

# 2011-2012 CONSUMER GUIDE

Helping Families Make Informed Choices About Care



West Virginia  
Bureau of Senior Services



Ensuring Well and Vital Seniors

West Virginia  
**HEALTH  
CARE**  
Association



# 2011–2012 Consumer Guide

## Helping Families Make Informed Choices About Care



West Virginia Health Care Association (WVHCA) is the trade association representing nursing facilities and assisted living communities in West Virginia. WVHCA is an affiliate of the American Health Care Association and the National Center for Assisted Living.

For more information about long term care:  
(304) 346-4575  
or toll free within West Virginia at  
(888) 298-9842 or visit  
[www.wvhca.org](http://www.wvhca.org)

110 Association Drive  
Charleston, West Virginia 25311



The West Virginia Bureau of Senior Services is a cabinet-level agency within state government and the federally recognized state unit on aging. The Bureau's mission is to be the premier advocate for the provision of in-home and community services for West Virginia's seniors and others served by Bureau programs and a faithful steward of the federal and state monies entrusted to us for the provision of those services throughout the state.

For more information:  
(877) 987-3646 (toll free)  
[www.wvseniorservices.gov](http://www.wvseniorservices.gov)

Mailing address: 1900 Kanawha Blvd. East  
Charleston, West Virginia  
25305

Location: Town Center Mall, 3rd Level  
Charleston, West Virginia



AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

Call us at (866) 227-7458 or visit [www.aarp.org](http://www.aarp.org) • 300 Summers Street, Suite 400 • Charleston, West Virginia 25301

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## PROVIDING THE INFORMATION YOU NEED

While many seniors continue to live healthy and independent lives well into their 80's and 90's, a substantial number of West Virginia residents need long-term care services on a daily or weekly basis. Family members also need to know that their loved ones are being cared for 24-hours a day, when necessary, especially when they cannot be there to provide that care themselves.

Providing quality care that promotes dignity and independence in a safe environment is the goal. Senior centers, assisted living communities, and nursing facilities have been created for that purpose. However, meeting the needs of all of West Virginia's seniors encompasses a wide array of services, and sometimes it's difficult to find out what's available and most appropriate for you or a loved one.

As our nation's aging population grows, so does West Virginia's. Nearly 27,000 West Virginia Baby Boomers are turning 60 every year. The West Virginia Health Care Association and the West Virginia Bureau of Senior Services will continue to focus on the changing needs of older West Virginians and to lead the way with programs that promote health, dignity and independence.

We hope this guide will help familiarize you with many of the programs and services available for seniors and who to call or where to go for more information. It covers the whole continuum of care – from being independent and living at home to requiring some assistance to total nursing facility care.

On the one hand, you hope you never need these services. On the other, you may be glad you have the information if and when you do need it. The guide starts where we all want to be – independent – and moves through levels of services and care that may become necessary for you or a family member, from assistance with transportation, meals, and in-home care to assisted living and nursing facility care.

If you have questions about any of the materials or information covered in this guide, please call the West Virginia Health Care Association, (304) 346-4575, or the West Virginia Bureau of Senior Services, (304) 558-3317 or (877) 987-3646.

## HOW TO USE THIS BOOK

This publication can be a useful first step in your search for the level of care that meets your needs. We encourage you to read through *Help at Home and In Your Community* and the *Assisted Living Community and Nursing Facility Care* sections to familiarize yourself with the types of care options available in West Virginia.

The first tab, *Help at Home and In Your Community*, covers programs and services administered by the West Virginia Bureau of Senior Services. This tab begins with an overview of the Bureau and agencies that partner with the Bureau to provide a wide array of programs that may help you or a loved one stay healthy, stay at home, and stay safe. It includes a brief summary of each of those programs and whom to call for more information. The section concludes with answers to some of the most frequently asked questions about aging services and a statewide list of resource people to contact if you have other questions or need more information. The resource list includes the Bureau of Senior Services, all Area Agencies on Aging (AAAs), Aging & Disability Resource Centers (ADRCs), county senior centers, and regional ombudsmen.

The second tab, *Assisted Living Community and Nursing Facility Care*, includes a summary of the basic services provided in the two different care settings, assisted living communities and nursing facilities. The assisted living community and nursing facility visit checklists are provided to assist you during a tour. An overview of the state nursing facility and assisted living inspection survey report, including a completed sample survey, is also provided. The admission agreements, Ombudsman Program, Hospice, payment options, and government-funded assistance programs (Medicare and Medicaid) are important items explained. Additionally, a list of the WVHCA member nursing facilities and assisted living communities is also provided within this section.

The third tab, *Important Contact Information*, includes a list of other useful organizations and agencies. This section also contains a list of helpful resources available to the public, including books, pamphlets and websites.

The West Virginia Health Care Association and the West Virginia Bureau of Senior Services have used their best efforts in preparing this guide about long term care services in West Virginia. To the best of their knowledge, the information provided herein was correct at the time of printing in December 2010. Readers should be aware that laws and policies may have changed between the time this guide was written and when it is read.

# Help at Home and In Your Community

Help at Home and In Your Community



## QUICK REFERENCE GUIDE TO HOME AND COMMUNITY SERVICES

<b>Program or Service</b>	<b>Contact Information</b>
Chore & homemaker services	Call your county senior center
Disease Prevention and Management	(877) 987-3646
Family Alzheimer’s In-Home Respite (FAIR)	(877) 987-3646 or your county senior center
Golden Mountaineer Card	(877) 987-3646
Health promotion programs	Call your county senior center
Lighthouse	(877) 987-3646 or your county senior center
Long-Term Care Ombudsman Program	(800) 834-0598
Medicaid Aged and Disabled Waiver	(866) 767-1575 or your county senior center
Medicaid Personal Care	(866) 767-1575 or your county senior center
Medicare Helpline	(877) 987-4463 or Regional ADRC or county senior center
Nutrition programs	Call your county senior center
Senior Community Service Employment Program	(877) 987-3646
Senior housing options	(877) 987-3646
Senior Legal Aid	(800) 229-5068
State Aging & Disability Resource Center Director	(866) 987-2372
Transportation	Call your county senior center
West Virginia Transition Initiative	(304) 558-3287 (WV Olmstead Office) or (877) 987-3646

Phone numbers and other contact information for all Area Agencies on Aging, Aging & Disability Resource Centers, county senior centers, and regional long-term care ombudsmen are listed at the end of the *Help at Home and in Your Community* section.

# OVERVIEW

## **Aging Programs and the West Virginia Bureau of Senior Services**

In 1965, the Older Americans Act was signed into law. The Act created the U.S. Administration on Aging, and it authorized grants to States for community planning and services programs. State units on aging were authorized to administer funds, and Area Agencies on Aging were established to identify local needs, such as nutrition, transportation and in-home services, and to fund services via contracts with county aging providers (senior centers).

In the 1990's, the Bureau of Senior Services began administering two Medicaid in-home programs, Aged and Disabled Waiver and Personal Care. In recent years, the West Virginia Legislature appropriated state funds for in-home services targeted to Alzheimer's caregivers and the frail elderly, specifically the Family Alzheimer's In-Home Respite (FAIR) Program and the Lighthouse Program. West Virginia SHIP (State Health Insurance Assistance Program), through the Medicare Helpline, provides free, objective, and confidential assistance to West Virginia Medicare beneficiaries and their families.

Additionally, the Bureau administers the Senior Community Service Employment Program (SCSEP), a training program for people 55 and older who have a limited income, and the Golden Mountaineer Card, which provides discounts on merchandise and services through participating businesses and pharmacies. West Virginians who are at least 60 years of age are eligible for the card at no cost.

The in-home and community programs and services listed in this guide are those that the West Virginia Bureau of Senior Services administers or partners with others to provide. For more information on any of the programs mentioned in this section of the guide, please contact your local senior center or call the Bureau at (304) 558-3317 or toll-free, (877) 987-3646. There may be other agencies and organizations in your community that provide similar or additional services not listed here.

## **Area Agencies on Aging**

West Virginia's four Area Agencies on Aging (AAAs) are part of a nationwide network of organizations created by the Older Americans Act for the purpose of developing a comprehensive and coordinated plan which assures that seniors have access to needed services and programs. The AAAs contract with county aging providers (senior centers) for the provision of meals, transportation, and other services; they also monitor the providers for programmatic and fiscal compliance. Contact information for the AAAs is on page 9.

## **Aging and Disability Resource Centers (ADRCs)**

The West Virginia Aging & Disability Resource Centers (ADRCs) are places you and your family can visit or call to ask questions about services and supports to help you or a loved one remain at home and active in the community for as long as possible. At the ADRC offices, you will find professionally trained staff who can answer all of your questions about resources available in your area and how to access or apply for those resources. They can also assist you in navigating the long-term care system. The ADRCs are state-funded, and their services are available to anyone, regardless of age or income. The help you receive from your ADRC will empower you to make informed choices and decisions regarding long-term care. For more information, please call toll-free, (866) WVS-ADRC [(866) 987-2372], or contact the ADRC in your area. ADRC offices and contact information are listed on page 10.

## **County Aging Providers (Senior Centers)**

Senior services could not be provided in West Virginia without the work of county aging providers throughout the state. A senior center is located in each county, and most counties have satellite centers as well. Although originally created to administer Older Americans Act programs, the role of the centers has expanded through the years to encompass Medicaid programs, state-supported programs, and local initiatives. LIFE (Legislative Initiative for the Elderly), a state-funded program, is part of the senior center array of services. Services vary by county but are modeled after those provided by the Older Americans Act. Contact information for county aging providers (senior centers) is listed on pages 11–16.

# **STAYING HEALTHY**

## **Disease Prevention and Management**

The Bureau of Senior Services partners with the West Virginia Bureau for Public Health to coordinate arthritis activities in West Virginia. Exercise classes for those with arthritis are offered at the Bureau of Senior Services' office on a regular basis. The Bureau also partners with Public Health to increase seniors' knowledge about asthma and osteoporosis. Additionally, the Bureau is part of Mountains of Hope, a comprehensive cancer control coalition working to increase access to cancer information and resources, while promoting awareness and education.

The Bureau is active in the Stanford Chronic Disease Self-Management Program and has certified staff trained to instruct participants in the program on how to deal not only with chronic disease symptoms but also with the impact chronic disease has on their lives. It has been found that participants in the Stanford program have improved their healthful behaviors and health status and decreased the length of hospital stays. For online health and drug information, visit Medline Plus, [www.nlm.nih.gov/medlineplus](http://www.nlm.nih.gov/medlineplus), which is sponsored by the U.S. Library of Medicine (the world's largest

medical library) and the National Institutes of Health; interactive tutorials are also available. The American Lung Association also offers “Diseases A–Z,” an excellent disease index. For more information on any of the above programs, call the Bureau at (877) 987-3646 or (304) 558-3317.

### **Promoting a Healthy Lifestyle**

Through county aging providers (senior centers), seniors are afforded many opportunities to participate in various forms of physical and health promotion activities. These include walking programs, general exercise programs and those targeted specifically to certain diseases (for example, osteoarthritis), health screenings, and educational programs designed to improve physical and mental well-being.

The Bureau of Senior Services and many senior centers participate in West Virginia on the Move, a program that encourages West Virginians, regardless of athletic ability, to increase their physical activity and make smarter food choices. On the Partnership West Virginia website, [www.healthywv.com](http://www.healthywv.com), you will find an interactive map that allows you to search for healthy lifestyle activities by county or topic (e.g., health fairs, Senior Olympics, Dean Ornish heart disease programs), or you can call your county senior center to find out what physical activities and health promotion programs are available in your area.

### **Nutrition and Transportation Programs (Older Americans Act and LIFE)**

The Older Americans Act provides many programs for seniors 60 and older. Two primary services aimed at keeping seniors healthy are nutrition programs, meals provided both in the home and at senior centers, and transportation – to doctors’ appointments, pharmacies, grocery stores and the senior center. Legislative Initiative for the Elderly (LIFE) is state-funded and provides programs modeled after Older Americans Act programs. Services vary by county, so contact your nearest senior center for more information about programs in your area.

### **Senior Health Insurance Assistance Program (SHIP) – Medicare**

West Virginia SHIP (State Health Insurance Assistance Program) provides free, objective, and confidential help to West Virginia Medicare beneficiaries and their families who need help paying Medicare costs or information about their Medicare benefits, Medicare supplement insurance companies, supplement plans and monthly rate comparisons, or long-term care insurance plans. West Virginia SHIP is part of a national network of state health insurance assistance programs, which receive financial assistance from the Centers for Medicare & Medicaid Services, the federal Medicare agency.

If you are a Medicare beneficiary and have questions or issues, you can visit the West Virginia SHIP website anytime at [www.wvship.org](http://www.wvship.org), contact the Medicare Helpline, (877) 987-4463, Monday through Friday, 8:30am – 4:30pm, to receive expert advice from a SHIP counselor, or contact the SHIP counselor at your county senior center.

## **STAYING AT HOME**

### **Lighthouse Program**

Lighthouse is an in-home program designed to assist seniors who have functional needs but whose income or assets disqualify them for Medicaid services. The Lighthouse Program, available in each county, is funded entirely by state monies and provides support in four areas: personal care, mobility, nutrition, and housekeeping. An individual may receive up to 60 hours of service per month, based on a client assessment and resources available. To participate in the program, an individual must be at least 60 years of age and meet the functional eligibility need. Lighthouse is fee-based on a sliding scale, depending on the income of the care receiver. For further information, please call your county senior center or contact the WV Bureau of Senior Services.

### **Family Alzheimer’s In-Home Respite (FAIR)**

Caring for a loved one with Alzheimer’s disease or a related dementia can be very stressful, and caregivers need a regular break from the demands of the job. The FAIR Program, available in every West Virginia county, offers relief to family caregivers and, at the same time, provides one-on-one attention and individualized activities for persons with a written diagnosis of Alzheimer’s disease or a related dementia. FAIR gives caregivers the time to do things most of us take for granted—run errands, keep appointments, visit family and friends, shop for groceries, or just take a walk. FAIR clients (family caregivers) can receive up to sixteen hours of respite per week, based on client need and availability of hours and trained staff. As with Lighthouse, the sliding fee scale for FAIR services is based on the income of the care receiver. For more information, contact your senior center or the WV Bureau of Senior Services.

### **Chore and Homemaker Services (Older Americans Act and LIFE)**

Individuals age 60 and older may be eligible for a variety of services through Older Americans Act programs. These services are offered through county aging providers (senior centers). As services may vary by county, please contact the senior center in your county for further information. In addition to nutrition and transportation services mentioned on page 3, Older Americans Act programs include:

- Chore services – heavy cleaning and yard maintenance for seniors who are unable to handle these tasks on their own
- Homemaker – preparation of meals, shopping, managing medications, and doing laundry for seniors who are unable to perform such tasks on their own

- Caregiver Support – helping caregivers access information and assistance, caregiver support groups, and respite services for caregivers

LIFE (Legislative Initiative for the Elderly) is state-funded. Services vary by county but are modeled after those provided by the Older Americans Act. Please contact your county senior center for more information.

### **Medicaid Aged and Disabled Waiver**

The Medicaid Aged and Disabled Waiver (ADW) Program provides in-home and community services to individuals 18 years of age and older who are medically and financially eligible. Medical eligibility is based on a functional assessment by a medical professional. Financial eligibility is determined at the county Department of Health and Human Resources offices. In 2011, assets cannot exceed \$2,000, and income can be no more than 300% of the federal poverty level.

Services provided in the ADW include:

- Case Management – development of a service and support plan by a case management agency that reflects the wishes and preferences of the ADW member
- Consumer-Directed Case Management – an ADW member may choose to direct his own case management
- Homemaker – long-term direct care and support services (assistance with personal hygiene, nutritional support, and environmental maintenance) necessary to enable an individual to remain at home
- Transportation – an ADW member may be transported by the homemaker to gain access to services and activities in the community
- RN Assessment and Review – a registered nurse will complete assessments of the ADW member at regular intervals to ensure that the member's plan of care is meeting his/her needs
- Personal Options – ADW members who choose Personal Options are paid a flexible monthly stipend to recruit, hire, and supervise their own workers

For more information about ADW, contact the Aging & Disability Resource Center in your area, or call the Bureau of Senior Services' Medicaid helpline at (866) 767-1575.

### **Medicaid Personal Care**

The Medicaid Personal Care Program includes hands-on, in-home services provided to those who are medically and financially eligible. The medical assessment is completed by a physician. Assets can be no greater than \$2,000, and in 2011, income can be no greater than the monthly federal poverty level. Services are provided by personal care agencies that have an approved certificate of need and include assistance with personal hygiene, dressing, eating, nutrition, light

housekeeping, and health-related tasks. For more information about the Personal Care Program, contact the Aging & Disability Resource Center in your area or call the Bureau of Senior Services' Medicaid helpline at (866) 767-1575.

### **West Virginia Transition Initiative**

The Transition Initiative was created to assist people with disabilities and seniors who reside in nursing facilities to live and be supported in their communities. Funding up to \$2,500 is provided for reasonable and necessary start-up costs, including security deposit for housing, set-up utility fees, moving expenses, essential home furnishings, and home accessibility adaptations. For more information, call the West Virginia Olmstead Office at (304) 558-3287, or contact the Bureau of Senior Services.

## **STAYING SAFE**

### **Long-Term Care Ombudsman Program**

The country's Long-Term Care Ombudsman programs were established in each state by the Older Americans Act. The mission of the Long-Term Care Ombudsman Program is to enhance the quality of life, improve the level of care, protect individual rights, and promote the dignity of each senior citizen and/or person with a disability, of any age, housed in a long-term care facility. Long-term care facilities include nursing homes, assisted living facilities, and other types of care homes. (You can find detailed information about the past performance of every Medicare- and Medicaid-certified nursing home in the country at Nursing Home Compare on Medicare's website.)

Ombudsmen are not employed by the long-term care facilities. West Virginia's State Ombudsman is employed by the Bureau of Senior Services, and the Bureau contracts with Legal Aid of West Virginia to conduct the day-to-day operation of the program via an Ombudsman Supervisor and nine Regional Ombudsmen. Contact information begins on page 16.

The Ombudsman Program will train interested individuals to become certified Ombudsman Volunteers. After an initial 25-hour certification training period, a volunteer will visit the facility to which they are assigned a few hours each month.

In conjunction with the Ombudsman Program, the Medicaid Aged and Disabled Waiver Program has published a brochure entitled "How to Report Adult Abuse and Neglect," which defines different types of abuse, neglect, and emergency situations, and what you can do to report them. For more information about the Ombudsman Program, call (800) 834-0598.

## **Senior Legal Aid**

West Virginia Senior Legal Aid provides free civil legal services and counsel to senior West Virginians age 60 and older, with a focus on economically or socially disadvantaged, disabled, and rural seniors. Senior Legal Aid's website, [www.seniorlegalaid.org](http://www.seniorlegalaid.org), is an excellent resource for outreach materials and information on advance directives, bankruptcy, collections, consumer issues, domestic relations, Medicaid, nursing homes, housing/utilities, Medicare, Social Security, and wills/estate planning. You can also contact West Virginia Senior Legal Aid at (800) 229-5068.

## **GETTING ANSWERS**

### **Frequently Asked Questions**

#### **Q. My Medicare prescription drug plan is not meeting my needs. Who can I talk to?**

A. Please call WV SHIP (Senior Health Insurance Assistance Program) Medicare Helpline toll-free at (877) 987-4463. Professional counselors can advise you Monday–Friday, 8:30 a.m.–4:30 p.m. You can also contact the SHIP counselor at your local senior center.

#### **Q. I am currently receiving in-home services but feel like I need more. What is the process for requesting additional hours of service?**

A. Call the Bureau of Senior Services' Medicaid Aged and Disabled Waiver helpline toll-free at (866) 767-1575, if you are receiving Medicaid Waiver or Personal Care services. If you are receiving FAIR or Lighthouse in-home services and feel that you or your loved one need more hours of service, please call your local senior center or the Bureau's toll-free line at 1-877-987-3646. Additional Lighthouse or FAIR services are based on need and availability of hours and trained workers.

#### **Q. How can I get answers to “end-of-life” questions?**

A. The West Virginia Center for End-of-Life Care, [www.wvendoflife.org](http://www.wvendoflife.org) or (877) 209-8086, can answer many of your questions and provide forms you may need. You can also find answers in West Virginia Senior Legal Aid's FAQ (Frequently Asked Questions) Manual, available online at [www.seniorlegalaid.org](http://www.seniorlegalaid.org). Free legal advice is available by calling them toll-free at (800) 229-5068.

