



# New Hanover County

## SENIOR RESOURCE CENTER

# Participant Guide

Welcome to New Hanover County's Senior Resource Center! We provide services which promote wellness, encourage independence, and enhance quality of life for all older persons.



2024 CREDENTIAL

LGBTQ+ Cultural  
Competency Training

sagecare

Last revised: March 2025

SENIOR  
CENTER OF  
Excellence

CERTIFIED BY  
NCDHHS  
Division of Aging



# Welcome!

Thank you for reading through our SRC Participant Guide. We hope to see you soon enjoying our programs and services!

## Location and Hours

- ★ **Senior Resource Center Main Location**  
2222 S. College Rd., Wilmington, NC 28403  
Monday - Friday, 8am - 5pm; Thursday until 7pm  
Lunch served from 11am - 11:45am and 12pm to 1pm
- ★ **Satellite Nutrition: Castle Hayne Baptist Church**  
4544 Parmele Rd., Castle Hayne, NC 28429  
Monday - Friday, 9:30am - 1:30pm  
Lunch served from 11:15am - 12pm
- ★ **Satellite Nutrition: Katie B. Hines Senior Center,**  
308 Cape Fear Blvd. Carolina Beach, NC 28428  
Monday - Friday, 10am - 2pm  
Lunch served from 12pm - 1pm

*\*Use the colored stars to find Nutrition staff and color-coded activity calendars specific to each location*

# (910) 798-6400

Main phone number for questions or help

## Senior Resource Center Mission Statement



**NEW HANOVER COUNTY**  
SENIOR RESOURCE CENTER

To act as the focal point for aging services in New Hanover County by providing services which promote wellness, encourage independence, and enhance quality of life for all older persons.

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## Senior Center of Excellence

New Hanover County Senior Resource Center is a certified Senior Center of Excellence by NC DHHS division of Aging and Adult Services.

Every 5 years we go through a rigorous yet rewarding process of recertification. We always strive for excellence!



# Our Locations

Here is a visual of each of our three locations to help you find our buildings!



★ Senior Resource Center  
2222 S. College Rd  
Wilmington, NC 28403

Located off Shipyard, behind Hoggard High and across from Long Leaf Mall. Follow the small green signs to find our building.

★ Castle Hayne  
Nutrition Satellite Site

Castle Hayne Baptist Church  
4544 Parmele Rd  
Castle Hayne, NC  
28429

Please enter through the  
main entrance to the church.



★ Carolina Beach  
Nutrition Satellite Site

Katie B. Hines Senior Center  
308 Cape Fear Blvd.  
Carolina Beach, NC 28428





# Programs

We provide a variety of programs and services to meet the needs of our participants. We are honored to have the opportunity to serve you!



To participate in grant funded programs (i.e., nutrition & transportation) you must be age 60+. We welcome adults 55+ to participate in all other activities.

Some programs require applications or registration, call (910) 798-6400 to learn more!

# & Services

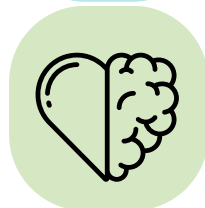
**Call (910) 798-6400 to learn more!**

Fitness & Wellness  
Activities



Social, crafts, technology,  
and more

Mental Health Counseling &  
Social Work Services



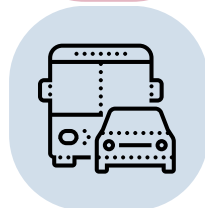
Caregiver Support &  
Other Support Groups

Meals (60+): In-person  
dining, drive-up, and  
Home Delivered Meals



Nutrition Counseling &  
Education

Non-emergency Medical  
Transportation (60+)



General Transportation (60+)

RSVP: Retired & Senior  
Volunteer Program



Foster Grandparent  
Program: Volunteer to  
Mentor School-Age Kids

Medicare S.H.I.I.P and  
Prescription Assistance



Volunteer Income Tax  
Assistance (VITA)

Incontinence Supplies  
with Donations from  
Diaper Bank



Older Adult Dental  
Program (NHC Health &  
Human Services)

For more information on our provided services, please call (910) 798-6400 and ask about the specific service you are interested in.



