Everything you ever wanted to know about

**In-Home Care & Community Resources**

Agency on Aging
160 Kelly Rd., Suite A
Kalispell, MT 59901
406-758-5730

**Agency on Aging Services Mission Statement:** The mission of the Area IX Agency on Aging is to serve people by enabling persons 60 years of age and older to lead independent, meaningful and dignified lives. All of our services to accomplish these goals are on a **donation** basis. In other words, you pay what you can afford toward the cost of services.
Nutrition Programs

Congregate Meals

Provide inexpensive, balanced noon meals in communal settings which are accessible to most people for whom they are intended. Visits to these sites can be important sources of socialization for many seniors. For older people who do not enjoy cooking or do not usually eat balanced meals at home, these meals can make the difference between sickness and health.

Congregate meals are offered at six locations: Bigfork on Monday, Wednesday and Friday; Lakeside “Gathering Place” on Tuesday and Thursday; and Columbia Falls, Whitefish, plus two locations in Kalispell, on Monday thru Friday. Please call for reservations:

- Bigfork Senior Center (406) 837-4157
- Kalispell Senior Center 257-1598
- Kelly Road Meal Site 758-5711
- Lakeside Gathering Place 261-3557
- Whitefish Community Center 862-4923

(Transportation may be available to and from the nutrition sites; inquire with Eagle Transit at 756-5728.)

Home Delivered Meals, or Meals on Wheels

This is a service that provides the homebound (persons unable to leave their home without assistance) with hot, nutritious noon meals delivered by volunteers Monday thru Friday. Special diets (such as diabetic, low cholesterol or other special needs) may be accommodated. Call 758-5710.
Eagle Transit Transportation Services
Service Monday thru Friday – 758-5728

*Fixed Routes* operate in Kalispell, Columbia Falls and Whitefish on Monday thru Friday. Martin City route runs on Monday, Wednesday & Friday.

*Dial-A-Ride* – defined as origin-to-destination is available.

**Reservations for Dial-A-Ride service must be made by 3:00 p.m. at least one working day in advance.**

*Country (Rural) Dial-A-Ride* is offered to Senior Citizens and persons with disabilities only. Routes run from 9:00 a.m. to 5:00 pm. Service areas are determined by whether the location is North or South of Reserve Drive in Kalispell.

    **Tuesday** service is to/from Kalispell and areas North and West including Olney, West Valley and West Glacier.

    **Thursday** service is to/from Kalispell and areas South and East including Kila, Marion, Lakeside, Somers, Echo Lake, Bigfork, Ferndale and Creston.

**Reservations** must be made **five working days in advance.**

All buses have lifts for **persons with disabilities**, so service is available to non-ambulatory (wheelchair-bound) and ambulatory riders.

### $$ FARES $$

- General Public in town routes - $1.00 per trip
- WF/CF Monthly Express Run - $6.00 round trip
- Country Dial A Ride – Min. $6.00 per trip (based on 50¢ per mile)
- Monthly Pass - $25.00
- FVCC Student Semester Pass - $35.00
- DAR Services Disabled $1.50 per trip/Over 60 donation
- Commuter Run - $1.00 per trip

**Please have exact fare.**

Passes/tickets & schedules are available from the bus driver or Eagle Transit office.
Information/Referral/Assistance

The primary purpose of Information, Referral, and Assistance is to aid all older persons in identifying the most appropriate services to meet their needs and connect them to the agencies providing these services. A short interview with one of our staff can outline the available services and identify area of service needs.

Outreach

This program is set up to identify older persons and inform them of the availability of services by doing a home visit, with emphasis on rural elderly and those with greatest economic or social needs.

Resource Booklets

Financial Assistance:  Food assistance, low-income housing, energy assistance, Medicaid, tax help, etc.

Housing:  Subsidized and non-subsidized apartments, Section 8 assistance for homes.

Long Term Care:  In-home care consisting of medical, respite, house cleaning, escorted transportation, and support groups.  There are also listings of assisted living facilities and nursing homes.

Legal:  Information on powers of attorney, living wills, etc.
Homemaker Services

Designed to help with light housekeeping, such as scrubbing or vacuuming floors, washing windows, stove, refrigerator, bathtub, toilet, sinks, dusting and doing laundry. Client must provide cleaning supplies and equipment and must be home when the service is provided. This service is not meant to be a major spring housecleaning event, but is intended to help maintain a clean home.

Escort/Errand

Assisted transportation for a person who has cognitive or physical impairments that require assistance and/or supervision during the transportation. The transportation is usually to medical appointments, but can be used for errands, such as banking, grocery shopping, etc. This program is for those individuals who cannot use public transportation due to a physical impairment or because of rural location.

Respite

Provides relief for the caregiver of an older person at home. Caregiver can take time off to go shopping, run errands or just go visit friends—whatever they feel they need to give themselves a break.

Companion Care Registry

The Registry is a directory of in-home workers who can be hired privately to meet home and personal care needs. The workers have been screened through an interview process and had their references checked. It is updated at the beginning of each month.

Certified Local Ombudsman

Advocacy for all residents of long-term care facilities (nursing homes and assisted living facilities), assisting them in resolving problems or complaints. The program serves to monitor the quality of care and life for residents of long-term care facilities. Call 758-5737.
Reverse Annuity Mortgage Loans

Many Montana senior citizen homeowners have no mortgage debt and are of lower income that would benefit from an additional income source from the use of equity in their homes. This extra money would help to pay for their in-home care.

