

2024-2026  
**Directions**

# THE RESOURCE GUIDE

For Older Adults  
in Central Oregon



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On the occasion of our 50th anniversary, I am filled with pride and gratitude for the collective efforts that have made the Council on Aging of Central Oregon a cornerstone of support in our region. This milestone is a testament to the enduring commitment of our staff, volunteers, partners, and supporters who have made the Council on Aging an essential part of our community.

In Central Oregon, we take care of one another. We shovel each other's sidewalks during late spring snowstorms, deliver holiday treats



to homebound neighbors, assist during evacuations, and come together when someone is in need. As the population in the region booms, our collective commitment to supporting one another becomes even more essential.

The Council on Aging of Central Oregon embodies this spirit of care and community. For the last half decade, we have dedicated ourselves to keeping Central Oregon seniors safe, fed, and connected. We achieve this by providing countless meals through Meals on Wheels and Community Dining, offering vital information and resources in-person, by phone, and online, creating social engagement programs to combat isolation and loneliness, and traveling throughout the tri-county area to bring services directly to older adults and their loved ones.

This *Directions* resource book reflects our ongoing commitment



to our community. Inside, you'll find carefully curated information, resources, and tools to support all Central Oregonians as they age. We hope that these resources will empower you to age well wherever and however you choose.

As we look to the next 50 years, we remain dedicated to our mission of serving, supporting, and advocating for older adults in Central Oregon. Together, we will create an inclusive community that values and supports all people as they age.

Cassie Regimbal, LMSW

Executive Director

## Community Impact by the Numbers

From July 1, 2022 – June 30, 2023, we are grateful to have:

- delivered **115,665 Meals on Wheels**
- served **38,931 senior lunches**
- answered **4,203 calls** with information and referrals
- provided **631 hours** of Medicare counseling
- funded **2,971 hours** of home and personal care services
- provided **657 hours** of paid respite support for caregivers



# 2024-2026 Directions

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**1036 NE 5th St, Bend, OR 97701**

**[www.councilonaging.org](http://www.councilonaging.org)**

We would like to extend a special thank you to our listings volunteers who spent hundreds of hours updating all of the listings in this book. We could not have published this new edition without their help.

**Suzie Abbott**

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The content of Directions 2024-2026 is believed to be accurate; however, we recommend that you contact any listed resource provider to ensure they are still in business at the listed location.

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# ▶ Together, We Can Make a Difference

At the Council on Aging, we believe in the strength of community, the power of compassion, and the incredible difference that we can all make. Each of our staff, volunteers, and supporters are dedicated to helping older adults and their loved ones face the challenges of aging well wherever and however they choose. With your support, we can continue to offer and grow our essential programs that help keep seniors safe, fed, and connected. Every contribution, no matter the size, plays a crucial role in enhancing the lives of our aging population. Together, we can ensure that no senior feels alone or overlooked. Join us in making a lasting impact.



**To become a supporter:**

**Mail your contribution to Council on Aging of Central Oregon, 1036 NE 5th St, Bend OR 97701.**



**Donate online at [www.CouncilOnAging.Org/Donate](http://www.CouncilOnAging.Org/Donate) or scan the QR code.**



**The Aging and Disability Resource Connection (ADRC)** helps people of all ages, incomes, and disabilities learn about long-term service and support options in their communities. The Council on Aging is proud to be ADRC's Central Oregon office. For more information about ADRC, go to their website at [www.adrcoforegon.org](http://www.adrcoforegon.org) or call them at 1-855-673-2372

# Keeping Central Oregon Seniors Fed, Safe, and Connected

In 2025, the Council on Aging of Central Oregon will proudly celebrate 50 years of service to the aging communities in Crook, Jefferson, Deschutes, and North Klamath Counties. Over the past five decades, we've grown to become one of the main resource and services hubs for seniors, people with disabilities, and caregivers by providing an ever-expanding range of programs and services.

**Options Counseling** is a person-centered process whereby individuals and their loved ones are supported to develop a plan for addressing long-term services and support needs that aligns with their preferences, strengths, and values.

**Information and Resource Specialists** provide information and assistance by phone or in-person and connect clients with the appropriate agencies and resources. The Council on Aging is the local office for the Aging and Disability Resource Connection.

**Meals on Wheels** delivers up to five meals a week to those 60 and older who are homebound or at nutritional risk. In addition to preventing hunger and malnutrition, the program serves as a safety check.

**The Family Caregiver Support Program** provides respite grants, assistance finding services, and caregiver support groups.

**Community Dining** provides a hot meal and the opportunity to socialize for adults 60 and over at no cost at six tri-county senior dining sites. Programs, activities, and information about health, resources, and nutrition often accompany the meal.

**The Senior Law Project** offers quarterly legal counsel to seniors on an appointment basis in partnership with Legal Aid of Central Oregon. The Council on Aging also provides information and resources on elder fraud and abuse.

**Oregon Project Independence (OPI) and OPI-M** are needs-based programs funded by the State of Oregon. OPI and OPI-M services may include personal care, chore service, and home-delivered meals.

**Senior Health Insurance Benefits Assistance (SHIBA)** is a free program that uses trained volunteers to help seniors make Medicare decisions.



**Caring Connections** matches a volunteer with an older adult for weekly phone calls or in-person visits as a way to socialize. This no-cost program is an opportunity to meet someone new, discover common interests, and feel more connected to the community.

**Pet Pals** delivers pet food and supplies monthly to Meals on Wheels clients in Bend, La Pine, Sisters, and Madras. The program also offers financial assistance with basic veterinary care through FIXbend and Wickiup Animal Hospital.

**The Health Promotion and Disease Prevention Program** works with local teachers and organizations to provide low- or no-cost classes like Living Well, Diabetes Prevention, Walk with Ease, Tai Chi, and Better Bones and Balance.

## Happy 50th Birthday Council on Aging of Central Oregon!

Since 1975, the Council on Aging has been an ally in aging and a trusted neighbor ready to provide answers, resources, and social connection opportunities to adults over the age of 60 and their loved ones. We've been a one-stop resource center for older adults in Central Oregon to find help and answers to questions. Thousands of volunteers and staff have put in effort over the years to build an inclusive community that values and supports all people as they age. As we approach this significant milestone, we reflect on the countless lives touched and the enduring relationships formed.

Our 50th birthday is on June 16, 2025 and we are proud to celebrate half a century of service to Central Oregon's older adult population and look forward to continuing to assist seniors for decades to come.



## Advocacy and Information

### CONSUMER ACTION

#### Better Business Bureau

208-342-4649

[www.bbb.org](http://www.bbb.org)

#### Consumer Protection Division, Oregon Department of Justice

877-877-9392 (Hotline)

PO Box 14150, Salem OR 97309

[https://www.doj.state.or.us/  
consumer-protection](https://www.doj.state.or.us/consumer-protection)

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, Oregon Department of Justice

971-673-1880 • 855-503-7233

100 SW Market St, Portland OR 97201

#### Medicare Contact Center Operations

800-633-4227 (Hotline)

877-486-2048 TTY

[www.medicare.gov](http://www.medicare.gov)

## INFORMATION AND ASSISTANCE

### Aging and Disability Resource Connection (ADRC)

855-673-2372

[www.adrcoforegon.org](http://www.adrcoforegon.org)

A trusted source for unbiased information, assistance, and decision support for seniors and people with disabilities, their families, and caregivers. Trained Information and Referral Specialists provide information and connect customers directly to the correct agency or service. See *ad on page 13*.

### Central Oregon 2-1-1

211 • 866-698-6155

TTY: dial 7-1-1

[www.211info.org](http://www.211info.org)

211info is a private, community-based nonprofit. 211info empowers Oregon and Southwest Washington communities by helping people identify, navigate, and connect with the local resources they need.

### Council on Aging of Central Oregon

541-678-5483

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org](http://www.councilonaging.org)

Supports all Central Oregonians to age well wherever and however they choose. COA empowers, advocates for, and provides services to older community members and their loved ones.

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](http://ADRCofOregon.org)

## Medicaid, Centers for Medicare & Medicaid Services

877-267-2323 • 800-877-8339 (TTY)  
www.medicaid.gov

## Medicare, Centers for Medicare & Medicaid Services

800-633-4227 • 877-486-2048 (TTY)  
www.medicare.gov

## National Do Not Call Registry

888-382-1222 • 866-290-4236 (TTY)  
www.donotcall.gov

## NeighborImpact

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

Provides a diversity of services that not only meet basic human needs for food and shelter, but also enrich people's lives by providing access to increased education, skills, and hope for the future. Their services assist people to become more independent and self-sufficient, recognizing there is a continuum of support that all people need throughout their life.

### • Bend Office

541-548-2380  
20310 Empire Ave #A100,  
Bend OR 97703

### • La Pine Office

541-548-2380  
16405 1st St, La Pine OR 97739

### • Madras Office

541-548-2380  
374 SW 5th St, Ste B,  
Madras OR 97741

### • Prineville Office

541-323-0394  
457 Ochoco Plaza Dr,  
Prineville OR 97754

## COUNCIL ON AGING HELP DESK

As the local office of the ADRC, the Council on Aging Information and Resource Specialists are at our Help Desk ready to listen to your questions and concerns about aging in Central Oregon and provide you with available options.

**To speak with an Information and Resource Specialist, call our Help Desk at 541-678-5483, email [info@councilonaging.org](mailto:info@councilonaging.org), or stop by our Senior Services Center in Bend.**



- **Redmond Office**

541-548-2380  
2303 SW First St,  
Redmond OR 97756

- **Warm Springs Office**

541-553-0497 • 541-647-9001  
1144 Warm Springs St,  
Warm Springs OR 97761

**Office of Disease Prevention and Health Promotion, Department of Health and Human Services**

[www.health.gov](http://www.health.gov)

The ODPHP encourages Americans to lead healthy and active lives. They accomplish this by establishing and promoting national public health priorities, translating science into policy, guidance, and tools, and working to improve health literacy and equitable access to clear and actionable health information.

**Oregon LGBTQ Youth & Family Resources**

503-368-8068  
866-488-7386 (LGBTQ youth, 24/7)  
833-732-2467 (Parent Support Line)  
[www.oregonlgbtqresources.org](http://www.oregonlgbtqresources.org)

**SAGE - National Resource Center On LGBTQ+ Aging**

212-741-2247  
[www.lgbtagingcenter.org](http://www.lgbtagingcenter.org)

The Center on LGBTQ+ Aging is focused on improving the quality of services and support offered to lesbian, gay, bisexual and/or transgender older adults, their families, and caregivers.

**State of Oregon Public Health Authority**

800-422-6012  
800 NE Oregon St, Portland OR 97232  
[www.oregon.gov/oha/ph](http://www.oregon.gov/oha/ph)

**LOCAL ADVOCACY**

**Abilitree**

541-388-8103  
500 NE Greenwood Ave,  
Bend, OR 97701  
[www.abilitree.org](http://www.abilitree.org)

For over 30 years, Abilitree has empowered individuals with disabilities to grow their independence, expectations, and inclusion in community life. Programs include information and referrals, skill building, and the Work Incentive Network

**Age Friendly Sisters Country**

160 S Oak St, Ste 100, PMB  
172, Sisters OR 97759  
[www.agefriendlysisisters.com](http://www.agefriendlysisisters.com)

AFSC provides administrative and fiscal structure for community-led projects that enhance livability in an age-integrated Sisters Country.

**Aging and People with Disabilities, Oregon Department of Human Services**

855-673-2372  
[www.oregon.gov/odhs/aging-disability-services](http://www.oregon.gov/odhs/aging-disability-services)

Provides services for people living with disabilities and people who need support as they age.

- **Bend Office**  
541-388-6240  
541-693-2707 (Hotline)  
1300 NW Wall St, Ste 102,  
Bend OR 97703
- **La Pine Office**  
541-536-8919  
16493 Bluewood Pl, Ste 1,  
La Pine OR 97739
- **Madras Office**  
541-475-6773  
189 NE Cypress St, Ste 106,  
Madras OR 97741
- **Prineville Office**  
541-447-4511  
457 NE Ochoco Plaza, Ste C,  
Prineville OR 97754
- **Redmond Office**  
541-548-2206  
1135 Highland Ave,  
Redmond OR 97756

### **Latino Community Association**

541-382-4366  
[www.latinocommunityassociation.org](http://www.latinocommunityassociation.org)  
 Empowers Latino families to thrive, creates opportunities for advancement and builds bridges that unite and strengthen us all. They partner with agencies and nonprofits to provide direct services and fee-for-service activities.

- **Bend Office**  
541-382-4366  
2680 NE Twin Knolls Dr,  
Ste 110, Bend OR 97701

- **Madras Office**  
541-615-1996  
231 SE 6th St,  
Madras OR 97741
- **Prineville Office**  
541-350-8910  
185 NE 4th St #1,  
Prineville OR 97754
- **Redmond Office**  
541-316-5456  
636 NW Cedar Ave,  
Redmond OR 97756

### **REACH**

425-765-1782  
[www.reachoutcentraloregon.org](http://www.reachoutcentraloregon.org)  
 A partnership among businesses, community members, social service agencies, and faith communities to serve those experiencing homelessness; centered around relationship, compassion, and collaboration. They connect Bend's most vulnerable to real-time and necessary services to meet basic needs of homeless.

### **Thrive Central Oregon**

541-728-1022  
 405 SW 6th St, Ste A,  
 Redmond OR 97756  
[www.thrivecentraloregon.org](http://www.thrivecentraloregon.org)  
 Offers assistance and support in accessing housing, food, shelter, health care and insurance, employment, disability support, SSI/SSD, and senior support.

### **Warm Springs Community Action Team**

541-553-3148

1136 Paiute Ave,  
Warm Springs OR 97761  
[www.wscat.org](http://www.wscat.org)

WSCAT's mission is to help people to realize their potential, become self-reliant, and affect positive change for themselves, their families, and their community.

## SENIOR ORGANIZATIONS

### Central Oregon

#### Council on Aging of Central Oregon

541-678-5483  
1036 NE 5th St, Bend OR 97701  
[www.councilonaging.org](http://www.councilonaging.org)

Supports all Central Oregonians to age well wherever and however they choose. COA empowers, advocates for, and provides services to older community members and their loved ones.

#### Crooked River Ranch Senior Group at Heritage House

541-504-8236  
6710 SW Ranch House Rd,  
Crooked River Ranch OR 97760  
[www.crrheritagehouse.weebly.com](http://www.crrheritagehouse.weebly.com)

Responsible for the management of the Crooked River Ranch Senior Center, including rental of the facility for special events.

#### La Pine Activity Center

541-536-6237  
16450 Victory Way, La Pine OR 97739  
[www.lapineseniorcenter.org](http://www.lapineseniorcenter.org)

Works to support and promote dignity, well being, nutrition, security, and self-sufficient lifestyles for La Pine seniors and disabled adults. Manages the La Pine Senior Activity Center facility including facility rental, activities, and fundraising.

#### Larkspur Community Center, Home of the Bend Senior Center, Bend Park and Recreation

541-388-1133  
1600 SE Reed Market Rd,  
Bend OR 97702  
[www.bendparksandrec.org/facility/bend-senior-center](http://www.bendparksandrec.org/facility/bend-senior-center)

Inspires learning, wellness, and growth for active older adults. *See ad on page 102.*

#### Prineville Senior Center Charitable Trust

541-447-6844  
180 NE Belknap St, PO Box 553,  
Prineville OR 97754

Provides a full range of services and activities for Prineville seniors, including meals (at the center and home delivery), recreation, and social activities.

#### Redmond Senior Center

541-548-6325  
325 NW Dogwood Ave,  
Redmond OR 97756  
[www.redmondseniors.org](http://www.redmondseniors.org)

A community center for older adults to enjoy activities and friendships. 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

Acts as a hub for older adults in Jefferson County with events and community lunches. The Center is available for rent.

## National

### AARP

866-554-5360

1455 SW Portland #1490,  
Portland OR 97201

[www.aarp.org](http://www.aarp.org)

Fights to protect Medicare, expand access to health care, lower prescription drug prices, support caregivers, and protect nursing home residents. They also advocate for Social Security protections and to combat age discrimination in the workplace.

## International Association for Indigenous Aging

301-861-0632

[www.iasquared.org](http://www.iasquared.org)

Helps people and programs figure out how to competently and effectively access and serve Native American elders.

## National Council on Aging

571-527-3900

[www.ncoa.org](http://www.ncoa.org)

Provides trusted, unbiased information that enables older adults and their caregivers to take small steps that can have a big impact on their health and financial security.

## National Indian Council on Aging

505-292-2001

[www.nicoa.org](http://www.nicoa.org)

Advocates for and provides services for improved comprehensive health, social services and economic well-being for American Indian and Alaska Native elders.

## National Institute on Aging

800-222-2225

[www.nia.nih.gov](http://www.nia.nih.gov)

Leads a broad scientific effort to understand the nature of aging and to extend the healthy, active years of life. NIA is the primary Federal agency supporting and conducting Alzheimer's disease and related dementias research.

## SAGE - National Resource Center On LGBTQ+ Aging

*See full listing on page 15.*

## State of Oregon

### Oregon Association of Area Agencies on Aging and Disabilities (O4AD)

503-463-8692

PO Box 2777, Salem OR 97308

Advocates to protect the independence, dignity, choice and safety of Oregon's seniors and people with disabilities.

## State of Oregon

### Long-Term Care Ombudsman

503-378-6533 • 800-522-2602 (TTY)

830 D St NE, Salem OR 97301

[www.oltco.org](http://www.oltco.org)

Protects individual rights, enhances quality of life, improves care, and promotes dignity of residents living in Oregon's licensed long-term care facilities.

## VOTER INFORMATION

### League of Women Voters of Deschutes County

541-931-9096

PO Box 1783, Bend OR 97709

[www.lwvdeschutes.org](http://www.lwvdeschutes.org)

A nonpartisan political organization that encourages informed and active participation in government. It influences public policy through education and advocacy.

## VOTER REGISTRATION

### Crook County Clerk's Office

541-447-6553 • 800-735-2900 (TTY)

300 NE 3rd St Room 23,

Prineville OR 97754

[www.co.crook.or.us/county-clerk](http://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](http://www.deschutes.org/clerk)

### Jefferson County Clerk's Office

541-475-4451

66 SE D St, Ste C, Madras OR 97741

[www.jeffco.net](http://www.jeffco.net)



## Counseling and Mental Health

### COUNTY MENTAL HEALTH SERVICES

#### BestCare

541-504-9577

PO Box 1710, Redmond OR 97756

[www.bestcaretreatment.org](http://www.bestcaretreatment.org)

BestCare is the contracted community mental health program in Jefferson and Crook County. They provide outpatient mental health programs including mental health assessments and counseling services to children, families, and adults.

- **Crook County Mental Health Program**

541-323-5330

1059 NW Madras Hwy,

Prineville OR 97754

- **Jefferson County Mental Health Program**

541-475-6575

850 SW 4th St, Ste 302,

Madras OR 97741

#### Deschutes County Behavioral Health

541-322-7500 • 800-875-7364

2577 NE Courtney Dr, Bend OR 97701

[www.deschutes.org/health](http://www.deschutes.org/health)

## COUNSELING SERVICES

### **Brightways Counseling**

541-904-5216

1435 NE 4th St, Ste A, Bend OR 97701

[www.brightwayscounseling.com](http://www.brightwayscounseling.com)

### **Cascade Peer & Self-Help Center**

541-322-7459

1128 NW Harriman St,

Bend OR 97701

[www.cascadepeerandselfhelpcenter.com](http://www.cascadepeerandselfhelpcenter.com)

### **Cascades Counseling Clinic, Oregon State University**

541-322-2047

650 SW Columbia St, Ste 7100,

Bend OR 97702

[www.osucascades.edu/  
counseling-clinic](http://www.osucascades.edu/counseling-clinic)

Offers free, remote, and in-person counseling services for those living in the State of Oregon. The counseling sessions are facilitated by graduate students who are completing their clinical coursework through OSU-Cascades.

### **Central Oregon Vet Center**

541-749-2112

1645 NE Forbes Rd, Ste 105,

Bend OR 97701

[www.va.gov/central-oregon-vet-center](http://www.va.gov/central-oregon-vet-center)

Provides confidential help for veterans, service members, and their families at no cost in a non-medical setting. Services include counseling for needs such as depression, post traumatic

stress disorder, and the psychological effects of military sexual trauma. Also provides referrals for additional services at the VA and in the community including substance abuse and suicide prevention.

### **High Lakes Health Care Behavioral Health**

541-706-3836

929 SW Simpson Ave, Ste 300,  
Bend OR 97702

[www.highlakeshealthcare.com](http://www.highlakeshealthcare.com)

### **La Pine Community Health Center**

541-536-3435 • 888-558-9674

51600 Huntington Rd,

La Pine OR 97739

[www.lapinehealth.org](http://www.lapinehealth.org)

### **Life Works of Central Oregon**

541-382-8862

233 SW Wilson Ave, Ste 201,

Bend OR 97702

[www.lifeworksbend.com](http://www.lifeworksbend.com)

### **Mosaic Medical**

*See full listing and ad on page 62.*

### **National Alliance on Mental Illness Central Oregon**

503-230-8009 • 800-343-6264

147 SE 102nd Ave,

Portland OR 97216

[www.namicentraloregon.org](http://www.namicentraloregon.org)

Offers education and support groups to individuals coping with mental health issues and their families.

## St. Charles Behavioral Health

503-230-8009

[www.stcharleshealthcare.org](http://www.stcharleshealthcare.org)

- **Bend Clinic**

541-706-7730

360 SW Bond St, Ste 330,  
Bend OR 97702

- **Redmond Clinic**

541-516-3890

916 SW 17th St, Ste 202,  
Redmond OR 97756

- **Prineville Clinic**

541-516-3890

384 SE Combs Flat Rd,  
Prineville OR 97754

### Summit Health

541-382-4900

[www.smgoregon.com](http://www.smgoregon.com)

- **Eastside Clinic**

541-382-2811

1501 NE Medical Center Dr,  
Bend OR 97701

- **Old Mill District Clinic**

541-382-2811

815 SW Bond St, Bend OR 97702

### Warm Springs Community Counseling

541-553-3205

1115 Wasco St,

Warm Springs OR 97761

[www.warmsprings-nsn.gov](http://www.warmsprings-nsn.gov)

Provides mental health and substance abuse assessments and offers counseling and crisis services at no charge. Eligibility is limited to members of the Confederated Tribes of Warm Springs, persons married to such an individual, Tribal employees, Native Americans, or any person living on the Warm Springs Reservation.

## CRISIS SERVICES

### 988 Suicide & Crisis Lifeline

Text or call 988 (24/7)

[www.988lifeline.org](http://www.988lifeline.org)

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

### 988 Veterans Crisis Line

Dial 988, then press 1 (24/7)

Text 838255 to chat

[VeteransCrisisLine.net/Chat](http://VeteransCrisisLine.net/Chat)

[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

Veterans Crisis Line serves veterans, service members, National Guard and Reserve members, and those who support them. Enrollment in VA benefits is not required.

### Crisis Text Line

Text 741741 (24/7)

[www.crisistextline.org](http://www.crisistextline.org)

Trained volunteer crisis counselors available 24/7

### Lines for Life

[www.linesforlife.org](http://www.linesforlife.org)

- **Military Helpline**

888-457-4838 (24/7)

Offers help and hope to all military-connected Oregonians. The service is free, confidential, and available by phone, 24/7. This helpline is operated independently and not affiliated with the Department of Defense.

- **Racial Equity Support Line**

503-575-3764

Racial Equity Support Line is led and staffed by people with lived experience of racism. They offer support to those who are feeling the emotional impacts of race-based violence and microaggressions, as well as the emotional impacts of immigration struggles and other cross-cultural issues.

- **Senior Loneliness Line**

800-282-7035 • 503-200-1633

[www.seniorlonelinessline.org](http://www.seniorlonelinessline.org)

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

## **Mental Health Crisis Line**

800-273-8255

Text OREGON to 741741

[www.oregon.gov/OHA](http://www.oregon.gov/OHA)

Provides immediate crisis counseling and information about available supports.

