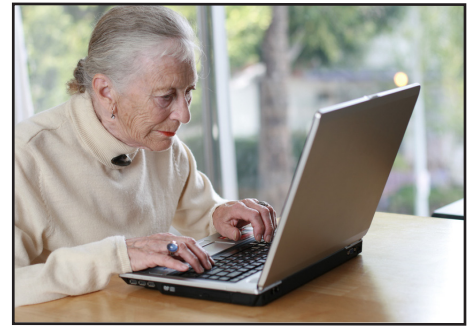


BUNCOMBE COUNTY SENIOR SERVICES DIRECTORY



Council On Aging

of Buncombe County • (828) 277-8288

SIXTH EDITION 2015

TABLE OF CONTENTS

2-1-1 / General Information.....	1
Adult Day Services.....	1
Alzheimer’s, Dementia, and Memory Impairment.....	1-2
Animal Services.....	2-3
Arthritis and Osteoporosis.....	3
Assisted Living Centers (see Long-Term Care on page 26-27)	
Asthma (see Lung on page 27)	
Attorneys – Elder Law Issues (see Legal on pages 24-25)	
Bereavement Services (see Mental Health on page 29-30)	
Cancer.....	3- 4
Caregiver Respite Providers	4-5
CaregiverSupport.....	5-6
Case Management and Care Management.....	6-7
Cleaning Assistance (see In-Home Aide Services on page 23)	7
Consumer Information.....	7
Crisis Intervention.....	8
Deaf Services (see Hearing Services on page 17)	
Dental Services.....	8
Depression (see Mental Health on page 29-30)	
Diabetes.....	9
Disability Services.....	9-10
Drug Dependency (see Substance Abuse Treatment and Counseling on page 35)	
Education.....	10-11
Emergency Assistance.....	11-12
Emergency Response Systems (see Safety on pages 33-34)	
Employment	12
End-of-Life Care (see Hospice and Palliative Care on page 19-20)	
End-of-Life Planning.....	12-13
Financial Planning and Money Management.....	13
Food Pantries.....	13-15
Foot Care.....	15
Geriatric Care Management (see Case Management and Care Management on page 6-7)	
Guardianship (see Legal on pages 24-25)	
Health Care: Subsidized Care and Community Health Clinics.....	16
Health Care: Urgent Care Centers.....	16-17

Hearing Services.....	17
Heart / Cardiovascular.....	17
Home Repairs, Improvements and Modifications.....	18
Homeless Shelters.....	18-19
Hospice and Palliative Care.....	19-20
Housekeeping (see In-Home Aide Services on pages 23)	
Housing / Rental Resources.....	20
Hypertension / Stroke.....	21
Incontinence / Kidney.....	21
In-Home Aide Services: Medical and Personal Care.....	2123-
In-Home Aide Services: Non-Medical.....	2327
In-Home Aide Services: Subsidized.....	28
Insurance.....	28
Legal.....	28-29
Leisure.....	29
Long-Term Care.....	
Lung.....	30
Medical Equipment: For Purchase.....	30-31
Medical Equipment: Loan Closets.....	
Medicare / Medicaid (see Insurance on page 24-25)	
Medication Assistance.....	31-32
Mental Health.....	
Money Management (see Financial Planning and Money Management on pages 14)	
Nursing Homes (see Long-Term Care on page 28)	
Nutrition.....	32-33
Osteoporosis (see Arthritis and Osteoporosis on page 4)	
Pension Rights (see Legal on pages 25-26)	
Personal Care Services (see In-Home Aide Services on pages 22-23)	
Physical Fitness.....	
Physical Therapy and Rehabilitation.....	33-34
Rehabilitation (see Physical Therapy and Rehabilitation on pages 33-34)	
Repair Programs (see Home Repairs, Improvements and Modifications on page 19)	36
Respite Care (see Caregiver Respite Providers on page 5)	36
Retirement Centers (see Long Term Care on page 28)	
Safety.....	34- 36
Senior Centers.....	37

Call 2-1-1 for more information about these and other community services.

Social Security.....	38
Stroke (see Hypertension / Stroke on page 22)	38-39
Substance Abuse Treatment and Counseling.....	35-36
Support Groups	36
Tax Assistance.....	40
Transportation	40-41
Urgent Care (see Health Care: Urgent Care Centers on page 18)	
Utility Assistance (see Emergency Assistance on pages 11-12)	41
Vision Services.....	
Volunteer Opportunities.....	42
Wellness (see Nutrition on page 31-32 or see Physical Fitness on page 32-33)	43
Wheelchairs / Wheelchair Services.....	39
Appendix – Long-Term Care Definitions.....	40
Notes	41

To update listings in this directory, contact Council on Aging at 277-8288.

2-1-1 / GENERAL INFORMATION

NC 2-1-1-Asheville Center.....2-1-1 or 252-4357
www.nc211.org
Free, 24/7 health and human service information and referral line. Online database of community resources is also available

ADULT DAY SERVICES

CarePartners Adult Day Services277-3399
www.carepartners.org
State Certified, non-profit Day Care/Day Health program, includes health monitoring, social enrichment and therapeutic activities, nutritionally balanced meals. Open Monday through Saturday for adults 18 and up.

DayStay Adult Day Services.....665-1575
www.daystayasheville.com
A safe and engaging adult day program in Candler. Open 7:30 a.m.-5:30 p.m., Monday-Friday with full and part-time options. Call to arrange a complementary visit, financial assistance available.

Elder Day Club at the Beth Israel Synagogue253-0701
www.jfswnc.org
A group respite program run by Jewish Family Services of WNC and located at Jewish Family Services of WNC (2 Doctors Park Suite E Asheville, NC 28801). The group meets on Tuesdays and Thursdays from 11 AM – 2 PM. The group is for adults 55+ and is open to all ethnicities and faiths. The group includes social enrichment, companionship, exercise, structured activities, and kosher lunches prepared onsite. For more information please contact JFS of WNC.

Irene Wortham Center.....274-7518
www.iwcnc.org
Programs for adults with developmental disabilities that promote optimal levels of independence and offer socialization and interaction on an individual and group level

ALZHEIMER’S, DEMENTIA, AND MEMORY IMPAIRMENT

Alzheimer’s Association Western Carolina Chapter.....(800) 272-3900
www.alz.org/northcarolina/
Support groups, education, caregiver hotline

Black Mountain Neuro-Medical Treatment Center.....259-6700
www.bmcnc.org
Second-Stage Alzheimer's Program, overnight respite services for dementia patients

Land of Sky Regional Council.....251-6622
http://landofsky.org/pdf/Aging/LTC_Directory/LTCDirectory_2014.pdf
Long-Term Care Housing Directory provides up-to-date information on facilities and types of services available in Buncombe, Henderson, Madison, and Transylvania; call or visit the website for a copy of the directory

MemoryCare.....771-2219
www.memorycare.org email: office@memorycare.org

Caregiver Education Program

Lecture series designed to improve caregiver understanding of dementia care; no cost to enrolled MemoryCare caregivers.

Clinical Services

Provides a comprehensive treatment plan that combines medical care of older adults with memory impairment with education and support to their caregivers.

Eldercare Resource Center

Education materials on aging issues, dementia, and caregiving

Project C.A.R.E. (Caregivers Running on Empty).....251-6622
Respite and case assistance by for caregivers of persons with Alzheimer's disease or other dementias.