- Interest rate is 5%
- Must be 68 years of age or older
- Annual income for 1 person household - $21,660
- Annual income for 2 person household - $29,140
- Home must be in Montana and occupied by owner
- Must have FHA approved foundation
- No single wide mobile homes
- Can borrow $15,000 up to $150,000
- Mortgage holder would receive a monthly check for 10 years

Call 758-5737 for more information.

Insurance Counseling and Assistance

- **SHIP** (State Health Insurance Program)
  Assistance with Medicare/Medicaid and supplemental insurance. We help with finding the best Part D (prescription) plan to meet your needs.

- **SMP** (Senior Medicare Patrol)– This is a project that recruits volunteers to learn about the Medicare system and teaches beneficiaries how to read their insurance statements. This program is meant to help Fight Fraud, Waste & Abuse in the insurance field.

Mobile Home Repair

This program is designed to help seniors remain at home and get some help with minor or major home repairs in order to keep the home safe and sanitary. Adaptive devices can be installed also. This program is dependent on funding from different sources, so it’s not always available.
**Health Promotion**
Agency on Aging helps sponsor activities at local senior centers that promote healthy lifestyles, fitness and health care. Activities may include, but are not limited to: toenail clinics, blood pressure clinics and exercise classes. Call the senior center of your choice for more information:

- **Bigfork Social Center**
  639 Commerce St.
  837-4157

- **Kalispell Senior Center**
  403 2nd Ave. W.,
  257-1598

- **North Valley Senior Center**
  205 Nucleus Ave.
  892-4087

- **Whitefish Community Center**
  121 2nd St.
  862-4923

**Legal Appointments**
Agency on Aging works with a local attorney to offer 30-minute counseling sessions one afternoon a month. Appointments can be made by calling 758-5730.

**Telephone Reassurance Calls**
This service is available Monday through Friday. Daily calls are made to check on a person and/or to give med reminders. If there are concerns, a relative or friend is called to check on the person.

**Gatekeeper Program**

**Carrier Alert** is a program that alerts the appropriate help if someone does not pick up their mail in a 24-hour period.

**Emergency Response Systems**
How it works: When alert button is pushed, a live person answers to confirm the button wasn’t pushed by mistake; they then call the preset responders or an ambulance.

Company: **Kalispell Medical Equipment**  
Address: 55 3rd Ave. EN, Kalispell, MT 59901  
Phone: (406) 752-6111 or 1-800-525-5982  
Fax: (406) 257-2360

**Lifeline Medical Alert**  
Fees vary. Please call store for details.

**Freedom Alert**  
One time fee of $279.99 w/ no monthly fee

**Guardian Alert 911**  
One time fee of $184.99 w/ no monthly fee

Company: **Kenco**  
Address: 3985 Hwy 35, Kalispell, MT 59901  
Phone: (406) 756-5533  
Fax: (406) 756-5535  
Website: [www.kencosecurity.com](http://www.kencosecurity.com)  
Email: Theresa@kencosecurity.com

**GE Security Pro** - $99 installation with $45 monthly service

Company: **Norco**  
Address: 2555 Hwy 2 East, Kalispell, MY 59901  
Phone: (406)752-4804 or 1-800-458-0095  
Fax: (406)756-8740

**Linear Emergency Response** - no installation fee - $45.00 monthly

Company: **RadioActive, Inc.**  
Address: 35 Heritage Way, Kalispell, MT 59901  
Phone: (406)257-5999  
Fax: (406)257-5998

**Personal Assistance Console** with Voice Dialer and Water Resistant Call Pendant - Costs $99.95 w/ no monthly fee
Smoke Detector

Senior citizens in Kalispell, Bigfork, Ferndale and Smith Valley may qualify for free smoke detectors, professional installation of the devices and fire prevention advice from local firefighters.

To qualify, applicants must be 65 years of age or older and not have a functioning smoke detector in their homes.

The program is a collaborative effort of the United Way, Lowe’s and Kalispell Fire Departments. For an application, call United Way at 752-7266. For more information, call your local fire department or Lowe’s at 758-3030.

Telephone Equipment for the Deaf or Hearing Impairing

Montana Telecommunications Access Program (MTAP)
111 N. Last Chance Gulch,
Helena, MT 59601
1-800-833-8503
(406) 444-1335 (Helena area)

MTAP has the goal of helping people who are Deaf or Hard of Hearing by offering the aides of amplified telephones and various other pieces of equipment, as well as, TTY devices for the Deaf.

All Montana’s telephone users fund MTAP’s services, through a monthly fee on each telephone access line. The service benefits not only the hearing and speech impaired, but all telephone users. The services provide a vital link between those that use specialized equipment and those who use conventional phones.

Residents may obtain this equipment free of cost by applying with our program. Call 1-800-833-8503 to obtain an application.
Telephone Equipment (continued)

Eligibility requirements are:
- Hearing, speech or mobility impaired,
- Resident of Montana,
- Able to demonstrate their ability to understand the nature and use of the equipment for the purpose of sending or receiving messages through the telephone system, & under the income eligibility requirement.

Medical Equipment Loan Closets

Medical Equipment available such as: bath benches, beds, canes, crutches, safety seats, walkers, wheelchairs, etc. (Donations would be greatly appreciated by these providers.)