## **National Alliance on Mental Illness Help Line**

800-950-6264

Text HELPLINE to 62640 (Chat or Text)

[www.nami.org/help](http://www.nami.org/help)

A free, nationwide peer-support service providing information, resource referrals, and support to people living with a mental health condition, their family members and caregivers, mental health providers, and the public.

## **Stabilization Center, Deschutes County Behavioral Health**

541-322-7500 ext. 9 or dial 988

63311 NE Jamison St, Bend OR 97703

Serves children and adults who are in need of short-term, mental health crisis assessment and stabilization, but do not require the medical capabilities of an acute care hospital or longer-term residential care. The DCSC welcomes individuals to walk in when they are experiencing a mental health crisis, or they can be referred by local law enforcement and other community partners.

## **Trans Lifeline**

877-565-8860

[www.translifeline.org](http://www.translifeline.org)

A peer support phone service run by trans people for trans and questioning peers.

## **GAMBLING**

### **Gamblers Anonymous**

855-222-5542

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

### **Oregon Problem Gambling Resource**

877-695-4648

844-888-2537 (Spanish)

503-713-6000 (Text)

[www.opgr.org](http://www.opgr.org)

## ISOLATION AND LONELINESS

### Caring Connections, Council on Aging of Central Oregon

541-678-5483

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org/caring-connections](http://www.councilonaging.org/caring-connections)

Matches a volunteer with an older adult for weekly phone calls or in-person visits. This no-cost program is an opportunity to meet someone new, discover common interests, and feel more connected to the community.

### SAGEConnect

212-741-2247

[www.sageusa.org/sageconnect](http://www.sageusa.org/sageconnect)

A free phone-buddy program that matches LGBTQ+ elders with volunteers for weekly phone calls. Contact online through website.

### Senior Loneliness Line, Lines for Life

*See full listing on page 22.*

## MENTAL HEALTH FACILITIES

### Deschutes County Behavioral Health

541-322-7500 • 800-875-7364

2577 NE Courtney Dr, Bend OR 97701

[www.deschutes.org/health](http://www.deschutes.org/health)

- **Adult Intensive Services**

1128 NW Harriman St,  
Bend OR 97703

- **Crisis Services and Stabilization Center**

63311 Jamison St, Bend OR 97703

*See full description on page 23.*

## SUBSTANCE MISUSE

### Alcohol and Drug

#### Adult Treatment Program, Deschutes County Behavioral Health

541-322-7500

2577 NE Courtney Dr, Bend OR 97701

[www.deschutes.org](http://www.deschutes.org)

#### Bend Treatment Center

541-617-4544

155 NE Revere Ave, Ste 150,  
Bend OR 97701

[www.bendrecovery.com](http://www.bendrecovery.com)

#### BestCare Treatment Services

541-504-2218

340 NW 5th St, Ste 202,  
Redmond OR 97756

[www.bestcaretreatment.org](http://www.bestcaretreatment.org)

- **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

Spanish speaking residential treatment center.

- **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  
1059 NW Madras Hwy,  
Prineville OR 97754
- **Redmond-Brooks Respite and Recovery Center**  
541-316-7520  
1470 NW 4th St,  
Redmond OR 97756  
A short-term, voluntary crisis stabilization program for adults experiencing an acute psychiatric crisis.
- **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

## **Alcohol & Drug Helpline, Lines for Life**

800-923-4357  
www.linesforlife.org

## **Serenity Lane**

541-383-0844  
920 SW Emkay Dr, Ste 104,  
Bend OR 97702  
www.serenitylane.org

## **Tobacco**

### **Central Oregon Freedom From Smoking Courses, Partnership between Crook, Deschutes, and Jefferson County Public Health Departments**

541-647-8063  
*See ad on page 25.*

### **Oregon Tobacco Quit Line**

800-784-8669  
877-777-6534 (TTY)  
www.quitnow.net/oregon

## **SUPPORT GROUPS AND PROGRAMS**

### **Abuse**

#### **Saving Grace**

541-389-7021 (24/7)  
1004 NW Milwaukee Ave,  
Ste 100, Bend OR 97703  
www.saving-grace.org  
Domestic violence and sexual assault support groups.

## Caregiving

### Alzheimer’s Association Adult Caregiver Support Groups

800-272-3900 (24/7)  
 1080 SW Mount Bachelor Dr,  
 Ste 100, Bend OR 97702  
[www.alz.org/help-support](http://www.alz.org/help-support)

### Council on Aging of Central Oregon Caregiver Support Group

541-678-5483  
 1036 NE 5th St, Bend OR 97701  
[www.councilonaging.org](http://www.councilonaging.org)  
 Offers weekly case manager-led caregiver support groups. Individuals help each other by practicing self-care, sharing resources, and discussing the challenges of caregiving for a loved one.

### Legacy Health Group Caregivers for Individuals with Chronic Conditions

503-413-5658

### Military and Veteran Caregiver Network

[www.redcross.org/get-help/military-families](http://www.redcross.org/get-help/military-families)

Offers peer-based support and services to connect those providing care to service members and veterans living with wounds, illnesses, injuries, and/or aging.

### National Alliance on Mental Illness Family Support Groups

800-950-6264  
 PO Box 7462, Bend OR 97708  
[www.nami.org/Support-Education](http://www.nami.org/Support-Education)

*Ready to quit tobacco?*

Quitting isn't easy—but it's easier with this **7 week program:**

- Eight **FREE** classes led by a trained facilitator
- In-Person and Virtual Options across Central Oregon
- Information on FDA-approved cessation medications
- How to stay tobacco-free for good

Scan here to learn more or register

**CALL 541-647-8063 TO LEARN MORE**

*Hosted by Crook, Deschutes and Jefferson County Public Health*

If you need accommodations to make participation possible, please call (541) 647-8063 or email [prevention.accounts@deschutes.org](mailto:prevention.accounts@deschutes.org).

American Lung Association.  
 Freedom From Smoking.

## EVERYONE HAS A STORY. SHARE YOURS.

Caring Connections is a Council on Aging program that matches a volunteer with an older adult for weekly phone calls or in-person visits. This no-cost program is an opportunity to meet someone new, discover common interests, and feel more connected to the community. Caring Connections is open to anyone in Central Oregon, age 60 and older, who would like to talk with someone regularly.

Interested in being a Caring Connections Volunteer? As a Caring Connections volunteer, you will provide regular phone calls and/or in-person visits that serve as friendly check-ins and opportunities for a senior to socialize. These phone calls and visits are a chance to brighten someone's day and make a new connection in your community.

**To find out more, call  
541-678-5483 or visit  
[www.councilonaging.org](http://www.councilonaging.org).**

### **Stroke Awareness Oregon Caregiver and Family Support Group**

541-323-5641  
695 SW Mill View Way  
Bend, OR 97702  
[www.strokeawarenessoregon.org](http://www.strokeawarenessoregon.org)

### **VA Caregiver Support Line**

855-260-3274  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

### **Disease Specific**

#### **ALS Northwest**

503-238-5559  
825 NE Multnomah St, #940,  
[www.alsoregon.org](http://www.alsoregon.org)

#### **Alzheimer's Association**

800-272-3900 (24/7)  
1080 SW Mount Bachelor Dr, Ste 100,  
Bend OR 97702  
[www.alz.org/help-support](http://www.alz.org/help-support)

#### **American Cancer Society**

800-227-2345  
[www.cancer.org](http://www.cancer.org)

#### **Amputee Coalition Support Group**

888-267-5669  
[www.amputee-coalition.org](http://www.amputee-coalition.org)

- **Bend**

541-389-5422  
2200 NE Neff Rd, Ste 307,  
Bend OR 97701

- **Redmond**

541-923-2552  
333 NW Larch Ave, Ste 1,  
Redmond OR 97756

### **Cancer with Compassion**

949-279-1246  
20373 Chewacan Ct, Bend OR 97702  
[www.cancerwithcompassion.com](http://www.cancerwithcompassion.com)

### **Living Well with Dementia Sisters**

541-647-0052  
1300 McKenzie Hwy, Sisters OR 97759  
[www.livingwellwithdementiasisters.com](http://www.livingwellwithdementiasisters.com)

### **Multiple Sclerosis Society Oregon Chapter**

800-344-4867  
5331 S Macadam Ave, Ste 290,  
Portland OR 97239  
[www.nationalmssociety.org](http://www.nationalmssociety.org)

### **Parkinson's Support Group**

541-668-6599  
354 NE Greenwood Ave, Ste 108,  
Bend OR 97701  
[www.parkinsonsresources.org](http://www.parkinsonsresources.org)

### **Partners in Care**

541-382-5882 (24/7)  
2075 NE Wyatt Ct, Bend OR 97701  
[www.partnersbend.org](http://www.partnersbend.org)

Partners in Care is a hospice, home health, and palliative care provider. Partners in Care also offers grief and family caregiver support groups and classes. *See ad on inside back cover.*

### **Stroke Awareness Oregon**

541-323-5641  
695 SW Mill View Way,  
Bend OR 97702  
[www.strokeawarenessoregon.org](http://www.strokeawarenessoregon.org)

### **Gambling**

#### **Gamblers Anonymous**

855-222-5542 (Hotline)  
909-931-9056  
[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

## **SUPPORTING UNPAID CAREGIVERS**

Caregiving can be physically and emotionally draining. That's why the Council on Aging offers caregiver support programs, guidance, and referrals to the people that need it most: families, partners, friends, and other unpaid caregivers who provide support for another adult. We offer information and resources, individual counseling and support groups, and grants to unpaid family caregivers needing respite care. The Council on Aging can help you find resources that will make a difference in your role as an unpaid family caregiver.

**Call us at 541-678-5483  
to learn more.**

## Mental Health

### National Alliance on Mental Illness Central Oregon

541-316-0167

P.O. Box 7462, Bend OR 97708

[www.namicentraloregon.org](http://www.namicentraloregon.org)

## Overeating

### Central Oregon Overeaters Anonymous

541-306-6844

P.O. Box 653, Bend OR 97709

[www.centraloregonoa.org](http://www.centraloregonoa.org)

## Taking Off Pounds Sensibly

414-482-4620

[www.tops.org](http://www.tops.org)

## Substance Misuse

### Al-Anon Family Groups

888-425-2666

[www.al-anon.org](http://www.al-anon.org)

### Alcoholics Anonymous

541-923-8199

541-548-0440 (Hotline)

[www.coigaa.org](http://www.coigaa.org)

### Central Oregon High Desert Narcotics Anonymous

541-416-2146 (24/7, Hotline)

[www.cohdana.org](http://www.cohdana.org)



# Education and Community Health

## ADULT EDUCATION AND LITERACY

### Central Oregon Community College

541-383-7500

[www.cocc.edu](http://www.cocc.edu)

Provides tuition waivers for  
Oregon residents 65+.

- **Bend**  
541-383-7700  
2600 NW College Way,  
Bend OR 97701
- **Madras**  
541-550-4100  
1170 E Ashwood Rd,  
Madras OR 97741
- **Prineville**  
541-447-6442  
510 SE Lynn Blvd,  
Prineville OR 97754
- **Redmond**  
541-504-2900  
2030 SE College Lp,  
Redmond OR 97756

### Oregon State University Cascades Campus

541-322-3100

1500 SW Chandler Ave,  
Bend OR 97702  
[www.osucascades.edu](http://www.osucascades.edu)

Allows seniors to audit college courses without paying tuition if the instructor allows and space is available.

### **Senior Adult Learning Center, Portland State University**

503-725-4739  
506 SW Mill St, Ste 470,  
Portland OR 97201  
[www.pdx.edu/senior-adult-learning-center](http://www.pdx.edu/senior-adult-learning-center)

Allows seniors to take many of the over 5,000 Portland State University courses offered each term.

## **AUDIO BOOKS**

### **The National Library Service for the Blind and Print Disabled, Library of Congress**

888-657-7323  
[www.loc.gov/nls](http://www.loc.gov/nls)

A free braille and talking book library service for people with temporary or permanent low vision, blindness, or other disability that prevents them from using regular print materials.

### **Oregon Talking Book and Braille Library**

800-452-0292  
250 Winter St NE, Salem OR 97301  
[www.oregon.gov/library/print-disabilities/](http://www.oregon.gov/library/print-disabilities/)

A free library for any Oregonian with a print

disability, which includes visual, physical, and reading impairments. Braille books, audio books, and magazines available to eligible readers across the entire state.

## **COMMUNITY EDUCATION**

### **AARP**

888-687-2277  
[www.aarp.org](http://www.aarp.org)

### **AARP Driver Safety Class**

866-350-7025 (Online classes)  
866-732-4213 x2 (In-Person classes)  
[www.aarpdriversafety.org](http://www.aarpdriversafety.org)

### **Senior Planet Classes**

888-713-3495  
[www.seniorplanet.org](http://www.seniorplanet.org)

### **Oregon State University Extension Service**

[www.extension.oregonstate.edu](http://www.extension.oregonstate.edu)  
Resources for the expertise and knowledge every Oregonian needs to live healthy lives, nurture our great state's ecosystems, and play a vital role in Oregon's vibrant communities.

- **Crook County**

541-447-6228  
498 SE Lynn Blvd,  
Prineville OR 97754

- **Deschutes County**

541-548-6088  
3800 SW Airport Way, Bldg #4,  
Redmond OR 97756

- **Jefferson County**

541-475-7107  
850 NW Dogwood Ln,  
Madras OR 97741

**Osher Lifelong Learning  
Institute, University of Oregon**

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

**Road Scholar**

800-454-5768  
www.roadscholar.org

## HEALTH EDUCATION

**American Red Cross  
Cascades Region**

541-382-2142  
815 SW Bond St, Ste 110,  
Bend OR 97702  
www.redcross.org/or/bend

## RESOURCE LIBRARIES

**Barber Library, Central  
Oregon Community College**

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**

www.deschuteslibrary.org

- **Bend - Downtown**

541-617-7050  
601 NW Wall St, Bend OR 97703

- **Homebound Services**

541-312-1035

Delivers library materials to the homes of Deschutes County residents. Material types include print books, regular or large print, and audio books on CD.

- **Senior Services**

541-617-7092

- **Servicios Latinos**

541-388-3187

Provides Latino services in Spanish including family story times, monthly technology help, family arts and crafts, early literacy workshops and more.

- **Bend - East**

541-330-3760  
62080 Dean Swift Rd, Ste 170,  
Bend OR 97702

- **La Pine**

541-312-1090  
16425 1st St, La Pine OR 97739

- **Redmond**

541-312-1050  
2127 S Hwy 97,  
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

### **Jefferson County Library**

541-475-3351  
241 SE 7th St, Madras OR 97741  
[www.jcld.org](http://www.jcld.org)



# Emergency Services

## LAW ENFORCEMENT

### By City

#### **Bend Police Department**

541-693-6911  
555 NE 15th St, Bend OR 97701  
[www.bendoregon.gov/police](http://www.bendoregon.gov/police)

#### **Black Butte Ranch Police Department**

541-691-6911  
13885 Bishops Cap,  
Black Butte Ranch OR 97759  
[www.blackbuttepolice.org](http://www.blackbuttepolice.org)

#### **La Pine Sheriff's Office Substation**

541-536-1758

51340 US 97, La Pine OR 97739  
[www.sheriff.deschutes.org](http://www.sheriff.deschutes.org)

#### **Madras Police Department**

541-475-2424  
125 SW E St, Madras OR 97741  
[www.ci.madras.or.us/police](http://www.ci.madras.or.us/police)

#### **Redmond Police Department**

541-693-6911  
777 SW Deschutes Ave,  
Redmond OR 97756  
[www.redmondoregon.gov/police](http://www.redmondoregon.gov/police)

#### **Sisters Sheriff's Office Substation**

541-549-2302  
703 N Larch St. C, Sisters OR 97759  
[www.sheriff.deschutes.org](http://www.sheriff.deschutes.org)

#### **Sunriver Police Department**

541-693-6911  
57455 Abbot Dr, Sunriver OR 97707  
[www.www.sunriverpd.org](http://www.www.sunriverpd.org)

#### **Terrebonne Sheriff's Office Substation**

541-388-6655  
8154 11th St, Terrebonne OR 97760  
[www.sheriff.deschutes.org](http://www.sheriff.deschutes.org)

#### **Warm Springs Police Department**

541-553-1161 ext 15  
2144 Kota St,  
Warm Springs OR 97761  
[www.warmsprings-nsn.gov/police](http://www.warmsprings-nsn.gov/police)

### By County and State

#### **Crook County Sheriff's Office**

541-447-6398

308 NE 2nd St, Prineville OR 97754  
www.co.crook.or.us/sheriff

- **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 provides radio transmitter bracelets to individuals with Alzheimer's, autism, or other disorders that put them at risk of wandering and becoming lost. Project Lifesaver deploys specially trained teams to locate and return wandering adults and children to their family and caregivers.

### **Deschutes County Sheriff's Office**

541-693-6911

63333 W Hwy 20, Bend OR 97703  
www.sheriff.deschutes.org

### **Jefferson County Sheriff's Office**

541-475-2201

675 NW Cherry Ln, Madras OR 97741  
www.jeffco.net/sheriff

### **Oregon State Police Department**

800-442-0776

3565 Trelstad Ave SE,  
Salem OR 97317  
www.oregon.gov/osp

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**For Crisis Lines,  
See Page 22**

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## **DOMESTIC VIOLENCE AND RAPE**

### **National Domestic Violence Hotline**

800-799-7233 (24/7)

800-787-3224 (TTY, 24/7)

www.thehotline.org

Provides essential tools and support to help victims and survivors of domestic violence so they can live their lives free of abuse.

### **Saving Grace**

541-389-7021 (Helpline, 24/7)

541-382-9227

541-383-6783 (Spanish)

1004 NW Milwaukee Ave, Ste 100,  
Bend OR 97703

www.saving-grace.org

Offers safety, hope, and healing to survivors of intimate partner violence and sexual assault. Services include 24/7 helpline, safe shelter, counseling, and youth violence prevention.

- **Redmond Location**

541-504-2550

412 SW 8th St,

Redmond OR 97756

- **Prineville Location**

541-416-2114

440 NW Madras Hwy,

Prineville OR 97754

- **Madras Location**

541-475-1880

500 NE A St, Ste 105,

Madras OR 97741

## Strong Hearts

844-762-8483

[www.strongheartshelpline.org](http://www.strongheartshelpline.org)

A 24/7 safe, confidential, and anonymous domestic and sexual violence helpline for Native Americans and Alaska Natives, offering culturally-appropriate support and advocacy.

## ELDER ABUSE

### Adult Protective Services, Oregon Department of Human Services

541-693-2707 • 855-503-7233

1300 NW Wall St, #102,

Bend OR 97703

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADULT-ABUSE/Pages/Investigations.aspx>

Responsible for coordinating and conducting abuse investigations and providing protective services statewide to reports of neglect and abuse of vulnerable adults.

### Long-Term Care Ombudsman, State of Oregon

See full listing on page 18.

## EMERGENCY TRANSPORTATION

### AirMedCare Network

877-222-4703

[www.airmedcarenetwork.com](http://www.airmedcarenetwork.com)

Largest air ambulance membership network in America. When requested by healthcare professionals, their crews can arrive at the

scene quickly and transport patients to the closest appropriate medical facilities.

### Life Flight Network

800-982-9299

800-232-0911 (Dispatch, 24/7)

[www.lifeflight.org](http://www.lifeflight.org)

Not-for-profit patient transport service providing helicopter, fixed-wing, and ground ambulance transport throughout Oregon.

## EMERGENCY ASSISTANCE

### American Red Cross Cascades Region

541-382-2142

815 SW Bond St, Ste 110,

Bend OR 97702

[www.redcross.org/or/bend](http://www.redcross.org/or/bend)

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. This Region covers Oregon and SW Washington.

### Federal Emergency Management Agency

800-621-3362

800-462-7585 (TTY)

[www.fema.gov](http://www.fema.gov)

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, as well as other relief programs.

# EMERGENCY SITUATIONS - Call 9-1-1

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 and 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.

Most counties in Oregon, including Crook, Deschutes, Jefferson, and Klamath, also have a text-to-911 program. Texting should ONLY be used when you are unable to make a voice call to 911.

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## NON-EMERGENCY SITUATIONS

If you are in a situation and need assistance but it is not an emergency, call the non-emergency line for your county.

Non-emergency incidents include property damage accidents, break-ins, theft, and vandalism when the suspect is gone, animal control issues, or nuisance complaints.

### Crook County

541-447-4168

### Deschutes County

541-693-6911

### Jefferson County

541-475-2201

## 211 RESOURCES

You also have the option to dial 211, which connects you to expert, caring help for services such as housing and shelter, utility assistance, food, health care, and transportation, among others.

## Lighthouse Navigation Center

541-318-0729

275 NE 2nd St, Bend OR 97701

[www.shepherdshouseministries.org/bend-lighthouse-navigation-center/](http://www.shepherdshouseministries.org/bend-lighthouse-navigation-center/)

A 24/7 care and support facility for people currently experiencing houselessness in Central Oregon. They provide access to basic health and hygiene services, on-site case management, enrichment classes, and access to community service providers as participants work toward health, stability, and permanent housing.

## Oregon Office of Emergency Management

503-378-2911

3930 Fairview Industrial Dr SE,  
Salem OR 97302

[www.oregon.gov/oem](http://www.oregon.gov/oem)

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

## St. Vincent de Paul

*See full listing on page 37.*

## EMERGENCY HOUSING

### Bend

#### Bethlehem Inn Bend

541-322-8768

20363 Mervin Sampels Rd,  
Bend OR 97703

[www.bethleheminn.org](http://www.bethleheminn.org)

#### Shepherd's House

541-388-2096

275 N 2nd St, Bend OR 97701

[www.shepherdshouseministries.org/shelter-in-bend/](http://www.shepherdshouseministries.org/shelter-in-bend/)

Emergency shelter to bring aid and hope to the most vulnerable of Central Oregon's homeless.

#### Saving Grace

541-389-7021

[www.saving-grace.org/our-services](http://www.saving-grace.org/our-services)

A comforting home, not just a shelter. It provides secure housing for survivors and their kids in a confidential location.

### Redmond

#### Bethlehem Inn Redmond

541-699-1272

517 NW Birch Ave,  
Redmond OR 97756

A community-supported, high-barrier emergency shelter providing 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

PO Box 1623, Redmond OR 97756

[www.jerichoroadofredmond.org](http://www.jerichoroadofredmond.org)

Supports Redmond-area families and individuals that are experiencing a temporary housing crisis.

#### Shepherd's House Redmond Center

541-388-2096

1350 S Hwy 97, Redmond OR 97756

<https://shepherdshouseministries.org/redmond-center/>

# PROTECTING OLDER ADULTS

Elder abuse is the mistreatment or neglect of older adults, often by caregivers or trusted individuals. Many victims suffer in silence due to fear, shame, or an inability to report the abuse. This issue can have devastating effects on the health and well-being of older adults. Raising awareness and providing support systems are essential to protect vulnerable seniors and ensure their safety.

## Types of Elder Abuse

- Abandonment
- Financial exploitation
- Neglect
- Physical abuse
- Sexual abuse
- Seclusion and restraint
- Verbal abuse

## Warning Signs of Elder Abuse

Victims of elder abuse may be slow to recognize and report the abuse. For that reason, it is important to recognize the following warning signs:

- Any unexplained injury, or an injury that doesn't fit with the given explanation.
- Situations where the older adult is not given the opportunity to speak for themselves without the presence of the caregiver.

- Older adults who become extremely withdrawn, non-communicative or non-responsive.
- Unusual depression.
- Frequent arguments between the caregiver and older adult.
- Sudden changes in financial situations.
- Unpaid bills, overdue rent, utility shut-off notices.

## Reporting Elder Abuse and Neglect in Oregon

Suspected or known elder abuse should be reported through Oregon's toll-free hotline: 1-855-503-SAFE (7233). More information can be found on the Oregon Department of Human Services website at: [www.oregon.gov/odhs/report-abuse](http://www.oregon.gov/odhs/report-abuse).

## Prineville

### Redemption House

[www.redemptionhouseministry.com](http://www.redemptionhouseministry.com)

Redemption House Ministries facilitates two shelters and a community lunch in Crook County. Their goal is to provide food, shelter, and a safe place to find hope.

