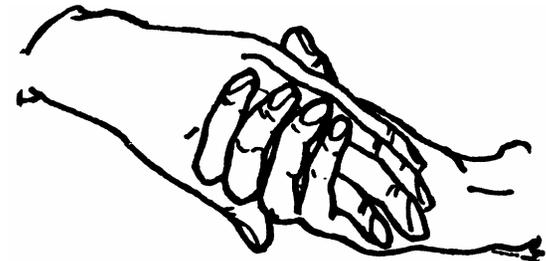


# **New Hampshire Sources of Help for Families**

## **Alzheimer's Disease and Other Memory Disorders**



**New Hampshire Bureau of Elderly and Adult Services**

**The Alzheimer's Disease Program**

**1-800-351-1888, Ext. - &\$' or 603-271-- &\$'**

**TDD Access: Relay N.H. 1-800-735-2964**

This Directory was created by:  
New Hampshire Bureau of Elderly and Adult Services  
The Alzheimer's Disease Program  
129 Pleasant Street, Concord, NH 03301-3843  
1-800-351-1888, Ext. 9203

Out-of-State: 1-603-271-9203

Updated: 9/2005

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## ABOUT THIS BOOKLET

This booklet describes services and resources, which meet the unique needs of people with Alzheimer's disease and other memory disorders, their families and other caregivers.

Since the first directory was published in 1989 there have been many changes and additions. Every effort has been made to include all relevant information. However, resources are constantly being created or changed; therefore readers are encouraged to call the Alzheimer's Disease Program to receive or to update information.

Listing in this Resource Directory is not an endorsement of the quality or scope of the resource listed. A local support group or a family who has used that resource is the best source of recommendation for you.

**Important note:** Many agencies are now using automated telephone answering systems which can be frustrating, especially in a time of stress. It is recommended that you write down your questions before making a call, and to be prepared to be moved through a series of recordings. If you must leave a message, be sure to state the best time of day for the person to call you back. If your call is not returned within a reasonable time frame, call again!

If you experience extreme difficulty in making a connection, please notify the Alzheimer's Disease Program so that it can be determined if a change or deletion of a listed resource is needed.

This directory is a supplement to two other publications produced in collaboration with other agencies in New Hampshire and Massachusetts:

**Family Care Guide** - This guide offers concrete suggestions for daily care for those individuals who are caring for people at home with Alzheimer's disease and memory disorders. Personal experiences and tips from caregivers are included to provide readers with the benefit of others' experiences.

**Legal Techniques** - This legal planning supplement explores the legal resources available in New Hampshire for advanced directives, financial planning for persons with declining competency, and briefly describes some of the Medicaid program's financial eligibility rules.

## Sources of Help

For Statewide information on community resources contact:

**Helpline** 1-800-852-3388  
**TDD Access: Relay N.H.** 1-800-735-2964

### **Parkinson's Disease Resources**

Boston University, Boston, MA (617) 638-8466  
Parkinson's Disease Information & Referral Center

New York City 1-800-223-2732  
The American Parkinson's Disease Association

### **The Society for Progressive Supranuclear Palsy**

Hunt Valley, MD [www.psp.org](http://www.psp.org) 1-800-457-4777

### **Huntington's Disease Society of America- New England**

Framingham, MA (508) 872-8102  
Toll free: 1-888-872-8102

### **National Institute of Neurological Disorders & Stroke**

Bethesda, MD 1-800-352-9424  
TTY: (301) 468-5981

## **Other Community Resources**

Alzheimer's Association, VT/NH Chapter 1-800-750-3848  
Helpline: (800) 536-8864 [www.alz.org/vtnh](http://www.alz.org/vtnh) (603) 226-5868

### **Contact your local Community Action Program for:**

- Meals on Wheels - prepared meals delivered to the home.
- Mr. Fix-It Program - help with household chores and maintenance.
- Veteran's Administration, Manchester, NH 624-4366 Ext. 6035  
- Provides programs to help eligible veterans.
- Self help guide to Human Services - in your telephone book.

## Financial Resources

Medicaid	1-800-852-3345 Ext. 5254
Medicare Part A Information	(603)-695-7204
Medicare Part B Information	1-800-447-1142
Social Security	1-800-772-1213

## FINANCIAL & LEGAL PLANNING

Legal planning should be considered as soon as Alzheimer's disease or a memory disorder is diagnosed. Contact your attorney to begin the process of financial planning and to explore issues regarding estate planning and decisions about future medical care. Medical and legal documents must be attached to all of your loved one's medical records. For more detail see the *Family Care Guide*, and the supplement entitled *Legal Techniques for Financial, Medical and Personal Planning for Alzheimer's Families in New Hampshire*.

If you need help in finding an attorney, contact one of the offices listed below. It is important to specifically ask for referrals to attorneys who specialize in elder law.