- **Lions Club**
  – Marian Smart – 257-7028. Used eyeglasses and hearing aids available through an application process. (Drop boxes to recycle eyeglasses and hearing aids are located around town in optical departments and pharmacies of department and grocery stores.)

- **Summit for Independent Living**
  – contact Flo Kiewel – 257-0048

- **V.F.W. Club** (Kalispell) – 752-2611

- **Vets’ Pantry** (Kalispell) – 756-7304
  10 a.m. – 2:45 p.m.

- **Whitefish Physical Therapy** – 862-9378
Disability Advocacy & Services

AARP Safe Driving Program

Contact: Bob Redinger, Area Coordinator, (406) 756-8636

Eight-hour course designed for drivers 50 years of age & older. Classes led by trained volunteers with a nominal fee to cover course materials. Upon completion, a certificate may qualify for a reduced rate for auto insurance.

Disabled Driving Program

Service of Kalispell Regional Medical Center Occupational Therapy
310 Sunny view Lane, Kalispell, MT 59901
Phone (406) 751-4520 Fax (406) 751-4526

This program provides an assessment of the skills necessary for driving. Training occurs in a specially equipped car which is modified with hand controls, steering knob, left-sided accelerator and passenger brake. Training done by experienced occupational therapist.

Eligibility: Prescription from a physician is necessary for an assessment and/or training. The client must have had a driver’s license previously, but does not have to have a current license. The service provides in-depth information regarding driving skills, but does not license a person to drive.

Fees: In-clinic assessment, approximately $160
Full driving assessment, approximately $370
(Medicare does not pay for this assessment)
Disability Permit/License Plates

**Permits** are displayed in the windshield of the vehicle and allow the person to park in the designated handicapped parking areas.

**License plates** have a decal of a wheelchair indicating a person with a disability is driving.

Application forms are available at [www.doj.mt.gov/driving/forms.asp](http://www.doj.mt.gov/driving/forms.asp)

Or: Flathead County Motor Vehicle Department  
935 1st Ave. W.  
Kalispell, MT 59901  
**Phone:** 406-758-5690

A licensed physician, chiropractor or Advance Practice Registered Nurse must complete the “Medical Certification for Individual” on the application.
Taxi Service

**Glacier Taxi**
Phone: 406-250-3603  
www.glaciertaxi.com  
Glacier Taxi operates 24 hours a day, 7 days a week and covers the entire Flathead County.

**Kountry Taxi**
Phone: 406-250-8015  
Serving Flathead County since 2014. Affordable taxi service

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Vision Services

**Low Vision Montana (LVM)**
(800) 601-5004  
www.lowvisionmt.org

LVM addresses the diagnostic, emotional and technological needs of visually impaired individuals. They help access community, social and agency resources and make low vision equipment available for demonstration and evaluation. They also make referrals to peer and support groups.

**Blind and Low Vision Services**
888-279-7528  
A State of Montana Agency  
The goal of this program is to provide services to older visually impaired and blind individuals so they can live more independently.

www.dphhs.mt.gov/dsd
Montana Blind Services
Address: 121 Financial Drive, Suite B
        Kalispell, MT 59901
Phone: (406) 751-5940

Meets the first Tuesday of the month from 11:30 a.m.-2:30 p.m.

Opportunity Resources, Inc.
Address: 945 4th Ave. E., Kalispell, MT 59901
Phone: (406) 755-6344
Fax: (406) 752-1384

Services: Case management for developmentally disabled adults.
Hours: Monday thru Friday, 8:00 a.m. to 5:00 p.m.
Eligible: Developmentally disabled as defined by the state of Montana.

Summit Independent Living Center
Address: 275 Corporate Dr., #901, Kalispell, MT 59901
Contact: Flo Kiewel
Phone: (406) 257-0048 or (800) 995-0029
Fax: (406) 257-0634
Website: www.summitilc.org
E-Mail: kalispell@summitilc.org

Services: Serves those w/ mobility, visual & hearing impairments. Also serves those w/ neurological disorders, learning disabilities, etc.
Hours: Monday thru Friday, 8:00 a.m. to 5:00 p.m.
Eligible: Must have a disability and be a resident of Flathead, Lake, Lincoln, Mineral, Missoula, Ravalli or Sanders County.
Veterans Information

Montana Veterans Affairs Division
Contact: David Lake or Randy Winter
Address: 2989 Hwy 93 N., Kalispell, MT 59901
Phone: (406) 755-3795
Fax: (406) 755-1039
Email: kalmvad@centurytel.net

VA Primary Care Clinic
Address: 31 Three Mile Dr, Suite 102, Kalispell, MT 59901
Phone: (406) 751-5980
Fax: (406) 751-5981

VA Montana Health Care System
Address: 3687 Veteran Dr.
P.O. Box 1500, Fort Harrison, MT 59636
Phone: (406) 442-6410
Fax: (406) 447-7916

VA Regional Office – Fort Harrison
(Veterans Benefits Information)
Toll Free: 1-800-827-1000
www.va.gov

VA Pharmacy – Fort Harrison
1-877-468-8387 press 1

Transportation
Medical appointments to Fort Harrison are Tuesdays and Thursdays.
Call 755-5617.
In-Home Caregivers/Workers

At some point it becomes clear that certain routines of daily living are no longer being accomplished, or at least are done only with great difficulty.

The activities of daily living are: eating, dressing, bathing, toileting and transferring (getting in/out of a bed or chair).