- **Men's Shelter**

541-903-0547  
950 NW Madras Hwy,  
Prineville OR 97754

- **Women's Shelter**

541-903-0709  
780 E. 1st St, Prineville OR 97754

## EMERGENCY PREPAREDNESS

### Department of Emergency Management, Crook County

541-447-6398  
308 NE 2nd St, Prineville OR 97754  
[www.co.crook.or.us/sheriff/page/emergency-management](http://www.co.crook.or.us/sheriff/page/emergency-management)

### Department of Emergency Management, Deschutes County

541-693-6911  
63333 W Hwy 20, Bend OR 97703  
[www.sheriff.deschutes.org/divisions/special-services/emergency-management](http://www.sheriff.deschutes.org/divisions/special-services/emergency-management)

### Department of Emergency Management, Jefferson County

541-475-2201

675 NW Cherry Lane,  
Madras OR 97741  
[www.www.jeffco.net/sheriff/page/emergency-management](http://www.www.jeffco.net/sheriff/page/emergency-management)

### Pet Evacuation Team

541-610-6628  
PO Box 5171, Bend OR 97708  
[www.petevacuationteam.com](http://www.petevacuationteam.com)

Mobilizes to evacuate and shelter pets when disaster strikes across Central Oregon.

### NeighborImpact

*See listing on page 14.*

### St. Vincent de Paul

Provides food, clothing, utility, propane, prescription, and transitional housing to help families and individuals who are in need.

- **Bend Office**

541-389-6643  
950 SE Third St, Bend OR 97702  
[www.stvincentdepaulbend.org](http://www.stvincentdepaulbend.org)

- **La Pine Office**

541-536-6135  
51484 Morson Rd,  
La Pine OR 97739  
[www.lapinesvdp.org](http://www.lapinesvdp.org)

- **Prineville Office**

541-447-7662  
937 NW Madras Hwy,  
Prineville OR 97754  
[www.svdpofcc.org](http://www.svdpofcc.org)

- **Redmond Office**  
541-504-9840  
651 SW Veterans Way,  
Redmond OR 97756  
[www.stvincentdepaulredmond.com](http://www.stvincentdepaulredmond.com)

## VICTIMS ASSISTANCE

### **Confederated Tribes of Warm Springs Victims of Crime**

541-553-2293  
1108 Wasco St,  
Warm Springs OR 97761  
[www.warmsprings-nsn.gov/warm-springs-victims-of-crime-services](http://www.warmsprings-nsn.gov/warm-springs-victims-of-crime-services)

### **Victims Assistance, Crook County District Attorney**

541-447-4158  
300 NE 3rd St, Room 34,  
Prineville OR 97754  
[www.co.crook.or.us/dista/page/victims-assistance](http://www.co.crook.or.us/dista/page/victims-assistance)

### **Victims Assistance, Deschutes County District Attorney**

541-388-6525  
1164 NW Bond St, Bend OR 97703  
[www.dacda.us/victim-services/victims-rights](http://www.dacda.us/victim-services/victims-rights)

### **Victims Assistance, Jefferson County District Attorney**

541-475-4463  
129 SW E St, Ste 102,  
Madras OR 97741  
[www.jeffco.net/victims](http://www.jeffco.net/victims)



## Employment

### WORKFORCE CONNECTION AGENCIES

#### **Abilitree**

*See full listing on page 15.*

#### **Easterseals Senior Community Service Employment Program**

541-788-7061  
70 SW Century Dr,  
Bend OR 97702  
[www.easterseals.com/oregon](http://www.easterseals.com/oregon)  
Provides low-income individuals 55+ assistance in obtaining employment by offering internship opportunities, computer and job skill classes, and career coaching. They serve Crook, Jefferson, Deschutes, Lake, Klamath, and Harney counties.

#### **Employment Department, State of Oregon**

800-345-3484  
[www.oregon.gov/employ](http://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.

## Goodwill

[www.goodwilljobconnection.org](http://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.

- **Bend Office**

541-312-9070

61315 S Hwy 97, Bend OR 97702

- **Redmond Office**

541-316-2090

2067 N Hwy 97,

Redmond OR 97756

## Latino Community Association

*See full listing on page 16.*

## National Council on Aging

571-527-3900

[www.ncoa.org](http://www.ncoa.org)

Helps individuals 55+ with assistance in obtaining employment, including job search strategies and interview coaching.

## Opportunity Foundation of Central Oregon

541-548-2611

835 SE Hwy 126,

Redmond OR 97756

[www.opportunityfound.org](http://www.opportunityfound.org)

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

## U.S. Department of Veterans Affairs

800-827-1070

100 SW Main St, Floor 2,

Portland OR 97204

[www.va.gov/careers-employment](http://www.va.gov/careers-employment)

Assists veterans and service members with learning new skills, finding a new job, starting a new business, getting educational counseling, and receiving vocational rehabilitation.

## Vocational Rehabilitation Services, Oregon Department of Human Services

541-388-6336

1645 NE Forbes Rd, Ste 100,

Bend OR 97701

[www.oregon.gov/DHS](http://www.oregon.gov/DHS)

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

## Warm Springs Tribal Government Personnel Office

541-553-3262

1233 Veterans St,

Warm Springs OR 97761

[www.warmsprings-nsn.gov/](http://www.warmsprings-nsn.gov/job-opportunities)

[job-opportunities](http://www.warmsprings-nsn.gov/job-opportunities)

Employment and training services and support to obtain employment, short term paid work experience and support services to obtain/retain employment for members of the Confederated Tribes of Warm Springs.

## WorksourceOregon

[www.worksourceoregon.org](http://www.worksourceoregon.org)

Provides a variety of employment and training services to job seekers and employers

- **Bend Office**

541-388-6070

1645 NE Forbes Rd, Ste 100,  
Bend OR 97701

- **Redmond Office**

541-693-2727

2158 SE College Loop, Ste B,  
Redmond OR 97756

## DISCRIMINATION, LABOR LAWS, AND ENFORCEMENT

### Bureau of Labor and Industries

971-245-3844

1800 SW 5th Ave, Ste 500,  
Portland OR 97201

[www.oregon.gov/boli](http://www.oregon.gov/boli)

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

### Job Accommodation Network

800-526-7234

[www.askjan.org](http://www.askjan.org)

Helps individuals with disabilities explore accommodation ideas and provides practical suggestions for requesting and negotiating accommodations with an employer.

## Non-Emergency Bias Response Hotline, Oregon Department of Justice

844-924-2427 (Hotline)

[www.doj.state.or.us](http://www.doj.state.or.us)

Supports survivors who have witnessed or been the target of hate crimes and bias incidents, including referrals to services for such individuals. Reporting can be done via phone or online.

## Oregon Workers' Compensation Division

800-452-0288

350 Winter St NE, Ste 210,  
Salem OR 97301

[www.wcd.oregon.gov/worker](http://www.wcd.oregon.gov/worker)

Administers and regulates laws and rules that affect participants in Oregon's workers' compensation system.

## U.S. Equal Employment Opportunity Commission

800-669-4000

[www.eeoc.gov](http://www.eeoc.gov)



## End-of-Life Services

### BIRTH AND DEATH CERTIFICATES

### Vital Records, Oregon Center for Health Statistics

971-673-1190 • 888-896-4988 (TTY)

PO Box 14050, Portland OR 97293

[www.oregon.gov/OHA/PH/](http://www.oregon.gov/OHA/PH/)

BirthDeathCertificates

## DEATH BENEFITS

### Social Security Office

800-772-1213

800-325-0778 (TTY)

250 NW Franklin Ave, Ste 201,  
Bend OR 97703

[www.ssa.gov/benefits](http://www.ssa.gov/benefits)

### Department of Veterans Affairs

800-827-1000 • 800-829-4833 (TTY)

[www.va.gov](http://www.va.gov)

## DEATH WITH DIGNITY

### Death with Dignity National Center

503-228-4415

520 SW 6th Ave, Ste 1220,  
Portland OR 97204

[www.deathwithdignity.org](http://www.deathwithdignity.org)

Works to ensure people with terminal illness can decide for themselves what a good death means in accordance with their values and beliefs, including having an option for death with dignity.

## FINAL ARRANGEMENTS

### Body Donation Program, Oregon Health Science University

503-494-8302

3181 SW Sam Jackson Park Rd, L341,  
Portland OR 97239

[www.ohsu.edu](http://www.ohsu.edu)

### Donate Life Northwest

503-494-7888 • 800-452-1369

P.O. Box 532, Portland OR 97207

[www.donatelifenw.org](http://www.donatelifenw.org)

## Niswonger Reynolds Funeral Home

541-382-2471

105 NW Irving Ave, Bend OR 97701

[www.niswonger-reynolds.com](http://www.niswonger-reynolds.com)

Locally owned funeral homes, cemeteries, and crematoriums in Bend and Redmond that have been caring for families in Central Oregon for over 100 years. Caring people caring for you. See ad below.

## HOSPICE AND TRANSITION SUPPORT

### Bristol Hospice

541-550-1155

563 SW 13th St #101,  
Bend OR 97702

[www.bristolhospice.com/bend](http://www.bristolhospice.com/bend)

