc.org

Wake Forest Baptist Health  
Department of Psychiatry  
716-4551  
www.wakehealth.edu

COUNSELING – CRISIS

The following service providers offer emergency counseling services for victims of domestic violence, sexual assault and for individuals with immediate mental health needs.

CenterPoint Human Services  
ACCESS  
1-888-581-9988  
www.cphs.org

Family Services  
Domestic Violence (Hotline)............723-8125  
Sexual Assault (Hotline)...............722-4457  
www.fsifamily.org

National Hopeline Network (24/7)  
1-800-784-2433  
www.hopeline.com

National Suicide Prevention Lifeline (24/7)  
1-800-273-8255  
www.suicidepreventionlifeline.org
DEAF AND HEARING IMPAIRED

The following providers may provide persons with hearing or speech impairments with communication services, assistive devices, sign language interpreters, hearing aid assistance and education on hearing loss.

Better Hearing Institute Consumer Line
1-800-327-9355
www.betterhearing.org

Communication Access Partners, Inc. Interpreters
993-4200
www.communicationaccesspartners.com

Division of Services for Deaf and Hard-of-Hearing
Greensboro Regional Center
1-888-467-3413
www.ncdhhs.gov/dsdhh

Relay NC (TTY) (24-hour availability)
1-800-735-2962 or 711
www.relaync.com

Relay NC (voice) (24-hour availability)
1-800-735-8200 or 711
www.relaync.com

Wake Forest Baptist Health Department of Hearing and Speech
716-3103
www.wakehealth.edu/hearing-and-speech

DENTAL SERVICES

The following providers offer services to address individuals’ dental needs and concerns.

NC State Board of Dental Examiners
Dental complaints
1-919-678-8223
www.ncdentalboard.org

Winston-Salem Rescue Mission
Free Dental Clinic
Extractions/assessments only
710 N. Trade Street
First come, first served

Help Line
724-2040
For lists of Medicaid dentists and low-cost dental options
www.seniorservicesinc.org

Note

Although we make every effort to be accurate in listing the names of organizations, programs and phone numbers, we would appreciate your bringing to our attention any errors in this directory by calling 725-0907. Thank you!
DISABILITY-RELATED SERVICES

The following service providers may offer one or more of the following: activities, assistive devices, advocacy for persons with disabilities, information and education, and help in obtaining and maintaining employment.

The Adaptables, Inc.
767-7060
www.theadaptables.com

The Arc of Forsyth County
The Enrichment Center
777-0076
www.enrichmentarc.org

CenterPoint (I &DD)
1-888-581-9988
www.cphs.org

Club Independence
716-8007
www.wakehealth.edu

Disability Rights North Carolina
1-877-235-4210
www.disabilityrightnc.org

Easter Seals UCP of North Carolina
1-800-662-7119
www.nc.eastersealsucp.com

Goodwill Industries
724-3621
www.goodwillnwnc.org

Mayor’s Council of Persons with Disabilities
245-5678
www.ci.winston-salem.nc.us

NC Assistive Technology Program
1-919-233-7075
http://ncatp.org

Social Security Administration
National........................................1-800-772-1213
Winston-Salem Office........1-877-402-0828
www.ssa.gov

Vocational Rehabilitation
Independent Living
784-2700
www.ncdhhs.gov/dvrs

DONATION CENTERS

The following agencies accept a variety of donated items. To find agencies that accept donated medical equipment such as walkers or wheelchairs, please see the “Medical Equipment and Loan Closets” section of this directory.

Goodwill Industries
(Clothing, computers & housewares)
University Parkway Store...............725-1203
Peters Creek Parkway Store.........201-0800
Waughtown Street Store.............777-0619
Jonestown Road Store...............768-9778
Clemmons Store..........................778-2165
Kernersville Store ......................996-3351
www.goodwillnwnc.org

Habitat for Humanity Re-Store
(Building materials & housewares)
893-8495
www.habitatforsyth.org

Salvation Army
(Clothing, food, & housewares)
722-8721
www.salvationarmyusa.org
Donation Centers (continued)

Sunnyside Ministries  
(Clothing, food, & housewares)  
724-7558  
www.sunnysideministry.org

Winston-Salem Rescue Mission  
(Clothing, furniture & housewares)  
723-1848  
www.wsrescue.org

Winston-Salem Industries for the Blind  
(Glasses)  
759-0551  
www.wsifb.com

EMERGENCY ASSISTANCE

The following service providers can assist persons with furniture, clothing, food and shelter in an emergency situation. Some agencies may also provide financial assistance.