Copies of the State of West Virginia Medical Power of Attorney and Living Will and the Five Wishes booklet, a living will document that covers personal, emotional and spiritual needs as well as medical wishes, are available by contacting the Bureau of Senior Services.

**Q. My parents live in West Virginia, but I live out-of-state. How do I find out about services available to them?**

A. Contact the Aging & Disability Resource Center (ADRC) in the area in which your parents live. You can receive information on services for which they may be eligible, and professionals at the ADRCs are available to talk with you and to contact your parents if you would like. Also, you may call the county aging provider (senior center) in their county to determine what services the center provides. Additionally, resource information is available on the ADRC website, [www.wvnavigate.org](http://www.wvnavigate.org).

**Q. How can I find the nearest Social Security office?**

A. You can use Social Security's online office locator at [www.ssa.gov](http://www.ssa.gov), or call (800) 772-1213 to find the office that serves your zip code.

**Q. Is there transportation help for seniors?**

A. You can call your county aging provider (senior center) for transportation assistance. For information about public transit, contact the West Virginia Department of Transportation, Division of Public Transit, (304) 558-0428, or access their online Transportation Providers Directory at [www.wvdot.com](http://www.wvdot.com).

**Q. Who can I talk to about locating a place to live?**

A. Call the Bureau of Senior Services toll-free at (877) 987-3646 to discuss the various types of housing options available in West Virginia. Additionally, you may contact your regional Aging & Disability Resource Center (ADRC) or county aging provider (senior center) to find out what is available in your area.

**Q. My mother has Alzheimer's disease, and I would like to learn more about it and see if there are any services that can help me.**

A. Call the Bureau of Senior Services toll-free at (877) 987-3646 to discuss Alzheimer's disease and the respite and support programs that may be available to you and your mother. You may also want to contact the Alzheimer's Association toll-free at (800) 491-2717 to ask questions, request educational materials or get information about support groups and other services.

**Q. How can I get help with writing my will?**

A. You can find answers to many of your questions in West Virginia Senior Legal Aid's online FAQ (Frequently Asked Questions) Manual at [www.seniorlegalaid.org](http://www.seniorlegalaid.org). Free legal advice is also available by calling them toll-free at (800) 229-5068.

## **Q. What is the Senior Citizens Tax Credit? Is it related to the Homestead Exemption Program?**

A. Seniors who are eligible for the Homestead Exemption Program (age 65+ or totally disabled) may be entitled to a refundable income tax credit. For more information, you can request the Senior Citizens Tax Credit informational publication from the West Virginia State Tax Department, [www.state.wv.us/taxdiv](http://www.state.wv.us/taxdiv) or (800) 982-8297. Seniors must file a West Virginia income tax return to claim the credit. To apply for the Homestead Exemption Program, contact your county assessor's office.

## **Q. My mother requires some assistance now and may need more help in the future. How do I find out what resources are available, so that I can determine what level of care would be most appropriate for her now and also later on?**

A. For help at home and in your community, you can contact your county senior center. To find out what resources are available across the continuum of care – at home, in your community, in assisted living communities, and in nursing facilities – and whom to contact for more information about each, this guide is a good place to start. There may be other agencies and organizations in your community that provide similar or additional services not listed in the guide. Your nearest Aging and Disability Resource Center will have information about those agencies and organizations.

## **Resources and Contact Information**

### **West Virginia Bureau of Senior Services**

(304) 558-3317; (877) 987-3646  
Fax: (304) 558-5609  
Website: [www.wvseniorservices.gov](http://www.wvseniorservices.gov)

Mailing address:  
1900 Kanawha Blvd. East  
Charleston, WV 25305  
Location: Town Center Mall, 3<sup>rd</sup> Level  
Charleston, WV

### **Area Agencies on Aging (AAAs)**

**Region I:** Northwestern AAA  
**Counties Served:** *Brooke, Calhoun, Doddridge, Gilmer, Hancock, Harrison, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Tyler, Wetzel, Wirt, Wood*

P.O. Box 2086 (105 Bridge Street Plaza)  
Wheeling, WV 26003  
(304) 242-1800; (800) 924-0088  
Fax: (304) 242-2437  
E-mail: [lwilliams@belomar.org](mailto:lwilliams@belomar.org)  
Website: [www.belomar.org/nwaaa.htm](http://www.belomar.org/nwaaa.htm)

**Region II:** WVSC-Metro AAA**Counties Served:** *Boone, Cabell, Jackson, Kanawha, Lincoln, Logan, Mason, Mingo, Putnam, Roane, Wayne*

500 Westmoreland Office Center, Suite  
201-A, Dunbar, WV 25064  
(304) 720-6858  
Fax: (304) 720-6864  
Website: [www.wvstateu.edu/  
metro-aaa/metro-aaa](http://www.wvstateu.edu/metro-aaa/metro-aaa)

**Region III:** Upper Potomac AAA**Counties Served:** *Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Mineral, Morgan, Pendleton, Preston, Randolph, Taylor, Tucker, Upshur*

PO Box 869 (8 Airport Road)  
Petersburg, WV 26847  
(304) 257-1221; (800) 296-1221  
Fax: (304) 257-4958  
E-mail: [upaaa@regioneight.org](mailto:upaaa@regioneight.org)  
Website: [www.upaaa.net/index.html](http://www.upaaa.net/index.html)

**Region IV:** Appalachian AAA**Counties Served:** *Braxton, Clay, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, Wyoming*

1460 Main Street, Box 2  
Princeton, WV 24740  
(304) 425-1147; (800) 473-1207  
Fax: (304) 487-3767  
E-mail: [stanleyramona@citlink.net](mailto:stanleyramona@citlink.net)  
Website: [www.aaaoa.org](http://www.aaaoa.org)

**Aging & Disability Resource Centers (ADRCs)**

Statewide Toll-Free:  
(866) WVS-ADRC [(866) 987-2372]  
State Director: (866) 987-2372  
or (304) 558-3317  
Website: [www.wvnavigate.org](http://www.wvnavigate.org)

**Charleston Office:** *Boone, Jackson, Kanawha, Logan, Mason, Mingo and Roane Counties*

- 3009 Charleston Town Center Mall  
Charleston, WV 25389 (Physical)
- P.O. Box 75265  
Charleston, WV 25375 (Mailing)  
(304) 558-2277; (866) 981-2372  
FAX: (304) 558-0904

**Elkins Office:** *Barbour, Lewis, Preston, Randolph, Taylor and Upshur Counties*

1109 US 33 East  
Elkins, WV 26241  
(304) 630-2207  
FAX: (304) 636-6508

**Fairmont Office:** *Doddridge, Gilmer, Harrison, Marion, Monongalia, Ritchie and Tyler Counties*

9541 Middletown Mall  
Fairmont, WV 26554  
(304) 363-1595; (877) 363-1595  
FAX: (304) 363-1598

**Huntington Office:** *Cabell, Lincoln, Putnam and Wayne Counties*

1426 6<sup>th</sup> Avenue  
Huntington, WV 25701  
(304) 781-8250  
FAX: (304) 781-8250

**Lewisburg Office:** *Braxton, Clay, Greenbrier, Nicholas, Pocahontas and Webster Counties*

Greenbrier Valley Mall, Suite 15  
75 Seneca Trail  
Lewisburg, WV 24901  
(304) 645-4770  
FAX: (304) 645-4750

**Martinsburg Office:** *Berkeley, Jefferson and Morgan Counties*

115 Aikens Center, Suite 18  
Martinsburg, WV 25404  
(304) 263-3943  
FAX: (304) 267-6184

**Parkersburg Office:** *Calhoun, Pleasants, Ritchie, Wirt and Wood Counties*  
521 Market Street, #18  
Parkersburg, WV 26101  
(304) 865-1172  
FAX: (304) 865-1172

**Petersburg Office:** *Grant, Hampshire, Hardy, Mineral, Pendleton and Tucker Counties*

- 8 Airport Road  
Petersburg, WV 26847 (Physical)
- P.O. Box 869  
Petersburg, WV 26847 (Mailing)  
(304) 257-2847; (800) 296-5341  
FAX: (304)257-4958

**Princeton Office:** *Fayette, McDowell, Mercer, Monroe, Raleigh, Summers and Wyoming Counties*  
1460 Main Street, Box 8  
Princeton, WV 24740  
(304) 425-2040; (866) 598-2372  
FAX: (304) 425-2066

**Wheeling Office:** *Brooke, Hancock, Marshall, Ohio, and Wetzel Counties*  
105 Bridge Street, P.O. Box 2086  
Wheeling, WV 26003  
(304) 830-2779; (800) 924-0088  
FAX: (304) 242-2437

## County Aging Providers

**Barbour County Senior Center, Inc.**  
P.O. Box 146 (101 Church St.)  
Philippi, WV 26416  
(304) 457-4545  
Fax: (304) 457-2017  
Email: bcsc@bcnetmail.org  
Website: www.bcscwv.org

**Berkeley Senior Services**  
217 North High Street  
Martinsburg, WV 25401  
(304) 263-8873  
Fax: (304) 263-6598  
Email: bssdir@berkeleyseniorservices.org  
Website: www.berkeleyseniorservices.org

**Bi-County Nutrition  
(Doddridge & Harrison nutrition)**  
416<sup>1/2</sup> Ohio Avenue  
Nutter Fort, WV 26301  
(304) 622-4075  
Fax: (304) 622-4675  
Email: bicountyseniors@yahoo.com

**Boone County  
Community Organization**  
PO Box 247  
(347 Kenmore Dr., Suite 1-A)  
Madison, WV 25130  
(304) 949-3673; (304) 369-0451  
Fax: (304)949-3673  
Email: bcco.jeaster@suddenlinkmail.com

**Braxton County Senior  
Citizens Center, Inc.**  
33 Senior Center Drive  
Sutton, WV 26601  
(304) 765-4090; (888) 654-9321  
Fax: (304) 765-4095  
Email: dirbcsc@verizon.net

**Brooke County Committee on Aging**  
948 Main Street  
Follansbee, WV 26037  
(304) 527-3410  
Fax: (304) 527-4278  
Email: brookejoy@aol.com

**Cabell County Community Services  
Organization, Inc.**  
724 10th Avenue  
Huntington, WV 25701  
(304) 529-4952  
Fax: (304) 525-2061  
Email: cccsoinc@cccso.com  
Website: www.cccso.com

**Calhoun County  
Committee on Aging, Inc.**  
PO Box 434 (#3 Market St.)  
Grantsville, WV 26147  
(304) 354-7822; (304) 354-7017  
Fax: (304) 354-6859  
Email: ccco@frontiernet.net

**Clay County Development Corp.**

PO Box 455 (174 Main St.)

Clay, WV 25043

(304) 587-2468

Fax: (304) 587-2856

Email: claycountyseniorcenter@hotmail.com

Website: www.claycountyseniorcenter.com

**Doddridge County****Senior Citizens, Inc.**

PO Box 432 (403 West Main Street)

West Union, WV 26456

(304) 873-2061

Fax: (304) 873-1769

Email: dcscoffice@gmail.com

**Fayette County Office**

PO Box 770 (108 Lewis St.)

Oak Hill, WV 25901

(304) 465-8484

Fax: (304) 465-8607

Email: jszamiela@yahoo.com

**Council of Senior Citizens  
of Gilmer County, Inc.**

720 North Lewis Street

Glenville, WV 26351

(304) 462-5761

Fax: (304) 462-8239

Email: gilmerseniors@yahoo.com

**Grant County Commission on Aging**

111 Virginia Avenue

Petersburg, WV 26847

(304) 257-1666

Fax: (304) 257-9145

Email: gccoafs@citlink.net

Website: www.grantcountycoa.com

**Greenbrier County  
Committee on Aging**

PO Box 556 (1003 Greenbrier St.)

Rupert, WV 25984

(304) 392-5138

Fax: (304) 392-5969

Email: gccca@suddenlinkmail.com

**Hampshire County  
Committee on Aging**

PO Box 41 (School St. & Birch Ln.)

Romney, WV 26757

(304) 822-4097(TDD); (304) 822-4030

Fax: (304) 822-7322

Email: aginginhamp@hardynet.com

Website: www.aginginhampshire.us

**Committee for Hancock  
County Senior Citizens**

PO Box 1284 (647 Gas Valley Road )

New Cumberland, WV 26047-1284

(304) 564-3801

Fax: (304) 387-2693

Email: emknabenshue@hancocksrsvs.org

Website: www.hancocksrsvs.org

**Hardy County Committee on Aging**

PO Box 632 (409 Spring Ave.)

Moorefield, WV 26836

(304) 530-2256; (800) 538-2256

Fax: (304) 530-6989

Email: hccoa1@hardynet.com

**Harrison County Senior Citizens, Inc.**

500 West Main Street

Clarksburg, WV 26301

(304) 623-6795

Fax: (304) 623-6798

Email: hcsc@clarksburg.com

Website: members.iolinc.net/seniorcenter

**Jackson County  
Commission on Aging, Inc.**

PO Box 617 (121 So. Court St.)

Ripley, WV 25271

(304) 372-2406

Fax: (304) 372-9243

Email: jccoawv@hotmail.com

Website: www.jccoawv.org

**Jefferson County Council on Aging**

103 West 5th Street

Ranson, WV 25438

(304) 725-4044

Fax: (304) 725-9500

Email: jccoadirector@frontiernet.net

**Kanawha Valley Senior Services**

2428 Kanawha Boulevard, East  
 Charleston, WV 25311  
 (304) 348-0707  
 Fax: (304) 348-6432  
 Email: smcclanahan@kvss.org  
 Website: www.kvss.org

**Lewis County Senior Citizens Center, Inc.**

171 West 2nd Street  
 Weston, WV 26452  
 (304) 269-5738; (800) 695-4594  
 Fax: (304) 269-7329  
 Email: dinahlynnmills@aol.com  
 Website: www.lcseniorcenter.org

**Lincoln County Opportunity Co., Inc.**

360 Main Street  
 Hamlin, WV 25523  
 (304) 824-3448  
 Fax: (304) 824-7662  
 Email: lcoc@zoominternet.net  
 Website: www.lincolncountyopportunity.com

**PRIDE in Logan County, Inc.**

PO Box 1346 (699 Stratton St.)  
 Logan, WV 25601  
 (304) 752-6868  
 Fax: (304) 752-1047  
 Email: vicky@prideinlogan.com  
 Email: reggie@prideinlogan.com  
 Website: www.prideinlogan.com

**Marion County Senior Citizens, Inc.**

105 Maplewood Drive  
 Fairmont, WV 26554  
 (304) 366-8779; (304) 366-3186  
 Fax: (304) 366-3186  
 Email: debbie@marionseniors.org  
 Website: www.marionseniors.org

**Marshall County Committee on Aging**

805 5th Street  
 Moundsville, WV 26041  
 (304) 845-8200  
 Fax: (304) 845-8239  
 Email: jhoward@wvdsi.net  
 Website: www.mcseniorcenter.com

**Mason County Action Group, Inc.**

101 2nd Street  
 Point Pleasant, WV 25550  
 (304) 675-2369  
 Fax: (304) 675-2069  
 Email: masonsensors@aol.com  
 Website: www.masonsensors.com

**McDowell County Commission on Aging**

725 Stewart Street  
 Welch, WV 24801  
 (304) 436-6588  
 Fax: (304) 436-2006  
 Email: mcoa@citlink.net

**CASE Commission on Aging (Mercer Co.)**

PO Box 1507 (600 Trent Street)  
 Princeton, WV 24740  
 (304) 425-7111  
 Fax: (304) 487-8801  
 Email: swolfe@casewv.org

**Mercer Community Action of South Eastern WV (nutrition only)**

307 Federal Street, Suite 323  
 Bluefield, WV 24701  
 (304) 324-8397; (304) 323-2365  
 Fax: (304) 327-6683  
 Email: ohubbard@casewv.org  
 Website: www.casewv.org

**Aging and Family Services of Mineral County, Inc.**

1 South Main Street  
 Keyser, WV 26726  
 (304) 788-5467  
 Fax: (304) 788-6363  
 Email: smallery@wvaging.com  
 Website: www.wvaging.com

**Coalfield Community Action Partnership, Inc. (Mingo)**

PO Box 1406 (815 Alderson St.)  
 Williamson, WV 25661  
 (304) 235-1701  
 Fax: (304) 235-1706  
 Email: tsalmsons@coalfieldcap.org

**Senior Monogalians, Inc.**

PO Box 653

(5000 Greenbag Rd., Suite 7  
Mountaineer Mall)

Morgantown, WV 26507-0653

(304) 296-9812

Fax: (304) 296-3917

Email: brobinson@seniormons.org

Website: www.seniormons.org

**Monroe County Council on Aging**

PO Box 149 (Route 219)

Lindside, WV 24951

(304) 753-4384

Fax: (304) 753-9886

Email: mcco24951@yahoo.com

**Senior Life Services of****Morgan County**

187 South Green Street, Suite 5

Berkeley Springs, WV 25411

(304) 258-3096

Fax: (304) 258-3190

Email: slsmc1@hotmail.com

Website: www.slsmc.org

**Nicholas Community Action  
Partnership, Inc.**

1205 Broad Street

Summersville, WV 26651

(304) 872-1162

Fax: (304) 872-5796

Email: djarroll@hotmail.com

**Family Service—Upper Ohio Valley**

51 11th Street

Wheeling, WV 26003

(304) 232-6730; (800) 631-1954

Fax: (304) 233-7237

Email: lwineman@ovrh.org

Website: www.familyserviceuov.org

**Pendleton Senior and  
Family Services, Inc.**

PO Box 9 (231 Mill Rd.)

Franklin, WV 26807

(304) 358-2421

Fax: (304) 358-2422

Email: pendletonseniorcenter@frontier.com

**Pleasants County****Senior Citizens Center**

209 2nd Street

St. Marys, WV 26170

(304) 684-9243

Fax: (304) 684-9382

Email: pcscmt@frontiernet.net

**Pleasants Senior Nutrition  
(nutrition only)**

PO Box 576 (219 2nd St.)

St. Marys, WV 26170

(304) 684-9319

Fax: (304) 684-9319

Email: seniornutrition@creeds.net

**Pocahontas County Senior Programs**

PO Box 89

(State Route 219N, HC69, Box 7)

Marlinton, WV 24954

(304) 799-6337

Fax: (304) 799-4972

Email: pocahontasseniors@hotmail.com

**Preston County Senior Citizens, Inc.**

PO Box 10 (421½ E. Main St.)