## Niswonger-Reynolds Funeral Home Crematorium and Cemetery

Since



1911

Serving the Community  
with Dignity & Respect

~~~~~

105 NW Irving Avenue  
Bend, OR 97703

541-382-2471

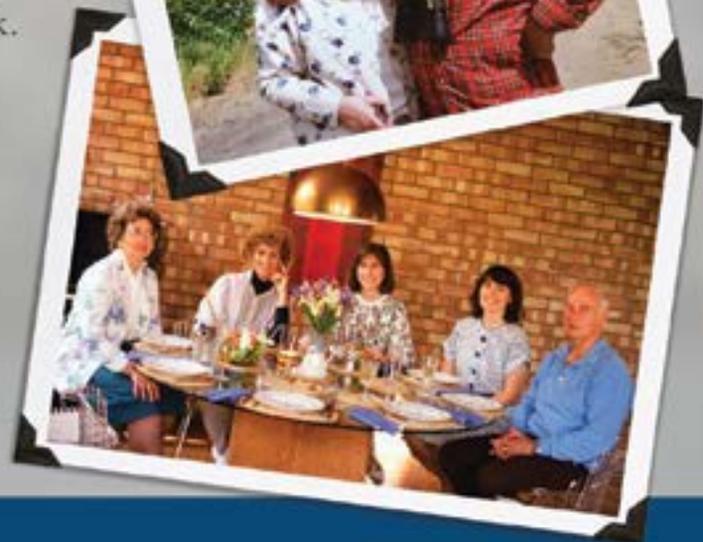
[www.niswonger-reynolds.com](http://www.niswonger-reynolds.com)

# The end of life can be beautiful with the **right people** **by your side.**

“I was first introduced to Hospice of Redmond in 1998 when my mother was diagnosed with cancer. Twenty-two years later, my father needed the same care. To see how well they were treated and how much they were honored was such a blessing to our whole family. They were by our side when we needed it the most. To this day, they still check in with me on a regular basis. It takes a special kind of person to do their work. I like to call them, angels in disguise. I will always be grateful for Hospice of Redmond.”

- Deborah H.

541-548-7483  
[hospiceofredmond.org](http://hospiceofredmond.org)



Hospice and Palliative Care  
Transitions Program  
Veteran Focused Care  
Bereavement Support

## Hand-in-Hand End of Life Doula Services

208-571-0042

[www.deathdoulahandinhand.com](http://www.deathdoulahandinhand.com)

## Heart 'n Home Hospice and Palliative Care

541-508-4036

[www.lhcgroup.com](http://www.lhcgroup.com)

Proud members of communities across Central Oregon providing compassionate, high-quality service that focuses on quality of life for patients dealing with the symptoms and stress of a serious advanced illness. *See ad on pages 64-65.*

- **Bend Office**

541-508-4036

1550 NE Williamson Blvd, Ste 120,  
Bend, OR 97701

- **La Pine Office**

541-536-7399

51681 Huntington Rd,  
La Pine OR 97739

## Hospice of Redmond

541-548-7483

732 SW 23rd St, Redmond OR 97756

[www.hospiceofredmond.org](http://www.hospiceofredmond.org)

Enhances the quality of life for patients and families by providing the highest level of compassionate hospice care and bereavement services for the Central Oregon community. *See ad on page 42.*

## National Hospice and Palliative Care Organization, CaringInfo

703-837-1500

[www.caringinfo.org](http://www.caringinfo.org)

Represents hospice and palliative care providers. Works to expand access to person-centered healthcare that provides comfort, peace, and dignity.

## Partners in Care

541-382-5882 (24/7)

[www.partnersbend.org](http://www.partnersbend.org)

The region's leading and oldest nonprofit hospice, home health, and palliative care provider, redefining hope for the community since the beginning. *See ad on inside back cover.*

- **Bend Office**

2075 NE Wyatt Ct,  
Bend OR 97701

- **Hospice House**

2075 NE Wyatt Ct,  
Bend OR 97701

An inpatient hospice facility for hospice patients needing symptom management, temporary respite, or additional support not available at home.

- **La Pine Office**

51530 Huntington Rd, Ste 1,  
La Pine OR 97739

- **Redmond Office**

141 NW 6th St,  
Redmond OR 97756

## Peaceful Presence Project

541-647-8636

PO Box 1963, Bend OR 97709

[www.thepeacefulpresenceproject.org](http://www.thepeacefulpresenceproject.org)

# PROVIDING CARE AT THE END OF LIFE

## Palliative Care

Palliative care is specialized medical care for people living with a serious illness, such as cancer or heart failure, that focuses on providing patients with relief from the symptoms and stress of serious illness. While patients in palliative care may receive medical care for their symptoms or treatment, it is primarily focused on symptom relief and improved quality of life.

## Hospice Care

Hospice care focuses on the comfort and quality of life of a person with a serious illness who is approaching the end of life. Hospice is provided for a person with a terminal illness whose doctor believes that they have six months or less to live if the illness runs its natural course. The goal is to ensure dignity and comfort during the final stages of life, often allowing the person to remain in their home surrounded by loved ones.

## Advance Directive

Advance directives are written legal instructions regarding your preferences for medical care if you are unable to make decisions for yourself. Advance directives guide choices for doctors and caregivers if you're terminally ill, seriously injured, in a coma, in the late stages of dementia, or near the end of life.

## Physician orders for life-sustaining treatment (POLST)

POLST forms accompany an advance directive and serve as doctor-ordered instructions to ensure that you receive the treatment you prefer if an emergency happens. A POLST enables your doctor to include details about what treatments not to use, under what conditions certain treatments can be used, how long treatments may be used, and when treatments should be withdrawn.

Provides non-medical support to people facing serious and terminal illness, including education, planning for advanced illness, and bedside presence in the last weeks or days of life. Services are accessible to every person who desires support.

### **Signature Healthcare at Home**

541-382-5050

454 NE Revere Ave, Bend OR 97701

[www.signaturehch.com](http://www.signaturehch.com)

Strives for comfort and compassion for families and patients during life's most difficult time and journey. With a devoted support team of professional care providers, their services focus on comfort, companionship, relief, peace, and resolution. *See ad on page 81.*

### **St. Charles Hospice**

541-706-6700

[www.stcharleshealthcare.org/  
services/hospice-care](http://www.stcharleshealthcare.org/services/hospice-care)

Provides compassionate care to terminally ill patients and their families in Deschutes, Crook, Jefferson, North Klamath, Southern Wasco, and Southern Wheeler counties with a goal to improve our patients' quality of life and address the physical, psychological, social, emotional, and spiritual needs of patients and their families. *See ad on page 76.*

- **Bend Office**

2275 Northeast Doctors Dr, Ste 5,  
Bend OR 97701

- **Madras Office**

470 Northeast A St,  
Madras OR 97741

- **Prineville Office**

446 NW 3rd St,  
Prineville OR 97754

- **Redmond Office**

1251 Northwest Canal Blvd,  
Redmond OR 97756

## **HOSPICE INFORMATION**

### **Center for Medicare Advocacy**

860-456-7790

[www.medicareadvocacy.org](http://www.medicareadvocacy.org)

Advances access to comprehensive Medicare coverage, health equity, and quality health care for older people and people with disabilities by providing exceptional legal analysis, education, and advocacy.

### **Medicare Care Compare**

[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

Find Medicare-certified hospices that serve your area and compare them based on quality of care they are providing.

### **National Association for Home Care and Hospice**

202-547-7424

[www.nahc.org](http://www.nahc.org)

# DOCUMENT CHECKLIST

**It is critical to keep a complete list of important names, addresses, and phone numbers. Let family members and/or a friend know the location of the information or documents.**

- An updated and valid will or trust
- A springing durable power of attorney
- Advance directives
- 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
- Passwords for important accounts

## **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
- Retirement account, profit-sharing and pension plans

## **A complete list of debts**

- Routine and recurring household bills
- Personal property appraisals and copies of 3-5 years of federal and state tax returns
- 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

# SOCIAL SECURITY

## Social Security Benefits

Social Security benefits, also known as the Old Age, Survivors, and Disability Insurance (OASDI), is a safety net program that provides benefits to retired workers, their spouses, children, and people with disabilities. The amount of benefits a person receives is based on their earnings history and the age at which they start collecting benefits. Social Security benefits are funded with payroll taxes whereas Supplemental Security Income (SSI) is financed by general funds of the U.S. Treasury, including personal income taxes, corporate taxes, and other taxes.

## Representative Payee

If a person becomes unable to manage their own funds, the Social Security Administration (SSA) appoints a Representative Payee to manage Social Security or SSI benefit payments. The Representative Payee must spend the benefits intended for the beneficiary according to their needs. They are expected to account for the money spent and report any changes in the person's living situation to the SSA.

## Supplemental Security Income (SSI)

SSI is a monthly benefit paid by the Social Security Administration to people with limited income and resources who are blind, age 65 or older, or have a qualifying disability. SSI is designed to ensure that eligible individuals and couples have enough income to meet basic needs for food, shelter, and clothing. SSI is not contingent on a person's work history. Eligibility is determined by financial need and criteria related to age, disability, or blindness.

## Social Security Disability Insurance (SSDI)

SSDI is a federal program in the United States that provides financial assistance to individuals who are unable to work due to a qualifying disability. Unlike SSI, SSDI is not based on financial need but is instead tied to an individual's prior work history and contributions to the Social Security system. To be eligible for SSDI, individuals must have worked and paid Social Security taxes, earning enough work credits based on their age at the time they became disabled.



## Financial Services

### FINANCIAL MANAGEMENT

#### Consumer Credit Counseling Service, Money Management International

866-889-9347

10260 SW Greenburg Rd, Ste 412,  
Tigard OR 97223

[www.moneymanagement.org](http://www.moneymanagement.org)

Provides confidential financial guidance,  
financial education, and counseling  
to help consumers take control of  
their finances and live debt free.

#### SAGECents

[www.sageusa.org/sagecents](http://www.sageusa.org/sagecents)

A free digital tool to help you increase your  
financial stability and build a retirement  
roadmap you can navigate with confidence.

### FRAUD AND SCAMS

#### AARP Fraud Watch Network

877-908-3360 (Hotline)

[www.aarp.org/money/scams-fraud/  
about-fraud-watch-network](http://www.aarp.org/money/scams-fraud/about-fraud-watch-network)

A free resource that teaches people  
how to proactively spot scams and  
get guidance from fraud specialists.

#### Financial Fraud/Consumer Protection Division, Oregon Attorney General

877-877-9392 (Hotline)

[www.doj.state.or.us/  
consumer-protection](http://www.doj.state.or.us/consumer-protection)

#### Medicaid Fraud Investigation Unit, Oregon Department of Justice

971-673-1880

P.O. Box 14150, Salem OR 97309  
[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

#### Senior Medicare Patrol Resource Center

877-808-2468

[www.smpresource.org/](http://www.smpresource.org/)

Empowers and assists Medicare  
beneficiaries, their families, and caregivers  
to prevent, detect, and report health  
care fraud, errors, and abuse through  
outreach, counseling, and education.

### SOCIAL SECURITY BENEFITS

#### Social Security Administration

800-772-1213 • 800-325-0778 (TTY)

250 NW Franklin Ave, Ste 201,  
Bend OR 97703

[www.ssa.gov](http://www.ssa.gov)

## TAX ASSISTANCE

### **AARP Foundation Tax-Aide**

541-668-7597

[www.aarpfoundation.org/taxaide](http://www.aarpfoundation.org/taxaide)

Provides free tax assistance to anyone, free of charge, with a focus on taxpayers who are over 50 and have low to moderate income.

### **Internal Revenue Service**

800-829-1040

800-829-4059 (TTY)

[www.irs.gov](http://www.irs.gov)

### **Oregon Department of Revenue**

800-356-4222

955 Center St NE, Salem OR 97301

[www.oregon.gov/DOR](http://www.oregon.gov/DOR)

### **Low-Income Taxpayer Clinic, Legal Aide Services of Oregon**

503-295-9499

520 SW 6th Ave, Ste 700,  
Portland OR 97204

[www.ortaxhelp.org](http://www.ortaxhelp.org)

Helps ensure the fairness and integrity of the tax system for taxpayers who are low-income or speak English as a second language. The clinic helps low-income Oregonians who have a tax dispute with the IRS.



## Food and Nutrition COMMUNITY DINING

### **Bend**

#### **Council on Aging of Central Oregon**

541-678-5483

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org](http://www.councilonaging.org)

#### **Family Kitchen-Red Door, Trinity Episcopal Church**

541-760-5677

231 NW Idaho Ave, Bend OR 97703

[www.familykitchen.org](http://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](http://www.bendparksandrec.org)

#### **Shepherd's House**

541-388-2096 ext. 1

1854 NE Division St, Bend OR 97701

### **Jefferson County/ Warm Springs**

#### **Madras United Methodist Church**

541-475-2150

49 NE 12th St, Madras OR 97741

[www.madrasumc.org](http://www.madrasumc.org)

## **Seniors of Jefferson County**

541-475-1148  
860 SW Madison St,  
Madras OR 97741

## **Warm Springs Senior Wellness Center**

541-553-3313  
2331 High Lookee St,  
Warm Springs OR 97761  
[www.warmsprings-nsn.gov/program/senior-wellness-center](http://www.warmsprings-nsn.gov/program/senior-wellness-center)

## **La Pine/Sunriver**

### **La Pine Activity Center**

541-536-6237  
16450 Victory Way, La Pine OR 97739  
[www.lapineseniorcenter.org](http://www.lapineseniorcenter.org)

### **La Pine Community Kitchen**

541-536-1312  
16480 Finley Butte Rd,  
La Pine OR 97739  
[www.lapinecommunitykitchen.org/the-kitchen-the-red-building](http://www.lapinecommunitykitchen.org/the-kitchen-the-red-building)

## **Prineville**

### **Prineville Senior Center Charitable Trust**

541-447-6844  
180 NE Belknap St,  
Prineville OR 97754

## **Redmond/Terrebonne**

### **House of Hope Ministries**

541-390-1594

724 SW 14th St, Redmond OR 97756  
[www.facebook.com/houseofhoperedmond](http://www.facebook.com/houseofhoperedmond)

## **Jericho Table**

541-699-2099  
205 NW 4th St, Redmond OR 97756  
[www.jerichoroadofredmond.org](http://www.jerichoroadofredmond.org)

## **Redmond Senior Center**

541-548-6325  
325 NW Dogwood Ave,  
Redmond OR 97756  
[www.redmondseiors.org](http://www.redmondseiors.org)

## **Sisters**

### **Family Kitchen-Red Door**

541-760-5677  
1300 W McKenzie Hwy,  
Sisters OR 97759  
[www.familykitchen.org](http://www.familykitchen.org)

### **Sisters Senior Dining, Sisters Community Church**

541-678-5483  
1300 W McKenzie Hwy,  
Sisters OR 97759  
[www.sisterschurch.com](http://www.sisterschurch.com)

## **FOOD PANTRIES**

### **Bend**

### **Eagle Mountain Church**

541-312-9345  
2221 NE 3rd St, Ste 100  
(Lower Level), Bend OR 97701  
[www.eaglemountain.global](http://www.eaglemountain.global)

**Foundry Church**

541-382-3862  
60 NW Oregon Ave, Bend OR 97701  
[www.foundrybend.org](http://www.foundrybend.org)

**Nativity Lutheran**

541-388-0765  
60850 Brosterhous Rd,  
Bend OR 97702  
[www.nativityinbend.com/ministry](http://www.nativityinbend.com/ministry)

**Salvation Army**

541-389-8888  
515 NE Dekalb Ave, Bend OR 97701  
[www.bend.salvationarmy.org](http://www.bend.salvationarmy.org)

**Shepherd's House**

541-388-2096  
1854 NE Division St, Bend OR 97701  
[www.shepherdshouseministries.org](http://www.shepherdshouseministries.org)

**St. Vincent de Paul**

541-389-6643  
950 SE 3rd St, Bend OR 97702  
[www.stvincentdepaulbend.org](http://www.stvincentdepaulbend.org)

**The Giving Plate**

541-797-6883  
1245 SE 3rd St, Ste C7,  
Bend OR 97702  
[www.thegivingplate.org](http://www.thegivingplate.org)

**Water Church**

541-668-2638  
21300 Bear Creek Rd, Bend OR 97701

**Westside Church**

541-382-7504  
2051 NW Shevlin Park Rd,  
Bend OR 97703  
[www.westsidechurch.org](http://www.westsidechurch.org)

**Jefferson County/  
Warm Springs****Commodities Food Bank**

541-553-3422  
4217A Holiday St,  
Warm Springs OR 97761  
[www.facebook.com/wscommod](http://www.facebook.com/wscommod)

**Jefferson Food Bank, Seventh-  
day Adventist Church**

541-419-0590  
556 SE 7th St, Madras OR 97741

**Madras United Methodist Church  
- Madras Community Food Pantry**

541-475-2150  
49 NE 12th St, Madras OR 97741  
[www.madrasumc.org](http://www.madrasumc.org)

**Metolius Friends Community  
Church - Metolius  
Friends Food Pantry**

541-546-4974  
575 Hood Ave, Metolius OR 97741  
[www.metoliusfriends.church](http://www.metoliusfriends.church)

**NeighborImpact**

541-553-1626  
1144 Warm Springs St,  
Warm Springs OR 97761  
[www.neighborimpact.org](http://www.neighborimpact.org)

**Warm Springs Presbyterian Church - Helping Hands Food Pantry**

541-553-1237

1141 Warm Springs St,  
Warm Springs OR 97761

[www.pcusa.org](http://www.pcusa.org)

**La Pine/Sunriver**

**Care and Share at Sunriver Storage**

541-593-3653

56898 Enterprise Dr, Unit F-125,  
Sunriver OR 97707

**FEEDING OUR OLDER NEIGHBORS**

The Council on Aging offers two main food services for tri-county seniors: Meals on Wheels and in-person senior Community Dining.

**Meals on Wheels** offers nutritious meals and a wellness check to adults 60 and over who are homebound and/or nutritionally at risk from illness, incapacity, or disability, or who lack family support. Our case managers assess eligibility during an initial home visit and at annual reassessments.

**Community Dining** provides a hot meal and the opportunity to socialize for adults 60 and over at no cost. There are six tri-county senior dining sites that provide programs, activities, and information about health, resources, and nutrition in addition to the meal.

Community Dining is available

in these locations:

- **Council on Aging Senior Services Center**  
1036 NE 5th St, Bend
- **Sisters Community Church**  
1300 McKenzie Hwy, Sisters  
*This site also offers grab-and-go lunches*
- **La Pine Senior Activity Center**  
16450 Victory Way, La Pine
- **Seniors of Jefferson County Senior Center**  
860 SW Madison St, Madras
- **Prineville Senior Center Charitable Trust**  
180 NE Belknap St, Prineville
- **Redmond Senior Center**  
325 NW Dogwood Ave,  
Redmond

**For more information, call us at 541-678-5483 or visit [www.CouncilOnAging.org](http://www.CouncilOnAging.org).**

**La Pine Christian Center**

541-536-1593  
52565 Day Rd, La Pine OR 97739  
[www.lapinechristian.org](http://www.lapinechristian.org)

**La Pine Community  
Kitchen Food Bank**

541-536-1312  
16480 Finley Butte Rd,  
La Pine OR 97739  
[www.lapinecommunitykitchen.org](http://www.lapinecommunitykitchen.org)

**St. Vincent de Paul**

541-536-6135  
51484 Morson St, La Pine, OR 97739  
[www.lapinesvdp.org](http://www.lapinesvdp.org)

**The Door at Three Rivers Church**

541-550-3088  
[www.thedoor3r.org](http://www.thedoor3r.org)

- **Sunriver**

56885 Enterprise Dr,  
Sunriver OR 97707

- **La Pine**

16430 3rd St, La Pine OR 97739

**Prineville****Craig's Community Café**

541-362-5642  
780 East First St, Prineville OR 97754  
[www.prinevillenazarene.org](http://www.prinevillenazarene.org)

**Eastside Church**

541-447-3791  
3174 NE Third St, Prineville OR 97754  
[www.eastsidefoursquare.org](http://www.eastsidefoursquare.org)

**First Baptist Church**

541-447-7717  
460 SE Fairview St,  
Prineville OR 97754  
[www.fbcprineville.org](http://www.fbcprineville.org)

**Prineville Mobile Pantry  
at Mosaic Medical**

541-447-0707  
375 NW Beaver St,  
Prineville OR 97754  
[www.neighborimpact.org](http://www.neighborimpact.org)

**St. Vincent de Paul**

541-447-7662  
937 NW Madras Hwy,  
Prineville OR 97754  
[www.svdpofcc.org/  
services/food-pantry](http://www.svdpofcc.org/services/food-pantry)

**Redmond/Terrebonne****Assembly of God**

541-548-4555  
1865 W Antler Ave,  
Redmond OR 97756  
[www.redmondag.com](http://www.redmondag.com)

**Cedar Street Food Pantry**

541-923-3023  
237 NW 9th St, Redmond OR 97756  
[www.redmondcc.org/  
connect/food-pantry](http://www.redmondcc.org/connect/food-pantry)

**Crooked River Ranch  
Free Food Market**

541-604-1628  
6730 SW Shad Rd,  
Terrebonne OR 97760

## House of Hope Ministries

541-390-1594  
724 SW 14th St, Redmond OR 97756

## Jericho Table

541-699-2099  
205 NW 4th St, Redmond OR 97756  
[www.jerichoroadofredmond.org/  
programs](http://www.jerichoroadofredmond.org/programs)

## Lavender Thrift Food Pantry

541-390-1594  
724 SW 14th St, Redmond OR 97756

## Neighbor Impact Regional Food Bank

541-548-2380  
2303 SW 1st St, Redmond OR 97756  
[www.neighborimpact.org/  
get-help/get-food](http://www.neighborimpact.org/get-help/get-food)

## Redmond Community Church

541-923-3023  
237 NW 9th St, Redmond OR 97756  
[www.redmondcc.org](http://www.redmondcc.org)

## Seventh-day Adventist Center

541-923-0301  
945 SW Glacier Ave,  
Redmond OR 97756  
[www.redmond22.  
adventistchurchconnect.org](http://www.redmond22.adventistchurchconnect.org)

## Smith Rock Community Church

541-548-1315  
8344 11th St,  
Terrebonne OR 97760  
[www.smithrockchurch.org/food-bank](http://www.smithrockchurch.org/food-bank)

## St. Vincent de Paul

541-504-9840  
651 SW Veterans Way,  
Redmond OR 97756  
[www.stvincentdepaulredmond.com](http://www.stvincentdepaulredmond.com)

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The Oregon Department of Human Services' SNAP program, previously known as food stamps, provides food benefits to Oregon residents of all ages. SNAP's focus is to improve health and well-being by helping to meet the nutritional needs of low-income individuals, older adults, and people with disabilities. Eligibility is based on income, shelter, utility costs, and medical expenses.

**For more information,  
visit [www.oregon.gov/odhs](http://www.oregon.gov/odhs).**



## Sisters

### Sisters Kiwanis

541-632-3663

328 W Main Ave, Sisters OR 97759

[www.sisterskiwanis.org/food-bank](http://www.sisterskiwanis.org/food-bank)

### Wellhouse Church, Wellhouse Market

541-549-4184

222 N Trinity Way, Sisters OR 97759

[www.wellhousechurch.org/marketandgarden](http://www.wellhousechurch.org/marketandgarden)

## MEALS ON WHEELS PROGRAMS

### Council on Aging of Central Oregon

541-678-5483

[www.councilonaging.org](http://www.councilonaging.org)

Meals on Wheels enhances the quality of life of home-bound individuals by providing home-delivered nutritious meals, personal contact, and related services. It offers nutrition risk screening, nutrition education, and nutritious meals for persons 60 and over who are homebound because of illness, incapacity, disability, and lack of family support.

- **Bend, La Pine, and Sisters, Council on Aging of Central Oregon**  
541-678-5483
- **Prineville Senior Center Charitable Trust**  
541-447-6844

180 NE Belknap St,

Prineville OR 97754

[www.facebook.com/](http://www.facebook.com/prineville.senior.center)

[prineville.senior.center](http://prineville.senior.center)

- **Redmond Senior Center**

541-548-6325

325 NW Dogwood Ave,

Redmond OR 97756

[www.redmondseniors.org](http://www.redmondseniors.org)

- **Senior Citizens of Jefferson County**

541-475-1148

860 SW Madison St,

Madras OR 97741

## NUTRITION RESOURCES

### Double Up Food Bucks Oregon, Farmers Market Fund

503-241-0032

240 N. Broadway, Ste 129,

Portland OR 97227

[www.doubleuporegon.org](http://www.doubleuporegon.org)

Program doubles the value of Supplemental Nutrition Assistance Program (SNAP) benefits at farmers markets so shoppers can buy more fresh fruits and vegetables.

### High Desert Food & Farm Alliance

541-390-3572

354 NE Greenwood Ave,

Bend OR 97701

[www.hdfffa.org](http://www.hdfffa.org)

Supports a healthy and thriving food and farm network in Central Oregon through education, collaboration, and inclusion. Food access programs improve access for thousands of Central Oregonians experiencing food insecurity.

- **VeggieRX**

541-310-3111

[www.hdfffa.org/veggierx/](http://www.hdfffa.org/veggierx/)

A free fresh produce prescription program that helps improve healthy eating habits for individuals experiencing food insecurity and diagnosed with diet-modifiable disease(s). Participants receive 10 weeks of fresh locally grown vegetables/fruits, nutrition education, and one-on-one support from HDIFFA's Registered Dietitian.

## **Hunger Prevention Coalition of Central Oregon**

541-408-1978

P.O. Box 8711, Bend OR 97708

[www.hungerpc.org](http://www.hungerpc.org)

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

## **Senior Farm Direct Nutrition Program, Oregon Health Authority**

866-299-3562

[www.oregon.gov/oha](http://www.oregon.gov/oha)

Provides income-eligible seniors with vouchers to purchase fresh, locally grown fruit, vegetables and cut, edible herbs directly from participating farmers at farmers markets and farm stands from June through November.

## **Supplemental Nutrition Assistance Program (SNAP), Aging and People with Disabilities**

800-699-9075

[www.oregon.gov/odhs/food](http://www.oregon.gov/odhs/food)