ANIMAL SERVICES

Animal Compassion Network.....258-4820
www.animalcompassionnetwork.org
Animal welfare organization offering spay/neuter assistance, pet adoption and fostering, and an emergency foster program for pets that have lost their owner due to nursing home placement, illness, death, or natural disaster

Asheville Humane Society.....761-2001
www.ashevillehumane.org
Animal shelter and pet adoption center

Asheville Kennel Club.....258-4833
www.ashevillekennelclub.com
Offers spay/neuter coupons

Brother Wolf Animal Rescue.....505-3440
www.bwar.org
Fosters client's pets during periods of hospitalization

Canine Companions for Independence.....(800) 572- 2275
www.cci.org
Provides trained assistance dogs and ongoing support for disabled individuals

Humane Alliance Spay/Neuter Clinic.....252-2079
www.humanealliance.org
Provides affordable sterilization services on-site

ARTHRITIS AND OSTEOPOROSIS

CarePartners.....274-2400
www.carepartners.org
Arthritis support group

Mission Hospitals (see ad on page 33).....213-8250
www.missionhospitals.org
Wellness Resource Center – offers free bone densitometry

ASSISTED LIVING CENTERS (see LONG-TERM CARE)

ASTHMA (see LUNG)

ATTORNEYS - ELDER LAW ISSUES (see LEGAL)

BEREAVEMENT SERVICES (see MENTAL HEALTH)

BLIND SERVICES (see VISION SERVICES)

CANCER

American Cancer Society.....254-6931
www.cancer.org
Volunteer and support group

Buncombe County Department of Health.....250-5260
www.buncombecounty.org
Breast and cervical cancer programs for uninsured persons

Leukemia and Lymphoma Society.....(800) 955-4572
www.leukemia-lymphoma.org
Information and referrals

Mission Hospitals (see ad on page 33).....213-4655

www.missionhospitals.org

Breast Cancer Support

Comprehensive program for mastectomy; support group

Cancer Connection

Information for people with cancer

Prostate Cancer Support Group.....(800) 422-6237

www.pccnc.org

“Man to Man” meeting

CAREGIVER RESPITE PROVIDERS

(also see In-Home Aide Services)

CarePartners Adult Day Services.....277-3399

www.carepartners.org

State Certified, non-profit Day Care/Day Health program, includes health monitoring, social enrichment and therapeutic activities, nutritionally balanced meals. Open Monday through Saturday for adults 18 and up.

Club CarePartners Day Respite Program.....277-3399

www.carepartners.org

For adults with mild impairments, offering a structured program for social opportunities, mental stimulation, exercise and enrichment. Meets on Mondays, Wednesdays and Fridays from 10:00 a.m. – 3:00 p.m.

DayStay Adult Day Services.....665-1575

www.daystayasheville.com

Safe, caring and compassionate Adult Day Care. Provides respite for caregivers and socialization for your loved one. Call to arrange a complementary visit.

Fully Accredited-Nonprofit-Affordable-Excellent Activities

Elder Day Club at Beth Israel Synagogue253-0701

www.jfswnc.org

A group respite program run by Jewish Family Services of WNC and located at Jewish Family Services of WNC (2 Doctors Park Suite E Asheville, NC 28801). The group meets on Tuesdays and Thursdays from 11 AM – 2 PM. The group is for adults 55+ and is open to all ethnicities and faiths. The group includes social enrichment, companionship, exercise, structured activities, and kosher lunches prepared onsite. For more information please contact JFS of WNC.

Greenwood Inn at the Black Mountain Center.....259-6945

www.bmcnc.org/Services/Greenwood_Inn/greenwood_inn.htm

Affordable, overnight respite care for people with Alzheimer’s disease or other dementias

Irene Wortham Center.....274-7518
www.iwcnc.org
Programs for adults with developmental disabilities that promote optimal levels of independence and offer socialization and interaction on an individual and group level

Nazareth First Baptist Church.....274-8851
One day a week group respite program

CAREGIVER SUPPORT

Alzheimer's Association Western Carolina Chapter.....(800) 272-3900
www.alz.org/northcarolina
Support groups, education, caregiver hotline

Caregiver Wellness Program at Park Ridge Health.....682-2459
www.caregiverwellness.org
Education and support for caregivers

Caring For Aging Parents Education and Support (C.A.P.E.S.).....277-8288
www.coabc.org/caregiver-assistance/capes
Education and support group for anyone caring for or concerned about an aging parent; a collaboration between Mission Hospital's Wellness Resource Center and the Council on Aging

Council on Aging Family Caregiver Support Program.....277-8288
<http://www.coabc.org/caregiver-assistance/respite>
Caregiver respite funding and case assistance

Jewish Family Services of WNC.....253-2900
www.jfswnc.org.
Monthly caregiver support group facilitated by a social worker; resources and consultation for older adult and caregiver issues; open to all ethnicities and faiths;

Land of Sky Regional Council.....251-6622
<http://landofsky.org/fcsp.html>
Family Caregiver Support Program; Long-Term Care Housing Directory provides up-to-date information on facilities and types of services available in Buncombe, Henderson, Madison, and Transylvania including those that provide short-term caregiver respite; call or visit website for a copy of the directory

MemoryCare.....771-2219

www.memorycare.org

Caregiver Education Program

Lecture series designed to improve caregiver understanding of dementia care; no cost to enrolled MemoryCare caregivers.

Clinical Services

Memory assessment, treatment, and support for memory-impaired individuals and their families

Eldercare Resource Center

Education materials on aging issues, dementia, and caregiving

CASE MANAGEMENT AND CARE MANAGEMENT

Community Care of WNC.....259-3879

Case management for uninsured or Medicaid patients who have chronic conditions such as asthma, COPD, CHF, or diabetes or have been recently hospitalized

Council on Aging of Buncombe County, Inc.....277-8288

www.coabc.org

Care management for recently hospitalized seniors age 75 and over and case coordination for at-risk seniors age 60 and over; includes home visit, needs assessment, and follow up. Fees may apply for those over 150% of the federal poverty level

Jewish Family Services of WNC.....253-2900

www.jfswnc.org

Provides resources and consultation for older adult issues; case management; open to people of all ethnicities and faiths.

MemoryCare.....230-4143

www.memorycare.org

Counseling, education and support to caregivers

Veteran's Administration Medical Center.....298-7911

www.asheville.va.gov

Case management and social work services for veterans

CARE MANAGEMENT (INDIVIDUALS)

Mary Katherine Bagnal
Senior Matters Extended Services.....771-0802
www.seniormatters.com mkbagnal@seniormatters.com

Amy Fowler
WNC Geriatric Care Management.....776-4269
www.wncgcm.com amy@wncgcm.com

Spike Gram
Senior Care Consulting.....337-1776
www.seniorcarewnc.com seniorcarewnc@gmail.com

Denise Hanks
Mountain Home Care.....684-6444
www.mountainhomecare.com denise@mountainhomecare.com

Lisa Laney
CarePartners Geriatric Care Management.....277-4886
www.carepartners.org lisa@carepartners.org

Caron McKay
Suzanne Sherrill
Council on Aging for Henderson County.....682-4203
www.coahc.org CMcKay@coahc.org

CLEANING ASSISTANCE (see IN-HOME AIDE SERVICES) CONSUMER INFORMATION

Asheville Police Department.....259-5881
www.ashevillenc.gov
Fraud information for victims of privacy or credit fraud

Better Business Bureau.....253-2392
www.bbb.org
Brochures, questions and complaints