# New Participant News

We are grateful for your interest in New Hanover County's Senior Resource Center! As you get started, this has the important information you'll need to know.

## Subscribe to our E-Newsletter





[src.nhcgov.com/govdelivery](http://src.nhcgov.com/govdelivery)

## Ready NHC: Emergency Management

New Hanover County Emergency Management works year-round to build a resilient community that is prepared to respond quickly and efficiently to natural and man-made disasters. You can register for Emergency Alerts, Emergency News Updates, and find resources to plan for an emergency!

<https://em.nhcgov.com/>

## Code of Conduct

The Senior Resource Center does not tolerate discrimination based on race, national origin, color, religion, sex, sexual orientation, gender identity, or physical/mental disability.

## Follow us on social media



[https://www.facebook.com/NHC\\_SeniorResourceCenter](https://www.facebook.com/NHC_SeniorResourceCenter)



<https://www.instagram.com/nhcsrc/>

## Master Aging Plan

New Hanover County Senior Resource Center has developed the first five-year Master Aging Plan (MAP) in the four-county region. This plan will help shape the resources and services for older adults with a wide range of needs by serving as a “roadmap” to deliver comprehensive and coordinated aging services now and in the years to come. The Master Aging Plan will help ensure that New Hanover County supports and fosters lifelong community engagement and well-being.



<https://src.nhcgov.com/527/Master-Aging-Plan>

*Click the images!*



# Register HERE

<https://src.nhcgov.com/2340/Get-Registered>

## Register for Recreation Programming

Registration forms (which are blue) can be found at any of our three locations for paper copies. Visit our website to Get Registered online, click link above or copy/paste link above into web browser. It can take up to 5-10 business days to become a registered participant. We will call you when your badge is ready for pickup.

## Our Reservation Line

Once you are a registered participant, call our registration line at **(910) 798-6450** and leave a message letting us know if you want to register for the online portal or for a specific class.

## Online Participant Portal

Once you are a registered participant, you will receive an email from us with instructions on how to register for our Participant Portal. This email will include a "How to Register for the Online Client Portal" information sheet and a video about the Client Portal and its features.



**PARTICIPANT PORTAL**



Look for this logo on our website to visit our Participant Portal and start registering for classes!

## Don't Forget to Check-In!

Once you are registered, you will be given an ID badge. This card is scanned at the main location kiosks to check-in. Our Satellite Nutrition sites have other check-in procedures.

Some activities occur all-day/every-day! You do not need to register, but please use the check-in kiosks to tell us which activity you will be participating in by selecting "ACTIVITIES". Instructions are at the top or for assistance ask our Front Desk staff.

You can register for a class at the kiosk by selecting "CLASS REGISTRATION". A list will appear. Click the classes you are interested in and click the green "REGISTER" button. You can register for more than one class at a time. When you are done, press "OK" to confirm.

## Safety Protocols

The center's Safety Team can assist in maintaining participant safety due to sudden onset of illness or injury until Emergency Management Services (EMS) arrives. EMS/Ambulance is called for all illnesses and falls requiring evaluation and assistance.



# Recreation & Operations

Recreation offers ways for independent adults to stay social, active, and healthy through inclusive programming, activities, & classes to meet every interest and ability.