Agape Care and Share, Inc.  
REdress Clothing Boutique  
744-4004  
www.agapecareandshare.com

American Red Cross  
724-0511  
www.redcross.org

Catholic Charities  
727-0705  
www.cssnc.org

Crisis Control Ministry  
Kernersville.................................996-5401  
Winston-Salem..............................724-7453  
www.crisiscontrol.org

Forsyth County Department of Social Services – Adult Intake  
703-3501  
www.co.forsyth.nc.us/dss

Lewisville Community Assistance Program  
Lewisville residents only  
945-3203  
www.lewisvilleumc.org

Salvation Army  
722-8721  
www.salvationarmyusa.org

Sunnyside Ministry  
Zip codes 27107 and 27127 only  
724-7558  
www.sunnysideministry.org

Winston-Salem Rescue Mission  
(Food and clothing)  
723-1848  
www.wsrescue.org
EMPLOYMENT AND TRAINING

The following providers offer education and skills training for persons seeking employment. Some providers offer employment through their agencies.

AARP
Online listing of local job opportunities
http://jobs.aarp.org

Vocational Rehabilitation
784-2700
www.ncdhhs.gov/dvrs

Division of Employment Security
Forsyth County Job Link
776-6720
www.ncesc.com

Winston-Salem Industries for the Blind
759-0551
www.wsifb.com

Goodwill Industries
724-3621
www.goodwillnwnc.org

Winston-Salem Urban League
Senior Employment Program (55+)
725-5614
http://wsurban.org

FINANCIAL MANAGEMENT

The following agencies may offer one or more of the following financial assistance services: credit counseling, budgeting, financial education and/or reverse mortgage counseling.

Chapter 13
Personal bankruptcy
722-1139

Legal Aid of NC
Bankruptcy and foreclosure assistance
725-9162
https://www.legalaidnc.org

Financial Pathways of the Piedmont
896-1191
www.financialpaths.org

Senior Financial Care (60+)
896-1328
www.financialpaths.org

FOOD ASSISTANCE

The following providers help individuals or families obtain food or access to food.

Agape Care & Share, Inc.
744-4004
www.agapecareandshare.com

Forsyth County Department of Social Services – Food Stamps
703-3800
www.co.forsyth.nc.us/dss

Crisis Control Ministry
Kernersville.................................996-5401
Winston-Salem.............................724-7453
www.crisiscontrol.org

Lewisville Community Assistance Program
Lewisville residents only
945-3203
Food Assistance (continued)

Salvation Army
722-8721
www.salvationarmy.org

Samaritan Ministries Soup Kitchen
748-1962
www.samaritanforsyth.org

Senior Services, Inc.
Meals-on-Wheels (60+)...748-5932
Senior Lunch (60+)...725-0907
www.seniorservicesinc.org

Sunnyside Ministry
Zip codes 27107 and 27127 only
724-7558
www.sunnysideministry.org

HEALTH SUPPORTIVE SERVICES

The following agencies offer information and education on one or more specific diseases or illnesses. Many services are free; however, there may be a fee and/or physician referral needed for some services.

Aids Care Service
777-0116
www.aidscareservice.org

Alzheimer’s Association
285-5920
www.alz.org

American Cancer Society
National..........................1-800-227-2345
Triad Office.........................834-0844
www.cancer.org

American Diabetes Association
1-800-342-2383
www.diabetes.org

American Heart Association
668-0167
www.americanheart.org

American Lung Association
1-800-548-8252
www.lungusa.org

American Red Cross
Northwest NC Chapter
724-0511
www.redcross.org

Arthritis Foundation
Carolinas Chapter..................769-1020
National...........................1-800-883-8806
www.arthritis.org

Cancer Services, Inc.
Cancer patients only
760-9983
www.cancerservicesonline.org

Cystic Fibrosis Foundation
1-800-344-4823
www.cff.org

Duke Family Support Program
Alzheimer’s Program
1-800-672-4213
www.geri.duke.edu

Easter Seals UCP of North Carolina
1-800-662-7119
www.nc.eastersealsucp.com
Health Supportive Services (continued)

Forsyth County Department of Public Health
703-3100
www.co.forsyth.nc.us/publichealth

Novant Health Diabetes of Forsyth
Diabetes & Nutrition Center
277-1660
www.forsythmedicalcenter.org

Hospice & Palliative Care Center
768-3972
www.hospicecarecenter.org

Kidney Foundation
National..............................1-800-662-9010
NC office..............................1-877-858-3808
www.kidney.org

Lupus Foundation of America
Winston Salem Triad Chapter
24-hour hotline
768-1493
www.lupus.org

Multiple Sclerosis Society
Central NC Chapter
299-4136
www.nationalmssociety.org

NC Brain Injury Association
1-800-377-1464
www.bianc.net

NC Stroke Association
713-5052
www.ncstroke.org

Project C.A.R.E.
1-800-646-2028
www.ncdhhs.gov/aging/ncprojectcare.htm

Parkinson Association of the Carolinas
1-866-903-7275
www.parkinsonassociation.org

Wake Forest Baptist Health
Diabetes Care Center
716-8224
www.wakehealth.edu

Wake Forest Baptist Health
Epilepsy Information Service
716-2319
www.wakehealth.edu

HISPANIC SERVICES

The following providers offer Hispanic individuals a variety of services, such as counseling, medical care and translation assistance.