NC Attorney General's Office.....(919) 716-6000
Consumer Protection Division

NC Senior Medicare Patrol Program.....(800) 443-9354
www.ncdoi.com/SHIIP/SMP/shiip_smp_home.asp
Addresses Medicare/Medicaid error, fraud and abuse

CRISIS INTERVENTION

Buncombe County Health and Human Services.....250-5800

<http://www.buncombecounty.org/Governing/Depts/Dss/Adults/Aps.aspx>

Offers disabled adults protection from abuse, neglect and exploitation; available 24/7 for emergencies

Helpmate.....254-0516

www.helpmateonline.org

24 hour crisis services for victims of domestic violence

Our VOICE.....252-0562

www.ourvoicenc.org

Counseling, advocacy and education for those affected by sexual assault and abuse; includes 24/7 crisis line at 255-7576

NC 2-1-1 -Asheville Center.....2-1-1 or 252-4357

www.nc211.org

Free, 24/7 community service information line

Smoky Mountain Center.....1-800-849-6427

www.smokymountaincenter.com

www24/7 crisis line and referral service for mental health, substance abuse or MR/DD challenges

DEAF SERVICES (see HEARING SERVICES)

DENTAL SERVICES

ABCCM Dental Clinic.....259-5339

www.abccm.org

Limited services and availability

A-B Tech Community College Dental Clinic.....254-1921 x255

Low-cost hygiene and dental work on a limited basis

Mountain Area Health Education Center (MAHEC).....252-4290

www.mahec.net

Preventative, restorative and major dental care with the exception of oral surgery and orthodontics

WNC Community Health Services Ridgelawn Clinic.....285-0622

Community health clinic providing low cost dental care

**DEPRESSION (see MENTAL HEALTH)
DIABETES**

Mission Hospitals Health Education Center.....213-4700
www.missionhospitals.org
Education and support regarding diabetes, hypertension, cholesterol, and weight management

YWCA.....254-7206 x212
www.ywcaofasheville.org
The Diabetes Wellness Project empowers those with diabetes to develop the habit of exercise to better manage their illness. The Diabetes Prevention Project includes all the Diabetes Wellness Project activities plus a 12-week weight management class.

DISABILITY SERVICES

The Arc.....253-1255
www.arcofbuncombe.org
Empowers persons with intellectual/developmental disabilities to realize their highest potential through advocacy, family support, case management, education and development of programs

Canine Companions for Independence.....(800) 572- 2275
www.cci.org
Provides trained assistance dogs and ongoing support for disabled individuals

Disability Partners.....298-1977
www.westernalliance.org
A non-profit, consumer-controlled, community-based organization providing services by and for persons with all types of disabilities with the goal of maintaining their civil rights options, controlling choices in their lives and the freedom to participate fully in their communities

Goodwill Industries.....298-9023
<http://www.goodwillnwn.org/jobsAtGoodwill.cfm>
Job training and workforce development for people of all abilities

Independent Living.....670-3377
Home accessibility modifications provided to individuals who meet income guidelines

Irene Wortham Center.....274-7518
www.iwcnc.org

Programs for adults with developmental disabilities that promote optimal levels of independence and offer socialization and interaction on an individual and group level

Smoky Mountain Center.....1-800-849-6427

www.smokymountaincenter.org

*Referral service for mental health, substance abuse or Mental Retardation /
Developmental Disability challenges*

Western NC Community Health Services.....285-0622

DRUG DEPENDENCY

(see SUBSTANCE ABUSE TREATMENT AND COUNSELING)

EDUCATION

A-B Tech Community College.....254-1921

www.abtech.edu

Academic and continuing education programs; free tuition for those age 65 and over

Buncombe County Public Libraries.....250-4700

<http://www.buncombecounty.org/governing/depts/Library/>

Free continuing education programs, including basic computer training

MemoryCare.....771-2219

Caregiver Education Program

Lecture series designed to improve caregiver understanding of dementia care; no cost to enrolled MemoryCare caregivers.

Eldercare Resource Center

Education materials on aging issues, dementia, and caregiving

OLLI at UNC Asheville.....251-6140

www.olliashevill.com

Reuter Center at UNCA provides education and training for individuals age 50 and over

College for Seniors

Non-credit classes for members

Creative Retirement Exploration Weekend

Memorial Day weekend seminar on transitioning to retirement age life; open to the public

Leadership Asheville Seniors

Community leadership seminar program

Special Events and Lectures

Open to the public

NC Cooperative Extension.....255-5522
<http://buncombe.ces.ncsu.edu/>
Education on aging and other issues

EMERGENCY ASSISTANCE

American Red Cross.....258-3888
www.redcrosswnc.org
Disaster relief, Vial of Life program

Asheville Buncombe Community Christian Ministries (ABCCM)
www.abccm.org
Crisis Assistance – food, clothing, household, rent, fuel and utilities

Crisis Ministries.....259-5300

Hominy Valley (Candler).....670-1221

North Buncombe Samaritan Ministries (Weaverville).....645-6141

South (Arden).....684-3872

Buncombe County Health and Human Services.....250-5500
www.buncombecounty.org/governing/depts/dss/
Crisis intervention, utilities assistance, Project Share

Eblen Charities.....255-3066
www.eblencharities.org
Assistance with food, rent, utilities, medication, and medical supplies

Foster Memorial Seventh Day Adventist Church.....274-2014
www.fosterchurch.com
Assistance with food, clothing, household items, and utilities; hot breakfast served on Tuesdays

Hearts with Hands.....667-1912
www.heartswithhands.org
Food pantry, vouchers for Goodwill with report of fire or flood

Hominy Valley Community Service.....667-5397
Emergency assistance for food, clothing, fuel, utilities and medication for Enka/Candler area residents

Salvation Army.....253-4723
www.uss.salvationarmy.org
Assistance with food, rent, utilities, and transportation

St. Vincent de Paul Society
Provides food and limited utility and rent assistance to Buncombe County residents

East Buncombe.....236-8555

North, West and Central Buncombe.....775-1933

South Buncombe.....684-6098 x308

Swannanoa Community Council.....775-5595
Emergency utility and fuel assistance for Swannanoa residents

Swannanoa Valley Christian Ministries.....669-9404
Emergency assistance for transients and Swannanoa residents

EMERGENCY RESPONSE SYSTEMS (see SAFETY)

EMPLOYMENT

Goodwill Industries.....298-9023
www.goodwillnwc.org/jobsAtGoodwill.cfm
Job training and workforce development for people of all abilities

Land of Sky Regional Council.....251-6622
www.landofsky.org/scsep.html
Job training and employment for low income individuals age 55 and over

Mountain Area Joblink Career Center.....250-4761
www.buncombecounty.org/governing/depts/joblink
Job listings, job placement, career information and guidance, labor market information, career assessments, workshops and on-the-job training

END-OF-LIFE CARE (see HOSPICE AND PALLIATIVE CARE)

END-OF-LIFE PLANNING

CarePartners Hospice and Palliative Care.....277-4800
www.carepartners.org
Quarterly "Making Choices" Advance Care Planning presentations; free and open to the public

Funeral Consumer Alliance.....669-6011
www.funerals.org/affiliates/fcawnc/
Education and outreach help with making funeral arrangements

LifeShare of the Carolinas.....665-0107
www.lifesharecarolinas.org
Organ and tissue transplant information and services

NC Advance Health Care Directive Registry.....(919) 807-2167
www.secretary.state.nc.us/ahcdr/

