



# Services Available for Seniors Living in Surry County, NC

Compiled by  
The Senior Ministries Committee  
First Baptist Church  
Mount Airy, NC

December 17, 2011

Please share additions or corrections with:  
John Brewington 786-9020 or [jjbrewington@hotmail.com](mailto:jjbrewington@hotmail.com)

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

**Care**

| <b>Name of Service or Program</b>  | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>  | <b>Contact</b>  |
|------------------------------------|---|---|---|
| Caregivers Classes                 | Support groups meet on third Wednesday of month.  | None  | YVEDDI 786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>   |
| In Home Care                       | For clients that need help to perform at least three (3) personal care tasks and activities of daily living, such as bathing, dressing, meal preparation, or running essential errands. | Medicaid eligible – must be ordered by the client’s physician. Patient is evaluated by RN from Carolinas Center for Medical Excellence (working for state) who determines if they qualify for program and, if so, the number of hours of help needed per month. Patient then selects from a large number of in-home care agencies.  | Personal Physician starts process.<br><a href="http://www.thecarolinascenter.org">www.thecarolinascenter.org</a>  |
| Skilled Home Health                | Short-term skilled care by a Registered Nurse, Physical, Occupational, or Speech Therapist.   | Medicare/Medicaid or Private Insurance. Must be ordered by a physician. For clients that require care but are unable to get to doctor’s office. Usually for a new diagnosis, new medication, surgery, joint replacement, injury, non-healing wound, etc. Medicare requires the patient be “homebound” or unable to get out of the home without considerable or taxing effort. | Personal physician or service provider starts process. Qualified patient can choose any certified agency.   |
| Special Assistance In-Home Program | Financially assists qualified persons with in-home living expenses.   | Need for in-home care must be doctor verified, >65 or between 18 and 65 and disabled. Must be Medicaid eligible and meet income and asset guidelines.   | Surry County Dept. of Social Services<br>336-401-8800<br><a href="http://www.co.surry.nc.us/departments/socialservices/socialservices.htm">www.co.surry.nc.us/departments/socialservices/socialservices.htm</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

### Counseling Services

| Name of Service or Program           | Description of Service or Program   | Qualifications/Requirements  | Contact   |
|--------------------------------------|---|--|---|
| Blue Ridge CareNet Counseling Center | Broad range of counseling services dealing with anxiety and depression, trauma and grief, marriage and family, health and aging, plus educational programs and consulting services. | Insurance is accepted. Fee adjustments are available based on personal financial need and available funding. | 786-1922<br><a href="http://www.blueridgecarenetcounseling.org">www.blueridgecarenetcounseling.org</a>                                  |
| Surry Christian Counseling Center    | Bible-based counseling for individuals, couples, and families provided by a Christian counselor.  | Insurance is accepted. Fee adjustments are based on personal financial need and available funds.             | Surry Baptist Association<br>789-7405<br><a href="http://www.surrybaptist.org/counseling.html">www.surrybaptist.org/counseling.html</a> |
| Telephone Reassurance                | Volunteers call to check on individuals, if requested.  |  | YVEDDI 786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>   |

### Disabilities

| Name of Service or Program  | Description of Service or Program   | Qualifications/Requirements   | Contact  |
|-----------------------------|---|---|--|
| Independent Living Services | Provide an alternative to institutionalization, when possible, improve functioning in one's family, home or community, or assist in preparing a person for a vocational rehabilitation program. | Applicant must have a significant disability that severely limits the person's ability to live independently and receipt of services will significantly improve the person's ability to live independently. Financial resources of eligible individuals will be considered for the delivery of some program services. | NC Department of Vocational Rehabilitation – Regional office in Winston-Salem<br>336-784-2700<br><a href="http://www.ncdhhs.gov/dvrs/">www.ncdhhs.gov/dvrs/</a><br>Local contact: 789-5039 |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program            | Description of Service or Program   | Qualifications/Requirements | Contact  |
|---------------------------------------|---|-----------------------------|--|
| NC Division of Services for the Blind | Assess independent living and employment needs; instruction in daily living skills, technology, travel, and other adaptive skills; post-secondary vocational and other job-related training; job counseling, placement, and follow-up; and eye care related medical services. | Not specified.              | NC Division of Services for the Blind, Winston-Salem District Office<br>800-422-0373<br><a href="http://www.ncdhhs.gov/dsb/">www.ncdhhs.gov/dsb/</a> |