Bethany Baptist Church Medical Clinic
Free clinic
767-0760
www.bethanybaptistws.com

Catholic Charities
727-0705
www.cssnc.org

Communication Access Partners
Interpreters
993-4200
www.communicationaccesspartners.com

Forsyth County Public Library
Hispanic services
703-2907
www.forsyth.cc/library
Hispanic Services (continued)

Legal Aid of NC
Handles civil matters for immigrants
725-9162
https://www.legalaidnc.org

Salvation Army Hispanic Services
International Core
499-1196
www.salvationarmyusa.org

<table>
<thead>
<tr>
<th>HOME CARE ASSISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home care agencies may provide assistance with daily living activities, such as personal hygiene, dressing, meal preparation, light housekeeping and other household needs. Home care can be paid for privately or by long term care insurance or Medicaid.</strong></td>
</tr>
</tbody>
</table>

Division of Health Service Regulation
Home Care Complaint Hotline
1-800-624-3004
www.ncdhh.gov/dhsr

Hospice & Palliative CareCenter
768-3972
www.hospicecarecenter.org

Senior Services, Inc.
Help Line
724-2040
For a list of home care agencies
www.seniorservicesinc.org

Senior Services, Inc.
Home Care.................................725-0907
Living-at-Home (CAP-DA).............725-0907
www.seniorservicesinc.org

<table>
<thead>
<tr>
<th>HOME MODIFICATION AND MAJOR REPAIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The following agencies provide grants, loans and free home modifications and/or repairs to low-income individuals who meet eligibility requirements.</strong></td>
</tr>
</tbody>
</table>

Forsyth County Housing Program
703-2680
www.forsyth.cc/housing

Piedmont Triad Regional Council
Weatherization Assistance Program
904-0338
www.ptrc.org

USDA Rural Development Program
767-0720
www.rurdev.usda.gov

Vocational Rehabilitation
Independent Living
784-2700
www.ncdhh.gov/dvrs

Winston-Salem Community and Business Development
727-8000
www.cityofws.org
HOME REPAIRS – MINOR

The following providers offer minor home repairs. Services may include, but are not limited to, the installation of handrails and grab bars, minor plumbing repairs, and replacement of air filters, smoke detector batteries and light bulbs. These services are provided at no cost to the client; however, clients are asked to contribute to the cost of the materials.

Pilot Mountain Baptist Association
759-7622
www.pmba.org

The Shepherd’s Center of Kernersville Handyman Program
996-6696
www.shepctrkville.com

The Shepherd’s Center of Greater Winston-Salem Handyman Program
748-0217
www.shepherdscenrer.org

Triad Baptist Church
Nehemiah’s Few
996-7573
www.tbcnow.org

HOUSING

The following service providers offer home-buyer assistance, home-ownership counseling, placement in care facilities and rental assistance.

The Experiment in Self-Reliance, Inc. (ESR)
722-9400
www.eisr.org

Forsyth County Department of Social Services – Adult Placement
703-3501
www.co.forsyth.nc.us

Forsyth County Housing Program
703-2680
www.forsyth.cc/housing

Group Homes of Forsyth
MR or DD
831-1300
www.grphms.com

Housing Authority of Winston-Salem
727-8500
www.haws.org

Senior Services, Inc.
Help Line
724-2040
A list of other housing options
www.seniorsservicesinc.org

HOUSING – TEMPORARY

The following agencies provide temporary housing and/or housing assistance for persons in need. Some are gender specific or specific to the individual’s situation.

AIDS Care Service, Inc.
777-0116
www.aidscareservice.org

American Red Cross
724-0511 (disaster only)
www.redcross.org
Housing – Temporary (continued)

Bethesda Center for Homeless
For men or women
722-9951
www.bethesdacenter.org

Domestic Violence
723-8125
www.fsifamily.org

Fellowship Home
For men – substance abuse
727-1084
www.thefellowshiphome.org

Salvation Army
For women or families
722-8721
www.salvationarmyusa.org

Samaritan Ministries
For men
748-1962
www.samaritanforsyth.org

Winston-Salem Rescue Mission
For men
723-1848
www.wsrescue.org

YWCA–Hawley House
For women – substance abuse
721-0733
www.ywcaws.org

I.D. CARDS/LICENSES/RECORDS

These agencies provide public records, identification cards, licenses and vehicle tags. The senior citizen identification card received through the Recreation and Parks Department is free, as is the NC identification card provided by the DMV for persons over 70.