Kingwood, WV 26537

(304) 329-0464; (800) 661-7556

Fax: (304) 329-2584

Email: prestonseniors@atlanticbb.net

**Putnam Aging Program, Inc.**

694 Winfield Road

St. Albans, WV 25177-1554

(304) 755-2385

Fax: (304) 755-2389

Email: budbeaver@verizon.net

**Raleigh County Commission on Aging**

1614 S. Kanawha St.

Beckley, WV 25801-5917

(304) 255-1397

Fax: (304) 252-9360; (304) 255-2881

Email: rcco@raleighseniors.org

Website: www.raleighseniors.org

**The Committee on Aging for Randolph County, Inc.**

PO Box 727 (5th St. & Railroad Av.)  
Elkins, WV 26241  
(304) 636-4747  
Fax: (304) 637-4991  
Email:  
randolphcountyseniorcenter@yahoo.com  
Website:  
www.randolphcountyseniorcenter.com

**Ritchie County Integrated Family Services**

PO Box 195  
(S. Court St. & Edgeview Ln.)  
Harrisville, WV 26362  
(304) 643-4941  
Fax: (304) 643-4936  
Email: rcseniors@zoominternet.net

**Roane County Committee on Aging, Inc.**

811 Madison Avenue  
Spencer, WV 25276  
(304) 927-1997  
Fax: (304) 927-2273  
Email: cricks@rccoawv.org  
Website: www.rccoawv.org

**Summers County Council on Aging**

120 2nd Avenue  
Hinton, WV 25951  
(304) 466-4019  
Fax: (304) 466-1890  
Email: sccoalg@suddenlinkmail.com  
Website: www.summersseniors.com

**Taylor County Senior Citizens, Inc.**

Route 2 Box 514  
(US Rt. 119 & US Rt. 250)  
Grafton, WV 26354  
(304) 265-4555  
Fax: (304) 265-6083  
Email: taylorcscfm@aol.com

**Tucker County Senior Citizens, Inc.**

206 3rd Street  
Parsons, WV 26287  
(304) 478-2423  
Fax: (304) 478-4828  
Email: tcsc@frontiernet.net or  
rdnestor@hotmail.com

**Council of Senior Tyler Countians, Inc.**

PO Box 68 (504 Cherry St.)  
Middlebourne, WV 26149  
(304) 758-4919  
Fax: (304) 758-4680  
Email: amy@cstcwv.org

**Upshur County Senior Citizens Opportunity Center, Inc.**

28 North Kanawha Street  
Buckhannon, WV 26201  
(304) 472-0528  
Fax: (304) 472-6424  
Email: aoldaker@upwvsc.org  
Website: www.upwvsc.org

**Wayne County Community Services Organization, Inc.**

3609 Hughes Street  
Huntington, WV 25704  
(304) 429-0070  
Fax: (304) 429-0026  
Email: rmeredith@wccso.org  
Website: www.wccso.org

Senior Center  
PO Box 276 (440 Cleveland St.)  
Wayne, WV 25570  
(304) 272-6060; (304) 272-6068

**Webster County Commission of Senior Citizens**

148 Court Square  
Webster Springs, WV 26288  
(304) 847-5252  
Fax: (304) 847-7182  
Email: webcosencitz@frontiernet.net

### **Wetzel County Committee on Aging**

145 Paducah Drive  
New Martinsville, WV 26155  
(304) 455-3220  
Fax: (304) 455-0280  
Email: wetzelcco@ suddenlinkmail.com

### **Wirt County Committee on Aging, Inc.**

PO Box 370 (Washington St.)  
Elizabeth, WV 26143  
(304) 275-3158  
Fax: (304) 275-4631  
Email: wcco@ suddenlinkmail.com

### **Wood County**

#### **Senior Citizens Association, Inc.**

P. O. Box 1229 (914 Market Street)  
Parkersburg, WV 26102  
(304) 485-6748  
Fax: (304) 485-8755  
Email: mdennis@ suddenlinkmail.com

### **Council on Aging (Wyoming County)**

PO Box 130  
(Old Itmann School Bldg., Rt. 10)  
Itmann, WV 24847  
(304) 294-8800; (800) 499-4080  
Fax: (304) 294-8803  
Email: gibsonj@wcco.com  
Website: www.wcco.com

### **West Virginia Long-Term Care Ombudsman Program**

#### **State Long-Term Care Ombudsman**

West Virginia Bureau of Senior Services  
1900 Kanawha Blvd. East  
Charleston, WV 25305  
(304) 558-3317  
Fax: (304) 558-5609  
Email: suzanne.e.messenger@wv.gov

#### **Regional Ombudsman Director**

Legal Aid of West Virginia  
922 Quarrier Street, 4th Floor  
Charleston, WV 25301  
(800) 834-0598, x2135  
(304) 343-4481, x2135  
Fax: (304) 342-3011  
Email: herzbach@lawv.net

### **Associate Director and Staff Attorney**

Legal Aid of West Virginia  
235 High Street, Rm. 520  
Morgantown, WV 26505  
(800) 834-0589, x3910  
(304) 414-5429  
Fax: (304) 296-2746  
Email: mwright@lawv.net

### **Regional Ombudsmen**

**Counties:** *Harrison, Monongalia, Lewis,  
Preston, Taylor*

Legal Aid of West Virginia  
235 High St., Rm 517  
Morgantown, WV 26505  
(800) 834-0598, x3912  
Fax: (304) 296-2746  
Email: ehopple@lawv.net

**Counties:** *Clay, Kanawha, Roane*

Legal Aid of West Virginia  
922 Quarrier Street, 4th Floor  
Charleston, WV 25301  
(800) 834-0598, x2135  
Fax: (304) 345-5934  
Email: mbooth@lawv.net

**Counties:** *Boone, Logan, McDowell,  
Mingo, Raleigh, Wyoming*

Legal Aid of West Virginia  
115B South Kanawha Street  
Beckley, WV 25801  
(800) 834-0598, x2216  
Fax: (304) 255-0562  
Email: dlafferty@lawv.net

**Counties:** *Berkeley, Grant, Hampshire,  
Hardy, Jefferson, Mineral, Morgan,  
Pendleton*

Legal Aid of West Virginia  
P.O. Box 546  
Keyser, WV 26726  
(304) 788-6770  
Fax: (304) 788-2651  
Email: mmedvick@verizon.net

**Counties:** *Barbour, Braxton, Gilmer,  
Nicholas, Pocahontas, Randolph, Upshur,  
Tucker, Webster*

Legal Aid of West Virginia

P.O. Box 229

Elkins, WV 26241

(800) 834-0598, x2420

Fax: (304) 630-2058

Email: balvarado@lawv.net

**Counties:** *Cabell, Lincoln, Putnam,  
Wayne*

Legal Aid of West Virginia

1005 Sixth Avenue

Huntington, WV 25701

(800) 834-0598, x2520

Fax: (304) 697-2071

Email: dramey@lawv.net

**Counties:** *Fayette, Greenbrier, Mercer,  
Monroe, Summers*

Legal Aid of West Virginia

1519 North Walker St.

Princeton, WV 24740

(800) 834-0598, x3017

Fax: (304) 431-3016

Email: rrice@lawv.net

**Counties:** *Brooke, Hancock, Marion,  
Marshall, Ohio, Tyler, Wetzel*

Legal Aid of West Virginia

The Mull Center, Suite 716

1025 Main Street

Wheeling, WV 26003

(800) 834-0598, x3217

Fax: (304) 232-7879

E-mail: crine@lawv.net

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# Assisted Living Community and Nursing Facility Care

Assisted Living Community and  
Nursing Facility Care





# SELECTING AN ASSISTED LIVING COMMUNITY OR NURSING FACILITY

## Where to Start

This section includes information that will assist you in your search for an assisted living community or nursing facility that meets your or your loved one's needs. We recommend that you consult with a physician to determine which type provides the care and services you or your loved one require.

We encourage you to first read through this section for basic facts about the various types of long term care options available in West Virginia, tips for selecting a provider and financing information.

Next, review the listing of the West Virginia Health Care Association (WVHCA) member assisted living communities or nursing facilities arranged alphabetically by county. Begin your search in the counties nearest where you wish to find care. The specific listing for each provider presents a variety of information including basic demographic information, whether or not facilities participate in satisfaction surveys, and descriptions of the kinds of services each facility provides. *(See Understanding and Using the Individual Facility/Community Listings within this tab.)*

We urge consumers to use this guide as a first step to making a selection — not a final step. It is a good idea to select several communities or facilities to explore. All communities and facilities are different just like all people are different. You should contact each provider to find out specific services offered. The only way to be sure you are selecting the provider most likely to meet your needs and desires is to visit, talk to staff and rely on your observations and feelings about the care you see.

## Exploring Care Options

Choosing to place yourself or someone you love in an assisted living community or nursing facility can be one of the most difficult decisions you will ever make. You and your entire family will likely experience a great range of powerful emotions. You will also likely experience an additional source of love, comfort, and support from staff.

Extended care facilities (assisted living communities or nursing facilities) are for people who seek security or help with daily chores, or are unable to fully take care of themselves. Some people need physical, social or therapeutic support offered by trained staff on duty 24 hours a day. Others need recuperation after a hospital stay before they return home. Some extended care facilities offer respite programs. In other cases, families seek assisted living communities or nursing facilities when a loved one's physical condition reaches the point when he/she can no longer be safely cared for at home. Families often feel guilty that they can no longer provide or arrange for all the care an elderly relative may need. It's important to remember that asking for help doesn't mean you've stopped caring. In making the decision to

seek assisted living or nursing facility care for yourself or a loved one, it is important to discuss the issue thoroughly with everyone involved, including your (or your loved one's) personal physician, preferably before the situation becomes an emergency. Because you or someone you love is selecting a new home, it is very important that everyone's wishes be considered every step of the way.

### **When to Consider an Assisted Living Community**

Assisted living is part of the continuum of long term care services and exists for elders who no longer wish to live alone or are able to live alone but do not need 24 hour per day care. Because these communities are all different, just like people are all different, it is important to get detailed information on the services available and how assisted living is financed.

Assisted living communities provide as little or as much assistance and personal care services to seniors and individuals with disabilities as needed. Communities provide a home-like setting and allow maximum independence based on each individual's care assessment. It's important that you research all of the options and select a community that will best meet your or your loved one's needs.

Assisted living includes assisted living residences and residential care communities. Assisted living is any living facility or place of accommodation in the state, available for four or more residents, that is advertised for the express or implied purpose of providing personal assistance, supervision, or both, to any residents who are dependent upon the services of others. Assisted living residences in West Virginia consist of small assisted living residences with a bed capacity of four to sixteen, and large assisted living residences with a bed capacity of seventeen or more. These facilities are licensed by the West Virginia Department of Health and Human Resources, but are not certified to participate in the Medicaid program.

### **Assisted Living Communities require payment by private funds.**

#### **Services offered usually include:**

- Assistance with a few activities of daily living.
- Individualized nutritional services.
- 24-hour security.
- On-site staff response to emergencies.
- Housekeeping and laundry services.
- Social and recreational programs.
- Housing for individuals requiring minimal medical care.
- Some offer apartment-like accommodations.
- Arranged transportation services.

- Some offer on-site fitness centers, styling salon services, and other amenities.
- Limited and intermittent nursing care may be available.
- Some services offered are available on one campus.

### **When to Consider a Nursing Facility**

Nursing facilities, or nursing homes as they are more commonly known, are part of the continuum of long term care services and exist for individuals who require skilled services, short-term recuperation and/or therapy following surgery or injury, or individuals who require daily assistance with care. A nursing facility may be a free standing facility or may be a unit located in a hospital. These facilities are licensed by the West Virginia Department of Health and Human Resources (WVDHHR), and most are certified to participate in the federal Medicare and state Medicaid program.

While each facility is different, and services offered vary by facility, most provide for ongoing assessment and treatment of clinically complex health issues. Services provided generally include IV therapy, wound care, enteral nutrition or feeding tubes, tracheostomy care, diabetic care, oxygen management, falls management and other medical or clinical needs. Additionally, most nursing facilities offer physical, occupational, and speech therapy services. Care and treatment options and availability should be discussed prior to selecting a nursing facility.

Some nursing facilities offer respite care for short periods of time to relieve full-time caregivers of the duties they normally perform at home. Respite stays are generally utilized to afford caregivers the opportunity to have surgery, recuperate from their own illnesses, take a vacation or attend to personal needs. Respite stays require the same preparation for admission as longer stays.

### **Basic services will include:**

- 24-hour nursing care to the chronically ill or disabled.
- Individualized personal assistance with activities of daily living (dressing, eating, bathing, toileting).
- Individualized therapeutic nutritional services.
- Administration of medically prescribed medications and treatments.
- Social and recreational programs.
- Housekeeping and laundry services.
- Arrangement with qualified professional services, if not provided on site, such as laboratory, x-ray and pharmacy.

**Specialized services may be offered by nursing facilities that meet state or federal program standards. Such services may include:**

- Licensed units for individuals with Alzheimer’s disease, including behavior management.
- Rehabilitation therapies that assist individuals to return home or to regain a level of independence.
- Hospice (end of life) / palliative care.
- Respite care programs.

**There are several payment options for nursing facility services depending on each individual’s situation or type of care received.**

- Payment for care in nursing facilities is determined by the type of care required and the facility’s eligibility to participate in entitlement programs such as Medicare and Medicaid.
- Payment by private funds is accepted by all nursing facilities.
- Many accept Medicare payments for eligible stays up to 100 days of skilled or rehabilitative care.
  - The individual must be eligible for Medicare benefits and must meet the Medicare requirements for this type of care.
  - Care is evaluated at required intervals determined by Medicare rules. Continued care must meet qualifications for use of this benefit.
  - After the first 20 days of service, payment by Medicare is reduced and the remainder of the balance requires an alternate funding source. Ask about details if there are questions.
- Most facilities accept payment from Medicaid for those individuals who qualify for public assistance.
- Some insurance benefits provide reimbursement for nursing facility costs.
- Some facilities are approved by the Veterans Administration to accept veterans.

**Other services may be offered such as:**

- Styling salons and beauty/barber services.
- Non-emergency wheelchair transportation for medical appointments.

## **Choosing an Assisted Living Community or Nursing Facility**

Once you have determined that you or your loved one will transition into either an assisted living community or nursing facility, the important question becomes: how do you choose the best possible community or facility for your loved one's needs? This section has been developed to help you do exactly that. Here's how to use this guide:

1. Read through the informational section on selecting good care to make sure you have a good understanding of how to select and finance the best assisted living community or nursing facility for your or your loved one's needs.
2. Use the individual listings to identify the facilities or communities in your area.
3. Compile a "semi-final" list of facilities or communities near where you live so it will be convenient for friends and family to visit. The community or facility should also be close to the attending physician and a cooperating hospital.
4. Read the individualized information available about the facilities or communities you have selected. (*See Understanding and Using the Individual Facility Listings within this tab.*) Then, narrow your list to a manageable number that you will be able to visit and investigate more thoroughly.

## **Making Visits and Narrowing the List**

Visit each of the communities or facilities. Attempt to visit two or three times, during the day and evening. Try to visit on a weekend as well as during the week if time permits. There are many things you must carefully consider when choosing an assisted living community or nursing facility. State inspection reports, satisfaction survey results, word of mouth recommendations and promotional literature can all be helpful; but nothing is more valuable than the insight you gain from making personal visits to the facilities you are considering.

## **The following are three additional tools you may wish to use in evaluating a facility:**

### **Assisted Living or Nursing Facility Visit Checklist**

There are Assisted Living and Nursing Facility Checklists within this section that you can photocopy and take with you on your visits. Each checklist suggests things to observe about the community or facility, its staff and residents, as well as questions to ask during your visit.

### **State Assisted Living or Nursing Facility Inspection Survey Report**

The federal regulation/state rule mandates that each community's or facility's most recent annual survey conducted by federal or state surveyors, any plan of correction and any subsequent surveys, be posted in a public area for review. Guidelines for reading a state assisted living or nursing facility survey report begin on page 37. Remember, the survey report is only a snapshot in time, and the best research is done by touring, speaking with staff and residents about their experiences with the community or facility, and using your senses. We highly recommend touring the facility/community yourself as a facility/community may correct any deficient practices within a short period of time.

### **Nursing Home Compare**

You can review information about individual nursing homes in the state on the Medicare website under Nursing Home Compare. This website has detailed information about every Medicare and Medicaid-certified nursing home in the country. You can access the information through Medicare's consumer website, [www.medicare.gov/NHCompare](http://www.medicare.gov/NHCompare).

When visiting the Nursing Home Compare website, you can find a nursing home in your area by searching either for the facility name, city, county, state or zip code. You may compare facilities by the Five-Star Quality ratings, health inspection results, nursing home staff data, quality measures, and fire safety inspection results. As you review this information, it is important to note that the Centers for Medicare and Medicaid Services (CMS) Five-Star rating system for nursing homes is the first attempt by CMS to develop a user friendly evaluation tool for consumers. This system was first introduced in 2008 and will continue to be refined moving forward in an effort to provide accurate and up-to-date information.

The Five-Star system only utilizes three items for determining a score and is weighted heavily toward a survey process (health inspection) that is subjective in nature and contains data as old as three years. A facility's overall Five-Star rating is based on the star ratings for three separate categories: health inspections, quality measures, and staffing levels. It is important to note that the overall rating for each facility is heavily influenced by the facility's health inspection survey rating and stars may be either added or subtracted based upon the facility's star rating in the other two categories

(quality measures and staffing). The overall rating for a facility cannot be greater than five stars or less than one star.

To calculate the health inspection rating for a facility, CMS uses three years of survey and complaint data. Keep in mind that this information may not be accurate or up-to-date since the facility is required to correct any deficiencies within a certain time period after the survey. To calculate the quality measure rating, ten different physical and clinical measures for nursing home residents are included. It is important to note that quality measures are based on a precise time period and the resident population changes regularly. Also, some nursing homes specialize in particular types of care for residents, so the percentage of residents with special needs may be higher for that particular facility. The staffing rating is determined by calculating the average number of hours of care given by nursing staff to each resident each day. The staffing rating is based on a snapshot in time and is calculated during the facility's annual health inspection. The staffing numbers on the Nursing Home Compare website are only updated annually and should be consistent with the same numbers provided during the facility's annual health inspection.

When reviewing the information provided on the Nursing Home Compare website, we suggest that you contact the facility's administrator to discuss any questions or concerns you may have. State and national health care associations are working with CMS in an attempt to refine and improve the system to more accurately reflect the quality of care being delivered in nursing homes. Finally, remember that the information available through Nursing Home Compare is just one resource available to you when selecting a nursing facility. No rating system can address all of the important considerations that go into a decision about which nursing home may be best for a particular person. Other ways to judge a facility include talking to family, friends, health care providers and residents, evaluating cost, requesting information related to satisfaction survey results, assessing location and most importantly, touring the facility yourself.

### **Advancing Excellence in America's Nursing Homes**

This campaign is to pursue excellence in the quality of life and quality of care for more than 1.5 million residents of America's nursing homes by enhancing choice, strengthening workforce and improving clinical outcomes. The campaign's unprecedented coalition includes long term care providers, caregivers, medical and quality improvement experts, government agencies, consumers and others. Together, we are building on the success of other quality initiatives, including Quality First, culture change movement, and other quality initiatives. For more information, visit the campaign's website at [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org).

### **Assisted Living Community and Nursing Facility Visit Checklists**

The questions provided below in the assisted living and nursing facility visit checklists

should serve as a starting point. Remember that visiting the assisted living community or nursing facility you are considering several times will give you a true feeling for the facility. If you forget to ask a question, call back and ask. Making the decision to seek long term care is difficult. Your feelings of guilt, anger, helplessness and confusion will be eased if you know you made the best decision possible. Using this Consumer Guide and following the suggestions provided will help you make informed decisions based on good research. For additional information, visit: [www.longtermcareliving.com](http://www.longtermcareliving.com).

## **Assisted Living Community Visit Checklist**

### **Living Space and Accommodations**

- \_\_\_\_\_ Are there adequate community areas for resident use?
- \_\_\_\_\_ Are the resident rooms furnished or unfurnished?
- \_\_\_\_\_ What is the policy about personal belongings?
- \_\_\_\_\_ What is the policy for overnight guests? Are there guestrooms available?  
What are the guest fees?
- \_\_\_\_\_ Is additional storage space available? Is there an extra fee?
- \_\_\_\_\_ Does the residence meet the rules for people with disabilities?
- \_\_\_\_\_ Can residents have automobiles? Is there assigned parking? Is there an extra fee?
- \_\_\_\_\_ Are there patios and courtyards available for resident use? Is there an area for resident gardening?
- \_\_\_\_\_ Does the residence provide security?
- \_\_\_\_\_ Are pets allowed to reside in the residence? If so, are there additional fees and or deposits? If not, are pets allowed to visit?

### **Staff**

- \_\_\_\_\_ Ask about the residence's staffing patterns and philosophy about staffing.
- \_\_\_\_\_ What training and qualifications are required for staff? Are there on-going training programs provided for staff?
- \_\_\_\_\_ Observe staff and resident interactions. Are they positive? Courteous?

- \_\_\_\_\_ Does staff acknowledge visitors and/or provide assistance? Is the staff approachable?
- \_\_\_\_\_ Does staff handle resident requests in a timely way?
- \_\_\_\_\_ Can private duty companions be hired? What is the procedure for that type of service?
- \_\_\_\_\_ Does the facility have a volunteer program? If yes, what types of activities do the volunteers perform?
- \_\_\_\_\_ Does the administrator/director practice an “open door” policy?

### **Service Planning**

- \_\_\_\_\_ Are the family and the resident involved in the service planning process? How often are residents’ needs assessed? Who completes the assessment?
- \_\_\_\_\_ Are there special programs for memory-impaired residents and residents with dementia? Are there accommodations for memory-impaired residents to be outside and exercise?
- \_\_\_\_\_ Are there special programs for residents with disabilities?
- \_\_\_\_\_ How are emergency situations managed? What is the protocol for such events?
- \_\_\_\_\_ What happens if the health care needs of a resident change? Under what conditions are residents asked to move if there is a change in health status?