**Exercise**

| Name of Service or Program | Description of Service or Program                   | Qualifications/Requirements   | Contact   |
|----------------------------|---|---|---|
| Pro Health Fitness         | Many types of exercise and health related programs. | No costs for individuals with Medicare card and certain Medicare Supplement Insurance providers. Check before signing up to see if your provider is a participant in their program. | Pro Health<br>783-0399<br><a href="http://www.prohealthcenter.com">www.prohealthcenter.com</a>  |
| Reeves Community Center    | Many types of exercise and health related programs. | Must have a membership in a Reeves package. Rates vary by age.  | Reeves Community Center<br>786-8313<br><a href="http://www.mountairyparksand recreation.com">www.mountairyparksand recreation.com</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Name of Service or Program</b> | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>  | <b>Contact</b>  |
|-----------------------------------|---|---|---|
| Tai Chi Classes                   | Tai Chi exercise class for anyone. Especially good for those with conditions, such as arthritis, that limit mobility. | Free. Live instruction each Tuesday at 10:00AM. DVD review of Tuesday class each Friday at 10:00AM. | Mt. Airy Library 789-5108<br><a href="http://www.nwrl.org/mta.asp">www.nwrl.org/mta.asp</a> |

**Food**

| <b>Name of Service or Program</b>  | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>  | <b>Contact</b>  |
|------------------------------------|---|---|---|
| Congregate Nutrition Program       | Meets locally and provides nutritious meal catered by Golden Corral. Meetings include activities like field trips, seminars, bingo, health and wellness promotion activities, & socializing with other seniors. | No charge for those 60 or older.  | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a><br>Meets at Fellowship Baptist Church. |
| Foothills Food Pantry              | Provides food to Surry County residents in emergency situations.  | Client may apply for assistance every three (3) months and must provide required documentation and meet criteria set by the organization. | Foothills Food Pantry<br>386-8405   |
| Meals-on-Wheels Program            | Meals delivered by volunteers to homebound recipients.  | Must be 60, or older, and homebound.  | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>  |
| Yokefellow Food Assistance Program | Provides approximately three (3) weeks supply, four (4) times per year.   | Meet income guidelines and provide documentation as required.   | Yokefellow Cooperative Ministry<br>789-5838   |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

**Health**

| <b>Name of Service Or Program</b>              | <b>Description of Service or Program</b>   | <b>Qualifications/Requirements</b>  | <b>Contact</b>   |
|--|--|---|--|
| ACCESS   | Provides 24/7 toll free call center for those in crisis, those needing a referral to a behavioral healthcare professional, or information regarding services. Trained professionals screen, triage and refer those needing mental health, developmental disability and /or substance abuse services. | No cost for referral or crisis care. Treatment cost may be covered by Medicare or other insurance.                        | Crossroads Behavioral Healthcare<br>888-235-4673<br><a href="http://www.crossroadsbhc.org">www.crossroadsbhc.org</a>   |
| Alzheimer's Support Group                      | Provides support and more info about Alzheimer's, related dementias, memory impairment and ways to cope.   | Free.<br>First Tuesday of each month.<br>Call for time.   | RidgeCrest<br>786-9100<br><a href="http://www.ridge-crest.com">www.ridge-crest.com</a>   |
| Baptist Hospital Geriatric Consultation Clinic | An outpatient clinic that does comprehensive evaluations of patients including medications and screening for common geriatric syndromes such as memory problems, difficulty walking, mood problems and falls.  | Accept Medicare, Medicaid and insurance. No one will be turned away. Patient's primary care physician must make referral. | Baptist Hospital Geriatric Consultation Clinic.<br><a href="http://www.wakehealth.edu/Gerontology-and-Geriatrics/Geriatric-Consultation-Clinic.htm">www.wakehealth.edu/Gerontology-and-Geriatrics/Geriatric-Consultation-Clinic.htm</a><br>Referral number: 336-713-8250 |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program                                  | Description of Service or Program  | Qualifications/Requirements  | Contact  |
|---|--|--|--|
| Diabetes Self-Management Program                            | Diabetes education sessions include 1 hour with a Registered Dietitian and 1 hour with a Registered Nurse.                             | Must be Doctor referred. Price is based on recipient's income.   | Surry County Health & Nutrition Center<br>336-401-8419<br><a href="http://www.surry.com">www.surry.com</a>   |
| Family Matters  | Various topics.  | Free.<br>Second Tuesday of each month.<br>Call for time and topic.   | RidgeCrest<br>786-9100<br><a href="http://www.ridge-crest.com">www.ridge-crest.com</a>   |
| Health Screenings   |  | Call for appointment.  | YVEDDI 786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>  |
| Living Healthy  | Free 6-week workshop is designed to help the client manage diagnosed chronic conditions.<br>Can be arranged for groups or individuals. | No charge.   | Alexis Gabard at Northwest Piedmont Area Agency on Aging<br>336-608-3568<br><a href="http://www.nwpcog.dst.nc.us/aaa/web.cfm?cid=192">www.nwpcog.dst.nc.us/aaa/web.cfm?cid=192</a> |
| Mountain Valley Hospice & Palliative Care – Hospice Service | End of life care for persons with terminal illness.  | Diagnosed with a terminal illness, prognosis of 6 months or less, wishes to remain at home, under the care of a personal physician, does not wish to seek curative treatments, and agrees to accept hospice care.<br>Accepts Medicare, Medicaid, and most insurance plans; however, no one is denied services based on their inability to pay. | 888-789-2922<br><a href="http://www.mtnvalleyhospice.org">www.mtnvalleyhospice.org</a>   |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Name of Service or Program</b>                                       | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>   | <b>Contact</b>   |
|---|---|--|--|
| Mountain Valley Hospice & Palliative Care – Transitions Support Program | Provides counseling to persons diagnosed with life limiting illnesses. Works with patients and their families “where they are” in a treatment or disease process. | Is not limited to the last 6 months of life. Accepts Medicare, Medicaid, and most insurance plans; however, no one is denied services based on their inability to pay. | 888-789-2922<br><a href="http://www.mtnvalleyhospice.org">www.mtnvalleyhospice.org</a> |
| Wellness Checkup  | Monitor blood pressure, weight and other vital signs.   | Free.<br>Fourth Thursday of each month.<br>Call for time.  | RidgeCrest<br>786-9100<br><a href="http://www.ridge-crest.com">www.ridge-crest.com</a> |