### Free Legal Advice for persons 60 plus years of age.

Senior Legal Advice Line, N.H. only	1-888-353-9944 (603) 624-6000
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### NH Legal Assistance

Claremont	603-542-8795	Toll Free:	1-800-562-3994
Manchester	603-668-2900	Toll Free:	1-800-562-3174
Portsmouth	603-431-7411	Toll Free:	1-800-334-3135
Littleton	603-444-8000	Toll Free:	1-800-548-1886

### NH Bar Association

Lawyer Referral Service	603-229-0002		
Legal Advice & Referral Center			1-800-639-5290

## Diagnosis

A diagnosis of probable Alzheimer's disease can be made only after a thorough evaluation has been completed. *It is important to note that there are nearly 100 treatable causes of memory loss.*

A complete diagnostic evaluation may be done on either an in-patient or out-patient basis and includes:

**Detailed Patient History** - an evaluation of the person's past and present medical problems, medications and behaviors

**Complete Physical, Neurological & Psychological evaluations** - Your family doctor may coordinate these examinations or may refer you to a neurologist. The following resources are also available:

### New Hampshire

#### Hampstead

Hampstead Hospital 603-329-5311

#### Laconia

Lakes Region General Hospital 603-524-3211  
Elder Care Unit Ext. 3371

#### Lebanon

Dartmouth Hitchcock Dementia Clinic 603-650-2887  
Geropsychiatric Unit 1-800-556-6249

#### Manchester

Elliot Hospital 603-663-5600  
Geropsychiatric Unit

#### Peterborough

Monadnock Hospital 603-924-8404

#### Portsmouth

Portsmouth Pavilion 603-436-0600

#### Rochester

Frisbie Hospital 603-332-5211  
Geropsychiatric Unit Ext. 171

## Maine

### Gardner

Alzheimer's Care Center

207-626-1770

### Portland

Maine Medical Center  
Geropsychiatric Unit

207-871-2889

## Massachusetts

### Belmont

McLean Alzheimer's Diagnostic Center

617-855-3600

### Boston

Massachusetts General Hospital  
Memory Disorders Unit

617-726-1728

Research Unit - Psychiatric Dept.

617-726-1728

Geriatric Psychiatric Clinic

617-724-5600

### Burlington

Lahey Clinic Outpatient Neurology Dept.

781-744-8630

## Vermont

### Burlington

Memory Disorders Center of Vermont

802-847-1111

### White River Junction

Veterans Administration Hospital

802-295-9363

## EDUCATION

There are many books and videotapes about Alzheimer's disease and other memory disorders. Topics include how to cope with symptoms and behaviors, what to expect as the disease progresses, how to plan your caregiving, and how to ease the demands of caregiving.

New Hampshire Elderly & Adult Services Alzheimer's Disease Program provides:

- Information and referral for families and professionals

- ***New Hampshire's Family Care Guide*** - a comprehensive manual for family caregivers
- ***Legal Techniques for Financial, Medical and Personal Planning***- a supplement to this directory, and ***Family Care Guide***
- Articles, pamphlets and brochures that address specific issues about memory disorders
- Lending library of books and videotapes
- Assistance in starting support groups
- Respite funds to home health agencies to provide short-term respite care for family caregivers
- Networking and advocacy to enhance and extend resources, and services available to people with dementia and their families.

For Information Contact:

N.H. Bureau of Elderly & Adult Services  
 Alzheimer's Disease Program  
 129 Pleasant Street, Concord, New Hampshire 03301-3843  
 1-800-351-1888, Ext. 9203

### **BUREAU OF ELDERLY & ADULT SERVICES**

The Department of Health and Human Services offers several programs, which help financially, and medically eligible persons. Elderly and Adult Services funds a number of social services which help elderly and incapacitated adults to live independently. These services include, but are not limited to, case management, counseling, adult group day care, adult in-home care, help with household chores, group and/or home delivered meals, housing support services, emergency support, homemaker services and respite care.

#### **Contact the District Office nearest you for information:**

<b>Belknap County</b>	Laconia	603-524-4485 <b>1-800-322-2121</b>
<b>Carroll County</b>	Conway	603-447-3841 <b>1-800-552-4628</b>
<b>Cheshire County</b>	Keene	603-357-3510 <b>1-800-624-9700</b>
<b>Coos County</b>	Berlin	603-752-7800 <b>1-800-972-6111</b>
<b>Grafton County</b>	Littleton	603-444-6786 <b>1-800-552-8959</b>
<b>Hillsborough County</b>	Manchester	603-668-2330