Help with these daily activities would require someone who does “personal care”.

Homemaker services provide a wide variety of assistance with such things as meal preparation, grocery shopping and light housekeeping.

Something to remember: Only a nurse can administer medications! Someone hired to work doing personal care can give med cues to a person and remind them to take their meds, but they cannot hand them the meds or handle them in any way.

Background Checks

Members of the general public can now run criminal background checks online (https://app.mt.gov/choprs/). An individual online background check costs $11.50. To search, users enter an individual’s complete name and date of birth. Social Security numbers aren’t required but they help distinguish between people with similar names and birth dates. Montana law requires the person conducting the search to enter his or her name.

People can also request an individual’s criminal history by mail for a $10 processing fee. They must include a self-addressed, stamped envelope.
A Plus Health Care

Address: 1117 South Main St, Kalispell, MT
Phone: (406) 755-4968  FAX: 752-5157
EMAIL: www.aplushc.com

Contact:  Brenda Lynch (Branch Manager)

Services Offered

- Help with bathing, dressing and hygiene
- Assistance with safe ambulation as well as transfers
- Nutritional support with meal planning and preparation
- Assisting with self-administering medications
- Furnishing transportation assistance with grocery shopping, picking up medications and medical appointments
- Light housekeeping and homemaking services

Personal Care Services include:

- Personal care attendant
- Homemaker/Companion
- Respite Care

Payments accepted from Medicaid, private insurance and private pay/trusts, etc.
Addus Health Care

Address: 2210 Hwy 2 E. (LaSalle)  
P.O. Box 9316  
Kalispell, MT 59904

Phone: (406) 257-1101  
FAX: (406) 257-3621

Services Offered

- **Personal assistance:** Assistance with bathing, grooming, dressing and other personal hygiene tasks
- **Housekeeping**
- **Chore services:** Housework, trash removal, washing windows, laundry and snow shoveling
- **Companion service, socialization**
- **Meal preparation**
- **Implementation of prescribed physical therapy**
- **Shopping**
- **Transportation**
- **After care:** Assistance and transportation from medical appointments

Payments accepted from long term care insurance at a negotiated rate, Medicaid, VA or private pay.
Agape Home Care Inc.

Non-Medical, In-Home Care

Address: 40 Appleway Dr.
Kalispell, MT 59901
Phone: (406) 755-4633
Contact: Inga J. Lake & Julie Brubaker, owners

Services Offered – 2 hours to 24/7 coverage

- Experienced care for every situation
- Services tailored to the individual needs of the client
- Companionship
- Nutritional Support
- Respite/Relief Care
- Incidental transportation
- Medication Reminders
- Light Housekeeping
- Sitting positions: at nursing homes, hospitals, assisted living facilities
- Personal care: bathing/toileting/mobility/transfers/feeding

Payments accepted from Medicaid, VA and private pay.
Big Sky I.V. Care

Address: 20 Four Mile Dr., Suite 3, Kalispell, MT 59901
Phone: (406) 752-0440  FAX: (406) 752-0443
EMAIL: www.bigskyivcare.com

Big Sky I.V. Care is a home infusion pharmacy and nursing service comprised of professionals who have more than 35 years of home infusion pharmacy and health care experience.

We can be reached 24 hours a day, seven days a week to care for our patients and their therapies including:

* Infusion nursing care
* Enteral nutrition
* PICC lines
* Antibiotics
* Catheter care
* Antiviral therapy
* Hydration/electrolyte replacements
* Specialty medications
* Pain management
* TPN
* Antifungal therapy
* Nutrition assessment
* Biotech therapies
* Respiratory medications
* Chemotherapy

Services include:

- Pharmacist and nurse on call 24/7
- Home health network servicing outlying and rural areas
- On-going patient monitoring, including clinical assessments and medication review
- Electronic medical records charting for up-to-the-minute information
- Home nutritional consults
- Customized patient educational materials
- Comprehensive insurance screening and pre-authorization ensuring maximum insurance coverage
- Patient care suites offer comfort and privacy during various treatments
Comfort Keepers

Address: 95 Indian Trail Rd., Kalispell, MT 59901
Phone: (406) 755-4030  Fax: (406) 755-1070
Email: NWMontana@comfortkeepers.com

Our mission is to provide our clients with the highest level of quality of life that is achievable.

Services available:
- In-home companionship care
- Meal preparation
- Light housekeeping
- Errand services
- Grocery shopping
- Transportation services
- 24-hour care available
- Daily “TLC” phone calls
- Laundry & linen washing
- Clothing shopping
- Recreational activities
- Grooming & dressing guidance
- Organize incoming mail
- Periodic review with family
- Respite care
- Emergency monitoring
  Including medication reminders
Community Action Partnership

Address: 214 Main Street – P. O. Box 8300
Kalispell, MT 59904-1300
Phone: 752-6565

Personal Touch HomeCare strives to bring independence to individuals to remain in their own homes. The combination of client focused medical supervision helps make that possible.

Personal Care attendants assist with:
Adaptive equipment  Meal preparation
Bathing  Respite
Dressing  Socialization
Emergency response  Transportation
Units  Home modifications
Grooming  Light housekeeping
Exercise
Flathead County Home Health

Address: 736 Main St., Kalispell, MT 59901
Phone: 751-6800
FAX: 751-6807
Email: http://flathead.mt.gov/health

Medicare/Medicaid certified and state licensed agency.
Anyone who needs skilled care (as determined by a physician) is eligible for services which can be reimbursed by Medicare, Medicaid or private insurance.