Pisgah Legal Services.....253-0406
www.pisgahlegal.org
Elder Law Project; no cost legal assistance with living wills, advanced directives, and end-of-life planning for low-income seniors

FINANCIAL PLANNING AND MONEY MANAGEMENT

AnnualCreditReport.com.....(877) 322-8228
www.AnnualCreditReport.com
Provides one free credit report annually from each of the national consumer reporting agencies (Experian, TransUnion, and Equifax); visit website or call automated line; credit scores may be added for a fee

NAACP.....281-3066
www.naacp.org
No cost credit check in collaboration with OnTrack Financial Education and Counseling

OnTrack Financial Education and Counseling.....255-5166
www.ontrackwnc.org
Budget and money management, financial education, retirement planning, reverse mortgage assistance, foreclosure prevention, and debt management; low or no cost services

FOOD PANTRIES

Asheville Buncombe Community Christian Ministries (ABCCM)
www.abccm.org

Crisis Ministries (Cumberland Ave).....259-5300
Monday-Friday 8:30 - 4:30 for Asheville residents

- Hominy Valley (Candler)**.....670-1221
Monday-Friday 9:00 - 1:00 for West Buncombe residents
- North Buncombe Samaritan Ministries (Weaverville)**.....645-6141
Monday, Tuesday, Wednesday, Thursday 10:00 - 2:00 for North Buncombe
- South (Arden)**.....684-3872
Monday-Friday 9:00 - 1:00 for South Buncombe residents
- Big Ivy Community Center**.....626-3438
Thursday 9:00 - 12:00 for Barnardsville area residents
- Biltmore Church of Christ**.....274-2829
www.biltmorecofc.org
Wednesday 10:00 - 12:00 for Buncombe County residents
- Calvary Chapel of Asheville**.....277-7703
www.calvarychapelasheville.org
Wednesday 12:00 - 1:30 for Buncombe County residents
- Catholic Social Services**.....255-0146
www.cssnc.org
Monday-Friday 9:00 - 5:00 for Buncombe County residents
- Children First Family Resource Center**.....252-4810
www.childrenfirstbc.org/efrc.htm
Monday-Thursday 9:00 – 4:00 and Friday 9:00 - 1:00 for Emma community residents
- Family of Faith Fellowship**.....684-2158
www.familyfaithfellowship.org
Monday-Thursday 10:00 – 2:30 for Buncombe County residents
- Food for Fairview**.....628-4322
Friday 9:00 – 12:00 for Fairview, Fletcher and Reynolds area residents
- Foster Memorial Seventh Day Adventist Church**.....274-2014
www.fosterchurch.com
Tuesday 9:00 – 11:30 for Buncombe County residents; hot breakfast available
- Hearts With Hands**.....667-1912
www.heartswithhands.org
Wednesday-Thursday 10:00 – 4:00 for Buncombe County residents
- Loving Food Resources**.....255-9282
www.lovingfood.org
Saturday 11:00 – 2:00 for persons living with HIV/AIDS or receiving hospice home care

- Oakley Baptist Church**.....274-3221
Wednesday starting at 12:30 (til food runs out) for Buncombe County residents
- Salvation Army**.....253-4723
www.salvationarmy.org
Hours vary; for Buncombe County residents
- St. Vincent de Paul Society**
Buncombe County residents
- East Buncombe**.....236-8555
- North, West and Central Buncombe**.....775-1933
- South Buncombe**.....684-6098 x308
- Swannanoa Valley Christian Ministries**.....669-9404
Monday-Friday 9:00 – 3:00 for residents of Black Mountain, Swannanoa, Ridgecrest and Montreat
- Western Carolina Rescue Ministries**.....254-0471
www.wcrminc.org
Tuesday, Thursday 2:00 – 4:00, Wednesday 10:00 – 12:00 for Buncombe County residents

FOOT CARE

- CarePartners Health Services Orthotics & Prosthetics**.....254-3392
www.carepartners.org
Full-service orthotics and prosthetics
- ET Consultant Services**.....645-6585
Affordable in-home foot care by certified nurse specialists
- Skyland Prosthetics and Orthotics**.....684-1644
www.skylandprosthetics.net
Corrective and diabetic footwear, plus artificial limbs, braces, mastectomy garments

GERIATRIC CARE MANAGEMENT

(see CASE MANAGEMENT AND CARE MANAGEMENT)

GUARDIANSHIP (see LEGAL)

HEALTH CARE: SUBSIDIZED CARE AND COMMUNITY HEALTH CLINICS

Asheville Buncombe Community Christian Ministry (ABCCM).....259-5339

www.abccm.org/medical-center.html

Medical and dental care for the uninsured

Emma Clinic (Mission Hospitals; in West Asheville).....281-0080

Assessment and treatment of minor illnesses; screenings, smoking cessation program, asthma education, and medication review; for lower income, uninsured, or underinsured Buncombe County residents; no out-of-pocket costs; limited transportation available

Mountain Area Health Education Center (MAHEC)

www.mahec.net

Comprehensive health care centers accepting Medicaid and private insurance

Cane Creek Family Health Center (Fletcher).....628-8250

Family Health Center.....257-4730

Women’s Health Services.....254-5126

Project Access.....274-6989

www.bcmsonline.org/pa/pp/

Comprehensive medical care for low income, uninsured Buncombe County residents

Veteran’s Administration Medical Center.....298-7911

www.asheville.va.gov

Comprehensive medical services for veterans

WNC Community Health Services Ridgelawn Clinic.....285-0622

Community health clinic providing no or low cost health and mental health services; pharmacy on-site; no co-pay for those on original Medicare; no gap in coverage and low co-pay for Medicare Part D prescription drugs

HEALTH CARE: URGENT CARE CENTERS

NextCare Urgent Care.....281-8131

www.nextcare.com

Walk-in injury care

Sisters of Mercy Urgent Care

www.urgentcares.org

Neighborhood medical centers specializing in the evaluation and treatment of non-life-threatening injuries and illnesses

Arden (Airport Road)	651-0098
South Asheville	274-1462
Weaverville	645-5088
West Asheville	252-4878

HEARING SERVICES

CarePartners Health Services.....**274-6179**
www.carepartners.org
Assessments, rehabilitation, vestibular therapy (in the outpatient center)

Independent Living.....**670-3377**
Assistance with obtaining a hearing aid for those who meet income guidelines

NC Relay Center.....**7-1-1**
www.relaync.com
Places calls for those who are hearing impaired

Services for the Deaf and Hard of Hearing.....**665-8733**
www.dsdhh.dhhs.state.nc.us/ **TDD/TTY 665-8737**
Provides no- or low-cost hearing aids, amplified phones, and other telecommunication equipment for qualifying individuals

TDD/TTY Long Distance Operator.....**(800) 855-1155**
24-hour services for the hearing impaired

HEART / CARDIOVASCULAR

Mission Hospitals
www.missionhospitals.org

HeartPATH Cardiac Rehabilitation.....**213-7000**
Cardiac rehabilitation, therapy and referral

HeartPATH Support Group.....**213-7542**
Patients and caregivers of anyone with congestive heart failure

HOME REPAIRS, IMPROVEMENTS AND MODIFICATIONS

American Red Cross.....258-3888

www.redcrosswnc.org

Smoke detector program for low-income and elderly individuals

Asheville Fire Department.....259-5640

www.ashevillenc.gov

Smoke detector program for low-income, disabled and elderly individuals

Community Action Opportunities.....252-2495

Heating repair and replacement; weatherization services; income guidelines apply

Council on Aging of Buncombe County, Inc.277-8288

www.coabc.org

Seniors Safe at Home Program

Minor home repairs and modification for individuals age 60 and over; income guidelines apply; assistance with applying for weatherization services; heat relief program distributes free fans and air conditioners to qualifying seniors age 60 & over