	Nashua	<b>1-800-852-7493</b> 603-883-7726
<b>Merrimack County</b>	Concord	<b>1-800-852-0632</b> 603-271-6201
<b>Rockingham County</b>	Portsmouth	<b>1-800-322-9191</b> 603-433-8300
	Salem	<b>1-800-821-0326</b> 603-893-9763
<b>Strafford County</b>	Rochester	<b>1-800-852-7492</b> 603-332-9120
<b>Sullivan County</b>	Claremont	<b>1-800-862-5300</b> 603-542-9544 <b>1-800-982-1001</b>

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**Other possible sources of respite include:**

**Senior Companions** make home visits on a regular basis. To learn if there is a Senior Companion Program in your region call one of the following numbers:

**Community Action Programs**

Community Action Program Belknap-Merrimack Counties  
Concord (603) 225-3295  
The Alzheimer’s Respite Center  
Berlin (603) 752-3010

**Caregivers** - An interfaith volunteer coalition. They make home visits, may help with meals, transportation.

Greater Derry	<a href="http://www.comcaregivers.org">www.comcaregivers.org</a>	432-0877
Manchester	<a href="http://www.caregiversnh.org">www.caregiversnh.org</a>	622-4948
Nashua	<a href="http://www.caregiversnh.org">www.caregiversnh.org</a>	595-4502
Greater Salem		898-2850
Wolfeboro		569-2613
Whitefield	<a href="http://www.caleb-interfaith.org">www.caleb-interfaith.org</a>	837-9179
Franklin (transportation)		934-8253
Concord	<a href="http://www.friendsprogram.org">www.friendsprogram.org</a>	228-1193
Center Sandwich		284-6313
Center Harbor	<a href="http://www.chmcommunitycaregivers.org">www.chmcommunitycaregivers.org</a>	253-9100

**Local churches** may have a volunteer network. Consult your local telephone directory.

**Benevolent Groups** or organizations that you or other family member belongs to may provide occasional help.

**Adult Day Care Programs**, residential care facilities and nursing homes

## HOME HEALTH SERVICES

There are numerous home health agencies throughout New Hampshire, which provide services on a local or regional basis. Homemakers, home health aides and companions can help make it possible for the person with a memory disorder to stay in his/her home for a longer period of time. Costs for these services vary among the agencies, as do Medicare, Medicaid, and private insurance coverage.

- 1) Homemakers do light housekeeping, shopping, and prepare meals.
- 2) In-Home Companions make home visits and provide supervision in the home.
- 3) Home Health Aides help with bathing, dressing and grooming.
- 4) Registered Nurses provide specialized nursing care ordered by the doctor.
- 5) Occupational, Physical and Speech Therapists and Dietitians assess the client for mobility, safety, the need for adaptive equipment, appropriate activities, and nutritional needs.
- 6) Medical Social Workers assess the family's needs and help the family to access programs to help meet those needs.
- 7) Mental Health Clinicians assess the person's mental health needs and offer support and treatment as needed.

The home health agencies, which administer the Alzheimer's Respite grant, are listed on pages 9-10. To find other home care agencies in your area check the yellow pages or community services pages of your telephone book. Contact the Alzheimer's Disease Program at 1-800-351-1888 ext. 9203.

A directory of home care providers in New Hampshire is available online through the Home Care Association of New Hampshire, 8 Green Street, Concord, NH 03301, phone: 225-5597 or 1-800-639-1949. Their website is: [www.homecarenh.org](http://www.homecarenh.org). To find a local provider, go to the website above, click on "Find A Provider", then "Search by town or service".

## HIRING PRIVATE HELP

If you decide to find a caregiver through advertising, it is recommended that you be as specific as possible as to the days and hours that help is needed. It is also very important to describe accurately the needs of your loved one as this will enable the caregiver to be fully informed and prepared.

When placing an ad it is suggested that you **do not** include your name and telephone number. This will protect your privacy and prevent people from calling at difficult times. In your ad you can direct respondents to contact you in writing by addressing the letter to:

Resident  
Your mailing address

When you interview a potential caregiver, ask many questions which you have prepared ahead of time. This will help you to assess the person's knowledge and experience with dementia, and to assess his/her flexibility, patience, attitudes, and ability to cope with stressful situations. It may be helpful to have another family member present at the time of the interview. It is important that you get the names of references and speak with those individuals about the caregiver's abilities. You may wish to formalize any agreement(s) with a written contract. You may also wish to consult with the N.H. Department of Labor and/or an attorney regarding employment/tax/liability issues.

## FAMILY SUPPORT GROUPS

Family support groups offer emotional support and practical tips. If attending a support group is not right for you at the present time, you may still tap into this resource through telephone contact with a local support group leader.

Family support groups may be led by professionals or by family caregivers. Meetings are usually scheduled once or twice a month. Ask about supervision for your loved one or help with transportation if this would prevent you from attending meetings. Some nursing homes offer support groups for family members.

It is important to note there are occasional deletions and additions to the following list. Should you be aware of any changes or wish information about new groups in your area, please contact the Alzheimer's Disease Program at 1-800-351-1888 Ext. 9203.