- **Nursing** services can include blood draws, wound changing, administering injections, etc.
- **Home health aide** working under the supervision of a nurse or therapist can help w/bathing, dressing, hair, skin care, etc. They can also assist w/meal prep and therapy exercises.
- **Physical, occupational or speech therapy** can develop an exercise program, assist w/ transfer or walking, and help w/ swallowing problems and other duties.
- **Medical Social Services** can assist w/ obtaining financial aid, find community resources & help with long term care decisions.

The staff can help in determining eligibility and also, if Medicare, Medicaid or private health insurance will pay. People not covered by these plans can pay based on a sliding fee scale. Prior hospitalization is not required; you can be referred by your doctor, a hospital, your family or yourself.
Frontier Home Health

Address: 29 Second Street East, Kalispell, MT 59901
Phone: 406-755-4923

Serving Flathead, Lincoln, Lake and Sanders Counties

Home Health services can help following hospitalization, surgery or with a change in a medical condition or a newly-diagnosed medical condition.

Medicare requires a physician’s order for a skilled need, such as nursing, physical therapy, speech therapy or occupational therapy.

Frontier Hospice

Hospice promotes comfort, dignity, support, safety and symptom-management at the end of life. The hospice philosophy incorporates a holistic approach to working with individuals and their families who are facing terminal illness. Hospice can be provided in the home, nursing home or assisted living setting.

Frontier Hospice will respond immediately to all referrals and inquiries.

How do I know if I qualify for Hospice?

Hospice is for individuals who have been diagnosed with a terminal illness as determined by their physician when curative treatments are not longer available. If you are not sure if hospice is right for you, Frontier Hospice will provide a consult at your convenience in the privacy of your home.
Home Options
(a service of Northwest Healthcare)
Address: 430 Windward Way, Suite 101
Kalispell, MT 59901
Phone: 751-4200

When you are ill or recuperating from a medial condition, Home Health can provide a full range of professional services in the warmth of your own home. Under the direction of your physician, skilled care can be provided. These services can be covered under Medicare, Medicaid or private insurance for those who meet the eligibility criteria.

Private care (private pay) is designed for people to maintain their independence and safety. Services provided can include companionship, housekeeping, transportation, bathing & personal care, meal prep, errands, blood draws.

Caregivers are carefully screened, trained and insured.

Hospice
Hospice provides expert pain and symptom management for individuals who can no longer benefit from curative medical treatment. Services available can include bereavement support, medical supplies, medication for pain relief and symptom control, help with personal care needs, emotional support and counseling, to name a few.
Services offered:

Personal Care Assistance
- Eating, bathing, dressing, grooming
- Medication reminders
- Mobility

Companion Care
- Stimulate mental awareness
- Organize crafts and activities
- Provide respite care
- Plan visits to friends & neighbors and outings
- Dietary assistance

Homemaker Services
- Household chores, laundry & ironing
- Shop, plan, prepare and clean up meals
- Escort to appointments, pick up prescriptions
- Escort to house of worship

Loyal Care is a provider of non-medical private pay and Medicaid home care services, is dedicated to caring for the needs of clients with dignity, respect and compassion. They are a high quality service provider for people needing assistance with their daily living tasks. The caregivers provide the functional support services that enable people to remain in the comfort of their home. Call for a free consultation and assessment by the registered nurse.
Visiting Angels

Address: 93 3rd Ave. West North, Kalispell
Phone: 406-755-3994
Email: Ra.burke@visitingangels.com
Web site: www.visitingangels.com

Visiting Angels provides seniors and adults with the needed assistance to continue living at home. Our mission is to maintain the independence and familiar surroundings for those in need of care.

You’ll have the opportunity to interview and make the final decision on selecting any caregiver we refer to you.

Calls are returned within 15 minutes and up to 24 hour care in your home, as we are available 24 hours/7 days a week.

Services provided to include:
- Meal preparation
- Light housekeeping
- Bathing assistance
- Dressing assistance
- Grooming
- Assistance with walking
- Medication reminders
- Errands
- Shopping
- Friendly companionship
- Flexible hourly care
Walgrens/Options Care

Address: 175 Commons Loop, Suite 400
           Kalispell, MT 59901
Phone: 752-4545

Walgrens/Option Care provides medically stable patients with I.V. (parenteral) and nutritional (Enteral) therapies in the home as an alternative to extended hospitalization. Also provided are injectable drugs and unit dose respiratory medications for use with nebulizers.

Services, (to name a few):
- Antibiotic
- Chemotherapy
- Heparin
- Hydration
- Pain management
- Vitamin & mineral replacement

Staff
Registered pharmacists and nurses are available 24 hours a day, 7 days a week. Locally based program ensures that patients can be assisted immediately. A registered dietician is on staff to assist with dietary needs.

Licensing
They are licensed by the Montana Board of Pharmacy and the Department of Health and Human Services Division of Quality Assurance.
Support Groups

Alzheimer’s support groups
Anyone who cares for or wants to learn about this disease that affects memory, reason and judgment. Focus is on sharing experiences and information.

1. Buffalo Hill Terrace: 40 Claremont St.
Meets the 3rd Monday of the month @ 3:00 until 4:30
For more information, call Immanuel Lutheran – 752-9622

2. MT Veterans Home: 400 Veterans Dr., Columbia Falls
Meets 3rd Wednesday of the month @ 11:30 to 1:00 with lunch included.
For more information, call 892-3256.

