COMMUNITY RESOURCES FOR OLDER ADULTS AND CAREGIVERS
COUNCIL BLUFFS & POTTAWATTAMIE COUNTY, IOWA
July 2017

(All addresses are in Council Bluffs, Iowa unless otherwise noted)

Compiled by:
Home Instead Center for Successful Aging
University of Nebraska Medical Center
Omaha, Nebraska

ABUSE/NEGLECT
Elder Abuse Hotline (24-Hour referral line) (800) 362-2178
Adult Protective Services 417 E. Kanesville Blvd. (712) 328-5661
Phoenix House Domestic Violence Shelter & Sexual Abuse Services (712) 328-0266

ADULT DAY CARE
Hansen House Memory Care Residence 2331 Nash Blvd. (712) 242-5734
http://hansenhouseassistedliving.com/

AGING SERVICES
Connections Area Agency on Aging 300 W. Broadway, #240 (800) 432-9209
www.connectionsaaa.org

ALZHEIMER’S DISEASE/DEMENTIA www.alz.org/greateriowa
Alzheimer’s Association, Iowa Chapter 149 W. Broadway St. (712) 308-8946
24-hour help-line (800) 272-3900

CANCER SUPPORT SERVICES
Wings of Hope 427 E. Kanesville Blvd., #202 (712) 325-8970
www.wingsofhope.org

COUNSELING/MENTAL HEALTH SERVICES
CHI-Health Psychiatric Associates 801 Harmony St., #302 (712) 328-2609
Catholic Charities 300 W. Broadway St., #223 (712) 328-3086
Heartland Family Service 515 E. Broadway St. (712) 322-1407
Lutheran Services (712) 323-1558
DRIVING CONCERNS: To report an unsafe driver, send a signed letter to:

Iowa Department of Transportation - Office of Driver Services (800) 532-1121
P.O. Box 9204, Des Moines, IA 50306-9204
https://iowadot.gov/mvd/driverslicense/older-drivers

Driving Assessment Programs: Evaluates physical & cognitive abilities to drive plus in-car performance assessment:

CHI Health 6901 N. 72nd St. Omaha www.chihealth.com/driverevaluation (402) 572-3055
Methodist Health System 8303 W. Dodge Rd. Omaha (402) 354-4670
www.bestcare.org/methodist-hospital/services/physical-occupational-and-speech-therapy/driver-rehabilitation

EMERGENCY RESPONSE SYSTEMS (* Those offering GPS technology)

Alert USA Emergency Response System www.alertusa.org (800) 789-6969
Great Call 5Star Urgent Response * www.greatcall.com (800) 918-8543
Life Alert Emergency Response System www.lifealert.net (800) 982-0332
Life Station Medical Alert System * www.lifestation.com (800) 554-4600
Medical Alert Mobile Elite * https://medicalalert.com (800) 800-2537
MobileHelp * www.mobilehelp.com (800) 992-0616
Phillips Lifeline Response System * www.lifeline.philips.com (855) 681-5351
Walgreens Ready Response www.walgreensreadyresponse.com (866) 310-9061

FINANCIAL NEEDS

Iowa Department of Human Services 417 E. Kanesville Blvd. (712) 328-5661
http://dhs.iowa.gov

Social Security Administration Mid America Center, 20 Arena Way (866) 331-9094
www.ssa.gov

Pottawattamie County Veterans Affairs 623 6th Ave. (712) 328-5797
http://www.pottcounty.com/departments/veteran-affairs/overview

FITNESS (Exercise/water exercise programs for older adults)

The Bluffs Center 714 S. Main St. www.thecbccenter.org (712) 323-5995
YMCA 7 S. 4th St. http://council-bluffs.metroymca.org (712) 322-6606
GROCERY DELIVERY

Hy Vee Supermarket “Aisles on Line” 1745 Madison Ave. (712) 322-9260
https://www.hy-vee.com/grocery/

HANDICAP PARKING PERMITS:

Driver’s License Examining Station 1751 Madison Ave., #330 (712) 323-1219
Downloadable Application: https://forms.iowadot.gov/FormsMgt/External/411055.pdf

HOME HEALTH CARE AGENCIES: Home nursing services serving Pottawattamie County

Angels Care Home Health www.angelscarehealth.com/councilbluffs (712) 352-3640
CHI Health At Home www.chihealth.com/SHC (800) 898-8000
Good Samaritan Society Home Care (402) 399-1700
Kindred at Home www.kindredathome.com (402) 343-9433
Recover Health http://www.recoverhealth.org/locations/council-bluffs-ia (712) 325-8989
Right at Home www.rightathome.net/southeast-omaha (402) 551-0611
Visiting Nurse Association www.thevnacares.org (712) 328-3990

HOME SERVICES: NON-MEDICAL (Housekeeping, meals, companions, etc.)