<b>Bedford</b>	Michelle Pasko	647-9300	
<b>Berlin</b>	Pauline Tibbetts	752-7505	
	Kim Kilbride	752-3336	
<b>Boscawen</b>	Faith Flint	796-2165	x202
<b>Brentwood</b>	Greer Kingsley	679-5335	x9317
<b>Claremont</b>	Lorraine Strobel	543-6800	
	Kat Martin	542-9511	
	Bonnie Rivard	542-9511	
<b>Concord</b>	Sr. Rose Mary	228-1108	
	Maribeth Cote	224-9111	
	Jean Fiske	224-8171	
<b>Hampton</b>	Susan Armstrong	929-5988	
<b>Hillsboro</b>	Bev Brier	464-5561	
	Julie Nims	464-5561	
<b>Keene</b>	Bev Packard	355-8281	
<b>Laconia</b>	Pat Marceau	524-8444	
<b>Lebanon</b>	Linda Morrow	448-4213	
	Bob Santulli, MD	650-5804	
<b>Littleton</b>	Inga Johnson		444-5317
<b>Manchester</b>	Sr. Rose Orlando		624-4717
	Denise Sargeant		621-3548
<b>Meredith</b>	Frank Vignand		279-8111x123
<b>Merrimack</b>	Kathy Hopkins	880-4689	
<b>Nashua</b>	Marion Wilton		889-6147
	Beverly Remillard	888-1573	
	Kelley Fontaine		888-1573
	Lori Dodge	882-3000	
	Bob Lemire	882-3000	
<b>New London</b>	Doreen Adair	526-4800	
<b>North Conway</b>	Jill Vierus	356-7294	
	Kathleen Clark	356-5461x183	
<b>North Haverhill</b>	Judy Lupien	787-6971	
<b>Newport</b>	Lorraine Strobel	543-0164	

<b>Ossipee</b>	Linda Johnson	539-4171
<b>Peterborough</b>	Ruth Dahlgren	924-8620
<b>Plymouth</b>	Kim Beauford	536-1120x216
<b>Portsmouth</b>	Rene Bergeron	431-1980
<b>Rochester</b>	Rene Bergeron	431-1980
<b>Wolfboro</b>	Pat Loverling	569-4690
	The Stevens Center	569-2334

## **INDIVIDUAL OR FAMILY COUNSELING**

There are a variety of professionals who have expertise in different issues. Many insurance companies will pay for counseling services, but may have restrictions or limitations, which you should investigate. Many agencies offer reduced fees based on your income. Among the professionals you may wish to consider are:

\*Counselors in private practice: see your Yellow Pages under Marriage and Family Counseling, Psychologists, Psychotherapists, Licensed Clinical Social Workers, and Mental Health Services.

\*Elder service mental health clinicians at community mental health agencies. *Be prepared to answer several questions about your situation which will assist the intake worker to connect you and/or your family member to the clinician best able to work with your special issues.*

## **ADULT DAY CARE PROGRAMS**

Adult day care programs offer supervision, activities, and opportunities to socialize with other people. Some day care programs can give medications and help with personal care. Some programs may provide transportation to and from the program. Day care programs vary in their activities, days, and hours of operation. This service can give caregivers a much-needed break.

The following programs have participants with memory disorders.

### **Bedford**

Elliot Adult Day Program at the Arbors 663-2448

### **Berlin**

Alzheimer's Respite Center 752-3336

### **Brentwood**

Rockingham County Adult Day Care	679-5335
<b>Claremont</b>	
Claremont Adult Day Care Center	542-6663
Connecticut Valley Home Care	863-1560
<b>Concord</b>	
TLC Medical Adult Day Care	224-8171
<b>Derry</b>	
Vintage Grace	425-6339
<b>Hampton</b>	
Seaside Elderly Adult Day Out Center	929-5988
<b>Hanover</b>	
Kendal at Hanover Adult Day Program	653-8519
<b>Hudson</b>	
Adult Day Service Program @ Alvirne	883-0994
<b>Keene</b>	
Castle Center for Adult Day Care	355-8281
<b>Laconia</b>	
Easter Seals Adult Day Service	524-0272
<b>Lebanon</b>	
Upper Valley Adult Day Care Center	448-4213
<b>Londonderry</b>	
Regency Senior Care Center	434-9773
<b>Manchester</b>	
Easter Seals Society of NH	621-3550
Elliot Adult Day Care	628-2405
<b>Nashua</b>	
St. Joseph's Adult Day Health Center	598-2470
<b>New London</b>	
Kearsarge Good Day Program	526-4800
<b>Newport</b>	
Day Out Program	543-6895
<b>North Conway</b>	
Merriman House	356-5461
<b>Peterborough</b>	
Monadnock Adult Care Center	924-8620
<b>Portsmouth</b>	
Compass Care	430-8615
<b>Rochester</b>	
Homemakers of Strafford County	335-1770
<b>Salem</b>	
Silverthorne Adult Day Care Center	893-4799