*See full APD listings page 15.*



## **Health and Wellness**

### **CAREGIVER RESOURCES**

*Caregiver Support Groups can be found on page 25.*

#### **Caregiver Action Network**

202-454-3970

[www.caregiveraction.org](http://www.caregiveraction.org)

Works to improve the quality of life for the more than 90 million Americans who care for loved ones with chronic conditions, disabilities, or disease, as well as those supporting the living needs of older adults.

#### **Family Caregiver Alliance**

800-445-8106

[www.caregiver.org](http://www.caregiver.org)

Provides services to family caregivers of adults with physical and cognitive impairments, such as Parkinson's, stroke, Alzheimer's and other types of dementia.

#### **Oregon Care Partners**

800-930-6851

[www.oregoncarepartners.com](http://www.oregoncarepartners.com)

## DENTAL SERVICES

### Dental Lifeline Network

503-594-0837

[www.dentallifeline.org](http://www.dentallifeline.org)

Provides comprehensive dental care to adults across the United States through the generosity of a network of volunteer dentists and laboratories. Applicants must meet one of the following criteria: over 65 years of age, permanently disabled, need medically necessary dental care. Contact the organization to confirm which counties they serve.

### School of Dentistry, Oregon Health Science University

503-494-8867

2730 SW Moody Ave,

Portland OR 97201

[www.ohsu.edu/dental-clinics](http://www.ohsu.edu/dental-clinics)

### Toothfairies NW

541-515-7228

[www.toothfairiesnw.com](http://www.toothfairiesnw.com)

Provides professional dental cleanings in the comfort of your own home or in community living settings.

### Warm Springs Health and Wellness Center

541-553-6280

1270 Kot-Num Rd,

Warm Springs OR 97761

[www.warmsprings-nsn.gov](http://www.warmsprings-nsn.gov)

## DISEASE SPECIFIC RESOURCES

### ALS

#### ALS Northwest

503-238-5559

825 NE Multnomah St, #940,

Portland OR 97232

[www.alsoregon.org](http://www.alsoregon.org)

### Alzheimer's and Dementia

#### Alzheimer's Association

800-272-3900

1080 SW Mount Bachelor Dr, Ste 100,

Bend OR 97702

[www.alz.org/orswwa](http://www.alz.org/orswwa)

#### Alzheimer's Disease Education and Referral Center, National Institute on Aging

800-438-4380

[www.alzheimers.gov](http://www.alzheimers.gov)

#### Alzheimer's Foundation of America

866-232-8484

Operates a National Toll-Free Helpline staffed entirely by licensed social workers, which provides support and assistance to callers, as well as connects them with resources in their area.

#### Layton Aging and Alzheimer's Disease Center

503-494-8311

[www.alzheimers.gov](http://www.alzheimers.gov)

## **Living Well with Dementia Sisters**

541-647-0052

1300 McKenzie Hwy, Sisters OR 97759

[www.livingwellwithdementiasisters.com](http://www.livingwellwithdementiasisters.com)

## **Cancer**

### **American Cancer Society**

800-227-2345

[www.cancer.org](http://www.cancer.org)

### **National Cancer Institute**

800-422-6237

[www.cancer.gov](http://www.cancer.gov)

## **Diabetes**

### **American Diabetes Association**

800-342-2383

[www.diabetes.org](http://www.diabetes.org)

### **Diabetes Food Hub**

[www.diabetesfoodhub.org](http://www.diabetesfoodhub.org)

### **Fresenius Medical Dialysis Center**

800-881-5101

650 NE Holladay St, Ste 1600,  
Portland, OR 97232

[www.freseniuskidneycare.com](http://www.freseniuskidneycare.com)

- **Bend Office**

541-385-8668

1239 NE Medical Center Dr,  
Ste 100, Bend OR 97701

- **Redmond Office**

541-548-2778

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

## **Parkinson's**

### **American Parkinson Disease Association Northwest Chapter**

206-695-2905

[www.apdaparkinson.org/  
community/northwest](http://www.apdaparkinson.org/community/northwest)

### **Brian Grant Foundation**

503-274-9382

130 Nickerson St, Ste 300,  
Seattle WA 98109

[www.briangrant.org](http://www.briangrant.org)

Empowers people impacted by Parkinson's to lead active and fulfilling lives.

### **Davis Phinney Foundation**

866-358-0285

[www.davisphinneyfoundation.org](http://www.davisphinneyfoundation.org)

Provides education, tools, resources, and inspiration that touch on every aspect of life: physical, emotional, intellectual, social, and financial.

### **Parkinson's Resources**

541-668-6599

354 NE Greenwood Ave, Ste 108,  
Bend OR 97701

[www.parkinsonsresources.org](http://www.parkinsonsresources.org)

## **Stroke**

### **Stroke Awareness Oregon**

541-323-5641

695 SW Mill View Way,  
Bend OR 97702

[www.strokeawarenessoregon.org](http://www.strokeawarenessoregon.org)

Exists to prevent death and disability from stroke and to support stroke survivors and their families in living their best possible life.

## FITNESS AND THERAPEUTIC RECREATION

### Council on Aging of Central Oregon Health Promotion Classes

541-678-5483

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org/health-education](http://www.councilonaging.org/health-education)

Manages, promotes, and sponsors various health and wellness classes around Central Oregon.

### Crook County On the Move Program

541-362-1210

PO Box 1061, Prineville OR 97754

[www.crookcountyonthemove.org](http://www.crookcountyonthemove.org)

Brings people and organizations together to support healthy lifestyles through movement based programs.

### Destination Rehab

541-241-6837

PO Box 8316, Bend OR 97708

[www.destinationrehab.org](http://www.destinationrehab.org)

Serves adults with Stroke, Parkinson's Disease, Multiple Sclerosis, and other neurological disorders to get people into the outdoors with improved physical ability, movement, and confidence.

### Healing Reins

541-382-9410

65325 Cline Falls Rd, Bend OR 97703

[www.healingreins.org](http://www.healingreins.org)

Provides people of all ages and abilities the opportunity to heal emotionally and physically through professionally recognized horse-centered therapies and horsemanship lessons.

### Larkspur Community Center, Home of the Bend Senior Center

541-388-1133

1600 SE Reed Market Rd,  
Bend OR 97702

[www.bendparksandrec.org](http://www.bendparksandrec.org)

See ad on page 102.

## HEALTH AND WELLNESS CLASSES



The Council on Aging works with a range of organizations and teachers to sponsor evidence-based classes that encourage healthy lifestyle activities and enable older adults to live with greater quality of life. These include tai chi, Better Bones and Balance, Living with Chronic Conditions, and more.

Visit our website at [www.councilonaging.org/events](http://www.councilonaging.org/events) for more information.

## Oregon Adaptive Sports

541-306-4774

345 SW Cyber Dr, Ste 103,  
Bend OR 97702

[www.oregonadaptivesports.org](http://www.oregonadaptivesports.org)

Creates access to high-quality outdoor recreation experiences to individuals with disabilities.

## Oregon Wellness Network

833-673-9355

[www.oregonwellnessnetwork.org](http://www.oregonwellnessnetwork.org)

Delivers programs to help individuals manage chronic health conditions, prevent falls, and foster well-being.

## FOOT CLINICS

### Feet Retreat

541-788-4758

[www.oregonfeetretreat.com](http://www.oregonfeetretreat.com)

## GENERAL ASSISTANCE

### The Assistance Fund

855-845-3663

[www.tafcares.org](http://www.tafcares.org)

Provides underinsured people living with life-threatening, chronic, and rare diseases access to critical treatment through financial assistance, education, and advocacy.

### HealthWell Foundation

800-675-8416

[www.healthwellfoundation.org](http://www.healthwellfoundation.org)

Assists with covering the cost of prescription drug coinsurance, copayments, deductibles, health insurance premiums, and other selected out-of-pocket health care costs.

## Northwest Access Fund

206-328-5116

PO Box 55759,

Shoreline, WA 98155

[www.nwaccessfund.org](http://www.nwaccessfund.org)

Offers people with disabilities customized loans, financial coaching, and other resources to promote access to assistive technology, independence, financial resilience, and life opportunities.

## GOVERNMENT

### Crook County Health Department

541-447-5165

375 NW Beaver St, Ste 100,  
Prineville OR 97754

[www.co.crook.or.us/health](http://www.co.crook.or.us/health)

### Deschutes County Health Department

541-322-7400 (Public Health)

541-322-7500 (Behavioral Health)

541-317-3114 (Environmental Health)

[www.deschutes.org/health](http://www.deschutes.org/health)

- **Bend Office**

2577 NE Courtney Dr,  
Bend OR 97701

- **La Pine Office**

51600 Huntington Rd,  
La Pine OR 97739

- **Redmond Office**

412 SW 8th St,  
Redmond OR 97756

## Health.Gov, Office of Disease Prevention and Health Promotion

[www.health.gov](http://www.health.gov)

## Jefferson County Health Department

541-475-4456

715 SW 4th St, Madras OR 97741

[www.jeffco.net/publichealth](http://www.jeffco.net/publichealth)

## Warm Springs Health & Wellness

541-553-1196

500 NE A St, Ste 102,

Madras OR 97741

## HEARING RESOURCES

### Hearing Loss Association of America

301-657-2248

[www.hearingloss.org](http://www.hearingloss.org)

### Hearing Loss Association of Oregon

800-413-0691 (TTY)

P.O. Box 22501, Eugene OR 97402

[www.hlaa-or.org](http://www.hlaa-or.org)

### Help America Hear

888-580-8886

[www.helpamericahear.org](http://www.helpamericahear.org)

Provides new, high-quality hearing aids nationwide to individuals with limited financial resources who have tried all other resources.

## Oregon Lions Sight and Hearing Foundation

503-413-7399

1010 NW 22nd Ave, Ste 144,

Portland OR 97210

[www.olshf.org](http://www.olshf.org)

Provides referral to local Lions Clubs for hearing tests and rebuilt hearing aids for adults. Some financial assistance with ear surgery. *See list of Lions Clubs on page 97.*

## HOSPITALS

### St. Charles Healthcare

[www.stcharleshealthcare.org](http://www.stcharleshealthcare.org)

- **Bend Office**

541-382-4321

2500 NE Neff Rd,

Bend OR 97701

- **Madras Office**

541-475-3882

470 NE A St,

Madras OR 97741

- **Prineville Office**

541-441-6254

384 SE Combs Flat Rd,

Prineville OR 97754

- **Redmond Office**

541-548-8131

1253 NW Canal Blvd,

Redmond OR 97756

# OUTPATIENT CLINICS

## High Lakes Healthcare

[www.highlakeshealthcare.com](http://www.highlakeshealthcare.com)

- **Bend Offices - Shevlin Park**  
541-389-7741  
2165 NW Shevlin Park Rd,  
Bend OR 97701
- **Bend Offices - Upper Mill**  
541-389-7743  
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 97759
- **La Pine Community Health Center**  
541-536-3435  
51600 Huntington Rd,  
La Pine OR 97739  
[www.lapinehealth.org](http://www.lapinehealth.org)

## Mosaic Medical

541-383-3005  
[www.mosaicCH.org](http://www.mosaicCH.org)

Providing high-quality, integrated, culturally appropriate healthcare to Central Oregonians, regardless of life circumstances. See ad below.



The advertisement features a dark blue vertical bar on the left containing the Mosaic Community Health logo, which is a colorful mosaic of geometric shapes. Below the logo, the text 'MOSAIC COMMUNITY HEALTH' is written in white, followed by 'MosaicCH.org' at the bottom. To the right of the bar, the text 'MEDICAL • DENTAL • PHARMACY BEHAVIORAL HEALTH • AND MORE' is displayed in dark blue. Below this text are four icons: a red heart with a white pulse line, a purple tooth, a green pharmacy bottle, and a purple speech bubble. The phone number '541-383-3005' is prominently displayed in large, bold, dark blue font. Underneath the phone number, the slogan 'Quality Care For All' is written in green, with its Spanish translation 'Atención de Calidad para Todos' below it. At the bottom of the advertisement, the locations 'Bend • Redmond • Madras • Prineville • Sisters' are listed in dark blue.

- **Bend Offices - Conners Health Center**  
541-383-3005  
2065 NE Tucson Way, Ste 110,  
Bend OR 97701

- **Bend Offices - East Bend Health Center**  
2084 NE Professional Ct,  
Bend OR 97701

- **Bend Offices - Courtney Health Center**  
2577 NE Courtney Dr, Ste 100,  
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 Offices - Kingwood Health Center**  
244 NW Kingwood Ave,  
Redmond OR 97756

- **Redmond Offices - Redmond Health Center**  
1250 SW Veterans Way, Ste 120,  
Redmond OR 97756

**Summit Health**

541-382-4900  
www.smgoregon.com

- **Bend - Eastside Clinic**  
541-382-2811

1501 NE Medical Center Dr,  
Bend OR 97701

- **Bend - Old Mill District Clinic**  
541-382-2812  
815 SW Bond St, Bend, OR 97702

- **Redmond Specialty Clinic**  
541-382-2811  
1001 NW Canal Blvd, Ste A,  
Redmond OR 97756

- **Redmond North Clinic**  
541-382-2811  
333 NW Larch Ave,  
Redmond OR 97756

- **Sisters Office**  
541-706-5440  
231 E Cascade Ave,  
Sisters OR 97759

- **Sunriver Office**  
541-706-2301  
57067 SW Beaver Dr,  
Sunriver OR 97707

**St. Charles Health System**

A private, nonprofit organization with a vision of creating America’s healthiest community, together. Headquartered in Bend, Oregon, St. Charles is an integrated delivery system that provides a full range of quality, evidence-based health care services within a 32,000-square-mile area in Central and Eastern Oregon.

- **Bend East Family Care Clinic**  
541-706-4800  
2600 NE Neff Rd, Bend OR 97701

# We bring compassion **HOME**

Hospice is so much more than most people think. We use a team approach in providing care and comfort for you and your loved ones – including 24/7 access to your care team, pain management, and emotional and spiritual support – delivered wherever you call home.

**Talk to your doctor today to learn more  
about how hospice can help.**



**541.508.4036**



- **Bend South Family Care Clinic**  
541-706-5935  
61250 SE Coombs Pl,  
Bend OR 97702
- **La Pine Office**  
541-907-7040  
51781 Huntington Rd,  
La Pine OR 97739
- **Madras Office**  
541-475-4800  
470 NE A St, Madras OR 97741
- **Prineville Office**  
541-447-6263  
384 SE Combs Flat Rd,  
Prineville OR 97754
- **Redmond Office**  
541-548-2164  
211 NW Larch Ave,  
Redmond OR 97756
- **Sisters Office**  
541-549-1318  
630 N Arrowleaf Trail,  
Sisters OR 97759

### **Volunteers in Medicine Clinic**

541-330-9001  
2300 NE Neff Rd, Bend OR 97701  
[www.vim-cascades.org](http://www.vim-cascades.org)

Provides healthcare on a donation basis to working adults aged 19 to 64 in Central Oregon with no medical insurance or means to pay for care.

### **Warm Springs Health and Wellness Center**

541-553-1196  
1270 Kot-Num Rd,  
Warm Springs OR 97761  
[www.warmsprings-nsn.gov](http://www.warmsprings-nsn.gov)

## **PRESCRIPTION MEDICATION PROGRAMS**

### **AARP Pharmacy Service**

877-422-7718  
[www.aarp-pharmacy.com](http://www.aarp-pharmacy.com)

### **Extra Help**

800-772-1213  
[www.medicare.gov/basics/costs/help/drug-costs](http://www.medicare.gov/basics/costs/help/drug-costs)

A Medicare program to help people with limited income and resources pay Medicare drug coverage (Part D) premiums, deductibles, coinsurance, and other costs.

### **Oregon Prescription Drug Program (ArrayRx)**

971-673-3948  
[www.oregon.gov/oha/hpa/dsi-opdp](http://www.oregon.gov/oha/hpa/dsi-opdp)

A state-sponsored prescription discount card program.

### **Senior Prescription Drug Assistance Program**

800-359-9517  
SPDAP Unit, PO Box 14520,  
Salem OR 97309

Allows members to purchase prescription drugs from participating pharmacies at the State Medicaid rate.

## SHIBA Program, Council on Aging of Central Oregon

541-678-5483

541-325-6837 (Spanish)

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org/  
medicare-counseling](http://www.councilonaging.org/medicare-counseling)

Offers free and unbiased help for new Medicare enrollees at age 65 and current Medicare enrollees looking to change their benefits. These volunteers are part of Oregon's Senior Health Insurance Benefits Assistance (SHIBA) program, which is dedicated to educating and advocating for Medicare enrollees.

### St. Vincent de Paul

Offers emergency prescription assistance. *See full listing on page 37.*

## REHABILITATION SERVICES

### St. Charles Health System Outpatient Rehabilitation

[www.stcharleshealthcare.org](http://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

1253 NW Canal Blvd,

Redmond OR 97756

## SPEECH RESOURCES

### Bend Outpatient Speech Therapy, St. Charles Health System

541-706-7725

2500 NE Neff Rd, Bend OR 97701

[www.stcharleshealthcare.org/services/](http://www.stcharleshealthcare.org/services/)

### Redmond Speech & Language

[www.redmondspeech.com](http://www.redmondspeech.com)

- **Bend Office**

541-668-3757

444 NE Norton Ave #102,

Bend OR 97701

- **Prineville Office**

541-668-3232

326 SW 7th St,

Redmond OR 97756

- **Redmond Office**

541-668-3232

446 NW 3rd St, Ste 231,

Prineville, OR 97754

## SUPPORT GROUPS

*See a complete listing on page 25.*

## URGENT CARE

### BestMed

[www.bestmedclinics.com/oregon/](http://www.bestmedclinics.com/oregon/)

- **Bend Office - NW Sisemore St**  
541-213-2133  
108 NW Sisemore St, #120,  
Bend OR 97703
- **Bend Office - NE 3rd St**  
541-398-7524  
1302 NE 3rd St, Bend, OR 97701
- **Redmond Office - SW 21st St**  
541-548-2899  
3818 SW 21st Pl, #100,  
Redmond OR 97756
- **Redmond Office - S Hwy 97**  
541-213-2133  
1555 S Hwy 97, #101,  
Redmond OR 97756

### Madras Medical Group

541-475-3874  
76 NE 12th St, Madras OR 97741  
[www.madrasmedicalgroup.com](http://www.madrasmedicalgroup.com)

### NOWcare Injury Clinic

541-382-3344  
2200 NE Neff Rd, Ste 200,  
Bend OR 97701  
[www.thecenteroregon.com/nowcare](http://www.thecenteroregon.com/nowcare)

Urgent care specific for new or sudden injuries such as concussions, on-the-job injuries, sports injuries, sudden or severe musculoskeletal pain, and fractures or sprains.

### St. Charles Health System

[www.stcharleshealthcare.org/services/urgent-care](http://www.stcharleshealthcare.org/services/urgent-care)

- **Bend Offices**  
541-706-4800  
2600 NE Neff Rd, Bend OR 97701
- **Bend Offices**  
541-706-4800  
61250 SE Coombs Pl,  
Bend OR 97702
- **La Pine Office**  
541-907-7050  
51781 Huntington Rd,  
La Pine OR 97739
- **Prineville Office**  
541-447-6263  
384 Southeast Combs Flat Rd,  
Prineville OR 97754

### High Lakes Urgent Care

[www.highlakeshealthcare.com/service/urgent-care](http://www.highlakeshealthcare.com/service/urgent-care)

- **Bend Office**  
541-389-7741  
1140 SW Simpson Ave #110,  
Bend OR 97702
- **Redmond Office**  
541-389-7741  
645 NW 4th St,  
Redmond OR 97756

### Summit Health

[www.smgoregon.com/urgent-care](http://www.smgoregon.com/urgent-care)

- **Bend Offices**

541-706-6400  
1501 NE Medical Center Dr,  
Bend OR 97701

- **Bend Offices**

541-706-2552  
815 SW Bond St, Bend OR 97702

- **Redmond Clinic**

541-550-4602  
333 NW Larch Ave,  
Redmond OR 97756

## VISION SERVICES

### **EyeCareAmerica, American Academy of Ophthalmology**

877-887-6327

[www.aao.org](http://www.aao.org)

Provides eye care through volunteer ophthalmologists.

### **National Federation for the Blind**

410-659-9314

[www.nfb.org](http://www.nfb.org)

### **New Eyes**

[www.new-eyes.org](http://www.new-eyes.org)

### **Oregon Commission for the Blind**

971-673-1588

888-202-5463

535 SE 12th Ave, Portland OR 97214

[www.oregon.gov/BLIND](http://www.oregon.gov/BLIND)

### **Oregon Lions Sight and Hearing Foundation**

See full listing on page 61.



## Health Insurance

### FRAUD REPORTING

#### **Medicaid Fraud Investigation Unit, Department of Justice**

888-372-8301

P.O. Box 14150, Salem OR 97309

[www.oregon.gov/oha/fod](http://www.oregon.gov/oha/fod)

#### **Senior Medicare Patrol Resource Center**

855-673-2372

1300 NW Wall St, Bend OR 97703

[www.smpresource.org](http://www.smpresource.org)

Empowers and assists older Americans to prevent, detect, and report healthcare fraud, errors, and abuse.

### LONG-TERM CARE INSURANCE

#### **Oregon Insurance Division Consumer Advocates**

888-877-4894

P.O. Box 14480, Salem OR 97309

[www.dfr.oregon.gov/insure](http://www.dfr.oregon.gov/insure)

### MEDICAID

#### **Aging and People with Disabilities Programs, Oregon Department of Human Services**

855-673-2372

[www.oregon.gov/odhs/](http://www.oregon.gov/odhs/)

[aging-disability-services](http://aging-disability-services)

Provides information on Medicaid, Medicare, and supplemental assistance programs including for long term care. APD is also a reporting service for abuse or neglect allegations of people who are aging or have a disability.

- **Bend Office**

541-388-6240

541-693-2707 (Hotline)

1300 NW Wall St, Ste 102,  
Bend OR 97703

- **La Pine Office**

541-536-8919

16493 Bluewood Pl, Ste 1,  
La Pine OR 97739

- **Madras Office**

541-475-6773

189 NE Cypress St, Ste 106,  
Madras OR 97741

- **Prineville Office**

541-447-4511

457 NE Ochoco Plaza, Ste C,  
Prineville OR 97754

- **Redmond Office**

541-548-2206

1135 Highland Ave,  
Redmond OR 97756

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

**NOW WHAT?**

Call the Medicaid Experts at

**THE Financial Aid Center**  
**FOR Long Term Care**

**541-479-2415**

**FREE Medicaid  
Benefits Counseling**

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

**We Get People Qualified!**



**Need help  
with Medicare?**

Contact me to set up a  
personalized appointment.



**Bev Granlund**

541-420-9908

bevgranlund@gmail.com

By calling this number you will be directed to a  
contracted, independent licensed agent authorized to  
sell products for Providence Medicare Advantage Plans.

## Oregon Health Plan

800-699-9075 (Applications)  
800-273-0557 (Members)  
500 Summer St NE,  
Salem OR 97301  
[www.oregon.gov/OHA](http://www.oregon.gov/OHA)

## Financial Aid Center for Long Term Care

541-479-2415  
P.O. Box 2200,  
Grants Pass OR 97528  
[www.oregonmedicaidhelp.com](http://www.oregonmedicaidhelp.com)  
Assists with determining Oregon Medicaid eligibility and qualification and protecting assets. See ad on page 70.

## MEDICARE

### AARP

866-554-5360  
1455 SW Broadway,  
Portland OR 97201  
[www.states.aarp.org/oregon](http://www.states.aarp.org/oregon)

### A, B, C, & Ds of Medicare, Central Oregon Community College

541-383-7270  
2600 NW College Way,  
Bend OR 97703  
[www.enrole.com/cocc](http://www.enrole.com/cocc)

## HOW MEDICARE WORKS

### Part A: Hospital Insurance

Helps cover inpatient care in hospitals, skilled nursing facility care, hospice care, and home health care. Most people don't pay a Part A premium because they paid Medicare taxes while working.

### Part B: Medical Insurance

Helps cover physician services, outpatient care, durable medical equipment, and many preventive services. Most people pay standard Part B monthly premiums based on their reported gross income.

### Part C: Medicare Advantage Plans

Medicare Advantage is a Medicare-approved plan from a private company that offers an alternative to Original Medicare for your health and drug coverage. These "bundled" plans include Part A, Part B, and usually Part D.

### Part D: Prescription Drug Coverage

Medicare Part D is Medicare's prescription drug benefit. It helps cover the costs of outpatient prescription drugs. Most plans have a monthly premium.

## Medicare

800-633-4227 • 877-486-2048 (TTY)  
www.medicare.gov

## Medicare and You Handbook

800-633-4227

www.medicare.gov/medicare-and-you

The official guide to Medicare filled with important information about Medicare costs, rights, and protections, health and drug plans, and answers to common questions.

## Medicare Rights Center

800-333-4114

www.medicarerights.org

Ensures access to affordable health care for older adults and people with disabilities through counseling and advocacy, educational programs, and public policy initiatives.

## Social Security Administration

800-772-1213 • 800-325-0778 (TTY)

250 NW Franklin Ave,  
Ste 201, Bend OR 97703

www.ssa.gov/medicare/sign-up

## Senior Health Insurance Benefits Assistance Program

800-722-4134

www.shiba.oregon.gov

## Council on Aging of Central Oregon

541-678-5483

541-325-6837 (Spanish)

1036 NE 5th St, Bend OR 97701

www.councilonaging.org/  
medicare-counseling



**FREE HELP** from your  
**Medicare Insurance Experts**

- Medicare Supplements
- Medicare Advantage Plans

**We have served Central Oregon  
for the last 20 years.**

**Call (541) 382-6400  
for a FREE consultation  
or go to [www.InsureBend.com](http://www.InsureBend.com)**

We offer ALL Medicare Advantage plans in your area. You can always contact Medicare.gov, 1-800-MEDICARE, or your local State Health Insurance Program (SHIP) for help with plan choices.



Provides free and unbiased Medicare counseling through the Senior Health Insurance Benefits Assistance (SHIBA) program, which is dedicated to educating and advocating for Medicare enrollees.

## Oregon Guide to Medicare Insurance Plans

800-722-4134  
[www.shiba.oregon.gov](http://www.shiba.oregon.gov)

## MEDICARE ADVANTAGE

### Humana

800-457-4708  