A Place At Home www.aplaceathome.com (402) 932-4646
Comfort Keepers http://omaha-315.comfortkeepers.com (712) 256-5800
Connections Area Agency on Aging www.connectionsaaa.org (800) 432-9209
Home Instead Senior Care www.homeinstead.com/110 (402) 506-7043
Right At Home www.rightathome.net/southeast-omaha (402) 551-0611
Synergy HomeCare www.synergyhomecare.com/agencies/NE/omaha/omaha (402) 505-7300

HOME/VEHICLE SPECIAL NEEDS MODIFICATION

League of Human Dignity 1520 Avenue “M” (712) 323-6863
www.leagueofhumanenemy.com

HOSPICE SERVICES

Hospice of Southwest Iowa www.hospiceofsouthwestiowa.org (712) 352-1389
St. Croix Hospice http://stcroixhospice.com (712) 318-2120
Hospice With Heart HCI Care Services (800) 806-9934
HOUSING: ASSISTED LIVING  (# Dementia care unit - * Lower income specific)

Amelia House  57 W. Ferndale Dr.  (712) 264-5672
http://www.enlivant.com/communities/iowa/amelia-place-council-bluffs
Avoca Lodge  612 E. York Rd. (Avoca)  (712) 343-2400

Bethany Heights  11 Elliot St.  http://www.bethanylutheranhome.org  (712) 328-8228

Hansen House Memory Care Residence#  2331 Nash Blvd.  (712) 242-5734
http://hansenhouseassistedliving.com

The Heritage at Fox Run  3121 MacIneery Dr.  (712) 248-1289
www.heritage-communities.com/senior-living/ia/council-bluffs/fox-run

Oakland Heights  904 N. Scenic Dr. (Oakland)  (712) 482-3609

Primrose Retirement Community  1801 E. Kanesville Blvd.  (712) 352-1111

Risen Son Christian Village #  3000 Risen Son Blvd.  (712) 366-9655
http://christianhorizonsliving.org/locations/risen-son-christian-village

The Rose of Council Bluffs *  2306 Sherwood Dr.  (712) 322-1000
www.evergreenredc.com/roseofcouncilbluffs.php

HOUSING: INDEPENDENT LIVING  ( * Subsidized rent or lower income specific)

Bethany Heights  11 Elliott St.  www.bethanylutheranhome.org  (712) 328-8228
Bluffs Towers *  38 Pearl St.  (712) 322-9392
Dudley Court *  201 N. 25th St.  http://mhacb.org/page1.asp  (712) 322-1901
Harmony Court  173 Bennett Ave.  (712) 388-9000
www.harmonycourt.com/facility-council-bluffs-ia

Kanesville Heights Apartments *  2310 Sherwood Dr.  (712) 256-5608
North Avenue Tower Apartments *  103 North Ave.  (712) 323-0684
Prime Square Apartments *  822 S. Main St.  (712) 435-5500
Primrose Retirement Community  1801 E. Kanesville Blvd.  (712) 352-1111
www.primroseretirement.com/council-bluffs-iowa-senior-care-communities


Risen Son Christian Village  3000 Risen Son Blvd.  (712) 308-8145
http://christianhorizonsliving.org/locations/risen-son-christian-village
LEGAL SERVICES

Iowa State Bar Association  www.iowafindalawyer.com  (515) 243-3179
Legal Aid of Southwest Iowa  532 1st Ave. #300  www.iowalegalaid.org  (800) 532-1275
Legal Aid Society Hotline for Older Iowans  (800) 992-8161

Iowa Power of Attorney/Living Will Document  (downloadable forms)
www.iowabar.org/?page=PowersofAttorney

MEDICAL EQUIPMENT/ASSISTIVE DEVICES

Help Adult Services  1941 S. 41st St., #200, Omaha, NE  (402) 341-6559
(Loans medical equipment at no cost)  www.helpadultservices.org

Mobilis Inc. Home Medical Equipment  2701 W. Broadway St.  (712) 328-2288
www.mobilismed.com