**Home**

| <b>Name of Service or Program</b>       | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>  | <b>Contact</b>  |
|---|---|---|---|
| Home Repair - Weatherization            |   | Limited availability – depends upon availability of funding.  | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>  |
| NC Crisis Intervention Program          | Provides financial help to households that are in a heating or cooling-related emergency. | Household income considered.  | Local Department of Social Services (401-8800) for more information and where to apply.<br><a href="http://www.co.surry.nc.us/departments/socialservices/socialservices.htm">www.co.surry.nc.us/departments/socialservices/socialservices.htm</a> |
| NC Low Income Energy Assistance Program | One time cash payment to help pay heating bills.  | Must be responsible for their heating bill, meet income test, cannot have resources greater than \$2,200. | Local Department of Social Services (401-8800) for more information and where to apply.<br><a href="http://www.co.surry.nc.us/departments/socialservices/socialservices.htm">www.co.surry.nc.us/departments/socialservices/socialservices.htm</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Name of Service or Program</b>  | <b>Description of Service or Program</b>   | <b>Qualifications/Requirements</b>   | <b>Contact</b>  |
|------------------------------------|--|--|---|
| NC Utilities Commission Moratorium | Households served by a regulated electric or natural gas company cannot be disconnected without written notice. Must be allowed to make installment payments over 6 months for past and current bills. | Households that cannot pay their utility bill and has a member who is disabled or over 65, and has been certified as eligible for the Low Income Energy Assistance Program cannot have service stopped between November and March. | Local Department of Social Services (401-8800) for more information and where to apply.<br><a href="http://www.co.surry.nc.us/departments/socialservices/socialservices.htm">www.co.surry.nc.us/departments/socialservices/socialservices.htm</a> |
| Yokefellow Kerosene Program        | \$90 per year in vouchers.   | Must meet income guidelines and provide documentation as required.   | Yokefellow Cooperative Ministry<br>789-5838   |
| Yokefellow Utilities Program       | Provides \$100, one time per year to help with electric or water utility payments.   | Must meet income guidelines, provide documentation as required, have notification of disconnect and proof of street address.   | Yokefellow Cooperative Ministry<br>789-5838   |