Forsyth County Register of Deeds
Public Records
703-2700
www.co.forsyth.nc.us/rod

License Plate Agency
Kernersville..............................................993-5226
Rural Hall................................................969-2814
Winston-Salem.................................725-2795
Clemmons.............................................712-0115
www.ncdot.org/dmv

NC Driver’s License Division
Kernersville..............................................993-5651
North Patterson Avenue......................761-2259
Silas Creek Parkway............................761-2258
www.ncdot.org/dmv

Winston-Salem Recreation and Parks
Senior Citizen’s ID card (must be 60+)
727-2300
www.cityofws.org
INFORMATION AND REFERRALS

The following agencies help individuals understand what services are available for their target population and how to access them.

The Adaptables, Inc.
Information for any disability
767-7060
www.theadaptables.com

The Arc of Forsyth County
The Enrichment Center
777-0076
www.enrichmentarc.org

Cancer Services, Inc.
760-9983
www.cancerservicesonline.org

Easter Seals UCP of North Carolina
757-4681
www.nc.eastersealsucp.com

FIRST Line
Forsyth County General Information
703-3000
www.firstline.ws

Mental Health Association
768-3880
www.triadmentalhealth.org

Multiple Sclerosis Society
Central NC Chapter
299-4136
www.nationalmssociety.org

NC Baptist Aging Ministry (NCBAM)
1-877-506-2276
www.ncbam.org

Senior Services, Inc.
Help Line
724-2040
Resources for seniors and caregivers
www.seniorservices.org

United Way 211
Triad General Information
Dial 211
www.211.org

INSURANCE INFORMATION

These providers offer free counseling and education related to health insurance options.

Forsyth County Department of Social Services – Medicaid
703-3800
www.co.forsyth.nc.us/dss

Medicare Information
1-800-633-4227
www.medicare.gov

NC Department of Insurance
Consumer Hotline
1-800-546-5664
www.ncdoi.com

NC Division of Medical Assistance
Medicaid
919-855-4100
www.ncdhhs.gov/dma
Insurance Information (continued)

Senior Financial Care
SHIIP counselors
896-1328
www.cccsforsyth.org

Senior Services, Inc.
Help Line
724-2040
SHIIP counselors
www.seniorservicesinc.org

Seniors’ Health Insurance Information Program (SHIIP)
1-800-443-9354
www.ncshiip.com

The Shepherd’s Center of Greater Winston-Salem
SHIIP counselors
748-0217
www.shepherdsccenter.org

LEGAL SERVICES/CIVIL RIGHTS/DISCRIMINATION

These agencies offer a variety of services that address individual legal needs or concerns.

Clerk of Superior Court
Guardianship
779-6300
www.ncfcc.us

Forsyth County Bar Association
Lawyer complaint service
760-1232
www.forsythlawyers.org

Forsyth County Register of Deeds Office
703-2700
www.co.forsyth.nc.us/rod

Hospice and Palliative Care Center
Health Care Power of Attorney/Living Wills
768-3972
www.hospicecarecenter.org

Legal Aid of NC
Domestic violence, civil, non-criminal
725-9162
www.legalaidnc.org

Magistrates’ Office
917-7693
www.co.forsyth.nc.us/sheriff

Mediation Services of Forsyth County
724-2870

NAACP
767-3470
www.naacp.org

NC Department of Labor
1-800-625-2267
www.nclabor.com

NC Lawyer Referral Service
1-800-662-7660
www.ncbar.gov

NC State Bar
1-919-828-4620
www.ncbar.gov

Senior Services, Inc.
Help Line
724-2040
For a list of Forsyth Co. elder law attorneys
www.seniorservicesinc.org
Legal Services, etc. (continued)

Wake Forest University School of Law  
The Elder Law Clinic  
713-8630  
http://elder-clinic.law.wfu.edu

Winston-Salem Human Relations Dept.  
Housing discrimination – City Link  
727-8000  
www.cityofws.org

MEDICAL CENTERS

The following providers provide a full array of medical services.