**Seabrook**

Cousins Adult Day Care Center 474-6099

**Warner**

Pine Rock Manor 456-3181

**Wolfeboro**

Huggins Hospital Adult Day Program 569-7500

The Stevens Center 569-3350

## TRANSPORTATION

Perhaps you do not drive, or your loved one is no longer able to drive safely, or there is anger or a struggle with your loved one if you insist on driving. The following resources may help you with transportation problems:

- Community Action Programs
- Public bus systems
- Local taxi service
- The Caregivers organizations (Respite section)
- Red Cross Chapters may offer transportation for medical appointments
- Help-Line
- Church organizations or benevolent groups that you or your family members belong to
- Neighbors and friends

## MEALS

It is very important that a person with Alzheimer's Disease or a memory disorder eats well and drinks plenty of fluids. Poor diet and/or a lack of fluids can quickly cause dehydration and further mental decline. In addition, persons with the disease may need a higher number of calories to maintain their energy levels.

The following resources may provide help with meals:

- Community Action Programs-Meals on Wheels - contact the office nearest your home
- The Caregivers organizations
- Homemakers from home health agencies
- Relatives\friends\neighbors

## RESIDENTIAL CARE HOMES & NURSING HOMES

At some point your loved one may need more care than can be provided at home. The decision to place a loved one in a facility can be very painful and difficult, especially for the primary caregiver. If you think that your loved one may someday need placement in a facility, it is suggested that you visit facilities and obtain recommendations from as many people as possible. It is important to pay attention to your observations and intuition in choosing a facility.

**The three levels of care are:**

- 1. Residential Care Facilities** are residences offering a homelike atmosphere to those who need little help with walking, personal care, and daily activities. These homes offer supervision, meals, socialization and recreation. Some facilities offer respite care. They **do not** offer nursing care.
- 2. Supported Residential Care Facilities** offer more complete support services than Residential Care providing 24-hour supervision, assist with bathing, dressing, eating, toileting, and help with medications and **limited nursing** care. Some facilities have programs for persons with dementia while others offer temporary respite care.
- 3. Nursing Homes offer 24 hour nursing care.** They are staffed with registered nurses, nurses' aides, social workers, activity aides, and other supportive staff members. Some nursing homes offer temporary respite care. Be prepared to go through the entire admissions process even for a short-term stay for your loved one.

**Paying for Care** - Most health insurance policies and Medicare **do not cover** the cost of residential or nursing home care for the day-to-day care of persons with memory disorders. Medicaid funding is available through the State of New Hampshire for those who are financially and medically eligible.

\* \* \* \* \*

All facilities must be licensed and meet the standards of the NH Bureau of Health Care Facilities. This agency inspects facilities annually, requiring that corrective action be taken with any problem areas. The last inspection report is posted at all facilities or you may receive a copy of a facility's last report for a small fee from the Bureau. For information call: 271-4592.

The care facilities listed on the following pages are keyed in the left hand column as "Residential Care" (R), "Supported Residential Care (S)" or "Nursing Homes (N)". Facilities offering care for individuals with memory disorders are identified in italic print.

### RESIDENTIAL CARE/NURSING HOME FACILITIES

<b>Allenstown</b>	R	We Care Residential Home	485-4149
<b>Andover</b>	R	Pine View Haven	735-5208
<b>Barrington</b>	R	<i>Pond View Acre</i>	493-5006
	S	Barrington Residence	330-3872
<b>Bedford</b>	S	<i>Arbors of Bedford</i>	647-9300
	S	<i>Courville @ Carlyle Place</i>	472-2000
	N	<i>Harborside Healthcare</i> - Northwood	625-6462
	N	<i>Laurel Center - Genesis</i>	627-4147
	N	<i>Ridgewood Center - Genesis</i>	623-8805
<b>Belmont</b>	R	<i>Rohach Shared Home</i>	267-7159
<b>Berlin</b>	N	<i>Coos County Nursing Home</i>	752-2343
	N	<i>St. Vincent De Paul Nursing Home</i>	752-1820
<b>Boscawen</b>	N	<i>Merrimack County Nursing Home</i>	796-2165
	R	<i>Penny Lane</i>	753-6193
<b>Brentwood</b>	N	<i>Rockingham County Nursing Home</i>	679-5335
<b>Bristol</b>	R	<i>Fox Meadow</i>	744-5020
	R	Mae's Place	744-8402
<b>Brookfield</b>	R	Brookside	522-6367
<b>Canterbury</b>	R	<i>Canterbury Hall</i>	783-9822
<b>Center Ossipee</b>	S	Victorian House	539-7451
<b>Claremont</b>	N	<i>Integrated HS of NH @ Claremont</i>	542-2606
	R	<i>Silver Maples Retirement Home</i>	543-3628
	N	<i>Sullivan County Nursing Home</i>	542-9511
	R	<i>White Birch Sheltered Home</i>	542-2612