**Medications**

| <b>Name of Service or Program</b> | <b>Description of Service or Program</b>   | <b>Qualifications/Requirements</b>                             | <b>Contact</b>  |
|-----------------------------------|--|--|---|
| Extra Help                        | Savings on Medicare Prescription Drug Plan premiums, Rx deductibles and copayments | Medicare recipient with limited income and assets may qualify. | NC SHIP at 800-443-9354<br><a href="http://www.ncship.com">www.ncship.com</a><br>Local: Social Security Administration 789-8179 |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Name of Service or Program</b>                                 | <b>Description of Service or Program</b>  | <b>Qualifications/Requirements</b>  | <b>Contact</b>   |
|---|---|---|--|
| Medication Assistance Program                                     | Provides assistance to low-income Surry County citizens in evaluating, applying for, and completing prescription assistance applications. Also provides assistance with Medicare Part D enrollment. | For all –low-income citizens of Surry County that do not have any other prescription coverage.  | Surry County Senior Services<br>783-8500<br><a href="http://www.co.surry.nc.us/department/senior_services/seniorservices.htm">www.co.surry.nc.us/department/senior_services/seniorservices.htm</a> |
| National Association of Counties, Free Prescription Discount Card | Provides discount on prescription medicines that are not covered by insurance.  | For persons without any type of insurance coverage and is only usable at participating retail pharmacies.<br>No membership restrictions or fees listed. | 877-321-2652<br><a href="http://www.caremark.com/naco">www.caremark.com/naco</a>   |
| Yokefellow Prescription Medicines Program                         | Provides \$100 two (2) times per year to assist with prescription drug costs.   | Must meet income guidelines, provide documentation as required, and have a valid doctor’s prescription.   | Yokefellow Cooperative Ministry<br>789-5838  |