[www.humana.com](http://www.humana.com)

### Moda Health

877-299-9062  
[www.modahealth.com](http://www.modahealth.com)

### PacificSource

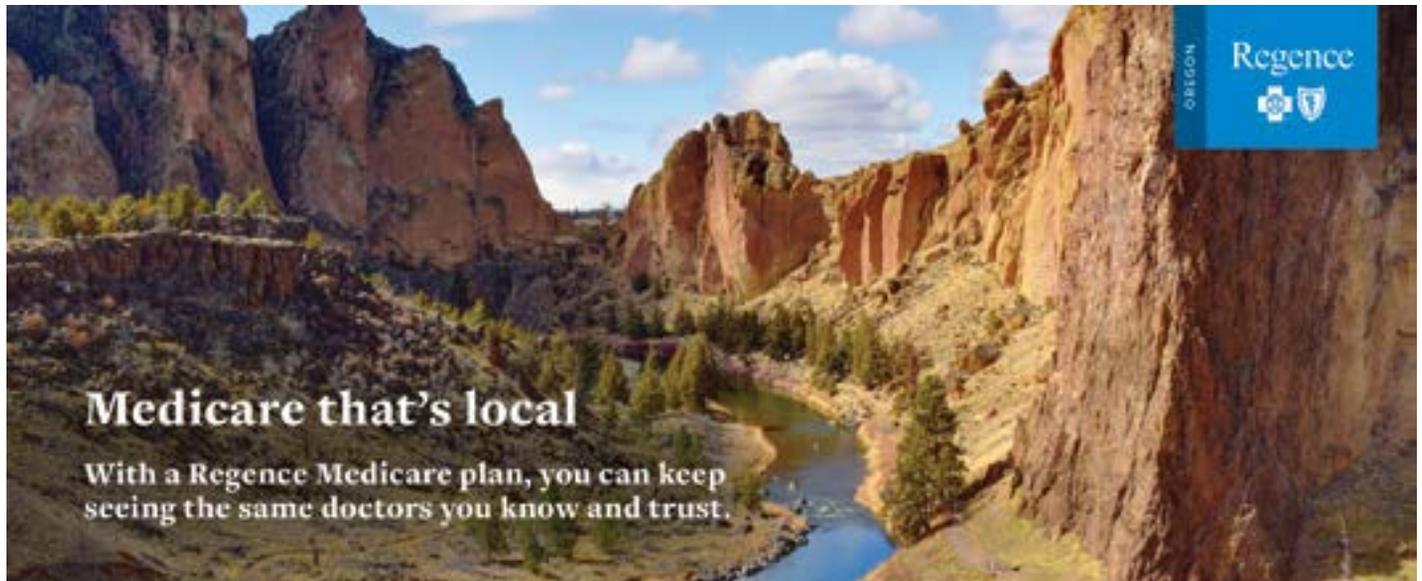
888-863-3637 (Members Medicare)  
[www.pacificsource.com](http://www.pacificsource.com)

### Providence Health Plan

503-574-7500 • 800-878-4445  
[www.providencehealthplan.com](http://www.providencehealthplan.com)  
Providence Health Plan takes a community-first approach to making healthcare more equitable and accessible for all. *See ad on page 70.*

### Regence BlueCross BlueShield

844-734-3623  
[www.regence.com/medicare](http://www.regence.com/medicare)  
Regence is a family of regional health plans that has been connecting Oregonians and their families to healthcare for over 80 years. *See ad below.*



Let's find you affordable Medicare coverage

Regence BlueCross BlueShield of Oregon  
1-844-REGENCE (1-844-734-3623) • [regence.com/medicare](http://regence.com/medicare)

Regence BlueCross BlueShield of Oregon is an Independent Licensee of the Blue Cross and Blue Shield Association

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## WellCare/Health Net of Oregon

888-445-8913 (Members)

844-917-0175 (Non-members)

[www.wellcare.healthnetoregon.com](http://www.wellcare.healthnetoregon.com)

## MEDICARE INSURANCE BROKER

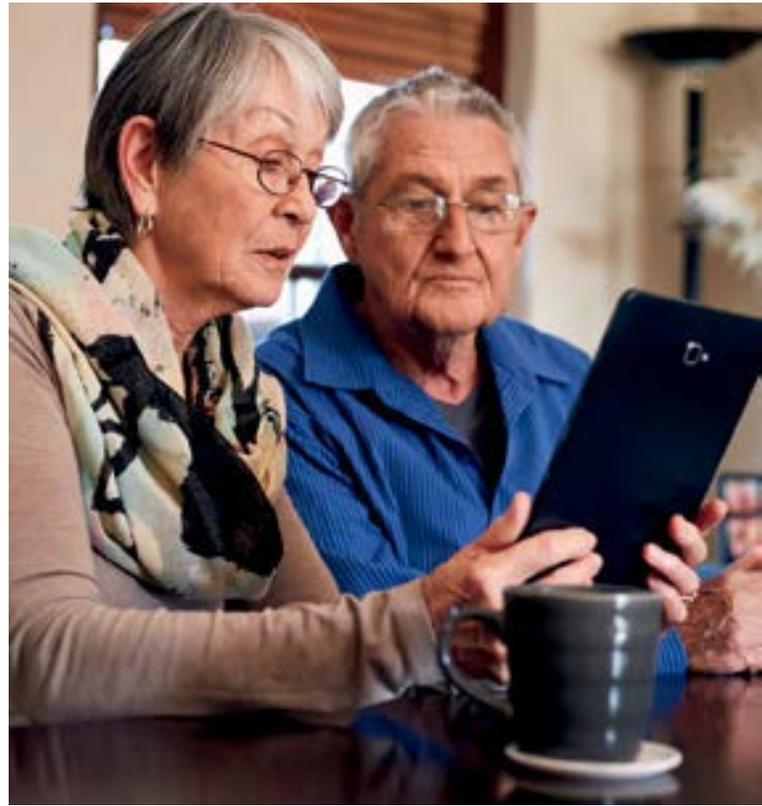
### InsureBend

541-382-6400

Scottsdale Dr, Bend OR 97701

[www.insurebend.com](http://www.insurebend.com)

InsureBend is a local insurance broker that specializes in Medicare, Long Term Care, Disability, Life, and Health insurance. They represent multiple insurance companies to get you the best coverage. See ad, page 72.



## FREE MEDICARE COUNSELING

The Council on Aging's trained Medicare counselors offer free and unbiased help for new Medicare enrollees at age 65 and current Medicare enrollees looking to change their benefits. These volunteers are part of Oregon's Senior Health Insurance Benefits Assistance (SHIBA) program, which is dedicated to educating and advocating for Medicare enrollees.

Phone or in-person appointments with a SHIBA counselor can help

**Call to schedule an appointment with a local SHIBA counselor at 541-678-5483.**

you understand your Medicare benefits, billing and claims, and health insurance options. SHIBA counselors can also protect you from overpaying for medical care and prescription drugs.



## MEDICARE OPTIONS

### Original Medicare

Original Medicare includes Medicare Part A (Hospital Insurance) and Part B (Medical Insurance). Original Medicare enrollees can join a separate Medicare drug plan to get outpatient prescription drug coverage (Part D).

### Medicare Advantage

Medicare Advantage (also known as Part C) is a Medicare-approved plan from a private company that offers an alternative to Original Medicare for your health and drug coverage. These bundled plans include Part A, Part B, and usually Part D, and they may offer some extra benefits like vision, hearing, and dental services.

### Medicare Supplemental Insurance (Medigap)

A Medigap policy is supplemental health insurance sold by private insurance companies to fill the “gaps” in Original Medicare Plan coverage. These plans pay remaining out-of-pocket costs like coinsurance.

### Long-term Care Insurance

Long-term care insurance covers long-term services and supports in your home, a community



organization, or other facility. These policies reimburse policyholders a daily amount for services to assist them with activities of daily living such as bathing, dressing, or eating.

### Medicare Savings Programs

Medicare Savings Programs help people pay their Medicare costs. If you have Medicare Part A, you may qualify for one of these programs. Applications are required, and eligibility is based on income. There are no asset limits for these programs in Oregon.

**For free Medicare counseling, contact the Council on Aging’s free Medicare counselors at 541-678-5483.**

Professionally-trained clinicians supporting your

# HEALTH CARE GOALS

with high-quality, compassionate care and

# AT-HOME SERVICES

FOR YOUR MEDICAL NEEDS.



**HOME HEALTH**  
Skilled professionals help patients recuperate at home.

**PALLIATIVE CARE**  
Consultation and support for patients and their families living with serious illness.

**TRANSITIONS PROGRAM**  
Free, non-clinical program for patients who are seriously ill, but not ready for hospice.

**HOSPICE**  
Care that ensures comfort and dignity for patients in their last months of life.



**St. Charles**  
COMMUNITY CARE

HOME HEALTH | HOSPICE | TRANSITIONS | AMB/PALLIATIVE CARE

**541-706-7796**

BEND | LA PINE | MADRAS | PRINEVILLE  
REDMOND | SISTERS | WARM SPRINGS



# Home Healthcare and In-Home Assistance

## CAREGIVING

### Eldercare Locator

800-677-1116

[www.eldercare.acl.gov](http://www.eldercare.acl.gov)

A nationwide directory assistance service designed to help older adults and caregivers locate local support and resources.

### Family Caregiver Support Program, Council on Aging of Central Oregon

877-704-4567

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org](http://www.councilonaging.org)

Offers family caregiver support programs, guidance, and referrals to families, partners, friends, and paid or unpaid caregivers who provide care for another adult. Support can include information about and access to services and resources, individual counseling and support groups, and caregiver respite grants.

### Home Instead Training Center

541-209-0495

[www.homeinstead.com](http://www.homeinstead.com)

Helps empower care professionals and family caregivers alike through practical hands-on training on skills such as safe transfers and how to care for people living with dementias.

## Support Groups

See a complete listing on page 25.

## HOME HEALTHCARE AGENCIES

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

### Home Health of Northwest

541-640-2518  
55930 Blue Eagle Rd, Bend OR 97707  
[www.homehealthofnorthwest.com](http://www.homehealthofnorthwest.com)

### Partners in Care

541-382-5882  
2075 NE Wyatt Ct, Bend OR 97701  
[www.partnersbend.org](http://www.partnersbend.org)

See ad on inside back cover.

### Signature Healthcare at Home

541-382-5050  
454 NE Revere Ave, Bend OR 97701  
[www.signaturehch.com](http://www.signaturehch.com)

A preferred provider of home-based care services throughout the Pacific Northwest. They provide healthcare solutions for homebound individuals in more than 30 communities throughout Oregon, Washington, and Idaho. See ad on this page.

### St. Charles Home Health

541-706-7796

[www.stcharleshealthcare.org/  
services/home-health-care](http://www.stcharleshealthcare.org/services/home-health-care)

Licensed by the state of Oregon and certified by Medicare, St. Charles Home Health Services provides registered nurses, certified home health aides, physical and occupational therapists, and licensed social workers who collaborate with you, your family, and referring physicians to develop and provide excellent in-home health care treatment. See ad on page 76.

- **Bend Office**

541-382-4321  
2275 NE Doctors Dr, Bend OR 97701

- **Redmond Office**

541-706-7796  
1253 NW Canal Blvd,  
Redmond OR 97756



Signature Healthcare at Home  
**SAFETY. CONVENIENCE. EXCELLENCE.** *at home*

#### HOME HEALTH & HOSPICE SERVICES

Physical Therapy  
Occupational Therapy  
Speech Therapy

Skilled Nursing  
Medical Social Work  
Home Health Aide



Serving Bend, Redmond, Prineville,  
La Pine and surrounding areas

**541-382-5050**

SignatureHCH.com • 24/7 On-Call Response

## OPI and OPI-M

Oregon Project Independence (OPI) provides limited in-home services to people who need a little help to continue living independently in their home. The state of Oregon is expanding OPI by making it a Medicaid-funded program. While this program is not currently available to the general public at the time of this publication, there are ongoing efforts to launch and offer it to the public in 2025.

The Council on Aging is hopeful that under Oregon Project Independence Medicaid (OPI-M), they will be able to serve more older adults throughout the tri-county area and support their goals of aging in place. Unlike OPI, there will not be a cap on how many people can be served at once.

Some key benefits include:

- Up to 80 hours per month of in-home care
- Meals on Wheels
- No pay in
- No waiting list
- No estate recovery
- Other supportive services

**Visit [www.councilonaging.org](http://www.councilonaging.org) or call us at 541-678-5483 for an update on the status of this program, or to learn more about the eligibility criteria.**

## Tribal Home Health/ Community Health Representative 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/](http://www.ihs.gov/portland/)

[healthcarefacilities/warmsprings](http://healthcarefacilities/warmsprings)

## HOSPICE

*See listings on page 42.*

## IN-HOME ASSISTANCE

### Almost Family

541-389-0006

233 SW Wilson Ave, Ste 1,

Bend OR 97702

[www.almostfamilycare.com](http://www.almostfamilycare.com)

Almost Family provides reliable and affordable in-home care services in central Oregon. *See ad on page 79.*

### At Home Care Group

458-292-5010

856 NW Bond St, Ste 230,

Bend OR 97702

[www.athomecg.com](http://www.athomecg.com)

At Home Care Group's in-home care services are designed to assist seniors, people with disabilities, individuals recovering from illness, injury or surgery, and anyone who finds themselves lacking enough time to get everything done in a day. *See ad on page 80.*

## Comfort Keepers

541-241-3225

354 NE Greenwood, Ste 204,  
Bend OR 97701

[www.comfortkeepers.com](http://www.comfortkeepers.com)

## Home Instead Senior Care of Central Oregon

541-209-0495

20380 Halfway Rd, Ste C,  
Bend OR 97703

[www.homeinstead.com](http://www.homeinstead.com)

Senior care services from Home Instead help to enhance the aging experience by providing practical support at home with a human touch.

## Interim HealthCare of Central Oregon

541-639-4400

230 SE 3rd St, Ste 100,  
Bend OR 97702

[www.interimhealthcare.com](http://www.interimhealthcare.com)

## Right at Home In-Home Care and Assistance

541-633-7436

2195 NE Professional Ct, Ste 15,  
Bend OR 97701

[www.rightathome.net](http://www.rightathome.net)

## Safe Haven Care

541-678-5838

1005 NW Galveston Ave, Ste 200,  
Bend OR 97703

[www.safehavencarebend.com](http://www.safehavencarebend.com)

# Personalized in-home care you can trust.



Almost Family

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

541-389-0006  
[AlmostFamilyCare.com](http://AlmostFamilyCare.com)

## Signature Healthcare at Home

See listing and ad on page 77.

## Visiting Angels

541-617-3868

376 SW Bluff Dr #9, Bend OR 97702

www.visitingangels.com

## MEDICAL AND ASSISTIVE EQUIPMENT

### Access Technologies, Inc.

800-677-7512

2225 NE Lancaster Dr,

Salem OR 97305

www.accesstechnologiesinc.org

### Advanced Mobility of Bend

541-382-6016

1045 NE 3rd St, Bend OR 97701

www.advancedmobilityofbend.com

## Central Oregon

### Veterans Outreach

541-383-2793

61510 S Hwy 97, Ste 100,

Bend OR 97702

www.covo-us.org

Provides assistance to veterans and those in need as available. Donations can include medical supplies such as power chairs, walkers, and hospital beds.

### First Presbyterian Church of Bend

541-382-4401

230 NE Ninth St, Bend OR 97701

www.bendfp.org



**Stay Home with Confidence**  
In Home Care Personalized  
**458-292-5010**



**Supportive Services Include:**

- Dressing & Bathing
- Medication Assistance
- Housekeeping & Cooking
- Monitoring Health & Safety
- Medical Appointment Escort
- Shopping & Pharmacy Pick Ups
- Companionship & Hobby Support

www.AtHomeCG.com

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"...highly effective and trained in what they do. Call them, it will bring great resolve and peace to your situation."  
- Customer Testimonial

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Jennifer Elsworth  
Owner, CCM  
BendSeniorCareManagement.com  
**(541) 782-8381**

Jeanne Merritt  
Owner, LCSW  
**BEND SENIOR CARE MANAGEMENT, LLC**

Loans out various medical equipment to those in need for no charge. Typical loans are for approximately six weeks, but this may be negotiable. Items may include wheelchairs, walkers, crutches, bedside commodes, shower and tub benches. Call first to check availability.

### **Independent Living Aids**

800-537-2118

[www.independentliving.com](http://www.independentliving.com)

### **Medic Alert Foundation**

800-432-5378

5226 Pirrone Ct, Salida CA 95368

[www.medicalert.org](http://www.medicalert.org)

### **Oregon Public Utility Commission Telecommunication Devices Access Program**

800-848-4442 • 800-648-3458

(TTY) 971-239-5845 (VP)

[www.tdap.oregon.gov](http://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.

## **NEEDS ASSESSMENT/ CASE MANAGEMENT**

### **Bend Senior Care Management**

541-782-8381

505 SW Mill View Way, Ste 250,

Bend OR 97702

[www.bendseniorcaremanagement.com](http://www.bendseniorcaremanagement.com)

A geriatric care management organization providing tools, support, and resources to help seniors and their loved ones navigate the aging process. *See ad on page 80.*

## **Oregon Home Care Commission Registry and Referral System**

877-867-0077

500 Summer St NE, E15,

Salem OR 97301

[www.or-hcc.org](http://www.or-hcc.org)

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

## **IDENTIFYING OPTIONS**

The Council on Aging provides free options counseling to help you understand your local options for long-term services and supports as you age and as your needs change. Early on, you may need help once in a while for a few activities of daily living in your own home. Over time, you may need more regular help and choose to live in a licensed facility or other long-term care setting. Our options counselors can talk with you about your long-term care needs and local facilities and organizations that provide those services.

**If you would like to set  
up an options counseling  
appointment, call  
us at 541-678-5483.**

## OREGON PROJECT INDEPENDENCE

### Council on Aging of Central Oregon

541-678-5483

1036 NE 5th St, Bend OR 97701

[www.councilonaging.org](http://www.councilonaging.org)

Provides limited in-home services to people who need a little help to continue living independently in their home.



## Housing and Support Services

### FORECLOSURE ASSISTANCE

#### Mediation Case Manager, Oregon Foreclosure Avoidance Program

[www.foreclosuremediationor.org](http://www.foreclosuremediationor.org)

#### Oregon Homeowner Assistance Fund

833-604-0879

[www.oregonhomeownerassistance.org](http://www.oregonhomeownerassistance.org)

Helps eligible homeowners avoid mortgage foreclosures and displacement, and helps to cure delinquencies and defaults.

NeighborImpact is the Central Oregon Homeowner Assistance Fund partner.

## HEAT, FUEL, AND UTILITY ASSISTANCE

*Most utility companies have assistance programs or will work with other agencies to assist customers in paying bills. Contact your local utility companies for information.*

### NeighborImpact

541-548-2380

2303 SW 1st St, Redmond OR 97756

*See full listings and locations on page 14.*

- **Home Energy Assistance Program**  
541-504-2155  
[www.neighborimpact.org/housing-help/](http://www.neighborimpact.org/housing-help/)  
Offers assistance to eligible income-qualified households for electricity, natural gas, propane, oil, wood, and pellets.
- **Home Weatherization Program**  
541-316-2034  
[www.neighborimpact.org/get-help/](http://www.neighborimpact.org/get-help/)  
Provides free home energy audits and retrofit repair services which can include adding insulation, sealing leaky ducts, and repairing heating systems for income-qualified clients.
- **Heat Pump Grant and Rebate program**  
541-548-2380  
[www.neighborimpact.org/get-help/](http://www.neighborimpact.org/get-help/)  
Increase access to energy efficient heat pumps in order to provide energy savings to Central Oregon Households. Limited funding available for the program.

## Salvation Army

541-389-8888

541 NE Dekalb St, Bend OR 97701

[www.bend.salvationarmy.org](http://www.bend.salvationarmy.org)

Food pantry and limited utility assistance.

## St. Vincent de Paul

602-266-4673

[www.stvincentdepaul.net](http://www.stvincentdepaul.net)

Offers emergency aid including limited utility and rent assistance.

- **Bend Office**

541-389-6643

950 SE Third St,

Bend OR 97702

[www.stvincentdepaulbend.org](http://www.stvincentdepaulbend.org)

- **La Pine Office**

541-536-6135

51484 Morson Rd,

La Pine OR 97739

[www.lapinesvdp.org](http://www.lapinesvdp.org)

- **Prineville Office**

541-447-7662

937 NW Madras Hwy,

Prineville OR 97754

[www.svdpofcc.org](http://www.svdpofcc.org)

- **Redmond Office**

541-504-9840

651 SW Veterans Way,

Redmond OR 97756

[www.stvincentdepaulredmond.com](http://www.stvincentdepaulredmond.com)

## HOME BUYER AND RENTAL ASSISTANCE

### Central Oregon

### Veterans Outreach

541-383-2793

61510 S Hwy 97, Ste 100,

Bend OR 97702

[www.covo-us.org](http://www.covo-us.org)

Promotes housing stability among very low-income Veterans and their families. Resources include case management, eviction prevention assistance, deposit/rental/utility assistance, and connection to Veteran services.

### Habitat for Humanity

[www.habitat.org](http://www.habitat.org)

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. Home repair services may be available. They also run ReStores which sell discounted home improvement items.

- **Bend-Redmond Office**

541-385-5387

224 NE Thurston Ave,

Bend OR 97701

- **Sisters Office**

541-549-1193

382 E Hood Ave, Ste A,

P.O. Box 238, Sisters OR 97759

- **Sunriver/Newberry Office**

541-593-5005

56835 Venture Ln, #105S,

Sunriver OR 97707

## Home Share Oregon

503-515-2397

P.O. Box 18222, Portland OR 97218

[www.homeshareoregon.org](http://www.homeshareoregon.org)

Connects homeowners who have space to share with renters seeking affordable housing. All parties go through background checks.

## Housing Works

541-923-1018

866-327-8877 (TTY)

405 SW 6th St, Redmond OR 97756

[www.housing-works.org](http://www.housing-works.org)

Administers the HUD Housing Choice Voucher program for Central Oregon.

## NeighborImpact

[www.neighborimpact.org](http://www.neighborimpact.org)

See full listing on page 14.

- **Rent Assistance Program**

541-548-2380

Offers deposit or rental assistance as funds are available. Applications are available at all NeighborImpact locations.

- **HomeSource**

541-323-6567

Offers programs, services, and access to resources on rent assistance and home ownership.

## Senior Citizens Property Tax Deferral, Oregon Department of Revenue

503-945-8348

951 SW Simpson Ave, Bend OR 97702

[www.oregon.gov/dor/programs/property/Pages/Senior-and-Disabled-Property-Tax-Deferral-Program.aspx](http://www.oregon.gov/dor/programs/property/Pages/Senior-and-Disabled-Property-Tax-Deferral-Program.aspx)

Disabled or senior homeowners can apply to borrow from the State of Oregon to pay property taxes to the county. Oregon Department of Revenue will pay qualified applicants' property taxes on November 15.

## Veteran's Property Tax Exemption, Oregon Department of Revenue

503-378-4988 • 800-356-4222

[www.deschutes.org/assessor/page/disabled-veteran-or-surviving-spouse](http://www.deschutes.org/assessor/page/disabled-veteran-or-surviving-spouse)

Offers Veteran's Property Tax Exemption if you are a disabled veteran or the surviving spouse of a veteran.

**Bath Techs**  
Solutions for Aging in Place  
Shower and Bath Remodeling

Step-through tub conversion  
Bidets • Walk-in showers  
Grab bar installation

(541) 639-9497  
[www.BathTechs.com](http://www.BathTechs.com)

Locally owned and operated since 2013  
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## Oregon Housing and Community Services

503-986-2000

725 Summer St NE, Ste B,  
Salem OR 97301

[www.oregon.gov/ohcs](http://www.oregon.gov/ohcs)

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

## Rooted Homes

458-202-4598

150 NE Hawthorne Ave, #110,  
Bend OR 97701

[www.rootedhomes.org](http://www.rootedhomes.org)

## Thrive Central Oregon

541-728-1022

P.O. Box 1815, Bend OR 97709

[www.thrivecentraloregon.org](http://www.thrivecentraloregon.org)

Helps individuals and families find, apply for, and navigate the housing options and financial supports.

## USDA Rural Development

541-923-4358, ext. 4

[www.rd.usda.gov/or](http://www.rd.usda.gov/or)

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

## HOME REPAIR AND REHABILITATION

### Advanced Mobility of Bend

541-382-6016

1045 NE 3rd St, Bend OR 97701

[www.advancedmobilityofbend.com](http://www.advancedmobilityofbend.com)

## All Set Upgrades

541-977-3266

[www.allsetupgrades.com](http://www.allsetupgrades.com)

## Bath Techs

541-639-9497

19879 Quail Pine Lp,  
Bend OR 97702

[www.bathtechs.com](http://www.bathtechs.com)

Specializes in remodeling and revitalizing bathrooms to meet the needs of individuals with strength or mobility challenges. See ad on page 84.

## Ryan Frank, Upright Build Co.

541-280-3983

[www.uprightbuilder.com](http://www.uprightbuilder.com)

## SAFETY OUTREACH FOR SENIORS



Live free from falls and fires.  
Schedule your free home  
assessment by Bend Fire  
Department volunteers.

541-322-6300

## Safety Outreach for Seniors, City of Bend Fire Department

541-322-6300

1212 SW Simpson Ave,  
Bend OR 97702

[www.bendoregon.gov/fire](http://www.bendoregon.gov/fire)

This 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. See ad on page 85.

## HOUSING LAW

### Eviction Defense Project, Oregon Law Center

888-585-9638

520 SW Sixth Ave, Ste 1130,  
Portland OR 97204

[www.oregonlawcenter.org/  
eviction-defense-project](http://www.oregonlawcenter.org/eviction-defense-project)

Program specific to helping low-income tenants facing eviction court cases.

### Fair Housing Council of Oregon

503-223-8197

1221 SW Yamhill St, Ste 305,  
Portland OR 97205

[www.fhco.org](http://www.fhco.org)

### Lawyer in the Library Program, Deschutes Public Library

541-617-7057

[www.deschuteslibrary.org/  
services/lawyerinthelibrary](http://www.deschuteslibrary.org/services/lawyerinthelibrary)

Partners with the Deschutes County Access to Justice Committee to offer free 30-minute online consultations with an attorney offering general legal information or referrals.

### Legal Aid Services of Oregon

541-385-6950 • 800-678-6944

[www.lasoregon.org](http://www.lasoregon.org)

Provides civil legal help to low-income Oregonians through regional offices and specialized statewide hotlines and programs.

- **Bend Office**

541-385-6944

42 NW Greeley Ave,

Bend OR 97703

**Professional Organizing  
Personalized Action Plans** 

**Less Stress  
More Precious Time**

- Sorting, Decluttering and Downsizing
- Packing and Unpacking
- Home Safety & Comfort Optimization
- Crafts, Paperwork & Photo Projects
- Memorabilia Organization

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- Call 541-231-6964 or
- Book Online

[www.QueenBOrganizing.com](http://www.QueenBOrganizing.com)

# ORGANIZING SERVICES

## Queen B Organizing

541-231-6964

1656 Wall St, Unit 224/225,  
Bend OR 97703

[www.queenborganizing.com](http://www.queenborganizing.com)

Provides professional organizing, estate sales, cleaning, and handyman/handy lady services. See ad on page 86.

# REALTORS

## Jim Moran, Cascade Sotheby's

541-948-0997 • 541-610-7318

650 SW Bond St, Ste 100,  
Bend OR 97702

[www.jimmoranbroker.com](http://www.jimmoranbroker.com)

Jim Moran has the experience, expertise,

and compassion to take the stress out of your loved ones transition. Go to [www.jimmoranbroker.com](http://www.jimmoranbroker.com) for resources and support for seniors and their families. See ad below.

## Sally L. Jacobson and Jonathan Hicks, ENGEL&VÖLKERS Bend

541-678-2232 • 865-335-6104

828 NW Wall St, Bend OR 97703

[www.SallyJacobson.evrealstate.com](http://www.SallyJacobson.evrealstate.com)

Together, Sally and Jonathan form a powerhouse team committed to exceeding your expectations. Whether you're buying, selling, or investing, they will be by your side every step of the way. With Sally's diligence and organizational prowess paired with Jonathan's expertise in property evaluation and marketing, your real estate goals are in excellent hands. Real estate you can trust. See ad on page 88.

**YOUR HOME CAN BE THE SOLUTION**

We will help you navigate the complexities of today's real estate market.

We have the experience working with Seniors and their families to help them maximize their resources and opportunities.

Retirement is all about cash flow, preserving assets and enjoyment.

Call today for your confidential, complimentary conversation including:

- Help identifying your real estate objectives