MEDICAL INSURANCE

Social Security Administration  Mid-America Center  www.medicare.gov  (866) 331-9094
Senior Health Insurance Information Program  http://therightcalliowa.gov  (800) 351-4664
Iowa Department of Human Services  (712) 328-5661
Veterans Administration  www.va.gov/healthbenefits/online  (877) 222-8387

MEDICAL SERVICES

Immanuel Pathways PACE (Program of All inclusive Care for the Elderly). Primary health care, dental services, medications, physical and occupational therapies, counseling and social services.
1702 N. 16th St.  www.immanuelpathways.org  (712) 256-7284

NURSING HOMES  (# Facilities that have special care dementia units)
Avoca Specialty Care Cr.  610 E. York St. (Avoca)  (712) 343-6398
Bethany Lutheran Home  7 Elliott St.  (712) 328-9500
Midlands Living Center  2452 N. Broadway  (712) 323-7135
Northcrest Living Center  34 Northcrest Dr.  (712) 328-2333
Oakland Manor Nursing Home  737 North Highway (Oakland)  (712) 482-6403
Risen Son Christian Village  3000 Risen Son Blvd.  (712) 366-9655
Iowa Long Term Care Ombudsman  www.iowaaging.gov  (866) 236-1430
Southwest Iowa Ombudsman  (712) 249-7424

On-line Health Inspection Reports for all US nursing homes  
www.medicare.gov/nursinghomecompare/search.html

NUTRITION PROGRAMS:  Home delivered meals and community meal sites
Connections Area Agency on Aging  www.connectionsaaa.org  (800) 432-9209

PRESCRIPTION MEDICATIONS

Medicare Prescription Drug Plans
All Medicare beneficiaries qualify for optional coverage of some medication costs through plans offered by insurance companies. Plans vary according to premiums, co-payments, medications that will be covered and participating pharmacies. For more information, go online at  www.medicare.gov

Mail Order and Internet Pharmacies

Prescription Medicines for Uninsured or Underinsured Persons
Rx Outreach  http://rxoutreach.org  is a non-profit organization that provides affordable mail-order prescription and generic medications to persons in need.  (800) 796-1234

Patient Assistance Programs
Most pharmaceutical companies have Patient Assistance Programs that provide medications free of charge to physicians who apply on behalf of their lower-income patients. Contact your pharmacist for information, or go on line at  www.pparx.org  or  www.benefitscheckup.org

Medication Dispensing/Reminder Systems  (Locked, with reminder signals)
Visiting Nurse Association  www.thenacares.org  (712) 328-3990
The Alzheimer’s Store  www.alzstore.com  (800) 752-3238

RESPITE CARE

In-home:  See “Home Care Non-Medical”
Institutional:  Most Assisted Living Centers and Nursing Homes offer short-term respite care.

SENIOR CENTERS  (Congregate meals and recreation programs)
Carter Lake Senior Center  626 E. Locust St. (Carter Lake)  (712) 347-6102
Neola Senior Center 110 Fourth St. (Neola) (712) 485-2179
Oakland Senior Center 618 N Highway (Oakland) (712) 482-3353
The Council Bluffs Center www.thecbcenter.org 714 S. Main St. (712) 323-5995

TRANSPORTATION  Portal-to-portal van service for elderly and disabled

Council Bluffs Special Transit Service (712) 328-4634

GoGo Grandparents https://gogograndparent.com (855) 464-6872
Program that allows family caregivers to pre-arrange rides through Uber for their older relatives, and monitor status from pickup to drop off via text message and phone calls.

MISCELLANEOUS

CAREGIVER CALENDARS
Interactive “Help Calendars” help family members to schedule/coordinate care tasks. A caregiver can post updates and tasks that require help. Other family members can easily see and volunteer for specific duties. Reminders are sent so that no one forgets their commitments.

http://carecalendar.org

www.alz.org/care/alzheimers-dementia-care-calendar.asp

MAIL/TELEPHONE SOLICITATIONS - To reduce or stop these
Mail Preference Service www.dmaconsumers.org/offmailinglist.html
Telephone Preference Service www.dmaconsumers.org/offtelephone.html
Federal Government “Do Not Call” Registry www.donotcall.gov (888) 382-1222

The Community Resource List for Older Adults and Caregivers is updated at least once annually and may be duplicated with proper acknowledgement.

You may download and print a copy of this and other patient education documents from our Internet web site: http://unmc.edu/homeinsteadcenter

Click on the link marked, HEALTH EDUCATION, and then on any of the titles located on the left side bar.