### **Services and Activities**

- \_\_\_\_\_ Does staff assist residents in administration of medication? If so, what kind of staff?
- \_\_\_\_\_ Does the residence generally use a particular pharmacy? If applicable, does that pharmacy participate in the individual’s Medicare Part D prescription drug plan? Does the pharmacy provide a yearly review and consultation services?
- \_\_\_\_\_ Are there professional nursing services on site? If not, does the staff assist residents and families in making arrangements through a home health agency?

- \_\_\_\_\_ Are the services of a physical, occupational or speech therapist available or arranged?
- \_\_\_\_\_ Does the residence provide bed linens and towels?
- \_\_\_\_\_ Does the facility provide laundry service?
- \_\_\_\_\_ Are there beauty shop services available on site?
- \_\_\_\_\_ What recreational and spiritual activities are available? Obtain or review a copy of the activities calendar.
- \_\_\_\_\_ Are the activity supplies available for resident use outside of scheduled programs?
- \_\_\_\_\_ Is transportation provided for medical appointments and recreational purposes? Is there a fee?
- \_\_\_\_\_ Are there resident and family councils? How often do they meet?
- \_\_\_\_\_ What are the suggestion, complaint, or grievance procedures?
- \_\_\_\_\_ Can hospice care be offered? If so, does the facility coordinate that care with the physician and family?

## **Moving In**

- \_\_\_\_\_ What does the moving in process entail? What are the paperwork requirements and the timeframes involved? Does the community provide any assistance with the move-in?
- \_\_\_\_\_ How is the initial assessment managed? Who completes the assessment?
- \_\_\_\_\_ Is the residence affiliated with a hospital or nursing home should acute or long-term care be needed? If so, is there a priority admission process?
- \_\_\_\_\_ If you need hospital or nursing home care, is your room held? What are the associated fees? Is there a discount for unused services (e.g. meals)?
- \_\_\_\_\_ Does the residence subscribe to a set of resident rights and responsibilities? Are printed copies of resident rights and responsibilities available?

\_\_\_\_\_ Can resident/family paint or put up a border on the walls prior to move-in?

## **Costs and Fees**

\_\_\_\_\_ What is included in the basic monthly cost? Ask for a written copy.

\_\_\_\_\_ Does the residence have a written schedule of fees for extra services? If so, request a copy.

\_\_\_\_\_ Under what circumstances might the fees change? How much notice is given if there is a fee increase?

\_\_\_\_\_ Is there a security deposit? What is the refund policy?

\_\_\_\_\_ Can service agreements and or contracts be amended or modified?

## **Dining and Food Services**

\_\_\_\_\_ Does the residence accommodate special diets?

\_\_\_\_\_ Does a dietician or nutritionist review the menus? Request or review copies of the menus.

\_\_\_\_\_ How often do the menus rotate? Are residents and families involved in the menu planning?

\_\_\_\_\_ Are residents allowed to have guests for meals? Is there a fee? Is there a separate guest dining room? Can family plan special occasions/meals in a private dining room?

\_\_\_\_\_ Are meals/snacks available at any time?

\_\_\_\_\_ What are the criteria for residents to eat meals in their rooms?

## Licensure and Certification

- \_\_\_\_\_ Is the residence licensed? Ask to review the last licensing or certification report.
- \_\_\_\_\_ Does the staff actively participate in a professional association, such as a state long term care association affiliated with National Center For Assisted Living?

## Safety

- \_\_\_\_\_ Does the facility have a fire sprinkler system throughout the facility?
- \_\_\_\_\_ Where are smoke detectors located?
- \_\_\_\_\_ How often does the facility have fire drills?
- \_\_\_\_\_ Does the facility have an emergency preparedness plan?
- \_\_\_\_\_ How are emergency and evacuation plans reviewed with resident after admission to reinforce their memory?
- \_\_\_\_\_ What systems are used to keep residents with dementia or Alzheimer's secure from successful exit strategies?

## Location

- \_\_\_\_\_ Is the location of the residence convenient to shopping, medical services, and entertainment areas?
- \_\_\_\_\_ Can family members and visitors easily locate the residence for visiting?

## Final Checklist Prior to Signing the Service Contract

This checklist is provided to the family and prospective resident as a final tool once an assisted living residence has been chosen. Use this as a reminder for issues that need to be addressed and fully understood.

### Make sure you:

- \_\_\_\_\_ Know what the basic service package includes
- \_\_\_\_\_ Know all costs associated with your service package

- \_\_\_\_\_ Know about additional services and their associated fees (e.g., medication management)
  - \_\_\_\_\_ Know the circumstances why fees might change and how much notice is given to families and residents
  - \_\_\_\_\_ Understand the services planning process
  - \_\_\_\_\_ Understand the service contract
  - \_\_\_\_\_ Know about the criteria and policies associated with discharge
  - \_\_\_\_\_ Understand resident rights and responsibilities
  - \_\_\_\_\_ Know the residence's grievance policy and procedure
  - \_\_\_\_\_ Understand how many staff are available and their qualifications
  - \_\_\_\_\_ Have the name and telephone number of the staff contact person
- 

## **Nursing Facility Visit Checklist**

### **Things to Observe About the Facility:**

- \_\_\_\_\_ Is the facility free of overwhelming unpleasant odors? (Keep in mind that temporary odors are sometimes unavoidable, but should dissipate within 10-15 minutes.)
- \_\_\_\_\_ Is the facility well lit?
- \_\_\_\_\_ Is the facility clean and well maintained?
- \_\_\_\_\_ Do chairs and other furniture seem sturdy and difficult to tip?  
Are they attractive and comfortable?
- \_\_\_\_\_ Does each resident's bed have a privacy curtain?  
Is it clean and free of rips or tears?
- \_\_\_\_\_ Are activity schedules and menus for the week posted?
- \_\_\_\_\_ Are there hand rails in hallways and grab bars in bathrooms?
- \_\_\_\_\_ Are toilets convenient to bedrooms and easy for wheelchair-bound residents to use?

- \_\_\_\_\_ Are call bells near each toilet and bed?
- \_\_\_\_\_ Are the hallways wide enough to accommodate passing wheelchairs?
- \_\_\_\_\_ Are the rooms large enough to allow a wheelchair to maneuver easily?
- \_\_\_\_\_ Is the temperature comfortable? (Remember many seniors prefer warmer environments.)
- \_\_\_\_\_ Do all residents have closets or separate drawers for clothing?
- \_\_\_\_\_ Do you see personal health information about residents posted?
- \_\_\_\_\_ Is the atmosphere generally friendly and welcoming?

**Things to Observe About Staff:**

- \_\_\_\_\_ Are staff actively using the privacy curtains to protect the dignity of residents receiving treatments?
- \_\_\_\_\_ Are staff answering call lights promptly?
- \_\_\_\_\_ Do staff appear happy and content in their jobs?
- \_\_\_\_\_ How do staff members interact with residents? Are they courteous and friendly? Do they smile and address residents by their names?
- \_\_\_\_\_ How do staff members interact with you? Are they friendly to family members and willing to interact and answer questions?

**Things to Observe About the Residents:**

- \_\_\_\_\_ Do residents appear well groomed?
- \_\_\_\_\_ Are residents engaged in activities?
- \_\_\_\_\_ Do most residents appear content? Happy?  
(Remember that some residents have conditions that can make them appear unhappy or confused.)

**Questions to Ask About Medical Care Services:**

- \_\_\_\_\_ Does the facility have a current license from the state?  
Does the nursing facility administrator have a current license from the state? If not, do not use the facility.

- \_\_\_\_\_ If Medicare and/or Medicaid coverage is needed, is the home certified to provide such care?
- \_\_\_\_\_ Does the facility have an operating agreement with a nearby hospital for emergency services?
- \_\_\_\_\_ Is a physician available in an emergency?
- \_\_\_\_\_ Are personal physicians allowed?
- \_\_\_\_\_ How often are residents seen by a physician?
- \_\_\_\_\_ How are residents and families involved in treatment planning?
- \_\_\_\_\_ Are other medical services available (i.e., dentists, podiatrists, optometrists)?
- \_\_\_\_\_ Does the facility report periodically to the resident's personal physician on resident progress? To families?
- \_\_\_\_\_ What services does the facility provide for terminally ill residents and their families?
- \_\_\_\_\_ Does the facility work with a local hospice?
- \_\_\_\_\_ Does the facility have a program for residents with Alzheimer's disease?
- \_\_\_\_\_ How does the facility address pain management?
- \_\_\_\_\_ Is a licensed nurse always available?
- \_\_\_\_\_ Does a pharmacist review patient drug regimens?
- \_\_\_\_\_ Is there a physical therapy program available under the direction of a qualified physical therapist?
- \_\_\_\_\_ Are services of an occupational therapist or speech pathologist available?
- \_\_\_\_\_ Is a social worker available to assist residents and families?

**Questions to Consider About Food:**

- \_\_\_\_\_ Do meals appear tasty and attractive? Ask to sample a meal. Does it taste good to you?
- \_\_\_\_\_ Do posted menus feature a variety of foods throughout the week?

- \_\_\_\_\_ Does food being served match the description on the posted menu?
- \_\_\_\_\_ Are residents who need help eating being given that assistance?
- \_\_\_\_\_ Are snacks available?
- \_\_\_\_\_ How are resident food preferences handled?
- \_\_\_\_\_ Are substitutions available for foods residents don't like?
- \_\_\_\_\_ Does a dietitian plan menus for patients on special diets?

**Questions to Consider About Activities:**

- \_\_\_\_\_ Are arrangements made for residents to worship or attend religious services?
- \_\_\_\_\_ How are residents encouraged to participate in activities?
- \_\_\_\_\_ How are resident activity preferences respected?
- \_\_\_\_\_ Are group and individual activities available?

**Questions to Ask About Admission and Financial Practices:**

- \_\_\_\_\_ Are beds currently available? If not, is there a waiting list?
- \_\_\_\_\_ Are all services covered in the basic daily charge?
- \_\_\_\_\_ If not, is a list of specific services not covered in the basic rate available? (Some homes have schedules covering linen, personal laundry, beauty/barber services, pedicures, incontinence briefs, dental care, etc.)
- \_\_\_\_\_ Will the facility help you handle third-party (insurance) billing?
- \_\_\_\_\_ Are advance payments returned if the patient leaves the home?
- \_\_\_\_\_ If my loved one is a private paying resident at the time of admission and later becomes eligible for Medicaid, will he or she be able to stay in the same bed and receive the same level of care? Is this in the admission contract?

## Questions to Ask About Facility Policy/Procedures:

- \_\_\_\_\_ Does the facility do pre-employment and/or periodic employee drug screening?
- \_\_\_\_\_ What are the facility's policies on the use of physical and chemical (drug) restraints?
- \_\_\_\_\_ Does the facility regularly survey residents or family members to find out how satisfied they are with the quality of services the facility provides? If so, are they willing to share the results?
- \_\_\_\_\_ How does the facility match roommates?
- \_\_\_\_\_ Does the facility have a "visiting hours" policy?  
Are family members welcome to visit at any time?
- \_\_\_\_\_ How are disputes, problems or complaints with the quality of care resolved?
- \_\_\_\_\_ Does the facility have a Resident Council? A Family Council?
- \_\_\_\_\_ How does the facility protect medical health information?

## Questions to Ask Yourself:

- \_\_\_\_\_ Do I feel comfortable coming to the facility or leaving my loved one here?
- \_\_\_\_\_ Is the location of the facility convenient for frequent visits by family and friends?
- \_\_\_\_\_ Have I or my loved one had the opportunity to express wishes regarding end-of-life care? (Living Will, Advance Directives, Medical, Financial, Durable Power of Attorney)



## How to Read an Assisted Living or Nursing Facility State Survey Report

### **NOTE:**

Each facility/community must post its last annual state survey in a public area of the building. Survey records are only a snapshot in time. The best research is done by touring, speaking with staff and residents about their experiences with the facility/community, and using your senses.

### **Assisted Living Survey Report**

Assisted living communities are surveyed by the Office of Health Facility Licensure and Certification (OHFLAC) annually to ensure compliance with regulations. Surveyors interview a sample number of residents and staff and observe facility operations. Additionally, surveyors examine nursing care and documentation; personnel files; food and laundry services; admission, discharge and training documentation; adherence to policy and procedure; and the physical facility.

If a facility is found to be out of compliance with a regulation, it is given a deficiency. Deficiencies are rated at different levels depending on their scope and severity (the number of residents affected and the level of severity). The facility/community is required to provide OHFLAC a plan of correction within a specified time period. OHFLAC determines whether the facility/community has attained compliance with the regulation(s).

### **Nursing Facility Survey Report**

Every licensed facility in the state is subject to an annual unannounced inspection. During the survey, 3 to 5 state surveyors spend approximately one week inspecting the facility and checking the facility's performance against state and federal regulations that extended care facilities must meet. Reports from these surveys can be very long and detailed.

The federal regulation/state rule mandates that each facility's most recent annual survey conducted by federal or state surveyors, any plan of correction and any subsequent surveys be available for review.

The discussion that follows will provide you with a step-by-step guide to understanding survey reports. On pages 40 and 41, you will find a sample copy of a survey report with boxes and numbers added to correspond to the numbered explanations below. The sample survey report included in this guide is similar to the survey form posted in the nursing facility or assisted living community. You may easily review the posted report during your visit to the facility/community.

**Boxed/Numbered Areas** *(Follow along with the sample survey form on pages 40/41.)*

**#1: Type of Survey Conducted** - Type of survey that was conducted at the facility/community.

**Recertification and State Licensure** - This survey is an unannounced survey at least once every 9 to 15 months to gather information about the quality of services furnished in a licensed facility/community to determine compliance with federal and state regulations.

**Investigation of Complaint** - This refers to a complaint that was called in to the WVDHHR and the investigation that resulted. Each complaint is numbered for identification.

**Survey Revisit** - This refers to a follow-up visit after the facility/community has had an annual survey, submitted the plan of correction to correct the deficiencies, and had time to make the corrections. The purpose of this unannounced visit is to ensure the facility/community achieved compliance with the planned course of action to correct the deficiencies observed at the annual survey. A survey revisit can also be conducted after a complaint investigation. A complaint investigation is initiated by a call to OHFLAC alleging that there is a violation or deficiency.

**#2: “Substantiated” or “Unsubstantiated”** - If a complaint is designated “substantiated,” then it means that the allegation is found to be true. There may be violations associated with substantiated complaints. If a complaint is designated “unsubstantiated,” then the allegation was not verified or proven to be true.

**#3: Date of Survey** - The dates which a surveyor (or team of surveyors) was in the facility/community conducting a survey.

**#4: Numerical identification** - Identifying numbers as required as part of the survey process.

**#5: Survey Team** - Surveyor(s) names who conducted any part of the survey process, as well as his/her credentials.

**#6: Census** - Numbers indicate number of Medicaid/Medicare/Private Pay residents residing in facility/community.

**#7: Sample** - Number of residents selected for survey sample.

**#8: Federal Tag Number** - Each potential deficiency listed within the federal regulation is assigned a federal tag number to use for reference. The letter “F” followed by a three digit number is used to identify the specific deficiency. There is a title (or description) for each F-tag number listed. This will describe the general area of the deficiency while the full regulation will be listed in narrative

form directly below the tag number and title.

**#9: Findings that Substantiated the Deficiency Cited** - Under the narrative listing of the regulation, you will note a statement such as “this requirement is not met as evidenced by . . . .” The findings that follow this statement are the actual observations made by the surveyor(s) leading to his/her determination that the facility/community did not comply with the regulation.

**#10: “SS =”** - For every tag number/deficiency listed, a scope and severity level (i.e., “SS”) will be assigned. The scope is determined on the basis of how many residents of the facility were affected by the deficiency, while the severity is determined by assessing how severe the effect of the deficiency was on the affected residents. To determine the scope and severity, a grid is utilized which lists each potential scope and severity level (to which a deficiency could be assigned) with the letters “A” through “L.”

**The following is a description of each scope and severity level:**

- A = An isolated deficiency causing no actual harm with potential for minimal harm.
- B = A patterned deficiency causing no actual harm with potential for minimal harm.
- C = A widespread deficiency causing no actual harm with potential for minimal harm.
- D = An isolated deficiency causing no actual harm with potential for more than minimal harm that is not immediate jeopardy.
- E = A patterned deficiency causing no actual harm with potential for more than minimal harm that is not immediate jeopardy.
- F = A widespread deficiency causing no actual harm with potential for more than minimal harm that is not immediate jeopardy.
- G = An isolated deficiency causing actual harm that is not immediate jeopardy.
- H = A patterned deficiency causing actual harm that is not immediate jeopardy.
- I = A widespread deficiency causing actual harm that is not immediate jeopardy.
- J = An isolated deficiency causing immediate jeopardy to resident health or safety.
- K = A patterned deficiency causing immediate jeopardy to resident health or safety.
- L = A widespread deficiency causing immediate jeopardy to resident health or safety.

The scope and severity for each F-tag (or deficiency) is listed directly underneath the F-tag number.

**#11: Plan of Correction** - The right hand column is for the facility/community to submit a plan of correction for the deficiency cited by the survey team. The plan of correction will include how the facility/community plans to correct the deficiency, screen for other areas of concern relative to the deficiency, institute systems to prevent a recurrence of the deficiency, and monitor the continued effectiveness of the plan of correction.

**#12: Completion Date** - Each deficiency listed will have a corresponding plan of correction and a date by which the facility/community believes it can correct the deficiency cited.

#13: Rule Number - The deficiency cited represents the Rule violation.

**Other Areas You May Note:**

**Informal Dispute Resolution:** While reading the plan of correction, the facility/community may request a deficiency be reviewed through the Informal Dispute Resolution (IDR) process. The IDR is a process which allows the facility/community to dispute the findings of the survey team.

**Substantial Compliance:** Facilities that substantially meet the requirements of federal participation, i.e., will have no deficiencies higher than a "C."

**Standard Quality of Care:** A deficiency in which the noncompliance is in the areas of resident behavior and facility/community practices, quality of care, and/or quality of life and the scope and severity is F, G, H, I, J, K, L.