**Miscellaneous Services**

| <b>Name of Service or Program</b> | <b>Description of Service or Program</b>                                  | <b>Qualifications/Requirements</b> | <b>Contact</b>   |
|-----------------------------------|---|------------------------------------|--|
| NC-211                            | Local clearinghouse of information on services available to all citizens. | None.                              | Phone 211<br>Operated in Surry County by the United Fund of Surry.<br><a href="http://www.unitedfundofsurry.org">www.unitedfundofsurry.org</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program          | Description of Service or Program  | Qualifications/Requirements   | Contact  |
|-------------------------------------|--|---|--|
| Chore/Respite                       | Services available to seniors age 60 and older who need assistance with personal care or home management tasks.                            | 60 or older (often a waiting list for services).  | Surry County Senior Services<br>783-8500<br><a href="http://www.co.surry.nc.us/departments/seniorservices/seniorservices.htm">www.co.surry.nc.us/departments/seniorservices/seniorservices.htm</a>   |
| Elder Law Clinic                    | Provides wills, healthcare powers of attorney, and other legal documents and assists with legal matters involving elders.                  | Must be 60 or more, meet income guidelines – 1 person \$1700 per month, or less, income, 2 persons \$2,200 per month. Access is also based on students’ availability to take cases.   | Wake Forest University School of Law, The Elder Law Clinic<br>336-713-8630<br><a href="http://elder-clinic.law.wfu.edu">http://elder-clinic.law.wfu.edu</a>  |
| Emergency Services – Salvation Army | Provides funds for utilities, medicine, food, or clothing.   | No age limit and no cost.<br>Case Worker available: Monday thru Thursday 8:00AM to 4:30PM<br>Friday 8:00AM to Noon  | Salvation Army<br>786-4075<br><a href="http://www.salvationarmycarolinas.org/commands/mountairy">www.salvationarmycarolinas.org/commands/mountairy</a>   |
| Family Caregiver Support Program    | Offers temporary respite to caregivers by paying for short-term respite services such as in-home care, adult day care, and overnight care. | The caregiver must be caring for a local resident (several local NC counties) who is 60 or older and is unable to perform at least two activities of daily living (i.e., bathing, dressing) or a person of any age with Alzheimer’s disease or a related disorder.<br>Limited Funding – Waiting List. | Local Provider: Surry County Senior Services 783-8500<br><a href="http://www.co.surry.nc.us/departments/seniorservices/seniorservices.htm">www.co.surry.nc.us/departments/seniorservices/seniorservices.htm</a><br>or<br>Northwest Piedmont Area Agency on Aging<br>Family Caregiver Support Specialist 336-761-2111<br><a href="http://www.nwpcog.dst.nc.us/aaa/web.cfm?cid=192">www.nwpcog.dst.nc.us/aaa/web.cfm?cid=192</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program  | Description of Service or Program  | Qualifications/Requirements  | Contact  |
|---|--|--|--|
| First Baptist Diaconate's Homebound-Hospital Visitation Team Ministry | Team members make in-home or hospital visits to FBC members.   | None   | FBC Diaconate<br>786-5185<br><a href="http://www.fbcmountairy.org">www.fbcmountairy.org</a>    |
| Game Night  | Play card or board games.  | Free.<br>Each Thursday beginning at 6:00PM   | Mt. Airy Library<br>789-5108<br><a href="http://www.nwrl.org/mta.asp">www.nwrl.org/mta.asp</a> |
| Imagine That! Storytellers  | Workshop for all interested in telling, or listening to, stories.  | Free.<br>Every first Tuesday at 6:30PM.  | Mt. Airy Library<br>789-5108<br><a href="http://www.nwrl.org/mta.asp">www.nwrl.org/mta.asp</a> |
| Information and Referral  |  |  | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>                       |
| NC Baptist Aging Ministry   | Provides classes for volunteers or seniors on such topics as: Alzheimer's Disease, Living with Chronic Illnesses, Making Retirement your Bonus Years, etc. | Has a call center in Thomasville for anyone in the state who has questions about care for seniors. The center can help find volunteers for individual situations. Churches can apply for one-time grants to fund on-going senior ministries. | NC Baptist Aging Ministry<br>877-506-2226<br><a href="http://www.ncbam.org">www.ncbam.org</a>  |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program                            | Description of Service or Program  | Qualifications/Requirements  | Contact   |
|---|--|--|---|
| Northwest Piedmont Community Resource Connections     | Information and referral. SHIP Counselor (Medicare). Options Counseling. Streamlined Access to Public Services.                        | 60 or older, or 18 and older with a disability, or a caregiver to a person meeting either of these qualifications.                           | Surry County Senior Services 783-8500 or 800-644-8506<br><a href="http://www.co.surry.nc.us/departments/seniorservices/seniorservices.htm">www.co.surry.nc.us/departments/seniorservices/seniorservices.htm</a>                     |
| Piedmont Authority for Regional Transportation (PART) | Provides discounted transportation services for seniors and those with disabilities. Routes, schedules, and fees are available online. | Present ID identifying as 60, or older, or on Medicare.  | PART<br>336-883-7278<br><a href="http://www.partnc.org">www.partnc.org</a>  |
| Salvation Army Camp                                   | Four day camp for seniors (55+), includes men and women.   | \$160, however usual cost to participants is \$25 with "Camp Funds" paying the balance.  | Salvation Army 786-4075<br><a href="http://www.salvationarmycarolinas.org/commands/mountairy">www.salvationarmycarolinas.org/commands/mountairy</a>   |
| Silver Alert  | To quickly locate missing endangered adults.   | Missing person must meet criteria before the NC Center for Missing Persons will issue an alert. Local law enforcement must initiate request. | Contact local law enforcement officials who can start process. 800-522-5437<br><a href="http://www.nccrimecontrol.org/Index2.cfm?a=000003,000014,000081,001670">www.nccrimecontrol.org/Index2.cfm?a=000003,000014,000081,001670</a> |
| Social Security Benefits Information                  |  | Contact Social Security Administration.  | 919-733-3557<br><a href="http://www.ssa.gov">www.ssa.gov</a>  |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program                                    | Description of Service or Program   | Qualifications/Requirements   | Contact  |
|---|---|---|--|
| Social Security Work Incentives Planning & Assistance Program | Trained Community Work Incentives Coordinators work with individuals with disabilities who receive Social Security Disability benefits (SSDI or SSI) to understand the positive impact of work incentives on the achievement of self-sufficiency through employment.                  | Must be recipient of SSDI or SSI benefits.  | Easter Seals UCP North Carolina, Community Work Incentive Coordination – Greensboro<br>336-272-9602<br><a href="http://eastersealsucp.com">http://eastersealsucp.com</a>   |
| Senior Financial Care   | Helps citizens over 60 physically pay bills, provides financial counseling, and other financial services.   | Based in Winston-Salem. First in-home visit charge \$10.00, subsequent visits on a sliding scale.<br>No one denied services if unable to pay. | 336-896-1328<br><a href="http://www.cccforsyth.org">www.cccforsyth.org</a>   |
| Surry County Faith in Action                                  | Coordinates volunteers to: provide friendly visits to neighbors who are frail or lonely, offer transportation so homebound neighbors meet their medical appointments, help with errands, provide respite to caregivers, prepare a light meal, or help with light housekeeping chores. | Elderly or disabled (often a waiting list for services).  | Faith in Action Program Director, Surry County Senior Services, 783-8500<br><a href="http://www.co.surry.nc.us/departments/seniorservices/seniorservices.htm">www.co.surry.nc.us/departments/seniorservices/seniorservices.htm</a> |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Name of Service or Program          | Description of Service or Program  | Qualifications/Requirements   | Contact  |
|-------------------------------------|--|---|--|
| Surry County Senior Centers         | Provides self-enrichment, education, health, and wellness programs to Surry seniors. Publishes newsletter with activities listed.          | Surry senior.   | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>   |
| Surry County Special Needs Registry | Registers important information on eligible participants with the Surry County Department of Social Services for use in case of emergency. | Must be a Surry County resident who has at least one of the following: requires assistance with daily living activities, requires clinical observation or assistance, has a chronic or continuous contagious condition, is elderly, disabled, and/or homebound; and is NOT a resident in a long-term care facility. | Surry County Department of Social Services<br>401-8800<br><a href="http://www.co.surry.nc.us/departments/socialservices/socialservices.htm">www.co.surry.nc.us/departments/socialservices/socialservices.htm</a> |
| VITA Income Tax Assistance Program  | One-to-one assistance is available for qualified individuals in completing simple federal or state income tax returns.                     | Must be moderate to low income.   | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>   |
| YVEDDI Transportation Services      | Transportation to and from medical facilities, nutrition sites, or other locations.  | Medicare and Medicaid recipients travel free when approved by the Department of Social Services. One caregiver can ride at no charge, others on the same trip pay \$2.00 each way. Other travel costs \$.60 per vehicle mile.   | YVEDDI<br>786-6155<br><a href="http://www.yveddi.com">www.yveddi.com</a>   |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