## Recreation Staff

**Rebecca Pearce** (she/her)  
Recreation and Operations  
Program Manager  
(910) 798-6403  
rpearce@nhcgov.com

**Megan Lanier** (she/her)  
Virtual Services Program and  
Marketing Coordinator  
(910) 612-5379  
mlanier@nhcgov.com

**Emily Ford** (she/her)  
Community Engagement Specialist  
Habla Español  
(910) 524-7853  
eford@nhcgov.com

**Shantel Davis** (she/her)  
Activities Program Assistant  
(910) 798-6409  
srdavis@nhcgov.com

**Re Wies** (she/her)  
Activities Program Coordinator  
(910) 798-6350  
rwies@nhcgov.com

**Nicole Watts** (she/her)  
Administrative Support Technician  
(910) 798-6444  
nwatts@nhcgov.com

**Debbie Miller** (she/her)  
Administrative Specialist

**Marlene Carney** (she/her)  
Switchboard Operator

**Valorie Hatten** (she/her)  
Administrative Support Technician

**Curtis Barnhill** (he/him)  
Recreation & Operations Program Assistant

## Program Overview

The Senior Resource Center offers a variety of activities and special events that fall within four categories: social, educational, health and wellness, and the arts. We strive to offer activities which are designed (or can be modified) to meet the needs of participants at all mobility levels.

These programs include regularly scheduled classes, drop-in activities that are always available, monthly special events, virtual programming, and a fully equipped fitness studio.

We aim to provide these activities at no cost to the participants, but some classes require a fee for supplies or instruction. If you are unable or unwilling to pay, fill out our Scholarship Application found at the front desk. Limited funds are available, and a set amount is provided to scholarship awardees each year.







# Nutrition

Our Nutrition Program promotes independence, health & well-being by encouraging healthy eating habits and preventing adverse health effects from poor nutrition.

## Nutrition Staff

★ **Paige Lundberg** (she/her)  
Nutrition Program Manager  
(910) 465-5389  
plundberg@nhcgov.com

**Lee Gisonde** (he/him)  
Nutrition Volunteer Program  
Coordinator  
(910) 798-6423  
lgisonde@nhcgov.com

**J.P. Terry** (he/him)  
Nutrition Program Assistant

★ **Kathy Udelsman** (she/her)  
Nutrition Site Program Assistant  
Castle Hayne Location  
(910) 530-2136  
kudelsman@nhcgov.com

**Dylan Donnelly** (he/him)  
Nutritionist  
(910) 798-6420  
ddonnelly@nhcgov.com

**Elena Cabrera** (she/her)  
Nutrition Program Assistant

★ **Annie Roscioli**  
Nutrition Site Program Assistant  
Carolina Beach Location  
(910) 338-7246  
aroscioli@nhcgov.com

**Larisa Woodcock** (she/her)  
Nutrition Program Coordinator

**Liz Markie** (she/her)  
Nutrition Program Assistant



## What We Offer

Adults, ages 60+, qualify for our Congregate Nutrition Program. In-person congregate dining provides balanced lunches which are prepared by an on-site caterer. Congregate meals are served Monday through Friday at our three locations (see pg. 2). You do not need to call in advance to participate, but there is a Lunch Registration Form to fill out on your first visit.

Additional services offered by the Nutrition team include: Home Delivered Meals (HDM) for qualified homebound individuals, nutrition counseling and education, cooking demonstrations, congregate programming and activities, and drive-up options. Call our Social Worker On-Call at (910) 798-6437 to speak with someone about HDM qualifications.

Monthly menu and programming schedules are available in our monthly newsletter, and dining times vary by location. For details on Nutrition Services, contact the Senior Resource Center at (910) 798-6400.



# AmeriCorps Seniors - Volunteer

AmeriCorps Seniors connects individuals and organizations through service and volunteering to tackle the nation's most pressing challenges.

## AmeriCorps Seniors Volunteer Staff

**Cully Shelton** (he/him)  
AmeriCorps Seniors Programs  
Manager  
(910) 798-6407  
cshelton@nhcgov.com

**Becky Doherty** (she/her)  
RSVP Program Coordinator  
AmeriCorps Seniors  
(910) 798-6406  
bdoherty@nhcgov.com



**AmeriCorps  
Seniors**



NEW HANOVER COUNTY  
SENIOR RESOURCE CENTER

**Vicki Wells** (she/her)  
Foster Grandparent  
Program (FGP) Coordinator  
AmeriCorps Seniors  
(910) 798-6408  
vwteachey@nhcgov.com

## Volunteer Opportunities for Older Adults (55+)

### What is RSVP?

RSVP, which stands for the Retired and Senior Volunteer Program, is a national grant funded program through AmeriCorps Seniors and is sponsored locally by the New Hanover County Senior Resource Center. The program strives to provide meaningful volunteer opportunities for adults 55+ while meeting local needs and responding to priorities of national significance.