Independent Living.....670-3377

Home accessibility modifications provided to individuals who meet income guidelines

Mountain Housing Opportunities.....254-4030

www.mtnhousing.org

Home repair and rehabilitation for those who meet income guidelines

U.S. Department of Agriculture.....254-0916 x4

www.usda.gov

Low-interest loans for home repairs

HOMELESS SHELTERS

Asheville Buncombe Community Christian Ministries (ABCCM)

www.abccm.org/medical-center

A Vet's Place.....259-5333

www.abccm.org/vets-place

Transitional housing for male veterans, focusing on financial, housing, medical, mental health, self-determination, spiritual, and substance abuse wellness

Women and Children’s Shelter.....259-5365
www.abccm.org/Women-and-Children-Shelter
Shelter for women (including veterans) and children; provides skill building and steps towards reintegration

Homeward Bound

www.hbofa.org

A HOPE Day Center.....252-8883
Shelter and other necessities; supportive services, access to legal, medical and mental health services

Room in the Inn.....258-2695
Crisis shelter for women, offering food and lodging for 90 days

Safe Haven.....258-1695
Safe (physical and emotional) shelter to persons with chronic mental health or substance abuse issues

Salvation Army

Center of Hope.....254-6351
Emergency shelter for men, women and families

Western Carolina Rescue Ministries.....254-0471
www.wcrminc.org

Men’s Overnight Program
Overnight shelter for up to 80 men; showers

Safe Harbor
Overnight shelter for women for up to 30 days; provides needs assessment and counseling

HOSPICE AND PALLIATIVE CARE

CarePartners Hospice and Palliative Care Services
www.carepartners.org
Helping people live fully though life’s journey for 30 years

Bereavement and Family Support Services.....251-0126
Community Education Programs.....255-0231
Home Care Services.....255-0231
John F. Keever Solace Center In-Patient Care.....210-3150
Palliative Care.....255-0231

Four Seasons.....692-6178
www.fourseasonsfl.org
*Holistic hospice and palliative care; research; Elizabeth House; bereavement services;
other community services.*

U.S. Department of Veteran's Affairs.....298-7911
www.asheville.va.gov
Hospice services for veterans

HOUSEKEEPING (see IN-HOME AIDE SERVICES)

HOUSING / RENTAL RESOURCES

The Housing Authority of the City of Asheville

Public Housing.....258-1222

Section 8 Housing.....257-2653

Services for the Elderly.....239-3517

Land of Sky Regional Council.....251-6622
www.landofsky.org/pdf/Aging/LTC_Housing_Directory_2012.pdf
Information on housing for older adults and disabled persons

Mountain Housing Opportunities.....254-4030
www.mtnhousing.org
Information on affordable rentals and ownership

OnTrack Financial Education and Counseling.....255-5166
www.ontrackwnc.org
*Home Base program offers no cost rental counseling and education, Rental Resource
Guide, homebuyer education, foreclosure prevention, and reverse mortgage consultation*

SocialServe.....(877) 428-8844
www.socialserve.com
*Free, non-profit phone and internet service that helps people locate safe, affordable
housing or other shelter alternatives; includes Section 8 listings*

HYPERTENSION / STROKE

American Red Cross.....258-3888
www.redcrosswnc.org
Blood pressure screenings

Asheville Fire Department.....259-5636
www.ashevillenc.gov
Blood pressure screenings (can get at any Fire Station)

CarePartners Health Services.....277-4800
www.carepartners.org
Rehabilitation and support for stroke survivors, supportive services for friends, family and caregivers

INCONTINENCE / KIDNEY

National Kidney Foundation.....(800) 622-9010
www.kidney.org
Information and resources

IN-HOME AIDE SERVICES: MEDICAL AND PERSONAL CARE

This list does not constitute an endorsement, referral or statement of qualification. Users of this list should determine for themselves the qualifications of any agency prior to utilizing the company's services.

Advantage Care Services.....225-0810 or (888) 811-8933
www.advantagecares.com

Always Best Care Senior Services.....989-7263
www.alwaysbestcare.com

A New Hope Home Care.....255-4446
www.anewhopecare.com

Arcadia Health Care.....232-0230
www.arcadiaservices.com

Banaltrum Private Duty Caregivers.....251-0034

Bayada Home Health Care.....681-5100
www.bayada.com

BrightStar Lifecare.....255-1733
www.brightstar.com

CarePartners Private Duty Home Health Services	277-4777
www.carepartners.org	
Caring Hearts and Hands	333-5051
www.caringheartsandhands.com	
Comfort Keepers	687-1199
www.comfortkeepers.com	
Compassionate Home Care	696-0946
www.compassionatehcc.com	
Coram Healthcare	258-1150
www.coramhcc.com	
Gentiva Home Health	298-1370
Griswold Home Care	348-1888
www.griswoldhomecare.com	
Home Carefree	277-1580
www.homecarefree.com	
HomeHelpers	694-0000
www.hendersonvillehomecare.com	
Home Instead Senior Care	274-4406
www.homeinstead.com	
Homewatch Caregivers	676-1585
www.homewatchcaregivers.com	
Interim Health Care	274-2082
www.interimhealthcare.com	
Maxim Healthcare Services	299-4388
www.maximhealthcare.com	
PACE – Program of All-Inclusive Care for the Elderly	274-9567
www.carepartners.org/pace	
Park Ridge Health Home Health Program	687-5261
www.parkridgehealth.org	

Premier Home Health Care.....277-5950
www.premierhomecareinc.com

ResCare Home Care252-0891
www.rescarehomecare.com

IN-HOME AIDE SERVICES: NON-MEDICAL

Brightstar Lifecare.....255-1733
www.brightstarcare.com

Comfort Keepers.....687-1199
www.comfortkeepers.com

Home Instead Senior Care.....274-4406
www.homeinstead.com

Moody's Home Care.....628-4235

Mountain Home Care.....684-6444
www.mountainhomecare.com

Seniors Helping Seniors.....236-0662
www.seniorshelpingseniors.com/asheville

Visiting Angels of Western North Carolina.....665-3944

IN-HOME AIDE SERVICES: SUBSIDIZED

Buncombe County Health and Human Services.....250-5800
www.buncombecounty.org/governing/depts/dss/
Medicaid-funded Personal Care Services (PCS) available to qualifying individuals

Council on Aging of Buncombe County, Inc.277-8288
www.coabc.org
County, State, and Federally funded In-Home Aide services providing Level 1 services (assistance with cooking, cleaning, etc.) and Level 2 services (assistance bathing, dressing, etc.) for disabled adults of any age and adults age 60 and over

Families Together.....258-0031
www.familiestogether.net
Community Alternative Program (CAP): a Medicaid waiver program that provides an alternative to nursing home placement for eligible individuals, including in-home aide services