**Technology**

| <b>Name of Service or Program</b>                    | <b>Description of Service or Program</b>   | <b>Qualifications/Requirements</b>  | <b>Contact</b>   |
|--|--|---|--|
| Basic Computer Classes                               | Word, Excel, and PowerPoint classes are offered at the Work Force Development Center, 1220 State Street, Mount Airy                                      | Free to seniors 65 and older.   | Susan Ratcliffe<br>Surry Community College<br>Work Force Development Center<br>386-3309  |
| Digital Inclusion Project                            | The Winston – Salem Urban League offers basic computer classes at the Mount Airy Library on Tuesdays, Wednesdays, and Thursdays between 9:00AM and Noon. | No cost for 55 or older.  | Mount Airy Library<br>789-5108<br><a href="http://www.nwrl.org/mta.asp">www.nwrl.org/mta.asp</a>   |
| NC Telecommunications Equipment Distribution Program | Provides telephones and other related equipment to eligible NC residents with a hearing loss or speech impairment.                                       | Covered by monthly surcharge collected by telephone companies. Applications for new equipment can be submitted every 6 years or when there is a change of disability. | NC Division of Services for the Deaf and Hard of Hearing<br>800-851-6099<br><a href="http://www.ncdhhs.gov/dsdhh/">www.ncdhhs.gov/dsdhh/</a> |