Bereavement support groups
Support for those who have lost loved ones due to death. A structured, goal-oriented group meant to provide support and a safe, confidential place to share common experiences; to assist in decreasing isolation and provide the opportunity to learn from others and to help each other develop and grow through your grief. Pre-registration and commitment is required for this free, eight-week therapeutic course offered 4-5 times throughout the year.

1. Contact Jan Seelye, Volunteer Coordinator @ 751-4200.
A service of Home Options Hospice of KRMC

2. Sponsored by Frontier Hospice - Address: 29 Second Street, Kalispell
Meets the 2nd and 4th Thursday of the month.
For more information, call Ellen Kaminski @ 755-4923

3. GriefShare is a non-denominational support group and weekly seminar featuring biblical teaching on grief and recovery topics.
Christ Lutheran Church, 5150 River Lakes Parkway, Whitefish
Meets Tuesdays @ 7:00 to 8:30 p.m.
For more information, call Meg Erickson @ 862-2615
Blind, Montana Association

Northridge Lutheran Church, 323 Northridge Dr.
Meets on the 2nd Friday of the month @ 1:30
For more information, call Glenn Benesch @ 314-1367

Cancer

Prostate Cancer
(For Partners of Men with this illness)
Summit, 205 Sunnyview Lane
For more information call, Anne Scott-Markle or Ginny Hoffman @ 756-5830

Women’s Cancer
Cancer Center, 343 Sunnyview Lane
Meets on the 2nd Tuesday @ 5:00 p.m.
For more information call, Karen Hunnicutt @ 752-1790

FREE Cancer Survivors
An outdoor adventure program for people living beyond cancer. Through wilderness experiences, FREE promotes healing on a physical, emotional and spiritual level. This program is a collaborative effort between Flathead Valley Community College and North Valley Hospital.
For more information, call the Wellness Center @ North Valley Hospital @ 863-3642

Caring for the Caregiver
A professional and family caregiver support group that offers education, camaraderie and the chance to meet other people who share your concerns.
United Way Conference Room in Gateway West Mall
Meets the 3rd Tuesday of the month @ 12:00 to 1:00
(brown bag lunch – beverages provided)
For more information, call Agape Home Care – 755-4633
**Chronic Pain support group**  
Open to those who have chronic pain and to their family, friends and caregivers.  
**Summit, 205 Sunnyview Lane**  
Meets the 2nd & 4th Monday of the month @ 5:30 to 7:00  
For more information, contact Dr. Alex Bokor @ 250-5252.

**Fibromyalgia support group**  
**Summit, 205 Sunnyview Lane**  
Meets once a month from 7:00 p.m. to 9 p.m.  
For more information, call Jerry Edmondson @ 253-7228  
For date of meeting, call 751-4500.

**Grandparents Raising Grandchildren support group**  
An opportunity to share information and socialize with others in a similar situation.  
**Northridge Lutheran Church, 323 Northridge Dr.**  
Meets the 3rd Friday of the month  
For more information, call Michelle Wheat – 756-1414.

**Help Net** – First call for help  
An information and referral line.  
Call 752-8181 or (800)332-8425.

**Huntingtons Disease support group**  
Call for meeting times and location, JoAnn Fredenberg @892-3179 or Patty Morris @ 862-3977.

**Insulin Pump support group**  
The intent of this support group is to get insulin pump patients together so they can share their tips and tricks, and receive education.  
**Buffalo Hill Conference Center of Kalispell Regional Medical Center**  
For more information and dates and times call, Christie Hicks @ 751-5454.
**Lupus support group**
Including Fibromyalgia and Auto-Immune Diseases.
**Summit, 2005 Sunnyview Lane in Conference Room 3**
Meets the 2nd Friday of the month @ 7:00 to 9:00 p.m.
For more information call, 837-1055.

**Mental Health - NAMI**
Support is offered along with advocacy for better, improved services and education about mental illness to reduce the stigma associated with it.
**Adult Mental Health Services Center, 410 Windward Way**
Meets on Tuesdays @ 5:30 to 7:00 p.m.
For more information call, Tom Bartlett @ 885-3865.

**Multiple Sclerosis support group**
**Buffalo Room of Buffalo Hill Terrace, 40 Claremont Ave.**
Meets on the 2nd Saturday of the month @ 1:00 p.m.
For more information call, Sharon Shropshire @ 7556-6151 or Char Kaber @ 752-1275.

**Narcotics Anonymous**
Functions on the same principles as Alcoholics Anonymous, such as 12-step format, addicts helping addicts through group meetings, sharing experiences, strength and hope.
**Calvary Lutheran Church, 2200 Hwy 2 E.**
Meets on Mondays @ 7:30 to 8:30 p.m.
For more information, call Mike Harmon @ 756-8487. Mailing address is 323 Edgewood Dr., Kalispell.

**Suicide support group**
SOLAS – Surviving Our Loss After Suicide – is a community support group for persons affected by suicide loss.
   For more information call, 752-6773.