Novant Health Forsyth Medical Center  
Information  
718-5000  
www.forsythmedicalcenter.org

Novant Health Kernersville Medical Center  
Information  
564-4000  
www.kernersvillemc.org

Novant Health Baptist Health  
Information  
716-2011  
www.wakehealth.edu

MEDICAL CLINICS

The following providers offer low- to no-cost medical services for eligible clients.

Bethany Baptist Church Medical Clinic  
Free clinic  
767-0760

Community Care Center  
Free clinic  
723-7904  
www.cccforsyth.org

Downtown Health Plaza  
713-9800  
www.wakehealth.edu/dhp

Sunnyside Ministries  
Free clinic  
724-7558  
www.sunnysideministry.org

Winston-Salem Rescue Mission  
710 North Trade Street  
First come, first served  
723-1848  
www.wsrescue.org

MEDICAL COMPLAINTS

The following agencies accept complaints related to medical care in a variety of settings, including home, hospital or care facility.

Medicare Beneficiaries Complaint Hotline  
1-800-722-0468
MEDICAL EQUIPMENT AND LOAN CLOSETS

The following service providers loan medical equipment to help persons manage in their homes. Items are loaned based on availability. Loan closet items might include walkers, wheelchairs or tub benches. Items that are medically necessary and ordered by a physician may be covered or partially covered by Medicare or other forms of insurance.

Cancer Services, Inc.
Cancer patients only
760-9983
www.cancerservicesonline.org

NC Assistive Technology Project
To try assistive equipment before purchase
716-8030
www.ncatp.org

Senior Services, Inc.
Help Line
724-2040
For a list of medical equipment companies
www.seniorservicesinc.org

Senior Services, Inc.
Living-at-Home
725-0907
Lending Closet
www.seniorservicesinc.org

Southside Baptist Church
Medical Supply Ministry
723-0395
www.southsidebaptistchurchws.com

The Shepherd’s Center of Kernersville
996-6696
www.shepctrkville.com

MEDICAL SERVICES

These providers offer education, evaluations, medical care and rehabilitation services.

Dialysis Centers
Wake Forest Baptist Outpatient Dialysis
Administration ........................................748-0575
Miller Street.............................................724-0468
Northside..............................................744-0577
Piedmont................................................721-1360
Salem Kidney.......................................761-8808
www.wfopd.com

Forsyth County Department of Public Health
703-3100
www.co.forsyth.nc.us/publichealth
Medical Services (continued)

Novant Health
Health Connections (doctor referral service).................................................................718-7000
Martinat Outpatient Rehabilitation Center.................................................................718-6700
Maya Angelou Center for Women’s Health and Wellness...........................................718-0060
Whitaker Rehabilitation Center......................................................................................718-5780
www.forsythmedicalcenter.org

Hospice & Palliative Care Center
768-3972
www.hospicecarecenter.org

Wake Forest Baptist Health
Comp Rehab.....................................................................................................................716-8200
Health on Call (doctor referral service)...........................................................................716-2255
J. Paul Sticht Center on Aging (rehabilitation).................................................................713-8500
www.wakehealth.edu

MENTAL HEALTH SERVICES

The following providers offer a variety of mental health services, including education and referrals for services, counseling and treatment.

Associates in Christian Counseling
896-0065
www.christiancounseling.org

CenterPoint Human Services
1-888-581-9988
www.cphs.org

Novant Health
Behavioral Health Services
718-3550
www.forsythmedicalcenter.org

Mental Health Association
768-3880
www.triadmentalhealth.org

Wake Forest Baptist Health
Department of Psychiatry
716-4551
www.wakehealth.edu

NUTRITION EDUCATION

The following providers offer education and care related to dietary needs.

BestHealth
713-2378
www.wakehealth.edu/BestHealth

Forsyth County Cooperative Extension
Nutrition Education Programs
703-2850
www.co.forsyth.nc.us/CES
Nutrition Education (continued)

Forsyth County Department of Public Health
703-3100
www.co.forsyth.nc.us/publichealth

Novant Health Diabetes of Forsyth
Diabetes and Nutrition Services
277-1660
www.forsythmedicalcenter.org

Wake Forest Baptist Health
Diabetes Care Center
716-8224
www.wakehealth.edu

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**PRESCRIPTION ASSISTANCE**

The following providers offer information and provide eligible individuals with assistance in obtaining prescription medication.

- **Cancer Services, Inc.**
  Cancer patients only
  760-9983
  www.cancerservicesonline.org

- **Crisis Control Ministry**
  Kernersville..........................996-5401
  Winston-Salem..........................724-7875
  www.crisiscontrol.org

- **Community Care Center/Med-Aid**
  723-7904
  www.cccforsyth.org

- **Senior Services, Inc.**
  Help Line
  724-2040
  Medicare Part D information
  www.seniorservicesinc.org

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**RECREATION AND SELF-ENRICHMENT**

The following providers offer activities, cultural events, and education, exercise and/or socialization opportunities.