<b>Charlestown</b>	R	<i>Peaceful Harvest Christian Home</i>	826-4770
<b>Chichester</b>	S	King House	798-3546
<b>Concord</b>	R	The Birches at Concord	224-9111
	S	Granite Ledges of Concord	224-0777
	N	<i>Harris Hill Center -Genesis</i>	224-1319
	N,S	<i>Havenwood/Heritage Heights</i>	224-5363
	N,S	Presidential Oaks	225-6644
	N	<i>Pleasant View Center - Genesis</i>	224-6561
<b>Conway</b>	R	<i>Home at Hunting Ridge</i>	447-6753
<b>Deerfield</b>	S	<i>The Inn at Deerfield</i>	463-7002
<b>West Deering</b>	R	Robin Hill Farm	464-3841
<b>Derry</b>	N	<i>Birchwood Nursing Home</i>	432-3801
	N	<i>Integrated HS @ Derry</i>	434-1566
<b>Dover</b>	N	<i>Dover Rehab. &amp; Living Center</i>	742-2676
	N,S	<i>Langdon Place of Dover</i>	743-4110
	R	<i>Rosewood Manor</i>	335-3966
	N	<i>Riverside Rest Home</i>	742-1348
	N	<i>St. Ann Home</i>	742-2612
	S	Wadleigh House	743-4103
	R	Wentworth Home for the Aged	742-7406
<b>East Andover</b>	R	Longfellow's	735-5753
<b>Effingham Falls</b>	S	Lakeview Systems	539-7451
<b>Epsom</b>	N	<i>Epsom Manor</i>	736-4772
	R	Heartland Place	736-4772
<b>Exeter</b>	N,	<i>Eventide Home</i>	772-5743
	R	<i>Exeter Healthcare</i>	778-1668
	N	<i>Langdon Place of Exeter</i>	772-5251
	N,S	<i>Riverwoods at Exeter</i>	772-4700
	N	<i>Sunbridge Care &amp; Rehab. of Exeter</i>	778-0531

<b>Farmington</b>	R	<i>Hattie's Place</i>	755-3937	
	R	Our Place Inn Time	755-2354	
<b>Franconia</b>	N, S	<i>Lafayette Center-Genesis</i>		823-5502
<b>Franklin</b>	S	<i>Chesley Home</i>	934-5130	
	N	<i>Mountain Ridge Center - Genesis</i>	934-2541	
	R	<i>Golden Crest</i>	934-6742	
	N,S	<i>Peabody Home</i>	934-3718	
<b>Freedom</b>	S	Thompson House	539-6876	
<b>Fremont</b>	N	<i>Colonial Poplin Nursing Home</i>	895-3126	
<b>Glencliff</b>	N	<i>Glencliff Home for the Elderly</i>		989-3111
<b>Goffstown</b>	N	<i>Bel Air Nursing Home</i>	497-4871	
	R	Golden Haven	497-2639	
	N	<i>Hillsborough County Nursing Home</i>	627-5540	
	R	Inn at Parker Station	497-5300	
	R	<i>Villager Retirement Home</i>		497-4225
<b>Gonic</b>	R	Rosewood Manor	335-3966	
<b>Gorham</b>	R	Cyr Shared Home		466-3407
<b>Goshen</b>	R	<i>Horseshoe Pines</i>	863-5500	
<b>Hampton</b>	N	<i>Seacoast Health Center, Inc.</i>		926-4551
	R	Partridge House LLC	929-3032	
<b>Hanover</b>	N	Hanover Terrace	643-2854	
	R	Merry Meadow Farm-Hanover House		643-3817
	N,S	<i>Kendal at Hanover</i>	643-8900	
	R	OutReach House	643-7744	
<b>Haverhill</b>	R	Haverhill House	989-5547	
	R	<i>On The Green Residential</i>		984-5545
<b>Hillsboro</b>	N	Hillsboro House Nursing Home		464-5561
	R	Robin Hill Farm-Meredith House		464-5084