Sample Completed Survey Form

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
HEALTH CARE FINANCING ADMINISTRATION

AH  
FORM APPROVED  
2567-L

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 000000	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/01/98
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NAME OF PROVIDER OR SUPPLIER ABC NURSING AND REHAB CENTER	STREET ADDRESS, CITY, STATE, 22 ELM STREET ANYWHERE,	ZIP CODE 55555
--	---	-------------------

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

F 000	MEMO TAG: INITIAL COMMENTS _____	F 000		
#1	THIS VISIT WAS FOR RECERTIFICATION, STATE LICENSURE, AND INVESTIGATION OF COMPLAINT #98-0000.			
#2	COMPLAINT #98-0000: VERIFIED/SUBSTANTIATED			
#3	DATES OF SURVEY: SEPTEMBER 28, 29, 30 AND OCTOBER 1, 1998			
#4	PROVIDER NUMBER: 000000 AIN NUMBER: 00000000 FACILITY: 000000			
#5	SURVEY TEAM: JANE SMITH, B.S.W., TEAM LEADER JOHN DOE, B.S.N. MARY JONES, R.N.			
#6	CENSUS: 35 NF 10 SNF 45 TOTAL			
#7	SAMPLE: 12 EXPANDED SAMPLE: 10			
	THESE DEFICIENCIES REFLECT STATE			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

*Jane Doe*

TITLE

*Administrator*

(X6) DATE

*10-9-98*

Any deficiency statement ending with an asterisk (\*) denotes a deficiency which may be excused from correction providing it is determined that other safeguards provide sufficient protection to the patients. The findings stated above are discloseable whether or not a plan of correction is provided. The findings are discloseable within 14 days after such information is made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
HEALTH CARE FINANCING ADMINISTRATION

AM  
FORM APPROVED  
2567-L

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 00000	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/01/98
--	---	--	--

NAME OF PROVIDER OR SUPPLIER ABC NURSING AND REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 22 ELM STREET ANYWHERE, 55555
--	--

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
--------------------	--	---------------	---	----------------------

F 000	(Continued From Page 1) FINDINGS IN ACCORDANCE WITH 410 IAC 16.2.  QUALITY REVIEW: 10/01/98			
#8 F 167 SS=B	483.10(g)(1) REQUIREMENT: EXAMINATION OF SURVEY RESULTS	F 167		
#10	A resident has the right to examine the results of the most recent survey of the facility conducted by Federal or State surveyors and any plan of correction in effect with respect to the facility.  The facility must make the results available for examination and must post in a place readily accessible to residents.  This REQUIREMENT is not met as evidenced by			
#9	BASED ON OBSERVATION, THE FACILITY FAILED TO MAKE THE RESULTS OF THE MOST RECENT SURVEY OF THE FACILITY AVAILABLE FOR EXAMINATION IN A PLACE READILY ACCESSIBLE TO RESIDENTS ON FOUR OF FOUR DAYS OF SURVEY. FINDINGS INCLUDE: ON 4 OF 4 SURVEY DAYS, THE FACILITY SURVEY WAS FOUND TO BE IN THE MAIN HALL OFF THE LOBBY, STORED IN THE BACK OF A PLASTIC WALL HOLDER. THE SURVEY REPORT WAS STORED IN A BLACK UNMARKED BINDER BEHIND A STACK OF PAPERS CONTAINING FACILITY INFORMATION. THE SURVEY REPORT REMAINED UNIDENTIFIED UNTIL SURVEYOR INTERVENTION ON THE LAST DAY OF SURVEY.	#11	THE MOST RECENT SURVEY IS POSTED AND AVAILABLE FOR EXAMINATION INCLUDING PROPER LABELING. THE FACILITY HAS POSTED A SIGN WHICH INDICATES THE LOCATION OF SURVEY RESULTS IN THE FRONT LOBBY AND ON THE RESIDENT BULLETIN BOARD ON EACH WING OF THE FACILITY. THE RESIDENT COUNCIL WILL BE INFORMED OF THE AVAILABILITY AND LOCATION OF SURVEY RESULTS AT THE NEXT COUNCIL MEETING IN OCTOBER. STAFF WILL BE RE-INSERVICED ON LOCATION AND AVAILABILITY OF SURVEY RESULTS. ADMINISTRATOR WILL MONITOR WEEKLY THROUGH ROUNDS MADE IN THE FACILITY.	#12 10/10/98
#13	3.1-3(b)(1)			

FORM HCFA-2567L

If continuation sheet Page 2 of 2

### What if My First Choice is Unavailable?

Because nursing facilities and many assisted living communities in West Virginia operate at a high occupancy rate (nearly full), it will not be uncommon to find a significant waiting list for admission to the facility or community that is your first choice.

It is still worthwhile to go through the process of visiting and assessing facilities/communities. Make sure your loved one is put on the waiting list for the facility/community you prefer. Check in with the admissions department weekly to let them know you are still interested in the first available opening.

In the meantime, use the checklists and the listings contained in this guide to help you choose the best possible facility or community that is available.

Most residents come to nursing facilities from hospitals, after an injury, an accident or a health event makes it clear that returning home directly from the hospital is simply not a realistic option. Most assisted living residents come to assisted living communities directly from their home. However, there are some instances where they are encouraged by their family or physician to move into an assisted living community after an unfortunate experience happened at home.

Ideally, hospital discharge planners would start working with the families of such residents right away. All too often, however, families are presented with one or very few options just a day or two before their loved one is to be discharged. When this happens, families often feel they have no alternative but to accept whatever placement the hospital discharge planner has located for them.

**Planning ahead can increase your chances of avoiding such a dilemma. Some actions you can take that may help include:**

- Contact your hospital's discharge planning unit as early as possible if you believe there is any chance that your loved one may require nursing facility or assisted living community placement at the time of discharge from the hospital.
- Begin your search as early as possible in the hospital stay and present the discharge planner with your top three choices. Ask the discharge planner to focus his or her efforts on helping to find placement in one of the facilities/communities you prefer. Contact the facilities/communities directly as well.
- Check out area facilities before you need one! It is not necessary to wait until a hospital stay to do research on care options in your area. If you or a loved one thinks nursing facility or assisted living services may be needed in the near future, why not start researching the options now, while you or your loved one is in good enough health to participate in the research?
- Be assertive in exploring your rights. The hospital does have a right to discharge your loved one when it is medically appropriate to do so. But if you believe your loved one is being discharged before he or she is medically ready, ask if the hospital has an appeal process. If your loved one is a Medicare patient, there is a formal appeal process that the hospital is required by law to follow.
- Don't give up on finding availability in your chosen facility/community. It is always possible to transfer a resident to the preferred facility/community when there is an opening. However, many people find that by the time a transfer is possible, the resident will have settled in to his or her first facility/community and may prefer to stay where they have made friends and become familiar with staff. That is why it is important to do everything you can to make sure your loved one's first placement is an appropriate one.

## THINGS TO KNOW ABOUT:

### Admissions Agreements

Admissions agreements or contracts are used by nursing facilities and assisted living communities to spell out the responsibilities of both parties. Read the admission contract carefully. Oral statements or comments made by the facility/community or by you or your representative are not part of your admission contract unless they are written in the contract and signed by both parties. The agreement usually contains the following:

- Parties to the agreement
- Obligations of the facility/community to the resident
- Your obligations to the facility/community
- Charges for the care
- Arranging for discharge or leave of absence
- Conditions allowing discharge or transfer
- Obligations of the responsible party
- Resident's liability for payment

The agreement may also contain information about the Health Insurance Portability and Accountability Act of 1996 (HIPAA) which requires facilities to notify residents or their responsible party or guarantor that the nursing home must electronically transmit information on your medical condition of participation in the Medicare and Medicaid programs to the WV State Office of Health Facilities Licensure & Certification (OHFLAC) and the Centers for Medicare and Medicaid Services (CMS). This information is gathered and transmitted in a resident assessment called the MDS assessment data form and is used as part of a federal database. The MDS data is considered to be part of your medical record and as such, is required to be kept confidential and is protected from improper disclosure. The electronic submission of this information is a mandatory requirement.

### Ombudsman Program

The Ombudsman Program was established by the federal government to be an additional advocate for consumers and residents in extended care facilities. West Virginia's ombudsmen report to the Bureau of Senior Services. Some of the ombudsman responsibilities include:

- Identifying, investigating and resolving complaints made by or on behalf of facility/community residents;
- Conducting routine, unannounced visits to facilities/communities to assess the general condition and care of residents and to explain ombudsman services to residents;

- Informing residents about how to obtain services from assisted living communities or nursing facilities and from government agencies; and
- Representing residents' interests to government agencies and seeking administrative, legal and other remedies to protect residents.

**For further information, contact the Regional Ombudsman Supervisor at: 1-800-834-0598.**

## **Hospice**

Hospice care is the provision of palliative and supportive services, as opposed to curative care, for terminally ill individuals who have been diagnosed as having six months or fewer to live if the disease follows its normal course. Hospice services can be provided in the home, a freestanding hospice center, or an assisted living community or nursing facility, and typically include:

- Physician services
- Nursing care
- Home health aide and homemaker services
- Medical social services
- Counseling services, including bereavement counseling
- Short-term inpatient care
- Medical appliances and supplies
- Prescription drugs
- Physical therapy
- Volunteers
- Spiritual guidance based on the individual's preference.

In general, the services must be related to managing the patient's terminal illness, controlling pain, or enabling the individual to maintain activities of daily living and basic functional skills.

Today, as a result of 1982 legislation creating a Medicare hospice benefit, Medicare is the primary payer for nearly two-thirds of hospice patients. In addition, Medicaid, private insurance and special programs may be available to defer the cost of hospice care. Contact your local hospice for further information.

## **Paying for Extended Care**

Experts estimate that 33 percent of men and 52 percent of women will need some type of extended care in their lifetime. Few people, however, take time to plan ahead for their family's future extended care needs.

The important question is: With average yearly nursing facility care costs ranging from \$65,000 to \$75,000, how can we access and afford care when we need it?

Basically, there are three common ways to pay for nursing facility care:

### **Personal Assets**

Residents of an extended care facility can pay for their care directly from their personal assets. Unfortunately, few people accumulate the necessary wealth to be able to cover all of their extended care needs without assistance from long term care insurance or taxpayer-funded programs like Medicaid. If a resident's care is paid in part by the government, the resident's house and other assets may be taken by the government upon the death of the resident to cover the cost of the resident's care. Visit [http://www.wvdhhr.org/bcf/policy/imm/new\\_manual/IMManual/Manual\\_HTML\\_Pages/IMChapter17.htm](http://www.wvdhhr.org/bcf/policy/imm/new_manual/IMManual/Manual_HTML_Pages/IMChapter17.htm) for more information.

### **Government Funds**

Nearly 70 percent of all nursing facility residents pay for their care by spending down their personal assets and becoming eligible for Medicaid, a taxpayer funded program intended to provide healthcare services to the poor. Unfortunately, even many middle class and higher income individuals end up on Medicaid to cover their extended care. Medicare, also funded by taxpayers, covers minimal medically necessary extended care services.

### **Long Term Care Insurance**

Long term care insurance is a form of health care insurance. Coverage is purchased by paying a monthly premium that depends on your age and health at the time you purchase the insurance. People with long term care insurance do not have to rely on taxpayers, nor do they have to spend down their personal assets to access good long term care services.

Many excellent policies are available at premium rates that generally range from \$800 to \$2,500 per year (or about \$67 to \$210 per month). People ages 50 to 64 pay lower premiums than people ages 65 and older.

Purchasing long term care insurance from a reputable company is an excellent way to assure that you will have the care and assistance you need in the future, without losing all personal assets or depending on the Medicaid system. Unfortunately, few employers offer it as a benefit and few people, less than ten percent of the population, purchase it. However, consumers must plan ahead and purchase the coverage well before they need it. Long term care insurance is also available for assisted living communities.

### **What to Look for in a Policy**

When you are ready to select a policy, it is important to seek the advice of a licensed insurance agent who is trained in long term care insurance products to assist you with your selection. The Federal Government allows the premium on a long term care policy to be deducted under some conditions and you should consult your tax advisor for more information. For more information about long term care insurance policies, contact your local insurance agent. Below are some elements of coverage to discuss

with your agent.

### Scope of Services Covered

The best products pay a benefit that can be used in a wide variety of long term care settings, including home care, assisted living communities and nursing facilities. Be careful of policies that restrict your coverage to only one type of care or pay a benefit for only certain ailments or illnesses.

### Daily Benefit Amount

This is the amount the policy will pay per day for care. Consider the average cost of care per day in your area and decide how much you want covered by insurance and how much you think you can pay out of pocket. Policies typically cover expenses of about \$100 per day but policies can be tailored to cover greater or lesser amounts.

### Benefit Period

This is the length of stay your policy will cover. Lifetime coverage is available, although many people choose coverage periods between 2 and 5 years, since nursing facility stays are rarely longer than this period.

### Deductible/Elimination Period

This is the length of time you must pay for care yourself before the policy becomes effective. The longer the deductible period, the lower your premiums.

### Inflation Protection

It is important to buy either simple or compound adjustment inflation riders with your policy, especially if you are a younger buyer.

Finally, make sure any policy you buy is guaranteed renewable, meaning your policy can't be cancelled for any reason other than non-payment of premiums. With the help of a qualified agent, comparison shop among policies. Many offer unique incentives for buying their product such as discounts if both spouses buy policies and lapse protection to keep your policy from being automatically cancelled if you accidentally forget to pay a premium.

A free guide you might find helpful called "Before You Buy, A Guide to Long Term Care Insurance" can be obtained by writing to the following address: AARP Fulfillment, 601 E. Street, NW, Washington, DC 20049.

## **Government-Funded Assistance for Extended Care**

Following is a more thorough look at both government funded programs like Medicare and Medicaid. Currently, there is limited government assistance for assisted living communities.

## **Supplemental Security Income (SSI)**

SSI is a federal supplement income program designed to help aged, blind, and disabled people, who have little or no income. It provides cash to meet basic needs for food, clothing, and shelter. For example: SSI will supplement an eligible person's income up to \$674 per month in 2011. This amount can increase every year based on increases in the cost of living and is determined by the Social Security Administration. The SSI beneficiary is allowed to retain \$50.00 per month for personal items.

In addition to rules about income, people on SSI must have limited assets. Generally, individuals who are 65 or older with assets under \$2,000, or couples with assets under \$3,000 can qualify for SSI. A home or automobile and most personal belongings usually are not considered when determining eligibility. Some assisted living providers will accept SSI paying residents, less \$50.00 per month personal allowance. For more information regarding SSI, including current benefits and eligibility criteria, visit [www.socialsecurity.gov/ssi/index.htm](http://www.socialsecurity.gov/ssi/index.htm).

## **Medicare (Original Plan)**

Medicare is a program that pays limited health care costs for people who are over 65 years old or who are disabled. Many people mistakenly believe Medicare will pay for their extended care. In fact, Medicare covers few extended care services.

Medicare plays a small role in funding nursing facility care because of strict eligibility and coverage limits. To qualify for Medicare, patients must meet the following conditions or requirements:

- Medicare coverage for patients in skilled nursing facilities is limited to up to 100 days per benefit period - 20 days of full coverage, plus an additional 80 days of partial or co-insurance coverage. In days 21-100, (in 2011) the co-insurance coverage rate or co-pay is \$141.50 per day. This amount changes annually. Those who enroll in Medicare Advantage Plans may have different cost-sharing arrangements. Visit [www.medicare.gov](http://www.medicare.gov) for current information.
- Medicare services are evaluated at defined time frames at 5 days, 14 days then at 30 day intervals to determine the resident's progress and continued benefit of the service. Each interval must be certified by the physician to continue the service.
- Medicare coverage may include one or more skilled services: skilled nursing care, physical therapy, occupational therapy, speech therapy or respiratory therapy.

**For Medicare to cover skilled nursing care, patients must meet all of the following five conditions:**

- the patient's condition requires daily skilled care, not merely custodial or basic care;

- the patient has been hospitalized at least three (3) nights in a row;
- the patient is admitted to a skilled nursing facility within 30 days of leaving the hospital;
- the patient's care in the skilled nursing facility is for a condition that was treated in the hospital or is directly related to that condition; and
- a physician certified that the patient needs, and has received, skilled nursing services daily since his or her admission to the hospital.

When Medicare benefits exhaust (after 100 days), or the patient no longer requires a daily skilled service, all too often nursing facility residents and their families find that care must be financed with personal savings or assets until the resident becomes eligible to qualify for state assistance through the Medicaid program.

Nursing facilities require a preadmission screen (PAS) to determine eligibility for placement. These forms are available from any facility, county office of the West Virginia Department of Health and Human Resources (in tab 3), hospital discharge planner, or home health center. To receive Medicaid assistance, complete a PAS-2000 (see next page).

### **Medicare Advantage Plans**

Medicare Advantage Plans are health plan options that are part of the Medicare program. If you join one of these plans, you generally get all your Medicare-covered health care through that plan. This coverage can include prescription drug coverage. Medicare Advantage Plans include:

- Medicare Health Maintenance Organization (HMOs)
- Preferred Provider Organizations (PPO)
- Private Fee-for-Service Plans (PFFS)
- Medicare Special Needs Plans (SNP)

When you join a Medicare Advantage Plan, you use the health insurance card that you get from the plan for your health care. In most of these plans, generally there are extra benefits and lower copayments than in the Original Medicare Plan. However, you may have to see doctors that belong to the plan or go to certain hospitals to get services. For more information or to compare Medicare Advantage Plans, go to: <https://www.medicare.gov/find-a-plan/questions/home.aspx>.

### **Medicaid**

Many consumers enter nursing facilities paying for their own care costs. Yet, without the protection of long term care insurance, most will quickly spend down their available funds and be forced to rely on the Medicaid program. About 75 percent of nursing facility residents in West Virginia depend on Medicaid to pay for their care.

## **Preadmission Screening (PAS)/Eligibility**

To initiate Medicaid assistance, complete the preadmission screening (PAS) to determine Medicaid eligibility. Eligibility is determined based on the assets and income of the person who meets medical necessity criteria for nursing facility care. In order to determine Medicaid eligibility, contact the West Virginia Department of Health and Human Resources in your area. A list of county offices is provided under the *Important Contact Information* tab in this guide. Additional information regarding Medicaid eligibility and Estate Recovery is available at: [http://www.wvdhhr.org/bcf/policy/imm/new\\_manual/IMManual/Manual\\_HTM\\_Pages/IMChapter17.htm](http://www.wvdhhr.org/bcf/policy/imm/new_manual/IMManual/Manual_HTM_Pages/IMChapter17.htm).

## **WEST VIRGINIA HEALTH CARE ASSOCIATION MEMBER FACILITIES**

### **Understanding and Using the Individual Facility/Community Listings**

The list of facilities in this publication is composed only of members of the West Virginia Health Care Association and includes both nursing facilities and assisted living communities. The individual facility listings shown in this section of the guide provide you with helpful, though by no means comprehensive, information about individual extended care facilities (assisted living communities and nursing facilities) in the state of West Virginia, the services they provide, payments they accept and whether or not they participate in customer and/or employee satisfaction survey(s). (See Sample Facility Listing chart on page 52.)

Below is an explanation of material that can be found in the facility listing and what it means. Please refer to the facility listings index beginning on page 56.

### **Facility Listing**

The listings are in alphabetical order by county and you will find basic information that helps you to locate the facility or community including the name, address and phone number. You will also see how many and what type of beds are licensed for each facility.

### **Facility Type/Special Services**

Information provided will also indicate what kind or “type” the facility is, i.e., nursing facility (NH), assisted living (AL), nonprofit (nonproprietary), for profit (proprietary), independent, or multi-facility.

The facility listings also include any special services the facility may provide. An example of a special service would be a licensed Alzheimer’s care unit, subacute services or ventilator services. Please keep in mind that nursing facilities and many assisted living communities take care of residents with dementia and Alzheimer’s, but the state of West Virginia has a special licensed category for units that meet specific criteria. This listing does not include services that most nursing facilities

offer on an ongoing basis like physical, occupational and speech therapy. Activity and dietary programs, along with other services like hospice, are offered regularly at both nursing facilities and assisted living communities.

## **Satisfaction Surveys**

Also included in the facility listing is satisfaction survey participation. Many West Virginia Health Care Association members participate in satisfaction surveys. These surveys provide an opportunity to receive feedback from customers (including residents or family members) and employees of long term care facilities. If facilities or communities participated in one or more surveys, then the listing will reflect Satisfaction Survey Participant.

The majority of WVHCA members participate in satisfaction surveys with My InnerView, a web-based, applied research and quality management firm endorsed by the WVHCA. Each participating facility provided My InnerView with the number of resident, family and employee surveys needed. Individually sealed packets containing a self-addressed, postage-paid envelope were sent to residents' family member or other responsible parties. Packets containing the employee survey and postage-paid envelopes were distributed at each participating facility to its current staff members. The survey process was designed to communicate and ensure that response was voluntary, anonymous and confidential. Responses are electronically compiled into a database, analyzed for integrity and subjected to a variety of statistical analyses. Each facility has access to its satisfaction survey and other performance results.

In 2009, West Virginia nursing facilities scored above the national average in all categories related to overall satisfaction of residents and employees conducted by My InnerView. In addition, the response rate for these satisfaction surveys in West Virginia was significantly higher than the national average.

Nationally, eighty-eight percent (88%) of residents gave their facility a rating of "excellent" or "good" for both overall satisfaction and willingness to recommend their facility to others. Ninety percent (90%) of West Virginia residents rated their nursing home as "excellent" or "good" for both overall satisfaction and willingness to recommend their facility to others.

Nationally, eighty-six percent (86%) of families gave their facility a rating of "excellent" or "good" for both overall satisfaction and willingness to recommend their facility to others. Ninety percent (90%) of West Virginia families rated their nursing home as "excellent" or "good" for both overall satisfaction and willingness to recommend their facility to others.