- **The Adaptables, Inc.**
  767-7060
  www.theadaptables.com

- **Arts Council Theatre**
  722-2585
  www.intothearts.org

- **Forsyth County Cooperative Extension**
  703-2850
  www.co.forsyth.nc.us/ces

- **Forsyth County Public Library**
  Adult Outreach
  703-2903
  www.forsyth.cc/Library

- **Salvation Army**
  725-9923
  www.salvationarmyusa.org

- **Sawtooth School for Visual Art**
  723-7395
  www.sawtooth.org
Recreation and Self-Enrichment (continued)

**Senior Services, Inc.**  
**Senior Lunch**  
725-0907  
www.seniorservicesinc.org

The Shepherd’s Center of Greater Winston-Salem  
748-0217  
www.shepherdsccenter.org

The Shepherd’s Center of Kernersville  
992-0591  
www.shepctrkville.com

The Stevens Center  
721-1945  
www.uncsa.edu/stevenscenter

Wake Forest Baptist Health  
Aquatics Program  
713-8082  
www.wakehealth.edu/aquatic-programs

Wake Forest Baptist Health  
Best Health  
713-2378  
www.wakehealth.edu/besthealth

Winston-Salem Recreation and Parks  
City Link  
727-2505  
www.cityofws.org

Winston-Salem Symphony  
725-1035  
www.wssymphony.org

Winston-Salem Urban League  
725-5614  
www.wsurban.org

Winston-Salem Visitor Center  
Community events  
728-4200  
www.visitwinstonalem.com

YMCA  
Fulton Family........................................661-1093  
Jerry Long Family.................................712-2000  
Kernersville...........................................996-2231  
Robinhood Road Family......................251-1090  
Wells Fargo Express.............................725-9342  
William G. White, Jr.........................721-2100  
Winston Lake Family............................724-9205  
www.ymcanwnc.org

YWCA Gateway Branch  
354-1590  
www.ywcaws.org

**RESPITE CARE**

The following providers offer relief to caregivers by providing short-term breaks from their regular caregiving responsibilities.

Centenary United Methodist Church  
DAYbreak Respite Care  
397-1345  
www.centenary-ws.org

Mt. Zion Baptist Church  
Senior Life Enrichment Center  
721-1842  
www.mtzionthejoy.org
Respite Care (continued)

**Senior Services, Inc.**  
Elizabeth and Tab Williams Adult Day Center  
724-2155  
www.seniorservicesinc.org

**Senior Services, Inc.**  
Family Caregiver Support Program  
721-6914  
www.seniorservicesinc.org

**Senior Services, Inc.**  
Home Care  
725-0907  
www.seniorservicesinc.org

**The Shepherd’s Center of Greater Winston-Salem**  
748-0217  
www.shepherdsccenter.org

**The Shepherd’s Center of Kernersville**  
996-6696  
www.shepctrkville.com

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**SOCIAL SECURITY BENEFITS**

The following providers offer assistance in applying for or understanding benefits.

- **Campbell Disability Center**  
  995-5746  
  www.campbellcdc.com

- **Disability Advocates of NWNC**  
  Disability filing  
  760-9600

- **Social Security Administration**  
  National…………………………………1-800-772-1213  
  Winston-Salem Office……….1-877-402-0828  
  www.ssa.gov

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**SUBSTANCE ABUSE**

The following providers offer support and treatment for persons dependent on drugs and/or alcohol.

- **Addiction Recovery Care Association**  
  784-9470  
  www.arcanc.org

- **Associates in Christian Counseling**  
  896-0065  
  www.christiancounseling.org

- **CenterPoint Human Services**  
  1-888-581-9988  
  www.cphs.org

- **Fellowship Home of Winston-Salem**  
  For men – substance abuse  
  727-1084  
  www.thefellowshiphome.org

- **Novant Health**  
  Behavioral Health  
  718-3550  
  www.forsythmedicalcenter.org
SUPPORT GROUPS

The following providers offer an opportunity to talk with others who are going through similar experiences. In addition, they provide education and a place to develop friendships.