<b>Hudson</b>	N	<i>Fairview Nursing Home</i>	882-5261
	R	<i>Laurel Place</i>	883-2419
<b>Jaffrey</b>	N	<i>Good Shepherd Nursing Home</i>	532-8762
<b>Keene</b>	N,R	Harborside Healthcare - Westwood	352-7311
	N	Keene Center - Genesis	357-3800
	N,R	<i>Langdon Place of Keene</i>	357-3902
	S	Prospect Place	352-6051
	N	Skilled Nursing Fac. Cheshire Med.	354-5400
<b>Laconia</b>	S	<i>Woodward Home</i>	352-3235
	N	<i>Belknap County Nursing Home</i>	527-5410
	N	<i>Laconia Center - Genesis</i>	524-3340
	R	<i>Lighthouse Manor</i>	524-4257
	N	<i>St. Francis Home</i>	524-0466
	N,S	<i>The Taylor Home</i>	524-5600
<b>Lancaster</b>	S	Holton Point - Genesis	788-4650
	N	<i>Country Village Center – Genesis</i>	788-4735
R	Open Arms	788-2598	
<b>Lebanon N</b>		<i>Alice Peck Day Memorial Hospital</i>	448-3121
	S	<i>Harvest Hill</i>	448-7458
	N	<i>Lebanon Center - Genesis</i>	448-2234
<b>Lee</b>	R	<i>Kirkwood Corners</i>	659-6586
<b>Littleton</b>	S	<i>LaFlamme's Retirement Home</i>	444-6697
<b>Loudon</b>	R	Betty Barton Home	783-4722
<b>Manchester R</b>		<i>Amato's Group Home</i>	669-7527
	S	Bay Street Manor	623-3054
	S	<i>Bay Village @ Manchester</i>	645-1212
	N,R	<i>Courville @ Manchester</i>	647-5900
	R	<i>Derryfield Home for the Elderly</i>	625-2817
R		The Family Inn	625-2662
N		Gale Home	622-6632

	N	<i>Hanover Hill Healthcare Center</i>	627-3826
	N	Holy Cross Health Center	628-3550
	N	<i>Integrated Health Svcs. Manchester</i>	668-8161
N		<i>Maple Leaf Health Care Center</i>	669-1660
N,S		Masonic Home	669-7361
	N	<i>Mount Carmel Nursing Home</i>	627-3811
R		Myrtle Manor II	641-6626
	R	<i>Pearl Manor@ Hillcrest Terrace</i>	1-800-645-6500
	N	<i>St. Theresa's Manor</i>	668-2373
	N	<i>St. Joseph Residence</i>	668-6011
	N,S	<i>Villa Crest Nursing &amp; Retirement</i>	622-3262
<b>Meredith</b>	N	<i>Goldenview Health Care Center</i>	279-8111
	S	<i>Forest View Manor</i>	279-3121
<b>Merrimack</b>	R,S	<i>Rose Haven</i>	424-5919
<b>Milford</b>	N	<i>Harborside Healthcare - Crestwood</i>	673-7061
	N	<i>Harborside Healthcare - Milford</i>	673-2907
R		Pillsbury Home	672-1232
<b>Mont Vernon</b>	R	<i>Mont Vernon Inn, Inc.</i>	673-4585
<b>Nashua</b>	S	<i>Aynsley Place</i>	881-4190
	N	<i>Courville @ Nashua</i>	889-5450
	N	<i>Greenbriar Terrace Healthcare</i>	888-1573
	N,R	<i>Hunt Community</i>	882-6511
	R	<i>Langdon Place of Nashua</i>	888-7878
R		Nashua Crossings	882-2898
<b>New Boston</b>	S	Rose Meadow Farm	487-3600
<b>New Ipswich</b>	R	<i>Friendship Manor</i>	878-2315
<b>New London</b>	N	William P. Clough Extend. Care Unit	526-2911
	S	<i>Woodcrest Village</i>	526-2300
<b>Newmarket</b> 6000	S	The Pines at Newmarket	659-
<b>Newport</b>		<i>McCoy's Home for the Elderly</i>	543-1255

N	Woodlawn Nursing Home	863-1020
<b>North Conway</b>	N <i>Merriman House</i>	356-5461
	N,S <i>Sunbridge Care &amp; Rehab. – No. Con</i>	356-7294
<b>No. Haverhill</b>	N <i>Grafton County Nursing Home</i>	787-6971
<b>Northfield</b>	S <i>Home Again</i>	286-4077
<b>Northwood</b>	R <i>Jacob’s House</i>	942-7911
<b>Ossipee</b>	N <i>Mountain View Nursing Home</i>	539-7511
	S <i>Victorian House</i>	539-7451
<b>Peterborough</b>	S <i>Maplewood Manse</i>	924-6772
	N <i>Harborside Healthcare-Pheasant Wood</i>	924-7267
	N,S <i>Rivermead</i>	924-0062
	S <i>Scott-Farrar Home</i>	924-3691
	R <i>Summerhill Retirement Home</i>	924-6238
<b>Portsmouth</b>	N <i>Edgewood Center</i>	436-0099
	R <i>Great Bay Residential Facility</i>	436-2014
	R,N <i>Mark H. Wentworth Home</i>	436-0169
	R <i>The Pines at Edgewood</i>	431-5327
	R,N <i>Sunbridge Care &amp; Rehab-Portsmouth</i>	431-2530
	R <i>Residential Opportunities</i>	436-2014
<b>Raymond</b>	R <i>The Wellstone House</i>	895-9303
<b>Rochester</b>	R <i>Andersen Home</i>	332-8992
	S <i>Gaffney Home for the Aged</i>	332-2705
	R <i>Lincoln Terrace Home</i>	330-3030
	R <i>Meadow View Manor</i>	335-2288
	N <i>Rochester Manor</i>	332-7711
	S <i>Studley Home</i>	332-1738
	N <i>Sunbridge Care &amp; Rehab -Rochester</i>	335-3955
<b>Rumney</b>	R <i>Log Cabin Comfort</i>	786-9773
<b>Rye</b>	N <i>Webster @ Rye</i>	964-8144
<b>Salem</b>	N <i>Salemhaven Nursing Home</i>	893-5586