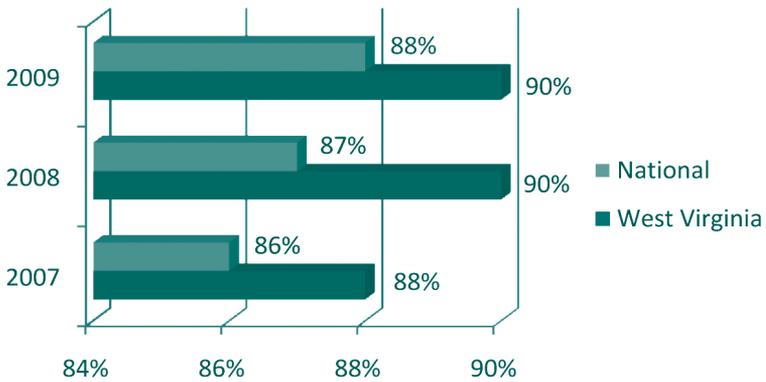
The national percentage of employees who recommended the care at their facility to others was seventy-five percent (75%) while the percentage of West Virginia employees who recommended the care at their facility was eighty-two percent

(82%). The national percentage of overall satisfaction of employees was sixty-seven percent (67%) while the percentage of West Virginia employees who are overall satisfied was seventy-three percent (73%). The national percentage of employees who recommended the facility as a place to work was sixty-nine percent (69%) while the percentage of West Virginia employees who would recommend the facility as a place to work was seventy-five percent (75%).

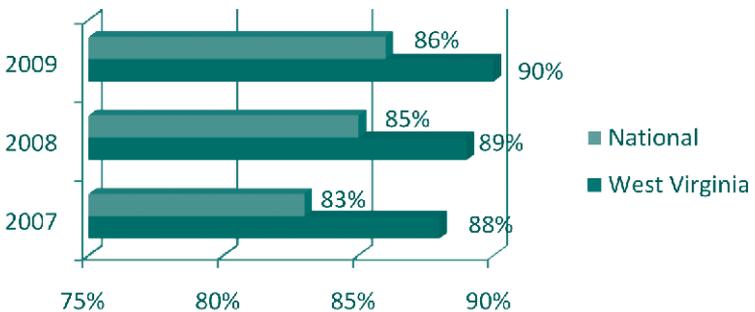
Consumers should ask individual facilities for the most current results of their satisfaction surveys. While the majority of West Virginia Health Care Association member facilities utilized the My InnerView tool, please keep in mind that another survey tool may have been used by the facility.

West Virginia nursing facilities overall continue to display some of the very highest satisfaction ratings of any state in the nation. The graphs below reflect the percentage of the residents, families, and employees who rated their overall satisfaction of their nursing facility as either “excellent” or “good” since 2007. **At the time this guide was published, satisfaction survey results for 2010 were not available.**

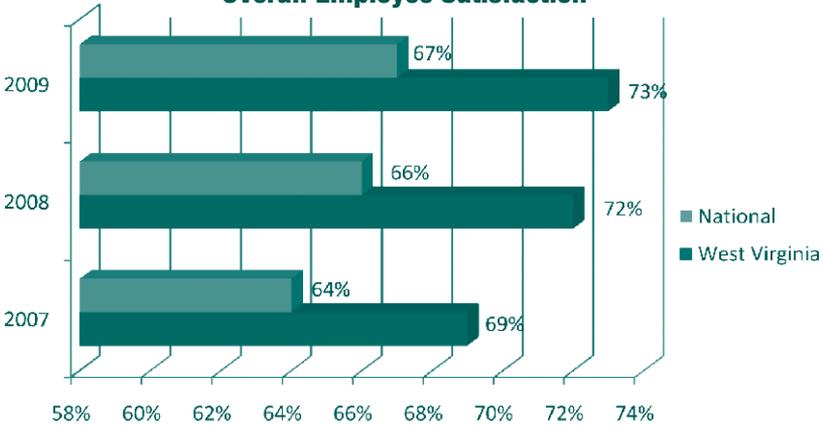
### Overall Resident Satisfaction



### Overall Family Satisfaction



## Overall Employee Satisfaction



### Sample Facility Listing

The listings are in alphabetical order by county and include the facility/community name, address, phone number and type of beds. Information will also be provided distinguishing the kind of facility, and whether it is for-profit (proprietary) or not-for-profit (nonproprietary). See Glossary of Terms and Abbreviations for definitions of codes used, such as: NH, AL, SNF. Special services (e.g., Subacute) are also listed. Satisfaction Survey Participant indicates that the facility participated in a customer and/or employee survey(s).

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## KANAWHA COUNTY

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### ABC Nursing & Rehabilitation

123 Spring Street, City, WV 25301 . . . . . (304) 555-5555  
 NH, Multi-Facility, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:            60

### Glossary of Terms and Abbreviations

**Alzheimer’s Disease** - A progressive disease that affects the brain and results in impaired memory, thinking and behavior.

**Alzheimer’s Special Care Unit** - Unit provided by a nursing facility which provides enhanced activities and improved physical environment, including limited access to the unit, multipurpose dining and activity area, high visual contrasts between floors and walls, non-reflective floors, evenly distributed lighting to minimize glare, secure outside wandering space, visually acceptable plates and utensils, gliding and rocking chairs, reduced use of public address systems and special elopement policies.

**Annual State Survey Inspection** - Facilities that are Medicaid or Medicare certified are inspected by state surveyors every 9-15 months to determine their compliance

with 311 federal regulations. Surveyors prepare a report after each inspection listing any violations found. Facilities are required by law to have a copy of their most recent survey report available for inspection upon request.

**AL - Assisted Living Residences/Communities** - An extended care community that provides accommodations, personal assistance and supervision. The community may also provide limited and intermittent nursing care.

**CCRC - Continuing Care Retirement Community** - Offers three basic levels of housing on an as-needed basis: fully independent living, assisted living (personal care services) and skilled nursing care. The basic idea of a CCRC is that once an individual becomes a resident, he or she never has to move again because any housing type and personal care services he/she will probably ever need are provided within the single campus setting.

**CMS - Centers for Medicare and Medicaid Services** - The federal government agency responsible for overseeing the state's enforcement of federal regulations in nursing homes.

**D/P** - Distinct Part of a facility which provides skilled nursing care and related services.

**HIPAA** - Health Insurance Portability and Accountability Act (1996) - A federal mandate that became effective April 14, 2003 to assure the protection of personal health information by healthcare service providers and payers.

**HIV** - Human Immunodeficiency Virus

**Home Care, Home Health Care** - Health care services rendered in the patient's home by outside caregivers who regularly visit.

**Hospice** - A facility or program designed to provide a caring environment for supplying the physical and emotional needs of the terminally ill.

**JCAHO** - Joint Commission on Accreditation of Healthcare Organizations

**Long Term Care Insurance** - An insurance product that can pay or help pay the costs of long term care services without requiring the policyholder to become impoverished.

**Medicaid** - A federal welfare program that will pay a portion of the cost of nursing home services for individuals who need ongoing nursing care and do not have enough resources to pay for that care.

**Medicare** - A federal health insurance program for elderly citizens with limited nursing home coverage benefit.

**Medigap Insurance** - Insurance policies people buy to pay or help pay co-pays and deductibles and things not covered by Medicare coverage.

**NH - Nursing Home/Facility** - A residential facility providing 24-hour nursing care, rehabilitative services and assistance with activities of daily living to the chronically ill, as well as those who have been hospitalized and require a short period of medical monitoring and/or rehabilitation before returning home.

**OHFLAC - Office of Health Facility Licensure & Certification** - The state agency responsible for inspecting and regulating licensed West Virginia nursing homes, assisted living residences, and residential care communities.

**Ombudsman** - An impartial mediator who receives, investigates and settles complaints from long term care residents, families or facilities. Under the Older Americans Act, the state unit on aging is required to have a state long term care ombudsman office.

**RCC - Residential Care Community** - Any group of 17 or more residential apartments or personal care units which are part of a larger independent living community. The community provides residential accommodations, personal assistance and supervision on a monthly basis to 17 or more persons who are dependent upon the services of others by reason of physical or mental impairment or who may require limited and intermittent nursing care, but who are capable of self preservations and are not bedfast.

**SNF - Skilled Nursing Facility** - A facility engaged in providing skilled nursing care and related services for primarily Medicare residents who require medical or nursing care, or rehabilitation services.

**SNF - Hospital Based - Skilled Nursing Facility-Hospital Based** - Skilled beds located in or on the grounds of a hospital, providing short-term care to individuals who have been hospitalized and need a period of medical monitoring and/or rehabilitation before returning home, or moving to another care setting.

**Standard Services** - Services provided either directly or through contracts by all nursing facilities licensed for Medicaid or Medicare residents: physical therapy, occupational therapy, speech therapy, IV therapy, respiratory therapy, HIV, and/or Hospice.

**Subacute** - High level of skilled care consisting of medical and skilled nursing services such as IV therapy, wound care, intensive rehabilitation and enteral/parenteral feeding, provided to patients who are not in an acute phase of illness.

**Swing** - A bed which is approved for dual use and reimbursement under the Medicare program for both acute and extended care.

**WVDHHR - West Virginia Department of Health & Human Resources** - The state agency with offices throughout the state in which individuals can apply for Medicaid coverage to assist in paying for nursing home care.

**WVMI - West Virginia Medical Institute** - The West Virginia Medical Institute is a Quality Improvement Organization (QIO) which is contracted by the federal government to improve the quality of health care services provided to Medicare beneficiaries. (QIOs were formerly known as Peer Review Organizations or PROs.) QIOs work with providers to improve processes of care that once improved, will result in better outcomes.



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**WEST VIRGINIA HEALTH CARE ASSOCIATION MEMBERS  
LISTING BY COUNTY**

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**BARBOUR COUNTY**

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**Barbour County Good Samaritan**

Route 3, Box 15-C, Belington, WV 26250 . . . . . (304) 823-2555

NH, Multi-Facility, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 57

**Mansfield Place - Broaddus Hospital**

P.O. Box 930, Philippi, WV 26416 . . . . . (304) 457-8535

SNF, Hospital-based, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

Swing Beds: 12

Total Beds: 72

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**BERKELEY COUNTY**

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**Carehaven Center**

2720 Charles Town Road, Martinsburg, WV 25401 . . . . . (304) 263-0933

NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 68

**Heartland of Martinsburg**

209 Clover Street, Martinsburg, WV 25404. . . . . (304) 263-8921

NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

Medicaid Beds: 60

Total Beds: 120

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**BOONE COUNTY**

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**Boone Nursing & Rehab. Center**

P.O. Box 605, Danville, WV 25053. . . . . (304) 369-0986

NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 90

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## BRAXTON COUNTY

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### **Braxton Health Care and Rehabilitation Center**

200 Days Drive, Sutton, WV 26601 . . . . . (304) 765-2861  
NH, Independent, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 65

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## BROOKE COUNTY

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### **Brightwood Center**

840 Lee Road, Follansbee, WV 26037 . . . . . (304) 527-1100  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 128

### **Valley Haven Geriatric Center, Inc.**

RD 2, Box 44, Wellsburg, WV 26070 . . . . . (304) 394-5322  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 30

Medicaid Beds: 30

Total Beds: 60

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## CABELL COUNTY

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### **Cabell Huntington Transitional Care Unit**

1340 Hal Greer Boulevard, Huntington, WV 25701 . . . . . (304) 526-2380  
SNF, Hospital-based, Nonproprietary, Subacute

Medicare Beds: 15

### **Heritage Center**

P.O. Box 318, Huntington, WV 25708 . . . . . (304) 525-7622  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Alzheimers Unit

Medicare/Medicaid Beds: 160

### **Huntington Health and Rehabilitation**

1720 17th Street, Huntington, WV 25701 . . . . . (304) 529-6031  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 186

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**CABELL COUNTY CONTINUED**

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**Madison Park**

P.O. Box 2806, Huntington, WV 25727 . . . . . (304) 522-0032  
NH, Independent, Proprietary

Medicare/Medicaid Beds:	41
Assisted Living Beds:	26
Total Beds:	67

**Midland Meadows Senior Living**

100 Weatherholt Drive, Ona, WV 25545 . . . . . (304) 743-4800  
AL, Independent, Proprietary

Assisted Living Beds:	72
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**CALHOUN COUNTY**

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**Minnie Hamilton Health Care Center**

186 Hospital Drive, Grantsville, WV 26147 . . . . . (304) 354-9244  
NH, Independent, Nonproprietary

Medicaid Beds:	24
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**CLAY COUNTY**

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**Laurel Nursing & Rehab Center**

1053 Clinic Drive, Ivydale, WV 25113 . . . . . (304) 286-4204  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	60
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**FAYETTE COUNTY**

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**Ansted Center**

P.O. Drawer 400, Ansted, WV 25812 . . . . . (304) 658-5271  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	60
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\*McDowell Nursing & Rehabilitation Center  
Gary, WV • (304) 448-2121

Fayette Nursing & Rehabilitation Center  
Fayetteville, WV • (304) 574-0770

\*Lincoln Nursing & Rehabilitation Center  
Hamlin, WV • (304) 824-3133

\*E. A. Hawse Nursing & Rehabilitation Center  
Baker, WV • (304) 897-5903

\*Wyoming Nursing & Rehabilitation Center  
New Richmond, WV • (304) 294-7584

\*Webster Nursing & Rehabilitation Center  
Cowen, WV • (304) 226-5301

Clarksburg Nursing & Rehabilitation Center  
Clarksburg, WV • (304) 624-6500

\*Wayne Nursing & Rehabilitation Center  
Wayne, WV • (304) 697-7007

Cameron Nursing & Rehabilitation Center  
Cameron, WV • (304) 686-3318

Mercer Nursing & Rehabilitation Center  
Bluefield, WV • (304) 325-5448

\* Facility winner of Excellence in Action Award for Customer Service or Employee Satisfaction.

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**FAYETTE COUNTY CONTINUED**

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**Fayette Nursing & Rehabilitation Center**

P.O. Box 539, Fayetteville, WV 25840 . . . . . (304) 574-0770  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:        60

**Hidden Valley Center**

422 23rd Street, Oak Hill, WV 25901 . . . . . (304) 465-1903  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Alzheimers Unit

Medicare/Medicaid Beds:        80

**Hilltop Center**

P.O. Box 125, Hilltop, WV 25855 . . . . . (304) 469-2966  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:        120

**Montgomery General Elderly Care**

P.O. Box 1010, Montgomery, WV 25136-1010 . . . . . (304) 442-2469  
NH, Independent, Nonproprietary

Medicare/Medicaid Beds:        60

**Montgomery General Extended Care**

P.O. Box 270, Montgomery, WV 25136 . . . . . (304) 442-5151  
SNF, Hospital-based, Nonproprietary

Medicare/Medicaid Beds:        34

Medicare Beds:                    10

Total Beds:                        44

**The Summit at Hidden Valley**

438 - 23rd Street, Oak Hill, WV 25901 . . . . . (304) 469-8255  
AL, Multi-Facility, Proprietary, Satisfaction Survey Participant

Assisted Living Beds:            58

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## GILMER COUNTY

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### **Glenville Care and Rehabilitation Center**

111 Fairground Road, Glenville, WV 26351 . . . . . (304) 462-5718  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 65

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## GRANT COUNTY

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### **Grant County Nursing Home**

27 Early Avenue, Petersburg, WV 26847-9403 . . . . . (304) 257-4233  
NH, Independent, Nonproprietary

Medicare/Medicaid Beds: 110  
Assisted Living Beds: 9  
Total Beds: 119

### **Grant Memorial Hospital**

P.O. Box 1019, Petersburg, WV 26847 . . . . . (304) 257-1026  
SNF, Hospital-based, Nonproprietary

Medicare/Medicaid Beds: 10  
Medicare Beds: 10  
Swing Beds: 4  
Total Beds: 24

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## GREENBRIER COUNTY

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### **Greenbrier Manor**

RR 02, Box 159-A, Lewisburg, WV 24901 . . . . . (304) 645-3076  
NH, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 100

### **Heartland of Rainelle**

606 Pennsylvania Avenue, Rainelle, WV 25962 . . . . . (304) 438-6127  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Subacute

Medicare/Medicaid Beds: 60

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**GREENBRIER COUNTY** CONTINUED

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**The Brier**

601 Rocky Hill Road, Ronceverte, WV 24970 . . . . . (304) 645-7270  
NH, Independent, Proprietary

Medicare/Medicaid Beds:	28
Medicaid Beds:	62
Total Beds:	90

**The Seasons**

331 Holt Lane, Lewisburg, WV 24901. . . . . (304) 645-4453  
AL, Multi-Facility, Proprietary, Satisfaction Survey Participant

Assisted Living Beds:	55
Independent Living:	10
Total Beds:	65

**White Sulphur Springs Center**

P.O. Box 249, White Sulphur Springs, WV 24986. . . . . (304) 536-4661  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	68
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**HAMPSHIRE COUNTY**

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**Hampshire Center**

HC 63, Box 2580, Romney, WV 26757. . . . . (304) 822-7527  
NH, Multi-Facility, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	62
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**Hampshire Memorial Hospital, Inc.**

549 Center Avenue, Romney, WV 26757-1199. . . . . (304) 822-4934  
SNF, Hospital-based, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	30
Swing Beds:	7
Total Beds:	37

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## HANCOCK COUNTY

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### Pepperberry Suites

144 Fox Lane, Chester, WV 26034 . . . . . (304) 387-0140  
AL, Independent, Proprietary, Satisfaction Survey Participant

Assisted Living Beds: 35

### Serra Manor

100 Serra Drive, Weirton, WV 26062 . . . . . (304) 723-5363  
AL, Independent, Proprietary

Assisted Living Beds: 46

Independent Living: 20

Total Beds: 66

### Stone Pear Pavilion

125 Fox Lane, Chester, WV 26034 . . . . . (304) 387-0101  
NH, Independent, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

### Weirton Geriatric Center

2525 Pennsylvania Avenue, Weirton, WV 26062 . . . . . (304) 723-4300  
SNF, Independent, Proprietary, Alzheimers Unit

Medicare/Medicaid Beds: 137

### Weirton Medical Center

601 S. Colliers Way, Weirton, WV 26062-5091 . . . . . (304) 797-6000  
SNF, Hospital-based, Nonproprietary, Subacute

Medicare/Medicaid Beds: 23

Medicare Beds: 10

Total Beds: 33

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## HARDY COUNTY

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### E. A. Hawse Nursing & Rehabilitation Center

P.O. Box 70, Baker, WV 26801-0070. . . . . (304) 897-5903  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

Ansted Center  
Ansted, WV

Care Haven Center  
Martinsburg, WV

Hampshire Center  
Romney, WV

Hilltop Center\*\*  
Hilltop, WV

Brightwood Center  
Follansbee, WV

Cedar Ridge Center  
Sissonville, WV

Heritage Center\* \*\*  
Huntington, WV

Logan Center  
Logan, WV

Canterbury Center  
Shepherdstown, WV

Dawnview Center  
Fort Ashby, WV

Hidden Valley Center\*  
Oak Hill, WV

Madison Nursing  
& Rehab Center  
Morgantown, WV

Marmet Center\*  
Marmet, WV

Miletree Center  
Spencer, WV

Oak Ridge Center  
Charleston, WV

Pierpont Center  
at Fairmont Campus  
Fairmont, WV

Pocahontas Center  
Marlinton, WV

Raleigh Center  
Daniels, WV

Ravenswood Village  
Ravenswood, WV

Rosewood Center  
Grafton, WV

Shenandoah Health  
Village Center  
Charles Town, WV

Sistersville Center  
Sistersville, WV

'Teays Valley Center  
Hurricane, WV

Tygart Center  
at Fairmont Campus  
Fairmont, WV

Valley Center\*\*  
Charleston, WV

White Sulphur  
Springs Center  
White Sulphur Springs, WV

Willows Center\*\*  
Parkersburg, WV

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## HARRISON COUNTY

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### **Clarksburg Nursing & Rehabilitation Center**

801 Davisson Run Road, Clarksburg, WV 26301 . . . . . (304) 624-6500  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 98

### **Countryside Assisted Living**

1228 Berkeley Station Road, Martinsburg, WV 25404 . . . . . (304) 596-6227  
AL, Independent, Proprietary

Assisted Living Beds: 11

### **Golden Circle at Droppleman Place**

147 Kimberly Circle, Fairmont, WV 26554 . . . . . (304) 365-1503  
AL, Independent, Proprietary

Assisted Living Beds: 16

### **Heartland of Clarksburg**

100 Parkway Drive, Clarksburg, WV 26301 . . . . . (304) 624-6401  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### **Meadowview Manor Health Care Center**

41 Crestview Terrace, Bridgeport, WV 26330 . . . . . (304) 842-7101  
SNF, Independent, Proprietary

Medicare/Medicaid Beds: 60

### **Salem Care and Rehabilitation Center**

146 Water Street, Salem, WV 26426 . . . . . (304) 782-3000  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Alzheimers Unit

Medicare/Medicaid Beds: 112

### **The Heritage**

Rt. 4, Box 17, Bridgeport, WV 26330 . . . . . (304) 842-4135  
NH, Multi-Facility, Proprietary

Medicaid Beds: 51

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**HARRISON COUNTY CONTINUED**

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**The Meadows at Maplewood**

1000 Maplewood Drive, Bridgeport, WV 26330 . . . . . (304) 848-0200  
RCC, Multi-Facility, Proprietary

Residential Care Community: 44  
Independent Living: 81  
Total Beds: 125

**United Transitional Care Center**

327 Medical Park Drive, Bridgeport, WV 26330 . . . . . (681) 342-5100  
SNF, Hospital-based, Nonproprietary, Subacute

Medicare Beds: 32

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**JACKSON COUNTY**

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**Eldercare Health and Rehabilitation**

107 Miller Drive, Ripley, WV 25271 . . . . . (304) 372-5115  
NH, Multi-Facility, Proprietary

Medicare/Medicaid Beds: 120

**Ravenswood Village**

200 South Ritchie Avenue, Ravenswood, WV 26164 . . . . . (304) 273-9385  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60  
Medicare Beds: 2  
Total Beds: 62

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**JEFFERSON COUNTY**

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**Canterbury Center**

80 Maddex Drive, Shepherdstown, WV 25443 . . . . . (304) 876-9422  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 62

*Warmth. Friends. Laughter.  
It's just like home.*

Our lively communities support each resident's independence, while offering the security of 24-hour staff and personalized care services.