When you apply we conduct one-on-one interviews to match you with volunteer opportunities that suit your skills, interests, and schedule. Volunteers can give their time to one partnering location, or many. The choice is yours! Contact Becky Doherty for more information.

<https://src.nhcgov.com/484/Retired-Senior-Volunteer-Program-RSVP-Ap>

<https://src.nhcgov.com/DocumentCenter/View/1132/RSVP-Volunteer-Opportunities-PDF>



### What does a Foster Grandparent do?

The Foster Grandparent Program is a national grant funded program through AmeriCorps Seniors and is sponsored locally by the New Hanover County Senior Resource Center. Foster Grandparents (55+) are role models, mentors, tutors, and friends to children with exceptional needs by serving 15-20 hours per week at local schools.

All you need to join is the ability to give the kind of comfort and love that sets a child on the path toward a successful future. Contact Vicki Wells for more information.

Volunteers receive the following benefits:

- Tax-free stipends (to those who qualify)
- Limited transportation reimbursement
- Supplemental, accident and liability insurance while you're volunteering
- On-going training

<https://src.nhcgov.com/504/Foster-Grandparents-Program-Application>



# Life Enrichment Program (LEP)

The Life Enrichment team's mission is to provide responsive services to older adults and their families to promote holistic well-being while encouraging independence and improving quality of life.

## Life Enrichment Staff

**Andrew Zeldin** (he/him)  
LEP Social Work Supervisor  
(910) 798-6445  
azeldin@nhcgov.com

**Luisa Martin** (she/her)  
Licensed Clinical Therapist  
(910) 798-6470  
lmartin@nhcgov.com

**Carolyn Wyman** (she/her)  
Social Worker  
(910) 660-2046  
cwyman@nhcgov.com

**Cyndy Wallhausser** (she/her)  
Social Worker  
(910) 798-6571  
cwallhausser@nhcgov.com

**Marianna Stacy** (she/her)  
Medicare SHIP Specialist  
(910) 798-6436  
mstacy@nhcgov.com

**Christine Enderlin** (she/her)  
Licensed Clinical Therapist  
(910) 798-6467  
cenderlin@nhcgov.com

**Angela Olson-Boseman** (she/her)  
Social Worker  
(910) 798-6447  
aoboseman@nhcgov.com

**Katie Cerrone** (she/her)  
Family Caregiver Resource Specialist  
kcerrone@nhcgov.com

**Pamela Wall** (she/her)  
Prescription Specialist  
(910) 798-6422  
pwall@nhcgov.com

**Jeffrey Lee** (they/them)  
Social Worker  
(910) 798-6443  
jlee@nhcgov.com

**Julia Griffin** (she/her)  
Social Worker  
(910) 798-6402  
jgriffin@nhcgov.com

## Five Areas of Focus for Provided Services

- 1** **Information, Assistance, and Options Counseling Services**  
Gateway to assistance, counseling, and/or support
- 2** **Home-Based Services**  
Bringing resources to the door
- 3** **Protection & Advocacy**  
Ensuring the right to safety and dignity
- 4** **Family Caregiver Support**  
Providing support and advocacy
- 5** **Community Enrichment**  
Enhancing quality of life





# Support Groups

Please contact the leader of the support group you are interested in joining. They will help you register and let you know all of the pertinent group member information.