**Associations, Governmental Departments, & Groups of Interest to Seniors**

| <b>Organization</b>                           | <b>Phone Number/Web Site</b>   | <b>Comments</b>  |
|---|--|--|
| Alcohol/Drug Council of NC                    | 800-688-4232<br><a href="http://www.alcoholdrughelp.org">www.alcoholdrughelp.org</a> | Resource and referral helpline for alcohol and drug abuse concerns.  |
| Alzheimer’s Association National Headquarters | 800-272-3900<br><a href="http://www.alz.org">www.alz.org</a>                         | Provides information on Alzheimer’s and related disorders and makes referrals to Alzheimer’s Association chapters. |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Organization</b>                         | <b>Phone Number/Web Site</b>   | <b>Comments</b>  |
|---|--|--|
| American Cancer Society                     | 800-227-2345<br><a href="http://www.cancer.org">www.cancer.org</a>   |  |
| American Diabetes Association of NC         | 800-682-9692<br><a href="http://www.diabetes.org">www.diabetes.org</a>   |  |
| American Heart Association of NC            | 800-284-6601<br><a href="http://www.heart.org">www.heart.org</a>   |  |
| American Lung Association of NC             | 800-892-5650<br><a href="http://www.lungusa.org">www.lungusa.org</a>   |  |
| Arthritis Foundation – Carolina Chapter     | 800-833-8806<br><a href="http://www.arthritis.org">www.arthritis.org</a>   | Provides information pertaining to arthritis.  |
| Better Hearing Institute Hearing Helpline   | 800-327-9355<br><a href="http://www.betterhearing.org">www.betterhearing.org</a>                                       | Provides information on hearing loss and available treatments.   |
| Cancer Information Service                  | 800-422-6237<br><a href="http://www.cancer.gov">www.cancer.gov</a>   | Provides information on cancer treatment, clinical trials, detection, risk factors, and resources for assistance.            |
| Cooperative Extension Service - Teltip (NC) | 800-662-7301<br><a href="http://www.ces.ncsu.edu">www.ces.ncsu.edu</a>   | Provides recorded messages pertaining to a variety of topics of interest to consumers.                                       |
| Disability Hotline (NC)                     | 800-638-6810<br><a href="http://www.ncdhhs.gov/aging/consumed.htm">www.ncdhhs.gov/aging/consumed.htm</a>               | Provides information and referral pertaining to Social Security and Supplemental Security Income (SSI) Disability Programs.  |
| Duke Alzheimer’s Family Support Program     | 800-672-4213<br><a href="http://www.geri.duke.edu/service/dfsp/index.htm">www.geri.duke.edu/service/dfsp/index.htm</a> | Serves as central Alzheimer’s resource and clearinghouse for NC.   |
| Easter Seal Society of NC                   | 800-662-7119<br><a href="http://nc.eastersealsucp.com">http://nc.eastersealsucp.com</a>                                | Serves as a resource for persons with disabling conditions, including strokes.   |
| Eldercare Locator                           | 800-677-1116<br><a href="http://www.eldercare.gov">www.eldercare.gov</a>   | A nationwide service providing telephone numbers of appropriate state, regional or local agencies which assist older adults. |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| Organization  | Phone Number/Web Site  | Comments   |
|---|--|--|
| Governor's Office for Citizen Affairs (NC)              | 800-662-7952<br><a href="http://www.ncdhhs.gov/aging/consumed.htm">www.ncdhhs.gov/aging/consumed.htm</a>   | Handles general inquiries and complaints or suggestions relative to state government operations.   |
| Home Health Complaint Hotline (NC)                      | 800-624-3004<br><a href="http://www.ncdhhs.gov/aging/consumed.htm">www.ncdhhs.gov/aging/consumed.htm</a>   |  |
| Hospice of the Carolinas                                | 800-662-8859<br><a href="http://www.hocf.org">www.hocf.org</a>   | Provides information on hospice services and benefits and provides referral information for any hospice program in the country.  |
| Insurance Consumer Service (NC Department of Insurance) | 800-662-7777<br><a href="http://www.ncdoi.com">www.ncdoi.com</a>   | Receives questions pertaining to insurance coverage and problems (except Medicare).  |
| Internal Revenue Service                                | 800-829-1040<br><a href="http://www.irs.gov">www.irs.gov</a>   |  |
| Lawyer's Referral Service (NC)                          | 800-662-7660<br><a href="http://www.ncbar.org/public-pro-bono/lawyer-referral-service.aspx">www.ncbar.org/public-pro-bono/lawyer-referral-service.aspx</a> |  |
| Library for the Blind and Physically Handicapped        | 800-662-7726<br><a href="http://www.loc.gov/nls/">www.loc.gov/nls/</a>   |  |
| Medical Review of NC                                    | 800-722-0468<br><a href="http://www.thecarolinascener.org">www.thecarolinascener.org</a>   | Handles inquiries or complaints from Medicare recipients pertaining to the quality of medical care they receive. Also handles requests from Medicare beneficiaries to review non-coverage/discharge from hospital decisions. |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Organization</b>   | <b>Phone Number/Web Site</b>   | <b>Comments</b>   |