**Genesis HealthCare<sup>SM</sup>**

*Assisted Living*

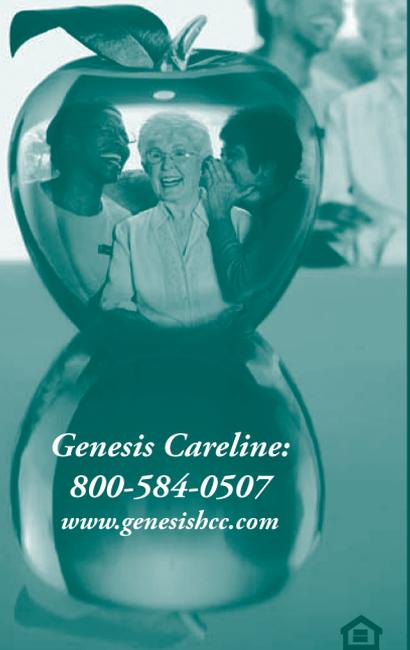
Quarry Manor  
Charleston, WV  
304-925-4663

The Summit  
at Hidden Valley  
Oak Hill, WV  
304-469-8255

Regency Place  
Scott Depot, WV  
304-757-3104

The Seasons  
Lewisburg, WV  
304-645-4453

Wishing Well  
at Fairmont Campus  
Fairmont, WV  
304-363-2273



*Genesis Careline:*  
**800-584-0507**  
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*Earn a good living. Make a real difference.*



A career in long term care offers more than security. It also offers:

- Career Advancement
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- Job Satisfaction
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- Scholarship Opportunities
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Contact your local nursing facility or assisted living community listed in this guide to find out more about the opportunities available and how you may earn a good living making a real difference in people's lives.

110 Association Drive, Charleston  
(304) 346-4575 [www.wvhca.org](http://www.wvhca.org)

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**JEFFERSON COUNTY CONTINUED**

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**Shenandoah Center**

50 Mulberry Tree Street, Charles Town, WV 25414 . . . . . (304) 724-1101  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 48  
Medicare Beds: 30  
Total Beds: 78

**Willow Tree Manor**

1263 South George Street, Charles Town, WV 25414 . . . . . (304) 725-6575  
SNF, Multi-Facility, Proprietary

Medicare/Medicaid Beds: 104

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**KANAWHA COUNTY**

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**Cedar Ridge Center**

302 Cedar Ridge Road, Sissonville, WV 25320 . . . . . (304) 984-0046  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

**Charleston Gardens**

800 Association Drive, Charleston, WV 25311 . . . . . (304) 343-6600  
AL, Multi-Facility, Proprietary, Alzheimers Unit

Assisted Living Beds: 120

**Dunbar Care and Rehabilitation Center**

501 Caldwell Lane, Dunbar, WV 25064. . . . . (304) 744-4761  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

**Golden LivingCenter - Glasgow**

P.O. Box 350, Glasgow, WV 25086 . . . . . (304) 595-1155  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Alzheimers Unit

Medicare/Medicaid Beds: 108

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**KANAWHA COUNTY CONTINUED**

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**Golden LivingCenter - Riverside**

6500 MacCorkle Avenue, St. Albans, WV 25177 . . . . . (304) 768-0002  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 102

**Heartland of Charleston**

3819 Chesterfield Avenue, Charleston, WV 25304 . . . . . (304) 925-4771  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant, Subacute

Medicare/Medicaid Beds: 184

**Marmet Center**

1 Sutphin Drive, Marmet, WV 25315 . . . . . (304) 949-2000  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant, Alzheimers Unit

Medicare/Medicaid Beds: 90

**Meadowbrook Acres Nursing Center**

2149 Greenbrier Street, Charleston, WV 25311 . . . . . (304) 344-4268  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

**Oak Ridge Center**

1000 Association Drive, Charleston, WV 25311 . . . . . (304) 347-4372  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 73

**Quarry Manor**

699 South Park Road, Charleston, WV 25304 . . . . . (304) 925-4663  
AL, Multi-Facility, Proprietary, Satisfaction Survey Participant

Assisted Living Beds: 68

**SweetBriar**

505 Caldwell Lane, Dunbar, WV 25064 . . . . . (304) 744-7400  
AL, Independent, Proprietary, Alzheimers Unit

Assisted Living Beds: 74

# Working together to get you there



Your best way  
home  
is through our doors™

## Getting you back to school, work or home.

After surgery, illness or injury, most hospitals will recommend post-hospital or post-acute rehabilitation to patients before returning home. Selecting the right post-acute provider is a critically important decision. The clinical team can significantly impact recovery success. At Heartland, our clinical and rehabilitation teams have a demonstrated track record of success and a commitment to clinical excellence.

**We know patients want to return home and back to their life as quickly and safely as possible.**

At Heartland, we understand post-acute care. Our goal is to provide patients with the right medical and rehabilitation care after their hospital stay, while reducing re-hospitalization in a comfortable setting. Our team of nurses and therapists provide the necessary skills for a successful discharge home. Call our admission team today for more information about our services or to pre-register with us for your post-hospital care.

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Heartland of Charleston  
304.925.4771

Heartland of Clarksburg  
304.624.6401

Heartland of Keyser  
304.788.3415

Heartland of Martinsburg  
304.925.4771

Heartland of Preston County  
304.329.3195

Heartland of Rainelle  
304.438.6127

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[www.hcr-manorcare.com](http://www.hcr-manorcare.com)

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**KANAWHA COUNTY** CONTINUED

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**The Ridgemont at Edgewood Summit**

300 Baker Lane, Charleston, WV 25302 . . . . . (304) 346-2323  
RCC, Independent, Nonproprietary, Satisfaction Survey Participant

Residential Care Community: 40  
Independent Living: 126  
Total Beds: 166

**Thomas Memorial Hospital**

4605 MacCorkle Avenue, SW, So. Charleston, WV 25309 . . . . . (304) 766-4500  
SNF, Hospital-based, Nonproprietary, Subacute

Medicare Beds: 19

**Valley Center**

1000 Lincoln Drive, South Charleston, WV 25309. . . . . (304) 768-4400  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 130

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**LEWIS COUNTY**

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**Crestview Manor Nursing and Rehabilitation**

P.O. Box 967, Jane Lew, WV 26378 . . . . . (304) 884-7811  
NH, Independent, Nonproprietary

Medicare/Medicaid Beds: 72

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**LINCOLN COUNTY**

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**Lincoln Nursing & Rehabilitation Center**

200 Monday Drive, Hamlin, WV 25523 . . . . . (304) 824-3133  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

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## LOGAN COUNTY

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### Logan Center

P.O. Box 540, Logan, WV 25601 . . . . . (304) 752-2273  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 66

### Trinity Healthcare Services of Logan

1000 West Park Avenue, Logan, WV 25601 . . . . . (304) 752-8723  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 120

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## MARION COUNTY

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### Arbors at Fairmont

130 Kaufman Drive, Fairmont, WV 26554 . . . . . (304) 363-5633  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### John Manchin Sr. Health Care Center

401 Guffey Street, Fairmont, WV 26554 . . . . . (304) 363-2500  
NH, Gov't Owned, Nonproprietary

Swing Beds: 41

### Pierpont Center

1543 Country Club Road, Fairmont, WV 26554 . . . . . (304) 363-2273  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 20

Medicare Beds: 34

Medicaid Beds: 66

Total Beds: 120

### Tygart Center

1539 Country Club Road, Fairmont, WV 26554 . . . . . (304) 366-9100  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 119

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**MARION COUNTY CONTINUED**

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**Wishing Well Assisted Living Community**

1543 Country Club Road, Fairmont, WV 26554 . . . . . (304) 363-2273  
AL, Independent, Proprietary, Satisfaction Survey Participant

Assisted Living Beds: 52

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**MARSHALL COUNTY**

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**Cameron Nursing & Rehabilitation Center**

RD 4, Box 20, Cameron, WV 26033 . . . . . (304) 686-3318  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

**Mound View Health Care, Inc.**

2200 Floral Avenue, Moundsville, WV 26041 . . . . . (304) 843-1035  
SNF, Independent, Proprietary

Medicare/Medicaid Beds: 129

Assisted Living Beds: 13

Total Beds: 142

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**MASON COUNTY**

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**Lakin Hospital**

11522 Ohio River Road, West Columbia, WV 25287 . . . . . (304) 675-0860  
NH, Gov't Owned, Nonproprietary

Medicaid Beds: 114

**Pleasant Valley Nursing & Rehab Center**

640 Sandhill Road, Pt. Pleasant, WV 25550 . . . . . (304) 675-5236  
SNF, Independent, Nonproprietary

Medicare/Medicaid Beds: 100

# QUALITY CARE IS THE UTMOST PRIORITY AT **Princeton Health Care Center.**

Princeton Health Care Center offers an environment that encourages individuality and promotes dignity, and respect. We provide individualized care with a personal touch. We offer the following services:

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- Beauty & Barber Salon
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- Speech Therapy
- Occupational Therapy
- And more!

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(304) 487-3458  
[www.phcconline.org](http://www.phcconline.org)

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Princeton Memorial Company

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## McDOWELL COUNTY

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### **McDowell Nursing & Rehabilitation Center**

P.O. Box 220, Gary, WV 24836 . . . . . (304) 448-2121  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### **Welch Community Hospital**

454 McDowell Street, Welch, WV 24801 . . . . . (304) 436-8461  
SNF, Gov't Owned, Nonproprietary

Medicaid Beds: 59

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## MERCER COUNTY

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### **GlenWood Park**

1924 Glenwood Park Road, Princeton, WV 24740 . . . . . (304) 425-8128  
CCRC, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 67  
Assisted Living Beds: 75  
Independent Living: 13  
Total Beds: 155

### **Mercer Nursing & Rehabilitation Center**

P.O. Box 410, Bluefield, WV 24701 . . . . . (304) 325-5448  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 90

### **Princeton Health Care Center**

315 Courthouse Road, Princeton, WV 24740 . . . . . (304) 487-3458  
SNF, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### **The Maples**

P.O. Box 1958, Bluefield, WV 24701 . . . . . (304) 327-2485  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 60  
Assisted Living Beds: 20  
Total Beds: 80

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## MINERAL COUNTY

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### **Dawnview Center**

P.O. Box 686, Fort Ashby, WV 26719 . . . . . (304) 298-3602  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 66

### **Heartland of Keyser**

135 Southern Drive, Keyser, WV 26726 . . . . . (304) 788-3415  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 122

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## MINGO COUNTY

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### **Trinity Healthcare Services of Mingo**

P.O. Box 1999, Williamson, WV 25661-1999 . . . . . (304) 235-7005  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 90

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## MONONGALIA COUNTY

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### **Golden LivingCenter - Morgantown**

1379 Van Voorhis Road, Morgantown, WV 26505 . . . . . (304) 599-9480  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 100

### **Madison Center**

161 Bakers Ridge Road, Morgantown, WV 26505 . . . . . (304) 285-0692  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare Beds: 34

Medicaid Beds: 28

Total Beds: 62

### **Mapleshire Nursing and Rehabilitation Center**

30 Vandervort Drive, Morgantown, WV 26505 . . . . . (304) 285-2720  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120



# STONERISE

HEALTHCARE

## OUR MISSION

At Stonerise Healthcare our mission goes beyond compassion and improving care. Our mission is to guide and equip our facilities to be the best employer and provider of nursing care and rehabilitation services in each community that we serve. We strive to enrich the lives of those we work with and serve through our principles, passion and purpose.

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**CAREHAVEN**  
OF PLEASANTS

506 Riverview Drive  
Belmont, WV 26134  
tel 304.665.2065



**MAPLESHIRE**

30 Vandervort Drive  
Morgantown, WV 26505  
tel 304.285.2720

*Springfield*  
CENTER

Rt. 1, Box 101A  
Lindsay, WV 24951  
tel 304.753.4332

### Stonerise Healthcare

P.O. Box 18387 • 332 6th Ave., Suite 200  
South Charleston, WV 25303  
[www.stonerisehealthcare.com](http://www.stonerisehealthcare.com)

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**MONONGALIA COUNTY CONTINUED**

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**Suites at Heritage Point**

One Heritage Point, Morgantown, WV 26505 . . . . . (304) 285-1212  
RCC, Hospital-based, Nonproprietary

Residential Care Community: 44

**Sundale Nursing Home**

800 J.D. Anderson Drive, Morgantown, WV 26505 . . . . . (304) 599-0497  
SNF, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 115

**WVU Hospitals**

P.O. Box 8005, Morgantown, WV 26506-8005 . . . . . (304) 598-4358  
SNF, Hospital-based, Nonproprietary

Medicare Beds: 20

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**MONROE COUNTY**

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**Springfield Center**

Rt. 1, Box 101A, Lindside, WV 24951 . . . . . (304) 753-4332  
NH, Independent, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

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**MORGAN COUNTY**

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**Autumn Acres Personal Care**

400 Autumn Acres Road, Berkeley Springs, WV 25411 . . . . . (304) 258-4330  
AL, Independent, Proprietary

Assisted Living Beds: 56

**Berkeley Springs Rehabilitation and Nursing**

456 Autumn Acres Road, Berkeley Springs, WV 25411 . . . . . (304) 258-3673  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 120

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**MORGAN COUNTY CONTINUED**

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**War Memorial Hospital, Inc.**

109 War Memorial Drive, Berkeley Springs, WV 25411 . . . . . (304) 258-1234  
SNF, Hospital-based, Nonproprietary, Satisfaction Survey Participant, Subacute

Medicaid Beds:	16
Swing Beds:	25
Total Beds:	41

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**OHIO COUNTY**

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**Elmhurst The House of Friendship, Inc.**

1228 National Road, Wheeling, WV 26003 . . . . . (304) 242-0240  
AL, Independent, Nonproprietary

Assisted Living Beds:	48
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**Peterson Rehabilitation Hospital**

20 Homestead Avenue, Wheeling, WV 26003 . . . . . (304) 234-0516  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	150
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**PENDLETON COUNTY**

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**Pendleton Manor**

P.O. Box 700, Franklin, WV 26807-0700 . . . . . (304) 358-2320  
NH, Multi-Facility, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	91
Independent Living:	14
Total Beds:	105

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**PLEASANTS COUNTY**

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**CareHaven of Pleasants**

P.O. Box 625, Belmont, WV 26134 . . . . . (304) 665-2065  
NH, Independent, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	68
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## POCAHONTAS COUNTY

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### **Pocahontas Center**

Rt. 1, Box 500, Marlinton, WV 24954. . . . . (304) 799-7375  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 68

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## PRESTON COUNTY

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### **Heartland of Preston County**

300 Miller Road, Kingwood, WV 26537. . . . . (304) 329-3195  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### **Hopemont Hospital**

150 Hopemont Drive, Terra Alta, WV 26764 . . . . . (304) 789-2411  
NH, Gov't Owned, Nonproprietary

Medicaid Beds: 98

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## PUTNAM COUNTY

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### **Broadmore Assisted Living at Teays Valley**

4000 Outlook Drive, Hurricane, WV 25526 . . . . . (304) 757-4778  
AL, Multi-Facility, Proprietary, Alzheimers Unit

Assisted Living Beds: 70

### **Putnam Care and Rehabilitation Center**

300 Seville Road, Hurricane, WV 25526 . . . . . (304) 757-6805  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

### **Regency Place**

5 Rolling Meadows Drive, Scott Depot, WV 25560 . . . . . (304) 757-3104  
AL, Multi-Facility, Proprietary, Satisfaction Survey Participant

Assisted Living Beds: 58

Independent Living: 10

Total Beds: 68

# HOME AWAY *from Home*

Dunbar Care and  
Rehabilitation Center  
501 Caldwell Lane  
Dunbar, WV 25064  
(304) 744-4761

Glenville Care and  
Rehabilitation Center  
111 Fairground Road  
Glenville, WV 26351  
(304) 462-5718

New Martinsville Care and  
Rehabilitation Center  
225 Russell Avenue  
New Martinsville, WV 26155  
(304) 455-2600

Parkersburg Care and  
Rehabilitation Center  
1716 Gihon Road  
Parkersburg, WV 26101  
(304) 485-5511

Pine Lodge Care and  
Rehabilitation Center  
405 Stanaford Road  
Beckley, WV 25801  
(304) 252-6317

Putnam Care and  
Rehabilitation Center  
300 Seville Road  
Hurricane, WV 25526  
(304) 757-6805

Salem Care and  
Rehabilitation Center  
146 Water Street  
Salem, WV 26426  
(304) 782-3000

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Home means family. Home means safety. Home means feeling restored. And at SunBridge, home also means thriving—physically, emotionally and socially. We provide professional medical services such as skilled nursing and rehabilitation therapy in a quality, caring environment.

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**Welcome to SunBridge.**



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Care and Rehabilitation Centers Throughout West Virginia

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**PUTNAM COUNTY CONTINUED**

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**Teays Valley Center**

590 N. Poplar Fork Road, Hurricane, WV 25526 . . . . . (304) 757-7826  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 122  
Medicare Beds: 2  
Total Beds: 124

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**RALEIGH COUNTY**

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**Heartland of Beckley**

100 Heartland Drive, Beckley, WV 25801 . . . . . (304) 256-1650  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 201

**Jackie Withrow Hospital**

105 South Eisenhower Drive, Beckley, WV 25801. . . . . (304) 256-6600  
NH, Gov't Owned, Nonproprietary

Medicaid Beds: 199

**Pine Lodge Care and Rehabilitation Center**

405 Stanaford Road, Beckley, WV 25801 . . . . . (304) 252-6317  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant, Subacute

Medicare/Medicaid Beds: 120

**Raleigh Center**

P.O. Box 741, Daniels, WV 25832 . . . . . (304) 763-3051  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 68

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**RANDOLPH COUNTY**

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**Elkins Regional Convalescent Center**

1175 Beverly Pike, Elkins, WV 26241 . . . . . (304) 636-1391  
NH, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 111

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## RITCHIE COUNTY

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### Pine View Nursing and Rehabilitation Center

P.O. Box 200, Harrisville, WV 26362-0200 ..... (304) 643-2712  
NH, Independent, Proprietary

Medicare/Medicaid Beds: 56

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## ROANE COUNTY

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### Miletree Center

825 Summit Street, Spencer, WV 25276. .... (304) 927-1007  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 62

### Roane General Hospital

200 Hospital Drive, Spencer, WV 25276-1060 ..... (304) 927-4444  
SNF, Hospital-based, Nonproprietary, Subacute

Medicare/Medicaid Beds: 35

Swing Beds: 10

Total Beds: 45

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## SUMMERS COUNTY

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### Summers County Appalachian Regional Hospital

P.O. Box 940, Hinton, WV 25951 ..... (304) 466-1000  
SNF, Hospital-based, Nonproprietary, Ventilator, Subacute

Medicare/Medicaid Beds: 36

### Summers Nursing & Rehabilitation Center

P.O. Box 1240, Hinton, WV 25951 ..... (304) 466-0332  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

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## TAYLOR COUNTY

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### Rosewood Center

8 Rose Street, Grafton, WV 26354 ..... (304) 265-0095  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 69

# Would you like to learn how to save money?

West Virginia Long-Term Care Service Corporation can help.