**Traumatic Brain Injury (TBI) Association**
Sponsored by Kalispell Regional Medical Center Rehab
**Summit, 205 Sunnyview Lane in the conference room**
Meets on the 2nd Monday of the month @ 6 to 8:00 p.m.
For more information call, Sue Crawford @ 756-4725 or Kathy Hansen @ 756-4723.
DAY CARE / RESPITE

Day Care Programs usually provide oversight of medication as well as social and recreational programs. The people who benefit most from day care activities are those who live alone, or whose family and friends work during the day. Day care programs usually operate five days a week, 8 a.m. to 5 p.m. The medical help available is usually limited to administering medicines or minor medical treatment supervised by a registered nurse. Occasionally, speech or hearing therapy, physical therapy, or occupational therapy is available, but participants are expected to be mobile. Medicaid is probably the major source of payment for most people, and must approve each person’s eligibility.

Respite Care offers support so family or other caregivers can take a break from the demands of continual home care. When someone cares for a person in their home, they may need temporary replacement support when they are unable to provide the care that is needed, such as during a vacation, an emergency, or working hours. Respite may range from short term care provided for a few hours to an extended number of days or weeks. It may include nursing care, chore services and meals depending on the provider.
<table>
<thead>
<tr>
<th>Day Care / Respite providers</th>
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<tbody>
<tr>
<td><strong>Brendan House</strong></td>
<td>350 Conway Dr.</td>
<td>171 Heritage Way</td>
</tr>
<tr>
<td>Kalispell, MT 59901</td>
<td>141 Interstate Ln.</td>
<td>1050 Grand Ave.</td>
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<tr>
<td>752-5460</td>
<td>Kalispell, MT 59901</td>
<td>Bigfork, MT 59911</td>
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<tr>
<td><strong>Edgewood Vista</strong></td>
<td>141 Interstate Ln.</td>
<td>1050 Grand Ave.</td>
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<tr>
<td>Kalispell, MT 59901</td>
<td>645 Liberty St.</td>
<td>156 Three Mile Dr.</td>
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<tr>
<td>755-3240</td>
<td>Kalispell, MT 59901</td>
<td>Kalispell, MT 59901</td>
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<tr>
<td><strong>Friendship House</strong></td>
<td>606 2(^{nd}) Ave. W.</td>
<td>645 Liberty St.</td>
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<tr>
<td>Kalispell, MT 59901</td>
<td>645 Liberty St.</td>
<td>156 Three Mile Dr.</td>
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<tr>
<td>257-8375</td>
<td>Kalispell, MT 59901</td>
<td>Kalispell, MT 59901</td>
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<tr>
<td><strong>Valley View Senior Care</strong></td>
<td>260 Windsong Way</td>
<td>156 Three Mile Dr.</td>
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<tr>
<td>Kalispell, MT 59901</td>
<td>Kalispell, MT 59901</td>
<td>Kalispell, MT 59901</td>
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<tr>
<td>270-3549</td>
<td><strong>Lakeview Care Center</strong></td>
<td>156 Three Mile Dr.</td>
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<td></td>
<td>1050 Grand Ave.</td>
<td>Kalispell, MT 59901</td>
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<td></td>
<td>837-5041</td>
<td>756-8688</td>
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<tr>
<td><strong>Heritage Place</strong></td>
<td>171 Heritage Way</td>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Kalispell, MT 59901</td>
<td>261-6373</td>
<td>756-8688</td>
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<tr>
<td><strong>Renaissance Assisted Living</strong></td>
<td>645 Liberty St.</td>
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<tr>
<td>Kalispell, MT 59901</td>
<td>755-4483</td>
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<tr>
<td><strong>WEL-Life</strong></td>
<td>156 Three Mile Dr.</td>
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<td>Kalispell, MT 59901</td>
<td>756-8688</td>
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</table>
ADULT FOSTER CARE HOMES

If a senior feels very comfortable in a family home type environment with the same care provider day-in, day-out, then, this may be the ideal placement. They can enjoy a meal at the dining room table with 3 other like-minded residents or visit with others in the family living room; yet watch TV in the privacy of their own bedroom. These homes are only licensed for up to 4 residents, but may only be set up for 1 or 2.

Expressions Inc.
240 Hidden Meadow Lane, Columbia Falls - 253-4278

Itz 4 U AFH
182 Nicholson Dr., Kalispell - 752-4153

Langston’s Adult Foster Care
1828 S. Woodland Dr., Kalispell - 257-4999

Petersen Foster Care
436 Addison Square, Kalispell - 257-5823

Quality of Life
409 Parkway Dr., Kalispell - 756-2273

Valley View Senior Care
260 Windsong Way, Kalispell
270-3549
Assisted Living Homes

Assisted living homes are distinguished from other facilities such as retirement homes by one major characteristic – the residents of assisted living homes are in need of some degree of protective oversight because of disability, age and/or a higher level of dependency of the residents. Protective oversight means that the resident needs supervision in such areas as nutrition, medications, bathing, grooming, feeding, etc. Residents may have varying degrees of mental impairment that prohibits them from recognizing and/or responding to emergency situations, or result in difficulty in basic orientation to time, place, people, etc. Assisted living homes provide 24 hour supervision of residents.