## Grief Support Group with Christine Enderlin

**Where:** 2222 S. College Rd (Senior Resource Center Location)

**When:** Every Friday, 11:00 AM - 12:30 PM

**Focus:** Grief support group for those struggling with the death of a loved one. For more information contact Christine at [cenderlin@nhcgov.com](mailto:cenderlin@nhcgov.com).

## General Caregiver Support Group with Julia Griffin

**Where:** 2222 S. College Rd. (Senior Resource Center Location)

**When:** Every fourth (4th) Monday of the month; 1:30pm to 3pm

**Focus:** A safe, non-judgmental space to vent frustrations, anger, and disappointments, as well as share success stories. Connect with others in the community who have handled similar situations.

## 70+ Mind, Body and Spirit Support Group with Andrew Zeldin

**Where:** 2222 S. College Rd. (Ohana Café at Senior Resource Center)

**When:** Every second (2nd) Wednesday of the month; 11:00am

**Focus:** Peer-to-peer group focused on the challenges of aging involving the mind, body, and spirit! This group celebrates the joy and wisdom that comes with becoming older adults!

## Friends Connection Support Group with Luisa Martin

**Where:** 2222 S. College Rd. (Senior Resource Center Location)

**When:** Every first (1st) and third (3rd) Tuesday of the month; 1pm - 2pm

**Virtual:** Every second (2nd) and fourth (4th) Tuesday; 1pm - 2pm

**Focus:** For seniors ages 55+ to make new friends & share life experiences.



## Forget-Me-Knot with Andrew Zeldin and Kandace Gray

**Where:** 4700 Wrightsville Ave (Winter Park Baptist Church)

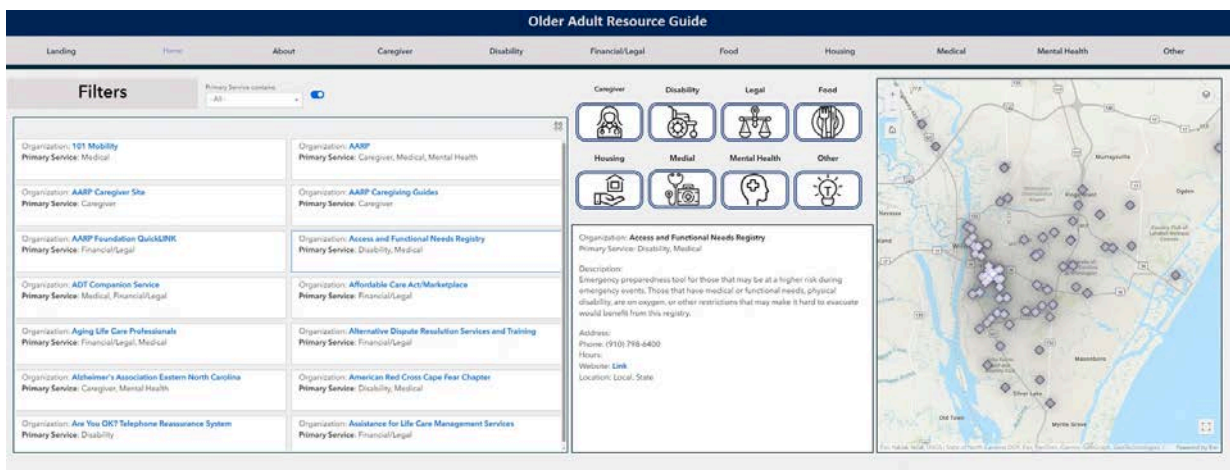
**When:** Every third (3rd) Wednesday of the month; 10:00am

**Focus:** For persons with memory impairment & their caregivers. Registration is required. Contact Andrew (910) 798-6445 or Kandace (910) 274-0343

# Social Worker On-Call

Call **(910) 798-6437** to learn more!

# Older Adult Resource Guide



The Older Adult Resource Guide is available on our website and was developed to help residents and providers find and access available resources based on the specific needs of older adults. This directory is maintained by New Hanover County and all edits or additions are vetted through the Senior Resource Center.