We offer the following services to  
**WVHCA Members and Associate Members :**

## **Nimbus EMR**

- Electronic Medical Record Software for Nursing Facilities

## **Insurance**

- Group Medical (for any size company)
- Long Term & Short Term Disability
- Property & Casualty
- Long Term Care Insurance
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- Vision Plans

## **TIS Insurance Services**

- Workers' Compensation

## **Delta Dental**

- Group Dental

## **Broughton Foods**

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- Family Virtual Tours

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- Continuing Education Services

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- Resident's Rights Posters
- CNA Pins
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Please contact us at (304) 346-4575 for more details on how you may receive the best quality services at competitive pricing.

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**West Virginia Long-Term Care  
Service Corporation**

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**TAYLOR COUNTY CONTINUED**

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**Wallace B. Murphy, M.D., Nursing Care Facility**

500 Market Street, Grafton, WV 26354. . . . . (304) 265-0400  
SNF, Gov't Owned, Nonproprietary, Ventilator, Subacute

Medicare/Medicaid Beds: 76

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**TUCKER COUNTY**

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**Cortland Acres**

HC-60 Box 98, Thomas, WV 26292 . . . . . (304) 463-4181  
NH, Independent, Nonproprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 94  
Independent Living: 32  
Total Beds: 126

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**TYLER COUNTY**

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**Sistersville Center**

201 Wood Street, Sistersville, WV 26175 . . . . . (304) 652-1032  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 68

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**WAYNE COUNTY**

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**Wayne Nursing & Rehabilitation Center**

RR 1, Box 1372, Wayne, WV 25570 . . . . . (304) 697-7007  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

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**WEBSTER COUNTY**

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**Webster Nursing & Rehabilitation Center**

P.O. Box 989, Cowen, WV 26206-0989. . . . . (304) 226-5301  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 60

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## WETZEL COUNTY

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### **New Martinsville Care & Rehab. Center**

225 Russell Avenue, New Martinsville, WV 26155 . . . . . (304) 455-2600  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 120

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## WOOD COUNTY

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### **Camden Clark Memorial Hospital Transitional Care**

800 Garfield Avenue, Parkersburg, WV 26102 . . . . . (304) 424-2800  
SNF, Hospital-based, Nonproprietary

Medicare Beds: 25

### **Cedar Grove Personal Care**

P.O. Box 1142, Parkersburg, WV 26102 . . . . . (304) 424-6023  
AL, Independent, Proprietary

Assisted Living Beds: 123

### **Eagle Pointe**

1600 27th Street, Parkersburg, WV 26101 . . . . . (304) 485-6476  
NH, Multi-Facility, Proprietary, Alzheimers Unit

Medicare/Medicaid Beds: 164

### **Ohio Valley Health Care**

222 Nicolette Road, Parkersburg, WV 26104 . . . . . (304) 485-5137  
NH, Independent, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 66

### **Parkersburg Care and Rehabilitation Center**

1716 Gihon Road, Parkersburg, WV 26101 . . . . . (304) 485-5511  
NH, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 66

### **Willows Center**

723 Summers Street, Parkersburg, WV 26101 . . . . . (304) 428-5573  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds: 97

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**WOOD COUNTY CONTINUED**

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**Worthington Manor, Inc.**

P.O. Box 4010, Parkersburg, WV 26104 ..... (304) 485-7447  
NH, Independent, Proprietary

Medicare/Medicaid Beds:	101
Medicaid Beds:	4
Total Beds:	105

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**WYOMING COUNTY**

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**Glen Rogers Manor**

P.O. Box 1964, Pineville, WV 24874 ..... (304) 294-7003  
AL, Independent, Proprietary

Assisted Living Beds:	40
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**Mullens Manor Assisted Living**

P.O. Box 1964, Pineville, WV 24874 ..... (304) 294-7587  
AL, Independent, Nonproprietary

Assisted Living Beds:	51
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**Wyoming Nursing & Rehabilitation Center**

P.O. Box 149, New Richmond, WV 24867 ..... (304) 294-7584  
SNF, Multi-Facility, Proprietary, Satisfaction Survey Participant

Medicare/Medicaid Beds:	60
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# Important Contact Information



# IMPORTANT TELEPHONE NUMBERS

Ambulance: \_\_\_\_\_

Doctor's Emergency: \_\_\_\_\_

Fire Department: \_\_\_\_\_

Hospital: \_\_\_\_\_

Poison Control Center: \_\_\_\_\_

Police: \_\_\_\_\_

Cable Television: \_\_\_\_\_

Electric Company: \_\_\_\_\_

Gas Company: \_\_\_\_\_

Phone Company: \_\_\_\_\_

Water Company: \_\_\_\_\_

Other Important Numbers: \_\_\_\_\_

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## West Virginia Department of Health & Human Resources County Offices

### **Barbour**

271 Mattaliano Drive  
Philippi, WV 26416  
(304) 457-9030  
Fax: (304) 457-4094

### **Berkeley**

P. O. Box 1247  
Martinsburg, WV 25402  
(304) 267-0100  
Fax: (304) 267-0123

### **Boone**

P. O. Box 970  
Danville, WV 25053  
(304) 369-7802  
Fax: (304) 369-7816

### **Braxton**

1920 Sutton Lane  
Sutton, WV 26601  
(304) 765-7344  
Fax: (304) 765-3694

### **Brooke**

See Hancock

### **Cabell**

2699 Park Avenue, Suite 100  
Huntington, WV 25704  
(304) 528-5800  
Fax: (304) 528-5523

### **Calhoun**

P. O. Box 280  
Grantsville, WV 26147  
(304) 354-6118  
Fax: (304) 354-7076

### **Clay**

P. O. Box 969  
Clay, WV 25043  
(304) 587-4268  
Fax: (304) 587-2567

### **Doddridge**

115 Main Street  
West Union, WV 26456  
(304) 873-2031  
Fax: (304) 873-3078

### **Fayette**

1400 Virginia Street  
Oak Hill, WV 25901  
(304) 465-9613  
Fax: (304) 465-7288

### **Gilmer**

1493 WV Highway 5, East  
Glennville, WV 26351  
(304) 462-0412  
Fax: (304) 462-0416

### **Grant**

15 Grant Street, Suite 1  
Petersburg, WV 26847  
(304) 257-4211  
Fax: (304) 257-1569

### **Greenbrier**

150 Maplewood Avenue  
Lewisburg, WV 24901  
(304) 647-7476  
Fax: (304) 647-7486

### **Hampshire**

P. O. Box 1736  
Romney, WV 26757  
(304) 822-6900  
Fax: (304) 822-7571

### **Hancock**

100 Municipal Plaza  
Suite 600  
Weirton, WV 26062  
(304) 794-3060  
Fax: (304) 794-4169

### **Hardy**

112 Beans Lane  
Moorefield, WV 26836  
(304) 538-2391  
Fax: (304) 538-2476

### **Harrison**

P. O. Box 1877  
Clarksburg, WV 26302  
(304) 627-2295  
Fax: (304) 627-2171

### **Jackson**

2139 Cedar Lakes Drive  
Ripley, WV 25271  
(304) 373-2560  
Fax: (304) 372-7888

### **Jefferson**

P. O. Box 984  
Charles Town, WV 25414  
(304) 724-2600  
Fax: (304) 728-0529

### **Kanawha**

4190 W. Washington Street  
Charleston, WV 25313  
(304) 746-2360  
Fax: (304) 558-1801

### **Lewis**

P. O. Box 1268  
Weston, WV 26452  
(304) 269-6820  
Fax: (304) 269-0544

### **Lincoln**

P. O. Box 468  
Hamlin, WV 25523  
(304) 824-5811  
Fax: (304) 824-7811

### **Logan**

195 Dingess Street  
Logan, WV 25601  
(304) 792-7095  
Fax: (304) 792-7003

### **Marion**

9083 Middletown Mall  
White Hall, WV 26554  
(304) 368-4420  
Fax: (304) 368-4191

### **Marshall**

400 Teletech Drive, Suite 2  
Moundsville, WV 26041  
(304) 843-4120  
Fax: (304) 843-4127

*CONTINUED*

**Mason**

710 Viand Street  
Pt. Pleasant, WV 25550  
(304) 675-0880  
Fax: (304) 675-0883

**McDowell**

840 Virginia Avenue  
Welch, WV 24801  
(304) 436-8302  
Fax: (304) 436-3248

**Mercer**

200 Davis Street  
Princeton, WV 24740  
(304) 425-8738  
Fax: (304) 487-3589

**Mineral**

18 N. Tornado Way  
Keyser, WV 26726  
(304) 788-4150  
Fax: (304) 788-5363

**Mingo**

203 East Third Avenue  
Williamson, WV 25661  
(304) 235-4680  
Fax: (304) 235-4668

**Monongalia**

P. O. Box 800  
Morgantown, WV 26507  
(304) 285-3175  
Fax: (304) 285-3174

**Monroe**

P.O. Box 678  
Union, WV 24983  
(304) 772-3013  
Fax: (304) 772-4372

**Morgan**

P. O. Box 597  
Berkeley Springs, WV 25411  
(304) 258-1350  
Fax: (304) 258-3794

**Nicholas**

1073 Arbuckle Road  
Summersville, WV 26651  
(304) 872-0803  
Fax: (304) 872-0832

**Ohio**

P. O. Box 6165  
Wheeling, WV 26003  
(304) 232-4411  
Fax: (304) 232-4773

**Pendleton**

Pendleton Business Center  
HC 61, Box 18-B Ste 200  
Franklin, WV 26807  
(304) 358-2305  
Fax: (304) 358-7163

**Pleasants**

201 Second Street  
St. Marys, WV 26170  
(304) 684-9244  
Fax: (304) 684-9245

**Pocahontas**

#2 Edray Business Park  
Marlinton, WV 24954  
(304) 799-2540  
Fax: (304) 799-2560

**Preston**

P. O. Box 100  
Kingwood, WV 26537  
(304) 329-4340  
Fax: (304) 329-6082

**Putnam**

P. O. Box 560  
Teays, WV 25569  
(304) 757-7843  
Fax: (304) 757-8799

**Raleigh**

407 Neville Street  
Beckley, WV 25801  
(304) 256-6930  
Fax: (304) 256-6932

**Randolph**

1027 N. Randolph Avenue  
Elkins, WV 26241  
(304) 637-5560  
Fax: (304) 637-0391

**Ritchie**

220 W. Main Street  
Harrisville, WV 26362  
(304) 643-2934  
Fax: (304) 643-4098

**Roane**

677 Ripley Road, Suite 3  
Spencer, WV 25276  
(304) 927-0956  
Fax: (304) 927-0970

**Summers**

320 Summers Street, Suite A  
Hinton, WV 25951  
(304) 466-2807  
Fax: (304) 466-2814

**Taylor**

235 Barrett Street  
Grafton, WV 26354  
(304) 265-6103  
Fax: (304) 265-6107

**Tucker**

RR 3, Box 45  
Parsons, WV 26287  
(304) 478-3212  
Fax: (304) 478-4514

**Tyler**

P.O. Box 563  
Middlebourne, WV 26149  
(304) 758-2127  
Fax: (304) 758-2587

**Upshur**

P. O. Box 460  
Buckhannon, WV 26201  
(304) 473-4230  
Fax: (304) 473-4207

**Wayne**

Route 2, Box 2532  
Wayne, WV 25570  
(304) 272-6311  
Fax: (304) 272-5183

**Webster**

110 N. Main Street, Suite 201  
Webster Springs, WV 26288  
(304) 847-2861  
Fax: (304) 847-7244

**Wetzel**

1236 North State Route 2  
New Martinsville, WV 26155  
(304) 455-0920  
Fax: (304) 455-0928

**CONTINUED**

**Wirt**  
P. O. Box 310  
Elizabeth, WV 26143  
(304) 275-6551  
Fax: (304) 275-3938

**Wood**  
P. O. Box 1547  
Parkersburg, WV 26102  
(304) 420-2560  
Fax: (304) 420-4884

**Wyoming**  
HC 72, Box 300  
Pineville, WV 24874  
(304) 732-6900  
Fax: (304) 732-8223

## Important Phone Numbers

AARP . . . . .	(866) 227-7458 (WV) (888) 687-2277 (National)
Alzheimer’s Association, WV Chapter . . . . .	(800) 491-2717
Adult Protective Services Hotline . . . . .	(800) 352-6513
American Health Care Association . . . . .	(202) 842-4444
Attorney General (West Virginia) . . . . .	(304) 558-2021
Bureau for Medical Services (West Virginia) . . . . .	(304) 558-1700
Centers for Medicare/Medicaid Services (CMS) - US Department of Health and Human Services . . . . .	(877) 267-2323
Department of Health and Human Resources (West Virginia) . . . . .	(304) 558-0684
Do-Not-Call National List . . . . .	(888) 382-1222
Golden Mountaineer Discount Program . . . . .	(877) 987-3646
Governor’s Office (West Virginia) . . . . .	(304) 558-2000
Long Term Care Ombudsman (West Virginia) . . . . .	(304) 558-3317 (800) 834-0598
National Center for Assisted Living . . . . .	(202) 842-4444
Office of Health Facility Licensure and Certification (OHFLAC) . . . . .	(304) 558-0050
Secretary of State (West Virginia) . . . . .	(304) 558-6000
Social Security Administration . . . . .	(800) 772-1213
West Virginia Center for End-of-Life Care . . . . .	(877) 209-8086
West Virginia Hospital Association . . . . .	(304) 344-9744
West Virginia Legislature’s Office of Reference and Information . . . . .	(304) 347-4836

## Books/Pamphlets

### AARP Publications/Materials

- **When Employees Become Caregivers—A Manager’s Workbook** (D18171)
- **Prepare to Care Planning Guides for Families** (D18758) help families develop a caregiving plan and identify resources to support older relatives. Individuals can order Planning Guides or download the PDF at [www.aarp.org/preparetocare](http://www.aarp.org/preparetocare).

[Contact AARP at (866) 227-7458 to order]

**Available through the Bureau of Senior Services** (877) 987-3646:

- **Caring for a Person with Alzheimer’s Disease (AoA)**
- **End-of-Life—Helping with Comfort and Care (AoA)**

**Hard Choices for Loving People** by Hank Dunn, A&A Publishers, Inc., Lansdowne, VA (571) 333-0169, [www.hardchoices.com](http://www.hardchoices.com)

### Websites

[www.aarp.org](http://www.aarp.org) – **AARP** (state office - [www.aarp.org/states/wv/](http://www.aarp.org/states/wv/)), (866) 227-7458. National membership organization of people age 50 and older.

[www.wvnavigate.org](http://www.wvnavigate.org) – **Aging & Disability Resource Centers**. One-stop shop for questions about long-term care in WV, resources available in your area, and how to access or apply for those resources.

[www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers) – **Alzheimer’s Disease Education and Referral Center**. Current, comprehensive Alzheimer’s disease information and resources from the National Institute on Aging (NIA), including free publications and downloads.

[www.americangeriatrics.org](http://www.americangeriatrics.org) – **American Geriatrics Society**. Dedicated to the health of older Americans.

[www.ahcancal.org](http://www.ahcancal.org) – **American Health Care Association**. The nation’s largest organization representing long-term care providers.

[www.benefitscheckup.org](http://www.benefitscheckup.org) – **BenefitsCheckUp**. Service of the National Council on Aging that helps seniors identify programs they may qualify for and how to access them.

[www.cdc.gov](http://www.cdc.gov) – **Centers for Disease Control and Prevention**. The lead federal

agency for protecting citizens' health and safety, including disease prevention, environmental health, and health promotion activities.

[www.cms.gov](http://www.cms.gov) – **Centers for Medicare & Medicaid Services.** Federal agency whose mission is to ensure effective health care coverage and promote quality care for beneficiaries.

[www.longtermcareliving.com](http://www.longtermcareliving.com) – **Consumer Information about Long-Term Care.** Guide to planning, preparing, and paying for long-term care.

[www.caregiver.org](http://www.caregiver.org) – **Family Caregiver Alliance.** Voice for families caring for loved ones with chronic, disabling health conditions.

[www.medicare.gov](http://www.medicare.gov) – **Medicare.** Site includes information about benefits, Prescription Drug Plan Finder, Nursing Home Compare, Home Health Compare, Hospital Compare, and more.

[www.nlm.nih.gov/medlineplus](http://www.nlm.nih.gov/medlineplus) – **MedlinePlus.** Extensive information about medications, illustrated medical encyclopedia, interactive patient tutorials, and latest health news.

[www.caregiving.org](http://www.caregiving.org) – **National Alliance for Caregiving.** Non-profit group that helps caregivers improve the quality of life for people requiring assistance to live independently.

[www.ncal.org](http://www.ncal.org) – **National Center for Assisted Living.** Assisted living voice of the American Health Care Association.

[www.nfcacares.org](http://www.nfcacares.org) – **National Family Caregivers Association.** Education and support for families who care for chronically ill, aged, or disabled loved ones.

[www.NeedyMeds.org](http://www.NeedyMeds.org) – **NeedyMeds.** Extensive information on finding free or low-cost medicines and health care assistance programs.

[www.payingforseniorcare.com](http://www.payingforseniorcare.com) – **PayingForSeniorCare.Com.** Information website and resource locator tool to help people find the financial resources to pay for long term care for their loved ones.

[www.ssa.gov](http://www.ssa.gov) – **Social Security Administration,** (800) 772-1213. Lead agency for collecting and distributing retirement payments, providing support to survivors, and assisting participants unable to work.

[www.va.gov](http://www.va.gov) – **United States Department of Veterans Affairs,** (800) 827-1000. Worldwide resource that provides information on VA programs, benefits, veteran facilities, and other supportive activities.

[www.wvcaregivers.org](http://www.wvcaregivers.org) – **West Virginia Caregivers**. An online resource created to provide support, assistance and services to West Virginia caregivers and their families.

[www.wvendoflife.org](http://www.wvendoflife.org) – **West Virginia Center for End-of-Life Care**, (877) 209-8086. Information on end-of-life care and treatment options, including downloadable documents and instructions.

[www.wvdhhr.org](http://www.wvdhhr.org) – **West Virginia Department of Health & Human Resources**. Information on all programs administered by DHHR and location of office nearest you.

[www.ddc.wv.gov](http://www.ddc.wv.gov) – **West Virginia Developmental Disabilities Council**, (304) 558-0416 or (304) 558-2376 (TDD). Lead advocate to represent the interests and needs of people with developmental disabilities.

[www.wvdhhr.org/ohflac](http://www.wvdhhr.org/ohflac) – **West Virginia Office of Health Facility Licensure and Certification**, (304) 558-0050. Assures minimum standards in personal care, assisted living, and nursing homes, including the investigation of care complaints.

[www.seniorlegalaids.org](http://www.seniorlegalaids.org) – **West Virginia Senior Legal Aid**, (800) 229-5068. Free legal services for WV seniors 60 and older.

### **Sites Dedicated to Specific Diseases and Conditions**

[www.alz.org](http://www.alz.org)–**Alzheimer’s Association**[WVoffice–[www.alz.org/wv](http://www.alz.org/wv), (800) 491-2717]

[www.cancer.org](http://www.cancer.org) – **American Cancer Society** [(800) 227-2345]

[www.diabetes.org](http://www.diabetes.org) – **American Diabetes Association** [For office close to you – (888) 342-2383]

[www.americanheart.org](http://www.americanheart.org) – **American Heart Association**

[www.lungusa.org](http://www.lungusa.org) – **American Lung Association** [WV office – (304) 342-6600]

[www.strokeassociation.org](http://www.strokeassociation.org) – **American Stroke Association**

[www.arthritis.org](http://www.arthritis.org) – **Arthritis Foundation**



West Virginia  
**HEALTH CARE**  
Association

110 Association Drive  
Charleston, WV 25311  
(304) 346-4575  
[www.wvhca.org](http://www.wvhca.org)



West Virginia  
Bureau of Senior Services



Ensuring Well and Vital Seniors

State Capitol  
1900 Kanawha Blvd. East  
Charleston, WV 25305  
(877) 987-3646  
[www.wvseniorservices.gov](http://www.wvseniorservices.gov)