- A preview of your home
- A current home value report
- Recommendations for professional contractors & services
- Strategic plan development

**SRES** Seniors Real Estate Specialist®

Cascade Hasson | Sotheby's INTERNATIONAL REALTY



**Jim Moran**  
BROKER | SRES, MRP  
541.948.0997  
[jim.moran@cascadehasson.com](mailto:jim.moran@cascadehasson.com)

**Megan Power**  
BROKER  
541.610.7318  
[megan.power@cascadehasson.com](mailto:megan.power@cascadehasson.com)

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THE POWER BEHIND YOUR NEXT MOVE

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# Real Estate You Can Trust

Are you searching for a seamless real estate experience guided by expertise, integrity, and a personal touch?

**Sally** is the epitome of professionalism, with a diverse background ranging from US Senate Intern to Private Banker to Licensed Realtor. Her meticulous organization, attention to detail, and tireless work ethic ensure every aspect of your real estate journey is handled with care and precision. Sally is also a passionate community volunteer and is honored to serve on the board of the Council on Aging as its Treasurer.

**Jonathan** brings a wealth of experience to the table, with years of dedicated service as a Licensed Realtor in Central Oregon. His background in home construction, revitalization and management, combined with a passion for community service, sets him apart. Whether you're seeking a sprawling ranch property or a cozy condo, Jonathan's unique perspective helps you find or sell your home.

Together, Sally and Jonathan form a powerhouse team committed to exceeding your expectations. Whether you're buying, selling, or investing, they will be by your side every step of the way. With Sally's diligence and organizational prowess paired with Jonathan's expertise in property evaluation and marketing, your real estate goals are in excellent hands.

Don't settle for anything less than extraordinary!



**Sally Jacobson**

(541) 678-2232  
sally.jacobson@engelvoelkers.com



**Jonathan Hicks**

(865) 335-6104  
jonathan.hicks@evrealestate.com

**ENGEL & VÖLKERS**

## 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  
www.crestbutte.viridianmgt.com

#### Discovery Park Lodge

541-312-9940

2868 NW Crossing Dr,  
Bend OR 97701  
www.pacificcrestaffordablehousing.  
org/discoverypark

#### Greenwood Manor

541-389-2712  
2248 NE 4th, Bend OR 97701  
www.greenwoodmanorapts.com

#### Legacy Landing (Epic)

541-788-3742  
1475 NE Forbes Rd, Ste 110,  
Bend OR 97701  
www.legacylandingapartments.com

#### Mountain Laurel Lodge

541-389-7800  
990 SW Yates Dr, Bend OR 97702

[www.pacificcrestaffordablehousing.org/mountainlaurel](http://www.pacificcrestaffordablehousing.org/mountainlaurel)

### **Pilot Butte Retirement Center**

541-383-4674 • 800-714-9177  
1350 NE 27th St, Bend OR 97701  
[www.retirement.org/community-housing/pilot-butte-retirement-center-i](http://www.retirement.org/community-housing/pilot-butte-retirement-center-i)

### **Pilot Butte Village**

541-388-1239  
1975 Sams Lp, Ste 3, Bend OR 97701  
[www.cascadiapropertymgmt.com](http://www.cascadiapropertymgmt.com)

### **Quimby St. Apartments**

541-382-9046  
455 NE Quimby St, Bend OR 97701  
[www.cascade-management.com/property/quimby-street-apartments](http://www.cascade-management.com/property/quimby-street-apartments)

### **Vintage at Bend**

541-617-3985  
611 NE Bellevue Dr, Bend OR 97701  
[www.vintageatbendapts.com](http://www.vintageatbendapts.com)

### **La Pine**

#### **Little Deschutes Lodge**

541-536-5400  
51725 Little Deschutes Ln,  
La Pine OR 97739  
[www.pacificcrestaffordablehousing.org/littledeschutes](http://www.pacificcrestaffordablehousing.org/littledeschutes)

### **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  
[www.cascade-management.com/property/madras-estates](http://www.cascade-management.com/property/madras-estates)

### **Prineville**

#### **Desert Gardens**

541-447-1320  
705 NW 10th St, Prineville OR 97754  
[www.grandmgmt.com/featured\\_item/desert-gardens](http://www.grandmgmt.com/featured_item/desert-gardens)

#### **Grasshopper Village**

541-382-9046  
850 NW 10th St, Prineville OR 97754  
[www.cascade-management.com/property/grasshopper-village](http://www.cascade-management.com/property/grasshopper-village)

#### **Iron Horse Lodge**

514-447-1590  
435 NE Wayfinder Way,  
Prineville OR 97754  
[www.pacificcrestaffordablehousing.org/ironhorse](http://www.pacificcrestaffordablehousing.org/ironhorse)

#### **Ochoco Manor**

541-447-5811  
601 NW Deer St, Prineville OR 97754  
[www.ochoco.nwrecc.org](http://www.ochoco.nwrecc.org)

#### **Ridgeview Commons**

541-416-1515

449 NE Ridgeview Ct,  
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  
[www.brentwoodmanorapartments.com](http://www.brentwoodmanorapartments.com)

### **Bridge Meadows**

541-788-3742  
2852 NW Kingwood Ave,  
Redmond OR 97756  
[www.bridgemeadows.org](http://www.bridgemeadows.org)

## **PROVIDING LEGAL ASSISTANCE**

The Council on Aging partners with Legal Aid Services of Oregon to offer free legal advice across Central Oregon through the Senior Law Project. These 30-minute, one-on-one sessions are an opportunity to discuss subjects like wills, power of attorney, and trusts with a licensed attorney.

**Call 541-678-5483  
to learn more and to  
schedule an appointment.**

### **Cottonwood Apartments**

541-548-7111  
211 NW Greenwood Ave,  
Redmond OR 97706

### **Cook Crossing**

541-504-4108  
1250 SW Veterans Way,  
Redmond OR 97756

### **Wintergreen Apartments**

541-548-7816 (TTY)  
2050 SW Timber Ave,  
Redmond OR 97756  
[www.crookedriver.wintergreen.viridianmgt.com](http://www.crookedriver.wintergreen.viridianmgt.com)

### **Redmond Triangle**

541-923-2142  
787 NW Canal Blvd,  
Redmond OR 97756  
[www.redmondtriangle.viridianmgt.com](http://www.redmondtriangle.viridianmgt.com)

### **Reindeer Meadows**

541-548-2660  
1601 SW Reindeer Ave,  
Redmond OR 97756

### **Ridgemont**

541-548-7282 (TTY)  
2210 SW 19th St,  
Redmond OR 97756  
[www.ridgemont.viridianmgt.com/](http://www.ridgemont.viridianmgt.com/)

### **Silvergate Apartments**

541-385-1515  
2001 SW Salmon Ave,  
Redmond OR 97756



## Legal Assistance and Information

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For legal advice,  
always consult  
an attorney.

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### ATTORNEY LOCATOR

#### National Elder Law Foundation

520-881-1076

[www.getelderlaw.com](http://www.getelderlaw.com)

Listing of certified elder law attorneys. The National Elder Law Foundation certifies these lawyers for showing exceptional professional commitment to the study and practice of elder law.

#### Oregon State Bar Lawyer Referral Service

800-452-7636

503-684-3763

[www.osbar.org/public/legalinfo/1171\\_lrs.htm](http://www.osbar.org/public/legalinfo/1171_lrs.htm)

Lawyer Referral Service offers assistance in over 100 areas of law and makes referrals to nearby attorneys.

### DISPUTE RESOLUTION

#### Community Solutions of Central Oregon

541-383-0187

1010 NW 14th St, Ste 104,  
Bend OR 97703

[www.solutionsco.org](http://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.

### GUARDIANSHIP

#### Central Oregon Guardian Assistance Program

509-281-3041

225 SW Scalehouse Lp, Ste 103,  
Bend OR 97702

[www.co-gap.com](http://www.co-gap.com)

Provides pro bono guardianship services to Central Oregonians with limited means who are incapacitated and as a result, unable to make medical, housing, and financial decisions for themselves.

### LEGAL SELF-HELP

#### Small Claims Court

541-617-4758

[www.courts.oregon.gov/courts](http://www.courts.oregon.gov/courts)

#### Crook County Courthouse

541-447-6541

300 NE Third St, Room 23,  
Prineville OR 97754

## Deschutes County Circuit Court

541-388-5300

1100 NW Bond St, Bend OR 97703

## Jefferson County Courthouse

541-475-3317

129 SW E St, Madras OR 97741

## LEGAL SERVICES

### The Commons Law Center

503-850-0811

[www.thecommonslawcenter.org](http://www.thecommonslawcenter.org)

Provides legal services for family law, estate planning, and probate throughout Oregon.

### Senior Law Project, Council on Aging of Central Oregon

541-678-5483

[www.councilonaging.org/senior-law-project](http://www.councilonaging.org/senior-law-project)

Partners with Legal Aid Services of Oregon to offer free legal advice at senior centers across Central Oregon. These 30-minute, in-person sessions are an opportunity to discuss subjects like wills, power of attorney, and trusts.

### De Alicante Law Group

541-390-8961

19570 Amber Meadow Dr, Ste 140,  
Bend OR 97702

[www.dealicante.com](http://www.dealicante.com)

Practice includes trusts, probate, business, and tax legal issues.  
*See ad on inside front cover.*

### Lawyer in the Library Program, Deschutes Public Library

541-617-7057



LEGAL COUNSEL AND EXPERTISE IN THE AREAS OF ESTATE AND TAX PLANNING, PROBATE AND TRUST ADMINISTRATION, AND ELDER LAW.

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ATTORNEYS AT LAW  
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Megan Horner, JD MBA  
Wendy Miki Glaus, JD CPA

[HORNERLAWLLP.COM](http://HORNERLAWLLP.COM)

**CONTACT:**

250 NW FRANKLIN AVENUE, SUITE 101  
BEND, OREGON 97703  
541.382.4980 PHONE  
541.382.9090 FAX

[www.deschuteslibrary.org/services/lawyerinthelibrary](http://www.deschuteslibrary.org/services/lawyerinthelibrary)

Partners with the Deschutes County Access to Justice Committee to offer free 30-minute online consultations with an attorney offering general legal information or referrals.

### Horner Law

541-382-4980

250 NW Franklin Ave, Ste 101,  
Bend OR 97703

[www.hornerlawllp.com](http://www.hornerlawllp.com)

Legal counsel and expertise in the areas of estate and tax planning, probate and trust administration, and elder law. *See ad above.*

### Legal Aid Services of Oregon

541-385-6950 • 800-678-6944

42 NW Greeley Ave, Bend OR 97703

[www.lasoregon.org](http://www.lasoregon.org)

See full listings on page 86.

## Legal Issues for Older Adults, Oregon State Bar

800-452-8260

16037 SW Upper Boones Ferry Rd, Tigard OR 97224

[www.osbar.org](http://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.

## Long-Term Care Ombudsman Program

See full listing on page 18.

## Oregon Law Help

[www.oregonlawhelp.org](http://www.oregonlawhelp.org)

Website provides information on housing and family law, as well as information on other civil legal issues in Oregon. Also provides a referral database of free or low-cost legal help in Oregon.

## Two Spruce Law

541-389-4646

204 SE Miller Ave, Bend OR 97702

[www.twosprucelaw.com](http://www.twosprucelaw.com)

Law firm specializing in probate law and estate planning. Two Spruce Law practices in a personal way that honors the integrity of all involved. Compassion with excellence, especially when you need it most, is a given. See ad below.



# ESTATE PLANNING

*Excellence with Compassion When You Need It Most.*

**Wills • Trusts • Estate Administration**



Schedule Your **FREE**  
Consultation Today!

**(541) 389-4646**

# LEGAL TERMS AND TOOLS OF ESTATE

## CONSERVATORSHIP

The court appoints a conservator to assist someone who is mentally or physically incapable of managing their own finances. A conservator can be a private individual, a family member or friend, or a private company such as a bank or trust company.

## GUARDIAN

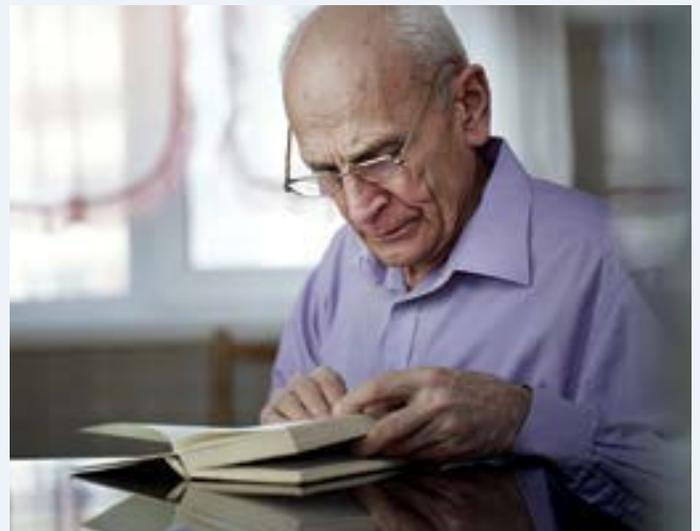
A guardian is a person appointed by the court to make healthcare decisions for someone who is unable, due to mental incapacity, to make those decisions for themselves.

## 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, usually 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 as indicated in the trust. 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.





## PERSONAL REPRESENTATIVE

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

## POWERS OF ATTORNEY

Power of attorney is the appointed 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

A person or organization appointed to receive Social Security Disability or Supplemental Security Income benefits for someone who can't manage their own benefits.

## WILL

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



## Will Dennis, Attorney at Law

541-388-3877

438 NE Irving Ave, Bend OR 97701

[www.willdennislaw.com](http://www.willdennislaw.com)

Practice focuses on estate, long term care, and special needs planning. See *ad below*.

## NOTARY

### Notary Public Program, Deschutes Public Library

541-617-7080

601 NW Wall St, Bend OR 97703

[www.deschuteslibrary.org](http://www.deschuteslibrary.org)

A notary public is available at the Downtown Bend Library the first and third Thursdays of the month to provide free, limited services for the public on a drop-in basis. Call first to check days and times.

### “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](mailto:wd@willdennislaw.com)



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



## Recreation, Social, and Travel

### EVENTS

#### Airshow Of The Cascades - Madras Oregon Air Show

541-475-0155

2028 NW Berg Dr, Madras OR 97741

[www.cascadeairshow.com](http://www.cascadeairshow.com)

#### Bend Pride Festival

[www.bendpride.com](http://www.bendpride.com)

#### Bend Summer Festival

[www.bendsummerfestival.com](http://www.bendsummerfestival.com)

#### Deschutes County Fairgrounds and Expo Center

541-548-2711

3800 SW Airport Way,

Redmond OR 97756

[www.expo.deschutes.org](http://www.expo.deschutes.org)

#### La Pine Frontier Days

541-536-7821

[www.lapinefrontierdays.org](http://www.lapinefrontierdays.org)

#### La Pine Rhubarb Fest

541-536-6237

16450 Victory Way, La Pine OR 97739

[www.lapineseniorcenter.org/  
rhubarb-festival](http://www.lapineseniorcenter.org/rhubarb-festival)

#### Madras Latino Fest

541-382-4366

1-99 SE 7th St, Madras OR 97741  
www.latinocommunityassociation.  
org/latino-fest

### **Prineville Crooked River Roundup**

541-447-4479  
PO Box 536, Prineville OR 97754  
www.crookedriverroundup.com

### **Sisters Folk Festival**

www.sistersfolkfest.org

### **Sisters Outdoor Quilt Show**

541-549-0989  
220 S Ash St, #4, Sisters OR 97759  
www.soqs.org

## **FRATERNAL ORGANIZATIONS**

### **Elks**

773-775-4710  
www.elks.org

- **Bend Lodge**  
541-389-7438  
63120 Boyd Acres Rd,  
Bend OR 97701
- **Madras Lodge**  
541-475-6046  
262 SW 2nd St, Madras OR 97741
- **Prineville Lodge**  
541-447-7088  
151 N Main St, Prineville OR 97754

### **Kiwanis International**

www.kiwanis.org

- **Madras Club**  
541-815-7492
- **Prineville Club**  
503-758-6699
- **Redmond Club**  
541-548-3121
- **Sisters Club**  
541-632-3663

### **Lions International**

630-571-5466  
www.lionsclubs.org

- **Bend Club**  
888-227-7414
- **Crooked River Ranch Club**  
971-322-9836
- **Madras Club**  
541-475-2306
- **Prineville Club**  
541-219-9141
- **Sisters Club**  
541-549-1251

### **Moose International**

630-906-3658  
www.moosintl.org

- **#384 - Bend Lodge**  
541-382-7511  
61357 S Hwy 97, Bend OR 97702
- **#2093 - La Pine Lodge**  
541-536-3388

52510 Drafter Rd,  
La Pine OR 97739

- **#323 - Redmond Lodge**

541-923-1716  
3199 N Hwy 97,  
Redmond OR 97756

## **Rotary International**

[www.rotary.org](http://www.rotary.org)

- **Bend Club**

541-330-0404  
[www.greaterbendrotary.org](http://www.greaterbendrotary.org)

- **Bend Mt. Bachelor Club**

541-382-3261  
[www.mtbachelorrotary.org](http://www.mtbachelorrotary.org)

- **Redmond Club**

503-781-5881  
[www.redmondoregonrotary.com](http://www.redmondoregonrotary.com)

- **Sisters Club**

541-788-8511  
[www.sistersrotary.org](http://www.sistersrotary.org)

- **Sunriver Club**

541-788-2274  
[www.sunriver-lapinerotary.org](http://www.sunriver-lapinerotary.org)

## **Soroptimist International**

[www.soroptimist.org](http://www.soroptimist.org)

- **Bend Club**

PO Box 1843, Bend OR 97709  
[www.sibend.org](http://www.sibend.org)

## **MUSEUMS**

### **A.R. Bowman Museum**

541-447-3715  
246 N Main St, Prineville OR 97754  
[www.crookcountyhistorycenter.org](http://www.crookcountyhistorycenter.org)

### **Deschutes Historical Museum**

541-389-1813  
129 NW Idaho Ave, Bend OR 97703  
[www.deschuteshistory.org](http://www.deschuteshistory.org)

### **The High Desert Museum**

541-382-4754  
59800 US-97, Bend OR 97702  
[www.highdesertmuseum.org](http://www.highdesertmuseum.org)

### **The Museum at Warm Springs**

541-553-3331  
2189 Hwy 26, P.O. Box 909,  
Warm Springs OR 97761  
[www.museumatwarmsprings.org](http://www.museumatwarmsprings.org)

### **Three Sisters Historical Society and Museum**

541-549-1403  
151 N Spruce St, Sisters OR 97759  
[www.threesistershistoricalsociety.org](http://www.threesistershistoricalsociety.org)

## **OBSERVATORIES**

### **Pine Mountain Observatory**

541-382-8331  
56100 Pine Mountain Rd,  
Bend OR 97701  
[www.pmo.uoregon.edu](http://www.pmo.uoregon.edu)

### **Sunriver Nature Center and Observatory**

541-593-4442  
57245 River Rd, Sunriver OR 97707  
www.snco.org

## OUTDOOR SPORTS

### **Bend Elks**

541-312-9259  
401 SE Roosevelt Ave, Bend OR 97702  
www.bendelks.com

### **Bend Pickleball Club**

P.O. Box 8023, Bend OR 97708  
www.bendpickleballclub.com

### **Central Oregon Trail Alliance**

541-595-8854  
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

### **National Recreation Reservation Service**

877-444-6777  
www.recreation.gov

### **Oregon Adaptive Sports**

*See full listing on page 60.*

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

541-388-6429  
355 Capitol St NE, MS 11,  
Salem OR 97301  
www.oregon.gov/odot/programs

## PARKS AND RECREATION

### **National and State**

#### **Crooked River National Grassland**

541-416-6640  
274 SW 4th St, Madras OR 97741  
www.fs.usda.gov/ochoco

#### **Deschutes National Forest**

541-383-5300  
63095 Deschutes Market Rd,  
Bend OR 97701  
www.fs.usda.gov/deschutes

#### **Ochoco National Forest**

541-416-6500  
3160 NE 3rd St, Prineville OR 97754  
www.fs.usda.gov/ochoco

#### **Oregon Parks and Recreation**

800-551-6949  
725 Summer St NE, Ste C,  
Salem OR 97301  
www.oregon.gov/OPRD

#### **Oregon State Parks**

503-986-0707  
725 Summer St NE, Ste C,  
Salem, OR 97301  
www.stateparks.oregon.gov

#### **U.S. Forest Service**

www.fs.usda.gov

## Regional

### **Bend Park and Recreation District**

541-389-7275

799 SW Columbia St, Bend OR 97702

[www.bendparksandrec.org](http://www.bendparksandrec.org)

Maintains and operates more than 3,035+ acres of developed and undeveloped parkland including 84 parks/open spaces and 75 miles of trail. See *ad on page 102*.

- **Larkspur Community Center – Home of the Bend Senior Center**

541-388-1133

1600 SE Reed Market Rd,  
Bend OR 97702

[www.bendparksandrec.org/  
facility/bend-senior-center](http://www.bendparksandrec.org/facility/bend-senior-center)

Inspires learning, wellness, and growth for active older adults.

### **Crook County Parks and Recreation Department**

541-447-1209 • 541-447-7546 (Pool)

296 S Main St, Prineville OR 97754

[www.ccprd.org](http://www.ccprd.org)

### **La Pine Park and Recreation**

541-536-2223

16405 1st St, La Pine OR 97739

[www.lapineparks.org](http://www.lapineparks.org)

### **Madras Aquatic Center & Recreation District**

541-475-4253

1195 SE Kemper Way,  
Madras OR 97741

[www.macrecdistrict.com](http://www.macrecdistrict.com)

### **Redmond Area Park and Recreation District**

541-548-7275

465 SW Rimrock Dr,  
Redmond OR 97756

[www.raprd.org](http://www.raprd.org)

### **Sisters Park & Recreation District**

541-549-2091

1750 W. McKinney Butte Rd,  
Sisters OR 97759

[www.sistersrecreation.com](http://www.sistersrecreation.com)

## PASSES AND PERMITS

### **America the Beautiful Pass**

888-275-8747

Individuals aged 62 and older can purchase an annual America the Beautiful — National Parks and Federal Recreational Lands Pass for \$20, or a lifetime version for \$80. This is also known as an Interagency Pass. Applicants must provide documentation of age and residency or citizenship.

### **Oregon Department of Fish and Wildlife (ODFW)**

503-947-6000

800-720-6339

4034 Fairview Industrial Dr SE,  
Salem OR 97302

[www.dfw.state.or.us](http://www.dfw.state.or.us)

- **ODFW - Bend**

541-388-6363

61374 Parrell Rd, Bend OR 97702

[www.dfw.state.or.us/agency](http://www.dfw.state.or.us/agency)

- **ODFW - Prineville**

541-447-5111  
2042 SE Paulina Hwy,  
Prineville OR 97754  
[www.dfw.state.or.us/agency](http://www.dfw.state.or.us/agency)

### **Oregon Parks Day Use Permit**

800-551-6949  
725 Summer St NE, Ste C,  
Salem OR 97301  
[www.stateparks.oregon.gov](http://www.stateparks.oregon.gov)

### **Sno-Park Permits**

503-945-5000  
1905 Lana Ave NE, Salem OR 97314  
[www.oregondmv.com/dmv2u](http://www.oregondmv.com/dmv2u)

### **U.S. Forest Service Passes**

541-383-5300  
63095 Deschutes Market  
Rd, Bend OR 97701  
[www.fs.usda.gov/detail/  
deschutes/passes-permits](http://www.fs.usda.gov/detail/deschutes/passes-permits)

## **PETS**

### **Brightside Animal Center**

541-923-0882  
1355 NE Hemlock Ave,  
Redmond, OR 9775  
[www.brightsideanimals.org](http://www.brightsideanimals.org)

### **Fences for Fido**

503-621-9225  
P.O. Box 80282, Portland OR 97280  
[www.fencesforfido.org](http://www.fencesforfido.org)

### **FIXbend**

413 NW Hill Rd, Bend OR 97701  
[www.fixbend.org](http://www.fixbend.org)

### **Furry Friends**

541-797-4023  
412 E. Main Ave, #4, Sisters OR 97759  
[www.furryfriendsfoundation.org](http://www.furryfriendsfoundation.org)

### **Humane Society of Central Oregon**

541-382-3537  
61170 SE 27th St, Bend OR 97702  
[www.hsco.org](http://www.hsco.org)

### **Humane Society of the Ochocos**

541-447-7178  
1280 Tom McCall Rd,  
Prineville OR 97754  
[www.thehso.org](http://www.thehso.org)

### **SNIP Central**

250 NW 7th St, Redmond OR 97756  
[www.snipcentral.com](http://www.snipcentral.com)

### **Street Dog Hero**

910 SE Wilson Ave, Ste A1,  
Bend OR 97702  
[www.streetdoghero.org](http://www.streetdoghero.org)

## **SENIOR CENTERS**

*These centers around Central Oregon provide community connection for older adults and are an invaluable resource for services and referrals. Many of these spaces host activities, lunches, fitness programming, and more. For a full listing of sites, please reference Senior Organizations in Advocacy and Information on page 17.*

TAKE  
A  
TOUR!

# play for life

## at Larkspur Community Center

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

With a warm water pool, indoor walk/jog track, fitness center and group exercise rooms, Larkspur a vibrant place where the community comes together for wellness, lifelong learning and play with an emphasis on social and therapeutic fitness activities for all.

Visit the facility in person or online and discover everything Larkspur has to offer.



**FITNESS & WELLNESS**



**LIFELONG LEARNING**



**SOCIAL ACTIVITIES**



**SWIMMING & AQUATICS**

Tour information and more at  
[bendparksandrec.org](http://bendparksandrec.org)  
p. 541-388-1133



*play for life*

## TOURISM

### Bend Chamber of Commerce

541-382-3221  
1567 SW Chandler Ave,  
Bend OR 97702  
[www.bendchamber.org](http://www.bendchamber.org)

### Explore Sisters

541-904-4414  
204 W. Adams Ave, Ste 103a,  
Sisters OR 97759  
[www.exploresisters.com](http://www.exploresisters.com)

### La Pine Chamber of Commerce

541-536-9771  
51375 Huntington Rd,  
La Pine OR 97739  
[www.lapine.org](http://www.lapine.org)

### Madras Chamber of Commerce

541-475-2350  
274 SW 4th Ave, Madras OR 97741  
[www.madraschamber.com](http://www.madraschamber.com)

### Prineville Chamber of Commerce

541-447-6304  
185 NE 10th St,  
Prineville OR 97754  
[www.prinevillechamber.com](http://www.prinevillechamber.com)

### Redmond Chamber of Commerce

541-923-5191  
446 SW 7th St, Redmond OR 97756  
[www.visitredmondoregon.com](http://www.visitredmondoregon.com)

### Visit Bend

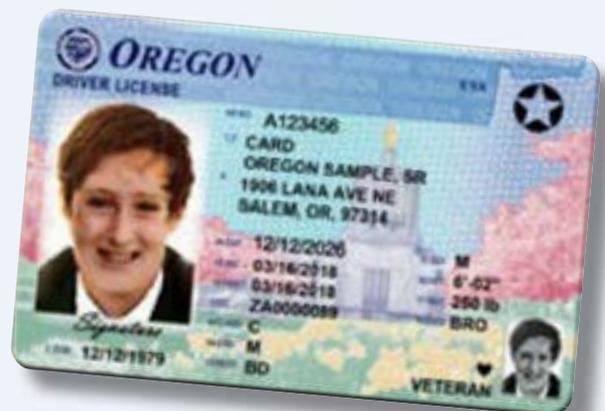
[www.visitbend.com](http://www.visitbend.com)

## DO YOU NEED A REAL-ID?

Beginning May 7, 2025, 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 to provide documentation showing their full legal name, date of

birth, Social Security Number, two proofs of address of principal residence, and lawful status.



For more information, visit [www.oregon.gov/odot](http://www.oregon.gov/odot).



# Residential and Long-Term Care

## HOUSING OPTIONS

### Adult Day Services

#### Thelma's Place

541-548-3049

1350 NW Canal Blvd,

Redmond OR 97756

[www.thelmasplace.net](http://www.thelmasplace.net)

### Adult Foster Homes

*For a complete list of adult foster homes in Central Oregon, call the Council on Aging at 541-678-5483.*

### Assisted Living Residential Care Communities

#### Bend

#### Aspen Ridge Retirement Community, Frontier Senior Living

541-577-5370