The Adaptables, Inc.
Disability Peer Support
767-7060
www.theadaptables.com

Alzheimer’s Association
Local Chapter.................................285-5920
National ......................................1-800-272-3900
www.alz.org

Cancer Services, Inc.
760-9983
www.cancerservicesonline.org

Forsyth County Department of Social Services
Relatives As Parents
703-3744
www.co.forsyth.nc.us/dss/

Hearing Loss Association of America
768-1177
www.nchearingloss.org

Hospice & Palliative CareCenter
Grief Counseling Center
768-3972
www.hospicecarecenter.org

Lupus Foundation
24-hour hotline
768-1493
www.lupus.org

Mental Health Association
768-3880
www.triadmentalhealth.org

Multiple Sclerosis Society
Central NC Chapter
299-4136
www.nationalmssociety.org

Senior Services, Inc.
Williams Adult Day Center
724-2155
Caregiver Support Group
www.seniorsservicesinc.org

Winston-Salem Recreation and Parks Dept.
Special Populations
Outta Sight Support Group
727-2320
www.cityofws.org

Winston-Salem State University
Division of Nursing
Grandparenting Program
725-8167
www.wssu.edu
TAXES

The following providers offer assistance related to local, state and federal taxes.

Forsyth County Tax Office
703-2300
www.forsyth.cc/tax

IRS
National........................................1-800-829-1040
Winston-Salem Office.....................659-2740
www.irs.gov

NC Department of Revenue
State tax information
661-6800
www.dornc.com

Senior Services, Inc.
Help Line
724-2040
Tax assistance site information
www.seniorservicesinc.org

TELEPHONE REASSURANCE

The following agencies provide weekday phone calls to at-risk individuals to check on their safety and to provide personal contact.

Senior Services, Inc.
336-725-0907
www.seniorservicesinc.org

The Shepherd’s Center of Kernersville
996-6696
www.shepctrkville.com

TRANSPORTATION

These volunteer and publicly funded providers work with elderly and disabled individuals to meet transportation needs. Advanced notice and/or reservations are required.

American Cancer Society
Cancer patients
Local Chapter........................................834-0844
National........................................1-800-227-2345
www.cancer.org

Ardmore Transportation Ministry
Groceries, medical (for Ardmore residents)
722-5686
www.ardmoreumc.org

Clemmons Transportation Ministry
Groceries, medical (for Clemmons residents)
766-6486
www.cfbctoday.org

Helping Hands and Caring Hearts
794-2552

Lewisville Transportation Ministry
Groceries, medical (for Lewisville residents)
945-3203
www.lewisvilleumc.org

Medicaid Transportation Unit
703-3919

NuCare Carolina
Non-emergency ambulance
800-380-1947
www.nu carecarolina.com
Transportation (continued)

The Shepherd’s Center of Greater Winston-Salem
Groceries, medical (for W-S residents)
748-0217
www.shepherdscenter.org

The Shepherd’s Center of Kernersville
996-6696 (for Kernersville area residents)
www.shepctrkville.com

Winston-Salem Transit Authority
PART Out-of-Region Non-Emergency
662-0002
www.partnc.org

Winston-Salem Transit Authority
Trans-Aid-regional non-emergency
727-2000
www.wstransit.com

UTILITY ASSISTANCE
The following providers offer utility assistance with power, phone and/or gas.

Crisis Control Ministry
Kernersville.................................996-5401
Winston-Salem..............................724-7453
www.crisiscontrol.org

Forsyth County Dept. of Social Services
722-8721
www.co.forsyth.nc.us/dss

Lifeline and Linkup
Phone bill discount – eligibility required
703-3501
www.fcc.gov/lifeline

Salvation Army
722-8721
www.salvationarmyusa.org

Sunnyside Ministry
Zip codes 27107 and 27127 only
724-7558
www.sunnysideministry.org

VETERANS’ SERVICES
The following providers offer education about benefits, as well as advocacy and direct services for veterans and/or their families.

American Legion
631-5471
www.legion.org

American Red Cross
724-0511
www.redcross.org

AmVets
631-5479
www.amvets.org

Disabled American Veterans
631-5481
www.dav.org
Veterans’ Services (continued)

Division of Veterans Affairs
8th District Office
766-1496
www.doa.state.nc.us/vets

Paralyzed Veterans of America
800-424-8200
www.pva.org

U.S. Department of Veterans’ Affairs
Health Resource Center
1-877-222-8387
www.va.gov

Paralyzed Veterans of America
800-424-8200
www.pva.org

U.S. Department of Veterans’ Affairs
Information and help with VA claims
1-800-827-1000
www.va.gov

Veter Center
Counseling and transition
333-5366
www.vetcenter.va.gov

Veterans of Foreign Wars
631-5457
www.vfw.org

Veterans Outpatient Clinic
All services
768-3296

VICTIM ASSISTANCE SERVICES

The following providers offer a variety of assistance and supportive services to victims of domestic violence, abuse and neglect and/or crime.