<https://www.nhcgov.com/2717/Older-Adult-Resource-Guide>



# Learn More

More about our Assistance Programs here at the Senior Resource Center.

## Medicare/S.H.I.I.P Counseling

The Senior Resource Center provides education and guidance on Medicare prescription drug plans. The Seniors' Health Insurance Information Program (SHIIP) is a division of the North Carolina Department of Insurance (DOI) which strives to assist Medicare beneficiaries in making well-informed health insurance choices. The NHC Senior Resource Center SHIIP Specialist, Mariana Sta offers free, unbiased health information on topics including: Medicare Supplement Plans, Medicare Advantage Options, Medicare Prescription Drug Plans, Medicare Summary Notices, Medigap, and Medicare Patrol - prevention of billing errors, waste, or fraud and abuse. Call (910) 798-6442.

## Mental Health Services

Our team of licensed clinical therapists provides comprehensive mental health services, including individual, family, and group therapy sessions. We take a collaborative approach to support resilience, build on strengths, and promote overall well-being.

### Areas of Support:

We help individuals and families navigate a variety of challenges, including:

- ✓ Depression
- ✓ Anxiety
- ✓ Conflict Resolution
- ✓ Trauma & PTSD
- ✓ Family & Relationship Issues
- ✓ Grief & Loss
- ✓ Anger Management
- ✓ Co-Occurring Disorders

Insurance accepted, and sliding scale fees are available. For more information or to schedule an appointment, call (910)798-6404.

## Older Adult Dental Program

NHC Health and Human Services and the Senior Resource Center have partnered with Access Dental Care, Inc. to provide comprehensive dental services for older adults without dental insurance.

This program is for low-income older adults, 55+, and will be offered at various locations, including the SRC! Typical services may include; dental exams, X-rays, cleanings, fillings, extractions, dentures, and partials.

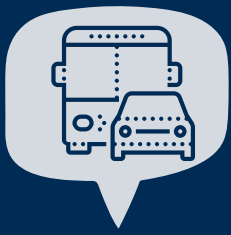
To learn more about eligibility and to discuss program information, contact Debbie Lovett at (910) 798-3774.

## Prescription Assistance

We recognize just how expensive prescribed medication can be. Our prescription specialist, Pamela Wall, will work with you to evaluate your medication needs and help you get your medicines at the lowest possible cost.

For more information, please call (910) 798-6422.





# Transportation

Need help finding transportation? Our transportation program serves older adults 60+ with non-emergency medical visits as well as to and from the center!

## Transportation

**Dee Holmes** (she/her)  
Transportation Coordinator  
(910) 798-6413  
dholmes@nhcgov.com

**Terry Clever** (she/her)  
Transportation Program Assistant  
(910) 798-6401  
tclever@nhcgov.com

**Kevin Gosser** (he/him)  
Driver  
(910) 622-3243

**To contact our Transportation Program, please call (910) 798-6401**



The Senior Resource Center offers non-emergency medical transportation for New Hanover County seniors aged 60 or older, who are not receiving Medicaid. We also coordinate transportation to and from the Senior Resource Center and periodic shopping trips for interested congregate dining seniors. All transportation for new applications are on a waitlist currently. Call (910) 798-6401 for assistance.

Individuals registered for the program must submit their request for transportation at least 7 days in advance.

WAVE Transit Route 107 stops at the Senior Resource Center. To see the schedule visit: <https://www.wavetransit.com/fixed-route-bus/>



For individuals with disabilities that prevent them from riding the bus, WAVE Transit offers the Dial-A-Ride Transportation (DART) Program with ADA accessible van service. To qualify, individuals must live within  $\frac{3}{4}$  mile of a fixed bus route and have medical justification from a licensed healthcare professional. Contact WAVE Transit at (910) 202-2053 for an application or additional information.

<https://www.wavetransit.com/dial-ride-transportation/>





# SRC Photos

A place for seniors to thrive, belong, and get the help and resources they need.