|---|--|---|
| Medicare Durable Medical Equipment Regional Carrier (Palmetto Government Benefits Administrators) | 800-213-5452<br><a href="http://www.palmettogba.com/palmetto/palmetto/.nsf/DocsCat/Home">www.palmettogba.com/palmetto/palmetto/.nsf/DocsCat/Home</a> | Provides information and handles inquiries about Medicare coverage for durable medical equipment and supplies.  |
| Medicare Part B Carrier (CIGNA)   | 800-672-3071<br><a href="http://www.ncdhhs.gov/aging/complain.htm">www.ncdhhs.gov/aging/complain.htm</a>   | Provides information and handles inquiries about Medicare medical insurance (Part B) coverage.  |
| Medicare Telephone Hotline  | 800-638-6833<br><a href="http://www.medicare.gov">www.medicare.gov</a>   |   |
| National Center for Sight   | 800-221-3004<br><a href="http://www.preventblindness.org">www.preventblindness.org</a>   | Provides research and medical information pertaining to blindness and vision problems.  |
| National Eye Care Project   | 800-222-3937<br><a href="http://www.eyecareamerica.org">www.eyecareamerica.org</a>   | Provides referrals for free eye exams for people 55 and older with limited incomes who do not have access to an ophthalmologist they have seen in the past. |
| National Health Information Center  | 800-336-4797<br><a href="http://www.health.gov/nhic/">www.health.gov/nhic/</a>   | Serves as a health information referral service by making referrals to non-profit health organizations and federal clearinghouse.                           |
| National Lung Line  | 800-222-5864<br><a href="http://www.lungusa.com">www.lungusa.com</a>   |   |
| National Mental Health Association  | 800-969-6642<br><a href="http://www.nmha.org">www.nmha.org</a>   | Provides information on mental health problems and makes referrals to national, state, and local mental health organizations and service providers.         |
| National Osteoporosis Foundation  | 800-223-9994<br><a href="http://www.nof.org">www.nof.org</a>   |   |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Organization</b>   | <b>Phone Number/Web Site</b>   | <b>Comments</b>  |
|---|--|--|
| National Parkinson's Foundation   | 800-327-4545<br><a href="http://www.parkinson.org">www.parkinson.org</a>                             | Provides information and counseling on Parkinson's Disease and makes referrals to doctors.   |
| National Stroke Association   | 800-787-6537<br><a href="http://www.stroke.org">www.stroke.org</a>                                   |  |
| NC Department of Human Resources<br>Division of Aging   | 919-733-3983<br><a href="http://www.ncdhhs.gov">www.ncdhhs.gov</a>                                   |  |
| NC Podiatry Medical Society   | 800-685-2224<br><a href="http://www.ncfootandankle.org">www.ncfootandankle.org</a>                   | Provides referrals to local podiatrists  |
| Office of the Inspector General Hotline<br>(Federal)  | 800-447-8477<br><a href="http://oig.hhs.gov">http://oig.hhs.gov</a>                                  | Receives reports of Medicaid, Medicare, and Aid to Families with Dependent Children fraud and abuse.   |
| Prevent Blindness, NC   | 800-543-7839<br><a href="http://www.preventblindness.org">www.preventblindness.org</a>               | Provides information on eye diseases, vision screening programs, and resources for assistance.   |
| Relay NC  | 800-735-8262<br><a href="http://www.ncdhhs.gov/dsdhh/">www.ncdhhs.gov/dsdhh/</a>                     | Serves as a telephone communications service for the deaf and hard of hearing.   |
| Senior Flash Information Hotline<br>(National Committee to Preserve Social Security and Medicare) | 800-988-0180<br><a href="http://www.ncpssm.org">www.ncpssm.org</a>                                   | Provides information on federal legislative developments of interest to senior adults.   |
| Seniors' Health Insurance Information Program (SHIP)  | 800-443-9354<br>Or local contact: 783-8500<br><a href="http://www.ncshiiip.com">www.ncshiiip.com</a> | Provides information on Medicare, Medicare supplement insurance, and long-term care insurance and provides assistance and counseling with health insurance problems. |
| Simon Foundation for Incontinence   | 800-237-4666<br><a href="http://www.simonfoundation.org">www.simonfoundation.org</a>                 |  |

Compilation of Services Available for Seniors  
 Living in Surry County, NC  
 Revised: December 17, 2011

| <b>Organization</b>  | <b>Phone Number/Web Site</b>                                       | <b>Comments</b>  |
|--|--|--|
| Social Security Administration   | 800-722-1213<br><a href="http://www.ssa.gov">www.ssa.gov</a>       | Provides information pertaining to Social Security benefits and Medicare.      |
| The Information & Referral Service<br>CARE-LINE (NC Department of Human Resources) | 800-672-7030<br><a href="http://www.ncdhhs.gov">www.ncdhhs.gov</a> | Provides information and referrals pertaining to human service programs in NC. |
| Veterans Administration Regional Office (Winston-Salem)                            | 800-827-1000<br><a href="http://www.va.gov">www.va.gov</a>         | Provides information on veterans' benefits.                                    |