Residents of assisted living homes differ from residents in nursing homes in that they cannot have disabilities or medical conditions that require chronic or convalescent care, since assisted living homes cannot provide nursing care directly to the residents.
<table>
<thead>
<tr>
<th>Assisted Living Facility</th>
<th>Director</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Buffalo Hills Terrace (some units are assisted)</td>
<td>Carla Wilton, Dir.</td>
<td>752-9624</td>
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<tr>
<td>40 Claremont St.</td>
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<tr>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Edgewood Vista (dementia)</td>
<td>Starla Robinson, Dir.</td>
<td>755-3240</td>
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<tr>
<td>141 Interstate Ln.</td>
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<tr>
<td>Friendship House</td>
<td>Jim Atkinson, Dir.</td>
<td>257-8375</td>
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<tr>
<td>606 2nd Ave. W.</td>
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<tr>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Prestige</td>
<td>Patty Cordell, Dir.</td>
<td>756-1818</td>
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<tr>
<td>126 Glenwood Dr.</td>
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<tr>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Renaissance (dementia)</td>
<td>Shawn Sharp, Dir.</td>
<td>755-4483</td>
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<tr>
<td>645 Liberty St.</td>
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<tr>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Wel-Life</td>
<td>Patricia Dortsch, Dir.</td>
<td>756-8688</td>
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<tr>
<td>156 Three Mile Dr.</td>
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<tr>
<td>Kalispell, MT 59901</td>
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<tr>
<td>Rising Mountain Assisted Living</td>
<td>Phone: 837-2698</td>
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<tr>
<td>225 Coverdell Rd.</td>
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<tr>
<td>Bigfork, MT 59911</td>
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<tr>
<td>The Springs (dementia wing)</td>
<td>Brenda Weisz, Dir.</td>
<td></td>
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<tr>
<td>1001 River Lakes Parkway</td>
<td>Phone: 862-6322</td>
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<tr>
<td>Whitefish, MT 59937</td>
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</tbody>
</table>
Assisted Living Facilities (continued)

Beehive
1660 13th St. W.
Columbia Falls, MT 59912
Josh & Jessi Burlage, Dir.
Phone: 892-4100

Expressions (dementia)
240 Hidden Meadow Ln.
Columbia Falls, MT 59912
Ed & Pat Zinke, Dir.
Phone: 897-1017

Timber Creek Village
375 Meadow Lake Blvd.
Columbia Falls, Mt 59912
Margaret “Peggi” Mendricks
Phone: 892-3400

HOSPITALS / CLINICS

Dialysis Center Inc.
135 Commons Way
Kalispell, Mt 59901
756-5565

Flathead City-County Health Department
1035 1st Ave. W.
Kalispell, MT 59901
751-8110

Flathead Valley Chemical Dependency Clinic
1312 N. Meridian
Kalispell, MT 59901
756-6453
110 Nucleus Ave., Suite B
Columbia Falls, MT 59912
892-7900

Flathead Valley Orthopedic Center
111 Sunnyview Ln.
Kalispell, MT 59901
752-7900
710 E. 13th St.
Whitefish, MT 59937
Hospitals/Clinics (continued)

**Health Center Northwest**
320 Sunnyview Ln. Phone: 751-7550
Kalispell, MT 59901

**Kalispell Regional Medical Center (hospital)**
310 Sunnyview Ln. Phone: 752-5111
Kalispell, MT 59901

**North Valley Hospital**
1600 Hospital Way Phone: 863-3500
Whitefish, MT 59937

**Pathways Treatment Center (mental health)**
200 Heritage Way Phone: 756-3950
Kalispell, MT 59901

**Shepherd’s Hand FREE Clinic**
5150 River Lakes Parkway Phone: 862-2615
Whitefish, MT 59937

**VA Primary Care Clinic**
31 Three Mile Dr., Suite 102 Phone: 751-5980
Kalispell, MT 59901

**Western Montana Mental Health Center**
410 Windward Way Phone: 257-1336
Kalispell, MT 59901
Nursing Homes
Flathead County

Brendan House
350 Conway
Kalispell, MT 59901
751-6500

Kelly Bilau, Adm.
Gayle Skees, S.W.

Heritage Place
171 Heritage Way
Kalispell, MT 59901
755-0800

Brent Smith, Adm.
Janette Spade, S.W.

Immanuel Lutheran Home
185 Crestline Ave.
Kalispell, MT 59901
752-9622

Jason Cronk, Adm.
Kim Schildt, Assoc. Adm.

Lakeview Care Center
1050 Grand Ave.
Bigfork, MT 59911
837-5041

Mark Krueger, Adm.
Theresa Pelican, S.W.

Montana Veterans Home
400 Veterans Dr.
Columbia Falls, MT 59912
892-3256

Joren Underdahl, Adm.
Helen Lyman, S.W.

Whitefish Care & Rehab
1305 E. 7th St.
Whitefish, MT 59937
862-3557

Josh Brown, Adm.
Tina Meyer, S.W.
OMBUDSMAN PROGRAM

Ombudsmen are advocates for residents in nursing homes and assisted living facilities. They problem solve concerns or issues and empower residents to speak for themselves. If that is not possible, for whatever reason, the ombudsman will speak for the resident.

Ombudsmen visit facilities on a regular basis to meet with residents, families and attend resident councils.

They provide information about nursing home care as well as other topics, such as Medicaid, Medicare and Social Security. They are trained to investigate complaints about health, safety and welfare of residents and assist them in exercising their rights.

The resident is the primary focus of the program. All actions must be for the good of the resident.

Certified Local Ombudsman
Susan Kunda
Todd Davis
Agency on Aging
160 Kelly Rd., Kalispell
758-5737 or 1-800-551-3191

State Ombudsman
PO Box 4210
Helena, MT 59604
1-800-332-2272