<b>Sandown</b>	R	<i>Fox Den Retirement</i>	887-6333
<b>Somersworth</b>	R	Emerald House	692-5234
<b>Strafford</b>	R	Andersen Home	332-8992
<b>South Sutton</b>	R	<i>Foxchase</i>	938-5111
<b>Swanzy</b>	R	Carpenter Home	352-2269
<b>Temple</b>	R	Cross Road Farm	878-4322
	R	Horizon House	878-4796
	R	Maple Hill Community	878-0717
	R	Temple Gardens	878-4796
<b>Tilton</b>	R	<i>The Blue Flower Inn</i>	286-3060
	R	<i>Rohach Shared Home</i>	286-4744
<b>Wakefield</b>	R	Davis Hill Farm	522-6300
<b>Warner</b>	R	<i>Pine Rock Manor</i>	456-3181
<b>Webster</b>	R	Austin Home	456-3525
<b>W. Chesterfield</b>			
	R	<i>Bert Anne Home for the Aged</i>	256-6277
<b>West Lebanon</b>	R	<i>Westboro House</i>	298-8326
<b>W. Stewartstown</b>			
	N	<i>Coos County Nursing Home</i>	246-3321
<b>Westmoreland</b>	R	<i>Maplewood Assisted Living</i>	399-4912
	R	<i>Hillcrest Boarding Home</i>	399-7177
<b>Whitefield</b>	N	<i>Morrison Nursing Home</i>	837-2541
	R	<i>Sartwell Place</i>	837-2541
<b>Winchester</b>	N	<i>Harborside Health Care - Applewood</i>	239-6355
<b>Windham</b>	R	<i>Pine Hill Estate</i>	434-8827
	R,N	<i>Warde Health Center</i>	890-1290
<b>Wolfeboro</b>	R	Assisted Living @ Sugar Hill	569-8485
	N	<i>Huggins Hospital ECU</i>	569-7500
	N,R	<i>Sunbridge Care &amp; Rehab. Wolfeboro</i>	569-3950

## **NH OFFICE OF THE LONG-TERM CARE OMBUDSMAN**

The NH Long-Term Care Ombudsman Program serves as an advocate for residents in long-term care facilities, in investigating concerns and complaints. Residents have the right to be treated with dignity and respect, and to be free from abuse, neglect or exploitation. Any person who has questions or concerns about the rights of long-term care residents may contact the following agency:

**NH Office of the Long-Term Care Ombudsman**

**Concord, N.H. 03301**

**Toll Free: 1-800-442-5640 or 603-271-4375**

Website: [www.dhhs.state.nh.us/DHHS/OLTCO](http://www.dhhs.state.nh.us/DHHS/OLTCO)

Email: [oltco@dhhs.state.nh.us](mailto:oltco@dhhs.state.nh.us)



## Do you have questions?

Do you have a family member that needs some help?

Do you need help taking care of your elderly parents?

Have you made phone calls looking for local services, but still haven't received answers?

Do you understand Medicare and supplemental insurance benefits?

## How ServiceLink can help

Your call will be answered by one of our professional staff who will provide you with the most up-to-date and unbiased information about resources available where you live.

We can help you find connections to available services, such as

- ✓ Prescription Assistance
- ✓ Healthcare Benefits
- ✓ Mental Health Services
- ✓ Housing Options
- ✓ Chore Services
- ✓ Home Delivered Meals
- ✓ Financial/Retirement Planning
- ✓ Available Transportation
- ✓ Disability Services
- ✓ Community Involvement opportunities
- ✓ Caregiver and Family Supports

There is no fee or eligibility for our assistance.

Call us toll free at 1 (866) 634-9412 to be connected with someone in your community who can support you and refer you to the right people to answer your questions. There is no fee and no eligibility requirement. We can help you access resources you need to make informed choices.

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

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NH Office of the Long-Term Care  
Ombudsman.