INSURANCE

- Buncombe County Health and Human Services**.....250-5500
www.buncombecounty.org
Medicaid and MQB program (limited assistance to pay Medicare Part B premium)
- Council on Aging of Buncombe County, Inc.**277-8288
www.coabc.org
Volunteers from the Senior Health Insurance Information Program (SHIIP) through the North Carolina Department of Insurance provide Medicare counseling and education, as well as training to become a Medicare counselor
- NC Western Regional Office**.....251-6483
Link to NC Department of Insurance, insurance rating services
- Senior Health Insurance Information Program (SHIIP)**.....(800) 443-9354
www.ncshiip.com
Toll-free hotline, information on Medicare, supplemental insurance, long-term care insurance and more

LEGAL

Attorneys - Elder Law Issues

Certified by National Academy of Elder Law Attorneys (NAELA). *This list does not constitute an endorsement, referral or statement of qualification. Users of this list should determine for themselves the qualifications of any elder law attorney prior to utilizing his or her services.*

- Nicki Applefield**.....484-1248
nickiapplefield@thehartlawgroup.com
- Andrew Atherton**.....254-8800
aatherton@mwbavl.com
- William Biggers**.....348-0068
- Wendy Craig**.....669-0799
info@wncelderlaw.com
- James Goldsmith**.....696-0535
- Larry Hartley**.....258-0994
- Caroline Knox**.....697-6196
cknox@vwlawfirm.com

Anastasia Prendergast	252-5080
Kathleen Rodberg	258-2991
Carole Spainhour	255-1966
www.elderlawcarolina.com	
Buncombe County Health and Human Services	
www.buncombecounty.org	
Adult Protective Services	250-5800
<i>Investigates abuse, neglect and exploitation of disabled and/or older adults; call 24/7 to make a report</i>	
Guardianships	250-5800
Hope for the Future, Inc.	778-5197
<i>Nationally and state-certified professional guardians; available 24/7</i>	
Legal Aid of NC	236-1080
www.legalaidnc.org	
<i>Disability, SSI, Medicare appeals for low-income individuals</i>	
NC Court System	
www.nccourts.org	
Estates and Probate Division	232-2696
<i>Forms and information</i>	
Guardianships – Private	232-2696
<i>Supervision of healthcare and/or finances</i>	
Pisgah Legal Services	253-0406
www.pisgahlegal.org	
<i>Help with basic needs of housing, disability, SSI, Medicare, and elder law</i>	

LEISURE

Asheville Parks and Recreation	259-5800
www.ashevillenc.gov	
Center for Adult Lifelong Learning	669-8011
www.montreat.edu/academics/mccall/default.asp	
<i>Classes for seniors (Montreat)</i>	

OLLI at UNC Asheville.....251-6140
 www.olliasheville.com
Special interest groups, activities, travel

Recreation Centers

Offering activities and programs for people of all ages, including seniors

- Burton Street Center** (West Asheville).....254-1942
- East Asheville Center**.....251-4041
- Harvest House** (Kenilworth).....350-2051
- Lakeview Senior Center** (Black Mountain).....669-8610
- Murphy-Oakley House** (Oakley).....251-4042
- North Asheville Center**.....350-2051
- Reid Center** (Downtown Asheville).....350-2048
- Senior Opportunity Center** (Downtown Asheville).....350-2062
- Shiloh Center** (South Asheville).....274-7739
- Spring Mountain Center** (Fairview).....628-3369
- Stephens-Lee Center** (Downtown Asheville).....350-2058
- West Asheville Community Center**.....251-4031

YMCA (Downtown Asheville).....210-9622
Reuter Family YMCA (South Buncombe).....651-9622
 www.ymcawnc.org
Exercise, fitness programs; scholarships available

YWCA.....254-7206
 www.ywcaofasheville.org

LONG-TERM CARE

(See Appendix for definitions of facility types.)

Buncombe County Health and Human Services.....250-5700
 www.buncombecounty.org/Governing/Depts/Dss/Adults/Ach_Directory.aspx
Assistance in finding and paying for long-term care facilities

Land of Sky Regional Council.....251-6622

http://landofsky.org/pdf/Aging/LTC_Directory/LTCDirectory_2014.pdf

<http://landofsky.org/ombudsman.html> (for Ombudsman)

Long-Term Care Housing Directory provides up-to-date information on facilities and types of services available in Buncombe, Henderson, Madison, and Transylvania; call or visit website for a copy of the directory. The Long-Term Care Ombudsman serves as a mediator who seeks to resolve complaints made by or on behalf of people living in long-term care facilities.

NC Division of Health Service Regulation.....See below.

www.dhhs.state.nc.us/dhsr

Oversees licensure and ensures safe and appropriate client care for:

-- adult care.....(919) 855-3765

-- in-home care.....(919) 855-4620

-- nursing home.....(919) 855-4520

LUNG

American Lung Association.....(800) 548-8252

www.lungusa.org

Assistance, education and information

Mission Hospitals

www.missionhospitals.org

Smoking Cessation Program.....213-5528

MEDICAL EQUIPMENT: FOR PURCHASE

Advanced Home Care.....285-0239

www.advhomecare.org

Home infusion, respiratory service and medical equipment

Aeroflow Health Care.....277-1400

www.aeroflowinc.com

Home respiratory, mobility equipment and service

Apria Healthcare.....684-9981

Blue Ridge Home Care.....(800) 851-5774

www.blueridgehomecare.com

Coram Healthcare.....258-1150

www.coramhc.com

Home infusion services

The HME Store	(877) 740-2277
<i>www.caremedinc.com</i>	
<i>Home medical equipment, supplies and service</i>	
Lincare Pediatric Specialists	258-3613
<i>Home equipment, supplies, oxygen and service for adults and children</i>	
Mobility Concepts	277-2577
<i>www.mobilityconcepts.org</i>	
<i>Wheelchairs, scooters, lifts, home medical equipment</i>	
Mountain Respiratory Service, Inc.	253-2805
<i>www.mountainrespiratoryserviceinc.com</i>	
<i>Infusion and respiratory services</i>	
Park Ridge Home Medical Equipment	651-4992
United Medical Supplies	252-9999
<i>Respiratory service and home medical supplies</i>	

MEDICAL EQUIPMENT: LOAN CLOSETS

Alzheimer’s Association Western Carolina Chapter	254-7363
American Red Cross	258-3888
Asbury Memorial United Methodist Church	253-0765
Asheville Buncombe Community Christian Ministries (ABCCM)	259-5335
Piney Mountain United Methodist Church	667-3031

MEDICARE / MEDICAID (see INSURANCE)

MEDICATION ASSISTANCE

Asheville Buncombe Community Christian Ministries (ABCCM)

www.abccm.org

Main Office	259-5300
<i>Assistance with paying for prescriptions</i>	
Medical Clinic	259-5339
<i>Assistance for uninsured (no Medicaid, no Medicare)</i>	

- Buncombe County Health and Human Services**.....250-5500
 www.buncombecounty.org
Assistance with prescriptions, including Medicaid
- Buncombe County Department of Health**.....250-5000
 www.buncombecounty.org
Assistance for low-income patients of the Health Center
- Eblen Charities**.....255-3066
 www.eblencharities.org
Assistance with medications and medical supplies
- Project Access**.....274-6989
 www.projectaccessonline.org
Physician volunteer program for people with no insurance
- Salvation Army**.....253-4723
Limited emergency assistance with prescriptions for low income individuals
- Veteran’s Administration Medical Center**.....298-7911
 www.asheville.va.gov
Prescription assistance for eligible veterans