1010 NE Purcell Blvd,

Bend OR 97701

[www.frontiermgmt.com](http://www.frontiermgmt.com)

#### Awbrey Place Assisted Living, Caring Places Management

541-317-8464

2825 Neff Rd, Bend OR 97701

[www.caringplaces.com](http://www.caringplaces.com)

#### Cascades of Bend

541-389-0046

1801 NE Lotus Dr, Bend OR 97701

[www.cascadeliving.com](http://www.cascadeliving.com)

#### Mt. Bachelor Assisted Living and Memory Care, Frontier Senior Living

541-388-9800

20225 Powers Rd, Bend OR 97702

[www.bendmemorycare.com](http://www.bendmemorycare.com)

#### Prestige Senior Living High Desert, Prestige Care

541-312-2003

2660 NE Mary Rose Pl,

Bend OR 97701

[www.prestigecare.com](http://www.prestigecare.com)

#### Regency Village at Bend, Regency Pacific

541-317-3544

127 SE Wilson Ave, Bend OR 97702

[www.regencyvillagebend.com](http://www.regencyvillagebend.com)

#### Touchmark at Mt. Bachelor Village

541-316-8445

19800 SW Touchmark Way,

Bend OR 97702

[www.touchmarkbend.com](http://www.touchmarkbend.com)

This Touchmark senior living community features inspiring views of the Deschutes River, spacious and private cottages, and apartment lodge homes all with

resort-style independent living with a continuum of services including residential care (assisted living) and memory care to support residents when and if their needs change. See ad on back cover.

## La Pine

### **Prairie House Assisted Living**

541-536-8559

51485 Morson St, La Pine OR 97739

[www.prairiehousealf.com](http://www.prairiehousealf.com)

## Madras

### **Chinook Place Assisted Living, Caring Places Management**

541-475-6425

470 NE Oak St, Madras OR 97741

[www.caringplaces.com](http://www.caringplaces.com)

### **East Cascade Retirement Community**

541-475-2273

175 NE 16th St, Madras OR 97741

[www.eastcascade.com](http://www.eastcascade.com)

## Prineville

### **Regency Village at Prineville, Regency Pacific**

541-416-3600

830 NE Elm St, Prineville OR 97754

[www.regencyvillageprineville.com](http://www.regencyvillageprineville.com)

## Redmond

### **Brookdale Redmond**

541-316-4400

1942 SW Canyon Dr,

Redmond OR 97756

[www.brookdale.com](http://www.brookdale.com)

### **Brookside Place**

541-504-1600

3550 SW Canal Blvd,

Redmond OR 97756

[www.brooksideplace.net](http://www.brooksideplace.net)

### **Fox Hollow, Regency Pacific**

541-383-2030

2599 NE Studio Rd, Bend OR 97701

[www.foxhollowbend.com](http://www.foxhollowbend.com)

Fox Hollow offers Independent Living, Assisted Living, and Respite Care with an emphasis on individualized care that enables residents to live as independently as possible. Their professional care team is highly trained and experienced with a passion for helping people. See ad on page 106.

### **Juniper Canyon Living**

541-569-4880

2930 NW 7th St, Redmond OR 97756

[www.junipercanyonliving.com](http://www.junipercanyonliving.com)

### **Juniper Springs Senior Living**

541-632-6423

590 NW 23rd St, Redmond OR 97756

[www.compass-living.com](http://www.compass-living.com)

### **Regency Village at Redmond, Regency Pacific**

541-923-5452

3000 SW 32nd St,

Redmond OR 97756

[www.regencyvillageredmond.com](http://www.regencyvillageredmond.com)

## Sisters

### Sisters Senior Living

541-209-0911

411 E Carpenter Ln, Sisters OR 97759

[www.sistersseniorliving.com](http://www.sistersseniorliving.com)

## Warm Springs

### High Lookee Lodge

541-553-1182

2321 Ollalie Ln,

Warm Springs OR 97761

[https://warmsprings-nsn.gov/](https://warmsprings-nsn.gov/program/high-lookee-lodge/)

[program/high-lookee-lodge/](https://warmsprings-nsn.gov/program/high-lookee-lodge/)

## Independent Living

Bend

## Aspen Ridge Retirement Community, Frontier Senior Living

541-577-5370

1010 NE Purcell Blvd, Bend OR 97701

[www.frontiermgmt.com](http://www.frontiermgmt.com)

## Fox Hollow, Regency Pacific

541-383-2030

2599 NE Studio Rd, Bend OR 97701

[www.foxhollowbend.com](http://www.foxhollowbend.com)

Fox Hollow offers Independent Living, Assisted Living, and Respite Care with an emphasis on individualized care that enables residents to live as independently as possible. Their professional care team is highly trained and experienced with a passion for helping people. See *ad below*.

**Fox Hollow**  
Independent and Assisted Living Community  
A REGENCY PACIFIC COMMUNITY

*Bringing Independence to Living and Quality to Life*

2599 NE STUDIO ROAD • BEND, OR 97701 • 541-383-2030

VIEW US ON Google

QR code linking to the community's website.

## Regency Village at Bend, Regency Pacific

541-317-3544

127 SE Wilson Ave, Bend OR 97702

[www.regencyvillagebend.com](http://www.regencyvillagebend.com)

## Stone Lodge

541-325-4771

1460 NE 27th St, Bend OR 97701

[www.graciousretirementliving.com/bend](http://www.graciousretirementliving.com/bend)

A place to enjoy home-cooked meals, game night, or a quiet evening with family and friends. It's where you always feel comfortable, safe, and secure. Enjoy the benefits of living in a family environment, while maintaining independence and privacy. *See ad on this page.*

## Touchmark at Mt. Bachelor Village

541-316-8445

19800 SW Touchmark Way,  
Bend OR 97702

[www.touchmarkbend.com](http://www.touchmarkbend.com)

*See full listing on page 105;  
ad on back cover.*

## Touchmark at Pilot Butte

541-668-7702

541-647-1964

1125 NE Watt Way, Bend OR 97701

[www.touchmarkbend.com](http://www.touchmarkbend.com)

With inspiring views of the Cascade Range and spacious apartment homes, Touchmark at Pilot Butte offers maximum comfort and easy sophistication to perfectly complement an active lifestyle. Their senior living community features

CARING STAFF | MONTH-TO-MONTH RENT  
RESTAURANT-STYLE DINING WITH 3 MEALS A DAY



**STONE LODGE**  
Gracious Retirement Living

## How to Stretch Your Nest Egg

With one reasonable monthly rent and so much included, your hard-earned retirement fund will go further at Stone Lodge. Bring your questions and come for a visit.

**Learn More. Call: 541-325-4771**

Stone Lodge | 1460 Northeast 27th St., Bend, OR 97701  
Independent Living | [graciousretirementliving.com/bend](http://graciousretirementliving.com/bend)



resort-style independent living with opportunities for socializing, eating well, fitness, and forming meaningful relationships. *See ad on back cover.*

## Whispering Winds

541-312-9690 • 866-299-2920

2920 NE Connors Ave, Bend OR 97701

[www.whisperingwinds.info](http://www.whisperingwinds.info)

## Madras

## East Cascade Retirement Community

541-475-2273

175 NE 16th St, Madras OR 97741

[www.eastcascade.com](http://www.eastcascade.com)

## Prineville

### **Regency Village at Prineville, Regency Pacific**

541-416-3600  
830 NE Elm St,  
Prineville OR 97754  
[www.regencyvillageprineville.com](http://www.regencyvillageprineville.com)

## Redmond

### **Brookdale Redmond**

541-316-4400  
1942 SW Canyon Dr,  
Redmond OR 97756  
[www.brookdale.com](http://www.brookdale.com)

### **Juniper Springs Senior Living**

541-632-6423  
590 NW 23rd St,  
Redmond OR 97756  
[www.compass-living.com](http://www.compass-living.com)

### **Regency Village at Redmond, Regency Pacific**

541-923-5452  
3000 SW 32nd St,  
Redmond OR 97756  
[www.regencyvillageredmond.com](http://www.regencyvillageredmond.com)

## Sisters

### **Sisters Senior Living**

541-209-0911  
411 E Carpenter Ln,  
Sisters OR 97756  
[www.sistersseniorliving.com](http://www.sistersseniorliving.com)

## Memory Care

### Bend

### **Aspen Ridge Memory Care, Frontier Senior Living**

541-312-4300  
1025 NE Purcell Blvd,  
Bend OR 97701  
[www.frontiermgmt.com](http://www.frontiermgmt.com)

### **Awbrey Place Memory Care, Caring Places Management**

541-317-8464  
2825 Neff Rd, Bend OR 97701  
[www.caringplaces.com](http://www.caringplaces.com)

### **Brookdale Bend**

541-385-4717  
1099 NE Watt Way, Bend OR 97701  
[www.brookdale.com](http://www.brookdale.com)

### **Cascades of Bend**

541-389-0046  
1801 NE Lotus Dr, Bend OR 97701  
[www.cascadesofbend.com](http://www.cascadesofbend.com)

### **Millview Memory Care**

458-202-7020  
1290 SW Silver Lake Blvd,  
Bend OR 97702  
[www.millviewbend.com](http://www.millviewbend.com)

### **Mt. Bachelor Assisted Living and Memory Care, Frontier Senior Living**

541-318-3322  
20215 Powers Rd, Bend OR 97702  
[www.frontiermgmt.com](http://www.frontiermgmt.com)

## **Pacific Living Centers, Bend Locations**

541-383-4400  
2853 NE Conners Ave, Bend OR 97701  
[www.pacificlivingcenters.com](http://www.pacificlivingcenters.com)

## **Touchmark at Mt. Bachelor Village**

541-316-8445  
19800 SW Touchmark Way,  
Bend OR 97702  
[www.touchmarkbend.com](http://www.touchmarkbend.com)

*See full listing on page 105;  
ad on back cover.*

## **La Pine**

### **Comfort Village**

541-907-1858  
16161 Burgess Rd, La Pine OR 97739  
[www.comfortvillage.org](http://www.comfortvillage.org)

### **Prairie House Assisted Living**

541-536-8559  
51485 Morson St, La Pine OR 97739  
[www.prairiehousealf.com](http://www.prairiehousealf.com)

## **Madras**

### **Chinook Place Memory Care, Caring Places Management**

541-475-6425  
470 NE Oak St, Madras OR 97741  
[www.caringplaces.com](http://www.caringplaces.com)

## **East Cascade Retirement Community**

541-475-2273  
175 NE 16th St, Madras OR 97741  
[www.eastcascade.com](http://www.eastcascade.com)

## **Pacific Living Centers, Madras Locations**

541-475-7635  
572 NE Oak St, Madras OR 97741  
[www.pacificlivingcenters.com](http://www.pacificlivingcenters.com)

## **Prineville**

### **Carriage Place Memory Care, Caring Places Management**

541-416-0500  
150 SE Williamson Dr,  
Prineville OR 97754  
[www.caringplaces.com](http://www.caringplaces.com)

## **Pacific Living Centers, Prineville Locations**

541-447-5816  
228 SW Meadow Lakes Dr,  
Prineville OR 97754  
[www.pacificlivingcenters.com](http://www.pacificlivingcenters.com)

## **Redmond**

### **Brookdale Redmond**

541-316-4400  
1942 SW Canyon Dr,  
Redmond OR 97756  
[www.brookdale.com](http://www.brookdale.com)

## **Country Side Living of Redmond**

541-548-3049  
1350 NW Canal Blvd,  
Redmond OR 97756  
[www.countrysideliving.com](http://www.countrysideliving.com)

## **Juniper Springs Senior Living**

541-632-6423  
590 NW 23rd St,  
Redmond OR 97756  
[www.compass-living.com](http://www.compass-living.com)

## **Pacific Living Centers, Redmond Locations**

541-504-8855  
1600 SW Rimrock Way,  
Redmond OR 97756  
[www.pacificlivingcenters.com](http://www.pacificlivingcenters.com)

## **Skilled Nursing Facilities**

### **Bend Transitional Care**

541-382-0479  
900 NE 27th St, Bend OR 97701  
[www.avamere.com/  
bend-transitional-care/](http://www.avamere.com/bend-transitional-care/)

### **East Cascade Retirement Community**

541-475-2273  
175 NE 16th St, Madras OR 97741  
<https://eastcascade.com/>

### **Pilot Butte Rehabilitation Center, Regency Pacific**

541-382-5531  
1876 NE Hwy 20, Bend OR 97701  
[www.regency-pacific.com](http://www.regency-pacific.com)

## **Regency Care of Central Oregon, Regency Pacific**

541-382-7161  
119 SE Wilson Ave, Bend OR 97702  
[www.regencycarecentraloregon.com](http://www.regencycarecentraloregon.com)

## **Regency Prineville Rehabilitation and Nursing Center, Regency Pacific**

541-447-7667  
950 NE Elm St, Prineville OR 97754  
[www.regency-pacific.com](http://www.regency-pacific.com)

## **Regency Redmond Rehabilitation and Nursing Center**

541-548-5066  
3025 SW Reservoir Dr,  
Redmond OR 97756  
[www.regency-pacific.com](http://www.regency-pacific.com)

## **OVERSIGHT AND ADVOCACY**

### **Licensed Long-Term Care Settings Search, Oregon Department of Human Services**

503-373-2227  
500 Summer St NE E-15,  
Salem OR 97301  
[www.ltclicensing.oregon.gov](http://www.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.

### **State of Oregon Long- Term Care Ombudsman**

*Full listing on page 18.*

# Types of Residential and Long-term Care Facilities

## Adult Day Services

Planned program of activities in a professional care setting designed for older adults who require supervised care during the day, or those who are isolated and lonely. These settings create an environment for the delivery of care, social interaction, meals, activities, and in some cases health care services.

## Adult Foster Homes

Residences with shared living and dining areas in which help is provided to five or fewer individuals. They are typically non-medical in nature, involve ongoing supervision and assistance with activities of daily living. Adult foster homes are similar to, but smaller than, assisted living homes and care providers typically live in the residence.

## Assisted Living Facilities

Facilities that provide daily care like adult foster homes but serve a larger number of residents. Assisted living facilities provide access to services, including meals, assistance with personal care, help with medications, housekeeping and laundry, 24-hour supervision and security, and social activities. Residents usually live in their own apartments or rooms and share common areas.

## Independent Living

Independent living communities are residences for older adults who are generally in good health but don't want the burden of maintaining a home. Independent living facilities typically do not help with activities of daily living such as bathing or dressing but do offer social outings, classes, and activities for residents.

## Memory Care

Facilities that provide specialized residential care and around-the-clock supervision for people living with Alzheimer's disease or other dementias. Memory care facilities are set up with high attention to security and safety measures, such as locked exits and enclosed outdoor spaces. These facilities often employ specially trained staff.

## Skilled Nursing Facility

Inpatient facilities that provide medical treatment and rehabilitation by trained medical professionals. After a hospitalization, some patients choose to go to a skilled nursing facility for short-term care to recover from a surgery or an illness before transitioning home.

## REFERRAL SERVICES

### A Place for Mom

866-732-8240

[www.aplaceformom.com](http://www.aplaceformom.com)

### A Senior Moment

541-408-0570 • 541-788-3487

[www.aseniormoment.us](http://www.aseniormoment.us)



## Transportation

### TRANSPORTATION INFORMATION

#### AARP Driver Safety Class

866-350-7025 (Online classes)

866-732-4213 x2 (In-person classes)

[www.aarpdriversafety.org](http://www.aarpdriversafety.org)

#### Driver and Motor Vehicles, Oregon Department of Transportation

503-945-5000

[www.oregon.gov/ODOT/DMV](http://www.oregon.gov/ODOT/DMV)

- **Bend Office**

541-388-6322

63085 N Hwy 97, Ste 110,  
Bend OR 97701

- **La Pine Office**

541-388-6322

51515 Huntington Rd,  
La Pine OR 97739

- **Madras Office**

541-475-3382

249 SW 3rd St, Madras OR 97741

- **Prineville Office**

541-447-7855

1595 E 3rd St, Ste A-3,  
Prineville OR 97754

- **Redmond Office**

541-548-0140

3835 SW 21st Pl,  
Redmond OR 97756

#### Oregon Friendly Driver Training Course

541-668-6138

[www.oregonfriendlydriver.org](http://www.oregonfriendlydriver.org)

#### Trip Check

800-977-6368

[www.tripcheck.com](http://www.tripcheck.com)

## TRANSPORTATION OPTIONS

### Bus

#### Central Oregon Breeze

541-389-7469 • 800-847-0157

[www.cobreeze.com](http://www.cobreeze.com)

#### Greyhound Bus Lines Hawthorne Station

541-923-1732

[www.greyhound.com](http://www.greyhound.com)

Senior discounts available with proof of age and special assistance available for passengers with disabilities.

#### Pacific Crest Bus Lines

541-366-5110

[www.pacificcrestbuslines.net](http://www.pacificcrestbuslines.net)

## People Mover Grant County

541-575-2370 • 844-808-8964 (TTY)  
[www.grantcountypeoplemover.com](http://www.grantcountypeoplemover.com)

## POINT Intercity Bus Service Eastern Route

888-846-4183  
[www.oregon-point.com](http://www.oregon-point.com)

## Errand Service

### At Your Becon Call

541-350-0664  
[www.atyourbeconcall.net](http://www.atyourbeconcall.net)

Offers affordable solutions to seniors who need assistance with non-medical daily activities. Services include errand and grocery shopping, home organization, light housekeeping, and tech help.

## Shuttle Service

### Cascade East Transit

541-385-8680  
334 NE Hawthorne Ave,  
Bend OR 97701  
[www.cascadeseasttransit.com](http://www.cascadeseasttransit.com)

Central Oregon's transit service providing fixed-route buses, city connectors, recreational shuttles, and Dial-a-Ride services.

- **Dial-a-Ride**

A curb-to-curb transportation service for eligible low-income older adults and people with disabilities. Service coverage varies from area to area. All vans are wheelchair accessible. Registration is required.

- **Veterans Healthcare Transportation Service**

Provides rides for eligible veterans in Central Oregon from their home to medical services including doctor appointments, the VA clinic, pharmacies, and other important healthcare destinations.

- **Warm Springs Senior Transportation**

The Route 20 bus makes fixed stops in Madras and Warm Springs and can add additional stops if requested in advance.

## Central Oregon Veterans Outreach Rural Health Transportation

541-383-2793  
61510 S Hwy 97, Ste 100,  
Bend OR 97702  
[www.covo-us.org](http://www.covo-us.org)

Free service for all veterans requiring medical care at the Veterans Administration Medical Center and Hospital in Portland. Offers rides to the Bend Veterans Clinic for veterans in areas outside of Bend.

## Enviro Shuttle

541-598-5384  
60901 Brosterhous Rd,  
Bend OR 97702  
[www.enviroshuttle.com](http://www.enviroshuttle.com)

## Road to Recovery American Cancer Society

800-227-2345  
[www.cancer.org/support-programs-and-services/road-to-recovery.html](http://www.cancer.org/support-programs-and-services/road-to-recovery.html)

Provides rides to patients who have no way to get to their cancer treatment. Call in advance to schedule.

## **Sisters Transportation and Ride Share (STARS)**

541-904-5545

160 S Oak St, Ste 100,  
PMB 162,

Sisters OR 97759

[www.starsride.org](http://www.starsride.org)

Provides free door-to-door medical appointment transportation services by volunteers who use their own cars to help their neighbors.

## **Wheelchair and Special Needs Transportation**

### **American Medical Transit**

541-317-3915

2200 NE Neff Rd, Bend OR 97701

[www.americanmedicaltransit.com](http://www.americanmedicaltransit.com)

### **Dial-a-Ride, Cascade East Transit**

*See listing on page 113.*

### **Loving Lift Transportation**

541-977-6886

[www.lovelyfttransit.net](http://www.lovelyfttransit.net)

### **Modus Transportation**

541-604-0838

850 NW 12th St, Bend OR 97703

[www.modustransportation.com](http://www.modustransportation.com)

### **Precious Cargo**

541-233-3333

827 SE Business Way,

Bend OR 97702

[www.pcbend.com](http://www.pcbend.com)

## **DISABLED PARKING PERMITS**

Oregon issues parking permits to disabled people that are linked to their driver's license or ID card. Vehicles displaying these permits may park in specially designed and designated spaces; they are also allowed other parking privileges. To be eligible, a certificate of disability from a licensed physician is required.

**For more information, visit**  
**[www.oregon.gov/ODOT/DMV](http://www.oregon.gov/ODOT/DMV)**  
**or call 503-945-5000.**



# Veterans Services

## VETERANS AFFAIRS

### Oregon Department of Veterans' Affairs

800-692-9666 • 503-373-2085  
700 Summer St NE, Salem OR 97301  
[www.oregon.gov/odva](http://www.oregon.gov/odva)

### U.S. Department of Veterans Affairs

800-827-1000 (Toll-free)  
800-829-4833 (TTY)  
800-273-8255 (Crisis Line)  
[www.va.gov](http://www.va.gov)

### Veterans Services County Offices

- **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

## MEDICAL RESOURCES

### Central Oregon Vet Center

541-749-2112  
877-927-8387 (After Hours)

1645 NE Forbes Rd, Ste 105,  
Bend OR 97701

[www.va.gov](http://www.va.gov)

Offers confidential help for Veterans, service members, and their families at no cost in a non-medical setting.

### Disability Advocate Group, Veterans Guide

888-982-1009

[www.veteransguide.org](http://www.veteransguide.org)

Provides comprehensive educational materials and direct access to a panel of expert counselors and legal professionals to obtain the maximum benefits when one leaves military service.

### Portland Veterans Administration Medical Center

503-220-8262

3710 SW U.S. Veterans Hospital Rd,  
Portland OR 97239

[www.va.gov/portland-health-care](http://www.va.gov/portland-health-care)

Provides health care services to Veterans in Oregon.

### Veterans Outpatient Clinic Bend

541-647-5200

2650 NE Courtney Dr,  
Bend OR 97701

[www.va.gov/portland-health-care](http://www.va.gov/portland-health-care)

Offers primary care, mental health, and specialty health services such as audiology, physical therapy, sleep studies, and more. No emergency services are available.

## PROPERTY TAX

### Veteran's Property Tax Exemption, Oregon Department of Revenue

503-378-4988 • 800-356-4222  
[www.deschutes.org/assessor/page/disabled-veteran-or-surviving-spouse](http://www.deschutes.org/assessor/page/disabled-veteran-or-surviving-spouse)  
Offers Veteran's Property Tax Exemption if you are a disabled veteran or the surviving spouse of a veteran.

## TRANSPORTATION

### Veterans Healthcare Transportation Service, Cascades East Transit

*See full listing on page 113.*

### Central Oregon Veterans Outreach Rural Health Transportation

*Full listing on page 113.*

## VETERANS ORGANIZATIONS

### American Legion

800-433-3318  
[www.legion.org](http://www.legion.org)

- **Crook County Post 29**  
541-447-5651  
405 N Main St, Prineville OR 97754
- **La Pine Post 45**  
541-536-1402  
52510 Drafter Rd,  
La Pine OR 97739

- **Madras Post 125**  
541-420-0981  
860 SW Madison St,  
Madras OR 97741
- **Redmond Post 44**  
541-548-5688  
704 SW 8th St,  
P.O. Box 145,  
Redmond OR 97756
- **Sisters Post 86**  
541-549-1462  
520 E Cascade Ave,  
P.O. Box 682,  
Sisters OR 97759
- **Warm Springs Post 48**  
541-460-0696  
PO Box 1296,  
Warm Springs OR 97761



## Central Oregon Band of Brothers

[www.oregonbandofbrothers.com](http://www.oregonbandofbrothers.com)

- **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 Outreach

541-383-2793

61510 S Hwy 97, Ste 100,  
Bend OR 97702

[www.covo-us.org](http://www.covo-us.org)

Serves, assists, and creates support for the Veterans of Central Oregon, and to aid houseless, jobless, and disadvantaged military Veterans, as well as the non-veteran homeless community.

## Central Oregon Veterans Ranch

541-706-9062

65920 61st St, Bend OR 97703

[www.covranch.org](http://www.covranch.org)

Helps Veterans develop their inner strength and find purpose by providing camaraderie and access to nature on their working ranch.

## Military Officers Association of America

800-234-6622

[www.moaa.org](http://www.moaa.org)

Serves members of the uniformed services, families, and survivors. Dedicated to preserving earned benefits for retired military and maintaining national defense.

## Veterans of Foreign Wars

816-756-3390

[www.vfw.org](http://www.vfw.org)

- **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 • 541-381-1948

61445 SE 28th St, Bend OR 97702

[www.vva.org](http://www.vva.org)

# Volunteer with the Council on Aging of Central Oregon

Thank you to the more than 695 volunteers across Central Oregon who make the work we do at the Council on Aging of Central Oregon possible.

Their dedication to improving the lives of our community's older adults is the driving force behind our mission. Whether they're providing companionship, assisting in the kitchen, or sharing their expertise, their contributions have a significant impact on those we serve.



If you are interested in joining this group of amazing volunteers, please reach out to us at 541-678-5483 or on our website at [www.councilonaging.org/volunteer](http://www.councilonaging.org/volunteer).



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# Redefining HOPE

"Our culture needs to embrace aging, embrace these things that we go through as humans... the human story. Everyone is afraid of losing people they love. I'm afraid too. Redefining hope is trying to get through that barrier of fear and trying to get to the point where we can understand it better, and be ok with it, be at peace with it. That's what Partners In Care is all about; we start working with families as early as possible to support them during this important time, to help them reduce stress, find peace, and have quality time together. That's what hope is for me... hope that more families find us earlier, hope that families find peace in the process of the human story."

- *Suzanne Lafky, Family Member  
& Board of Directors Chair*



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