Family Services
Domestic violence
723-8125
www.fsifamily.org

Forsyth County Department of Social Services – Adult Protective Services
703-3503
www.co.forsyth.nc.us/dss

Forsyth County Domestic Violence Unit
Safe on Seven
779-6320

Forsyth County Sheriff’s Department
Non-emergency
727-2112
www.co.forsyth.nc.us/sheriff

Kernersville Police Department
996-3177
www.toknc.com/pd

Legal Aid of NC
Domestic violence
725-9162
https://www.legalaidnc.org

Winston-Salem Police Department
Domestic violence............773-7860/773-7741
Non-emergency..........................773-7700
www.wspdp.org
The following agencies offer a variety of volunteer opportunities depending on a person’s interests, time and skills. Many of these agencies rely on volunteers for their daily operations and help in carrying out their missions.

The Adaptables, Inc.
767-7060
www.theadaptables.com

American Red Cross
724-0511
www.redcross.org

Centenary United Methodist Church
DayBreak Respite Care
397-1345
www.centenary-ws.org

The Children’s Home, Inc.
721-7600
www.tchome.org

Crisis Control Ministry
Kernersville.............................996-5401
Winston-Salem.........................724-7453
www.crisiscontrol.org

Family Services
722-8173
www.fsifamily.org

Forsyth Medical Center
718-5738
www.forsythmedicalcenter.org

Hands On Northwest NC
Retired Senior Volunteer Program
724-2866
www.handsonnwncc.org

Helping Hands and Caring Hearts
794-2552

Hospice & Palliative CareCenter
768-3972
www.hospicecarecenter.org

Legal Aid of NC
725-9162
https://www.legalaidnc.org

Salvation Army
723-6366
www.salvationarmyusa.org

Samaritan Ministries
748-1962
www.samaritanforsyth.org

Second Harvest Food Bank
784-5770
www.hunghernwnc.org

Senior Services, Inc.
725-0907
www.seniorservicesinc.org

Seniors’ Health Insurance Information Program (SHIIP)

Senior Services’ Help Line..............724-2040

The Shepherd’s Center of Greater
Winston-Salem..........................748-0217
www.ncshiip.com

The Shepherd’s Center of Greater
Winston-Salem
748-0127
www.shepherdscenentre.org

The Shepherd’s Center of Kernersville
996-6696
www.shepctrkville.com
Volunteer Opportunities (continued)

Winston-Salem Symphony Encore  
725-1035  
www.wssymphony.org

Winston-Salem Urban League  
725-5614  
www.wsurban.org

YMCA  
Adult Literacy Initiative  
727-9850  
www.ymcanwnc.org

VOTER REGISTRATION

This provider assists persons in registering to vote, identifies individuals’ voting sites and provides information on elections.

Forsyth County Board of Elections  
703-2800  
www.co.forsyth.nc.us/elections
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AFFORDABLE SENIOR COMMUNITIES
WITH RENTS BASED ON INCOME *

MANAGED BY COMMUNITY MANAGEMENT CORPORATION

WINSTON-SALEM LOCATIONS

For Seniors 55+

Alder’s Point
590 Mock Street
336-725-9021

Azalea Terrace
100 Azalea Terrace Court
336-723-3638

Cherry Hill
840 West 14th Street
336-713-7524

Wachovia Hill
100 S. Spruce Street
336-251-1060

For Seniors 62+

Assembly Terrace
3731 University Parkway
336-759-9798

Country Village
201 Park Ridge Circle
336-765-4354

St. Peter’s Heritage Place
3727 Old Lexington Road
336-771-9028

STOKES & SURRY COUNTY LOCATIONS

For Seniors 55+

Andrew Heights
125 Ferrell Heights Court
336-723-3570

The Carolina Apartments
540 Ingram Drive
King
336-983-5323

Garden Terrace
100 Garden Terrace Lane
Mt. Airy
336-789-0300

Shamrock Terrace
100 Shamrock Terrace Lane
Dobson
336-385-4502

Spacious
One-Bedroom
Apartments for
Seniors

Community Management takes pride in offering affordable and professionally managed apartment communities for seniors.

*Section 8 assistance available.
Emergency Numbers

Ambulance / Police / Sheriff / Fire .............................................. 911
Mental Health .............................................................................. 1-888-581-9988
Duke Power (power outage) ...................................................... 1-800-769-3766

Other Numbers


Senior Services is a nonprofit agency in Winston-Salem, NC. Our mission is to enable seniors to live with dignity and independence.

Follow us on Facebook.

Scan this QR code with your smartphone for a link to our website.

If you need more information, please call Senior Services' Help Line at 724-2040 or visit www.seniorservicesinc.org on the web.