MENTAL HEALTH

- All Souls Counseling Center**.....259-3369
 www.allsouls counseling.com
Licensed therapists for uninsured and underinsured individuals
- CarePartners Health Services Bereavement Department**251-0126
 www.carepartners.org
Grief counseling and bereavement education and support groups
- Catholic Social Services**.....255-0146
Counseling on a sliding fee basis available in English and Spanish
- Jewish Family Services of WNC**.....253-2900
 www.jfswnc.org
Mental Health Counseling Services to all ages
- Mission Hospitals**213-4055
 www.missionhospitals.org
Copestone (in-patient treatment)

Park Ridge Health.....681-2282
 www.parkridgehealth.org
Geropsychiatric in-patient treatment

Smokey Mountain Center.....1-800-888-757-5726
 www.smokymountaincenter.com
Referral service for community mental health services

WNC Community Health Services Ridgelawn Clinic.....285-0622
Community health clinic providing no or low cost mental health and health services

MONEY MANAGEMENT

(see FINANCIAL PLANNING AND MONEY MANAGEMENT)

NURSING HOMES (see LONG-TERM CARE)

NUTRITION

Council on Aging of Buncombe County, Inc.277-8288
 www.coabc.org

Homebound Food Delivery

Monthly food box delivery for low-income, homebound seniors age 60 and over

Project E.M.M.A (Eat better, Move More, Age well)

Exercise, local foods, and nutrition education at Senior Dining sites and selected senior housing

Senior Dining

Five congregate nutrition sites county-wide for seniors age 60 and over:

Avery’s Creek Community Center.....712-7681
 889 E. Glenn Bridge Road in Arden
Hours: Monday, Wednesday, Friday, 10am - 1pm

Lakeview Senior Center.....669-2035
 401 S Laurel Circle Dr at Lake Tomahawk in Black Mountain
Hours: Monday through Friday, 10am - 1:30pm

Senior Opportunity Center.....350-2062
 36 Grove Street in downtown Asheville
Hours: Monday-Friday, 9am – 1pm

Shiloh Community Center.....274-7739
 121 Shiloh Road in south Asheville
Hours: Fridays only, 10am – 2pm

Weaverville Baptist Church.....775-9297
63 N. Main Street in Weaverville
Hours: Monday-Friday, 9am – 1pm

Meals on Wheels.....253-5286
www.mowabc.org
Hot lunch delivered up to five days a week for home-bound individuals age 60 and over

NC Cooperative Extension.....255-5522
www.ces.ncsu.edu
Nutrition, food, and wellness education

OSTEOPOROSIS (see ARTHRITIS AND OSTEOPOROSIS)
PENSION RIGHTS (see LEGAL)
PERSONAL CARE SERVICES (see IN-HOME AIDE SERVICES)

PHYSICAL FITNESS

Care Partners Health Services East Clinic.....686-3529
Wellness program and weekly “Work-It Circuit” classes available.
Low-impact aquatics class.....277-4800
Community water classes for people dealing with pain with movement.

Council on Aging of Buncombe County, Inc.277-8288
www.coabc.org
Project E.M.M.A (Eat better, Move More, Age well): exercise, local foods, and nutrition education at Senior Dining sites and selected senior housing

Jewish Community Center.....253-0701
www.jcc-asheville.org
Water aerobics, exercise classes, and a weight management program

Living Healthy.....251-7438
Learn skills to manage your health and your life at this free six-week program for people living with ongoing health problems (and their loved ones)

Mission Hospitals
www.missionhospitals.org
Wellness Resource Center.....213-1804
Exercise classes, health screenings, strength training, Tai Chi, Yoga

OLLI at UNC Asheville.....251-6140
www.olliasheville.com
College for Seniors: Wellness Classes, Tai Chi, dancing, strength training, and yoga

Pisgah Valley Wellness Center.....667-9851
www.pisgahvalley.org/wellness-center
Strength training, aerobics, wellness classes and workshops, massage therapy and water aerobics

YMCA (Downtown Asheville).....210-9622

Reuter Family YMCA (South Buncombe).....651-9622
www.ymcawnc.org
Water fitness, arthritis, injury rehab, and group classes for strength and flexibility

YWCA.....254-7206
www.ywcaofasheville.org
Aquatic exercise, physical therapy and arthritis classes

PHYSICAL THERAPY AND REHABILITATION

CarePartners Health Services
www.carepartners.org

Home Health Services.....252-2255
Physical therapy, occupational therapy, speech therapy, nursing and in-home aide services

Outpatient Rehabilitation.....274-6179
Therapy clinics in five locations throughout Buncombe County offering physical, occupational and speech therapy, aquatic therapy, massage therapy, balance center, driver evaluations, wheelchair seating clinic, orthotics and prosthetics

Rehabilitation Hospital (formerly Thom's).....274-2400
Strokes, orthopedic surgeries, and traumatic injuries including brain and spinal cord injuries

Gentiva Home Health.....298-1370
Physical therapy, occupational therapy, speech therapy, nursing and aide services in the home

Mission Hospitals
www.missionhospitals.org

Outpatient Rehabilitation.....213-0850

Wellness Resource Center.....213-8250

Mountain Physical Therapy.....254-3525
www.mountainphysicaltherapy.com

Park Ridge Health Home Health.....687-5261
www.parkridgehealth.org
In-home and in-patient physical and speech therapy

YWCA.....254-7206
www.ywcaofasheville.org
Aquatic exercise, physical therapy and arthritis classes

REHABILITATION (see PHYSICAL THERAPY AND REHABILITATION)

REPAIR PROGRAMS (see HOME REPAIRS, IMPROVEMENTS AND
MODIFICATIONS)

RESPITE CARE (see CAREGIVER RESPITE PROVIDERS)

RETIREMENT CENTERS (see LONG-TERM CARE)

SAFETY

ADT Companion Service670-4683
Personal emergency response system; setup and monthly fee

Alzheimer's Association Safe Return Program.....254-7363
www.alz.org/safereturn
ID bracelets and iron-on clothing labels for people with dementia; enrollment fee

American Red Cross.....258-3888
www.redcrosswnc.org
Health and safety services, smoke detector program, Vial-of-Life Project (plastic vial for emergency telephone numbers)

Asheville Police Department.....259-5940
www.ashevillenc.gov
Older Adult Victims Services providing information, counseling, referrals, court and medical escort

Buncombe County Senior Citizens Reassurance Program.....250-4492
www.buncombecounty.org
Daily wellness calls placed to seniors by Sheriff Department staff

Council on Aging of Buncombe County, Inc......277-8288
www.coabc.org
No-cost 911 cell phones for at-risk individuals age 60 and over

Direct Link.....694-0000
Personal emergency response system; setup and monthly fee

Helpmate.....254-0516
www.helpmateonline.org
Counseling and shelter for those affected by domestic violence

Lifeline.....213-4881
Personal emergency response system; set up and monthly fee

NC Cooperative Extension.....255-5522
www.ces.ncsu.edu
Aging education on home modifications

NC Silver Alert Program.....(800) 522-5437
www.nccrimecontrol.org
Alerts and disseminates descriptive information about missing seniors with dementia or other cognitive impairments; through the NC Department of Crime Control and Public Safety

Our VOICE.....252-0562
www.ourvoicenc.org
Counseling, advocacy and education for those affected by sexual assault and abuse; includes 24/7 crisis line at 255-7576.

Simply Home.....684-8441
Personal emergency response system as well as safety monitoring that will email or call caregivers. Set-up and monitoring fees.