# Input & Feedback

This Center and its Nutrition Satellite locations are made FOR YOU, that's why we want to make sure that you are satisfied with our services. Share your thoughts!



This survey should take less than 10 minutes.

## How to use a QR Code

1. Open your camera app on any Smart Phone
2. Point the camera at the QR Code above
3. A pop-up should appear on the screen - this is the link! Click on it to open the link in your preferred browser.



OR visit <https://forms.office.com/g/zr2n6dgRYj>

# About Our Senior Center



**NEW HANOVER COUNTY**  
SENIOR RESOURCE CENTER

## Senior Resource Center Mission Statement

To act as the focal point for aging services in New Hanover County by providing services which promote wellness, encourage independence, and enhance quality of life for all older persons.



## New Hanover County Department

Our Senior Resource Center is a department of the New Hanover County Government. New Hanover County is committed to providing equitable opportunities and exceptional public services through good governance to ensure a safe, healthy, secure, and thriving community for all. Our shared values are: professionalism, equity, integrity, innovation, stewardship, and accountability.

## Senior Center of Excellence

New Hanover County Senior Resource Center is a certified Senior Center of Excellence by NC Department of Health & Human Services division of Aging and Adult Services.

Every 5 years we go through a rigorous yet rewarding process of recertification. We always strive for excellence so we can best serve our participants! Feedback is welcome and encouraged. Let us know how to best serve you!



**2024 CREDENTIAL**

**LGBTQ+ Cultural  
Competency Training**

**sagecare**

## SAGEcare Credential

New Hanover County Senior Resource Center is a 2024 SAGECare Credentialed provider. This credential from SAGE (Services and Advocacy for GLBT Elders), ensures that all of our staff are aware of and sensitive to the unique needs and concerns of LGBTQ+ older adults.

## Committed to Serving YOU

Share your feedback so we can continue to meet your needs effectively and efficiently. To fill out our survey ( ≥ 10 minutes):

1. Open your camera app on any Smart Phone
2. Point the camera at the QR Code to the left
3. A pop-up should appear on your screen - this is the link!
4. Click the pop-up to open the survey in your web browser



OR visit <https://forms.office.com/g/zr2n6dgRYj>

# About Our Senior Center

## Services Provided On-Site

- Recreation and Activities
- Fitness and Wellness Programs
- Evidence Based Health Programs
- Virtual Programming
- Technology Help & Classes
- Family and Caregiver Support
- Mental Health Counseling
- Support Groups
- Telephone Companion Program
- Report Elder Abuse/Neglect
- Prescription Assistance
- Medicaid Assistance
- Medicare Parts A, B, C, & D Counseling
- Older Adult Dental Program
- Incontinent Supply Distribution
- Congregate Meals
- Home Delivered Meals
- Food Distribution
- Nutrition Counseling
- Transportation
- Income Tax Assistance
- Notary Services
- AmeriCorps Seniors Volunteer Programs and Other Volunteer Opportunities

**Call to learn more!**

**(910) 798-6400**

## Information and Assistance

- Legal Services
- Home Health Services
- Mental Health
- Social Security Benefits
- Adult Day Care/Day Health
- Long-Term Care Facility Resources
- Resources on Rehab services
- Resources on Home Repair/Modifications
- Housing Assistance
- Medicaid Benefits
- Hospice Care
- Respite
- Disaster Preparedness and Planning
- Energy Assistance Program

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## Contribution and Gifting

Monetary contributions are accepted and appreciated to expand older adult services.

Please contact the SRC Director, Amber Smith, at (910) 798-6410 for information on gifting.

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## Financial Report Information

A hard copy of our Financial Report is available upon request or can be found online at:

<https://finance.nhcgov.com>

# WE HOPE TO SEE YOU SOON!



Call to learn more or get your  
questions answered!

**(910) 798-6400**

**[SRC.NHCGOV.COM](https://src.nhcgov.com)**