SENIOR CENTERS

Harvest House.....350-2051
205 Kenilworth Road, Asheville 28805

Lakeview Senior Center.....669-8610
401 S Laurel Circle Dr, Black Mountain 28711

Senior Opportunity Center.....350-2062
36 Grove Street, Asheville 28801

SOCIAL SECURITY

Pisgah Legal Services.....253-0406
www.pisgahlegal.org
Social Security Disability income assistance

Social Security (Buncombe County).....(866) 572-8361
Social Security (National).....(800) 772-1213
www.socialsecurity.gov
Cash benefits for older and disabled adults; supplemental security income; Prescription drug assistance for Medicare recipients

STROKE (see HYPERTENSION / STROKE) **SUBSTANCE ABUSE TREATMENT AND COUNSELING**

Alcoholics Anonymous.....254-8539
Self-help meetings; information and referrals

Narcotics Anonymous.....258-4537
Self-help meeting; information and referrals

SUPPORT GROUPS

Alzheimer's Association Western Carolina Chapter.....254-7363
www.alz.org/northcarolina/
Support groups for caregivers meeting regularly around the county

CarePartners
www.carepartners.org

ALS Support Group.....775-1250

Aphasia Support Group.....684-9619

Arthritis Support Group.....684-6235

Bereavement Support Group.....251-0126

Caregivers Support Group.....277-3399

Essential Tremor Support Group.....298-4085

Making Choices--Advanced Care Planning.....277-4800

Parkinson's Support Group.....230-9706

Post-Polio Resource Group.....765-7715

Stroke Support Group.....277-4800

Caring for Aging Parents Education and Support Program (C.A.P.E.S.).....277-8288
www.coabc.org
Meets at the Wellness Resource Center at Mission Hospital the third Monday of every month; a collaboration between Mission Hospital and the Council on Aging

Jewish Family Services of WNC.....253-2900
www.jfswnc.org
Monthly caregiver support group facilitated by a social worker; open to all ethnicities and faiths

MemoryCare.....230-4143
www.memorycare.org
The support groups meet in Fletcher, Asheville, and Weaverville.

TAX ASSISTANCE

Buncombe County Tax Office.....250-4920
www.buncombecounty.org
Assistance with senior property tax exemptions; senior tax work-off program

Council on Aging of Buncombe County, Inc.277-8288
www.coabc.org
Free tax assistance for seniors; volunteers from February to April

Internal Revenue Service (Asheville office).....271-4764
Assistance with Federal and State tax return preparation, tax law, payment arrangements, and account inquiries; multilingual help available

Internal Revenue Service (National).....1-800-829-1040
www.irs.gov **1-800-829-4059 (TDD)**
Free tax assistance over the phone, Monday through Friday, 7:00 am to 10:00 pm

OnTrack Financial Education and Counseling.....255-5166
www.ontrackwnc.org
Free tax assistance by appointment from February to April

TRANSPORTATION

- AARP Driver Safety Program**.....298-6600
www.aarp.org/home-garden/transportation/driver_safety
Defensive driving for seniors; insurance discount; additional brief training available online
- Asheville Transit System**.....253-5691
www.ashevillenc.gov/Departments/Transit
- Buncombe County Health and Human Services**.....250-5863
www.buncombecounty.org
Medical transportation (Medicaid only)
- CarePartners Health Services**.....277-4800
www.carepartners.org
Driver Evaluation Program; evaluates driving skills; by doctor referral only
- Council on Aging of Buncombe County, Inc.**277-8288
www.coabc.org
Call A Ride program: volunteer transportation for Buncombe County seniors who do not have access to other forms of transportation.
- Medical Emergency Ambulance**.....684-0287
www.medicstation28.com
Bed-confined patients
- Mountain Mobility**.....250-6750
www.buncombecounty.org/transportation
TDD: 252-4085
Transportation in handicap accessible vehicle to medical appointments, grocery, and retail, as well as multipurpose trips within Buncombe County; seniors are given the opportunity to make voluntary contributions towards the cost of services, but are under no obligation to contribute; free city bus passes available for qualified individuals age 65 and over
- RIDE Program**.....250-6750
www.buncombecountyRIDE.org
Curb-to-curb subsidized transportation program that allows disabled residents to purchase private transportation provider services at a significant discount. Offered through Mountain Mobility.
- Road to Recovery**.....(888) 227-6333
Transportation program for ambulatory cancer patients who need transportation to doctors appointments and scheduled treatments only.

VISION SERVICES

Asheville Lions Eye Clinic.....**665-2982**
Free screenings for glaucoma, diabetes and vision; assistance with eyeglasses and eye exams

Buncombe County Health and Human Services.....**250-5657**
www.buncombecounty.org
Services for the Blind; assistance with accessing low vision equipment including glasses and large print items

Council on Aging of Buncombe County, Inc.**277-8288**
www.coabc.org
Assistance with accessing programs that provide low or no-cost glasses; low income seniors age 60 and over

Mission Hospitals Low Vision Center.....**213-4370**
www.missionhospitals.org
Vision evaluation, assistance with vision equipment, support group, information and referral, instruction in independent living skills, occupational therapy for vision loss caused by stroke or brain injury

Services for the Blind.....**251-6732**
www.ncdhhs.gov
Rehabilitation and independent living services

VOLUNTEER OPPORTUNITIES

CarePartners Health Services Volunteer Program.....**277-4800**
www.carepartners.org
Volunteers are essential, giving from their hearts to enhance the quality of support services to our patient population, clients, family members, and community we are privileged to care for and serve.

Land of Sky Regional Council.....**251-6622**
www.landofsky.org/rsvp
Retired and Senior Volunteer Program (RSVP) provides opportunities for seniors to volunteer in community agencies

OLLI at UNC Asheville.....**251-6140**
www.olliasheville.com
(Reuter Center at UNCA; members only)
Intergenerational computer mentoring, career advising, and other service projects

United Way's Hands On Asheville-Buncombe.....255-0696
www.handsonasheville.org
A link for individuals, families, corporate, and civic or faith-based groups to volunteer in support of nonprofits in Asheville and Buncombe County

WELLNESS (see NUTRITION or see PHYSICAL FITNESS)

WHEELCHAIRS / WHEELCHAIR SERVICES

CarePartners Health Services.....274-6183
www.carepartners.org
Wheelchair seating and mobility clinic

Miracle On Wheels.....(800) 749-8778
Power wheelchairs and scooters

Mobility Concepts.....277-2577
www.mobilityconcepts.org
Wheelchair, transportation and ambulance services

Veteran's Administration Medical Center.....298-7911
www.asheville.va.gov

APPENDIX

LONG-TERM CARE DEFINITIONS

Adult Care Homes (includes Rest Homes) – *Licensed group homes; provide meals; 24-hour staff to help with activities of daily living; nurses are not required*

Group Homes (for developmentally disabled adults) – *Licensed homes for 2 to 9 persons*

Multi-Unit Assisted Housing (with services) – *Licensed group housing with one meal and housekeeping service*

Family Care Homes - *Licensed homes for up to 6 residents; nurse not required*

Nursing Homes – *Provide skilled care for individuals who are chronically ill or who are recuperating from illness or injury; regular nursing care provided*

Retirement Centers – *Continuum Care Retirement Center (CCRC) - Provide continuum of housing and care options*

***For more information and a list of long-term care facilities, visit:
http://landofsky.org/pdf/Aging/LTC_Housing_Directory_2012.pdf
Or call Land of Sky Regional Council at 251-6622.***

***More resources can be found at:
http://www.buncombecounty.org/Governing/Depts/Dss/Adults/Ach_Directory.aspx***

