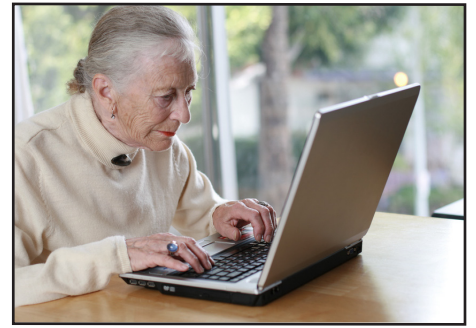


BUNCOMBE COUNTY SENIOR SERVICES DIRECTORY



Council On Aging

of Buncombe County • (828) 277-8288

SEVENTH EDITION 2016

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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. Trained referral specialists listen to callers, assess needs, identify appropriate resources and provide detailed information to connect people with services to meet their needs. 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 and ask to speak to the Elder Club Coordinator. *Expansion in summer 2016 will add Wednesdays, 11 AM -- 2 PM.*

Irene Wortham Center.....274-7518

www.iwcnc.org

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

PACE – Program of All-Inclusive Care for the Elderly.....274-9567

www.carepartners.org/pace

ALZHEIMER'S, DEMENTIA, AND MEMORY IMPAIRMENT

Alzheimer's Association Western Carolina Chapter.....(800) 272-3900
www.alz.org/northcarolina/
Education and support group services-24/7 caregiver hotline

Black Mountain Neuro-Medical Treatment Center.....259-6945
www.bmcnc.org
Dementia program assisting those with behavioral support needs, Intellectual Disability program assisting complex medical support needs for those with lifelong disabilities, and 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. \$85 for individuals not enrolled.

Clinical Services

Provides support to caregivers with education, counseling, and improved access to services. Memory assessment, treatment, and support for memory-impaired individuals and their families.

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

Mission Hospitals.....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. *Expansion in summer 2016 will add Wednesdays, 11 AM -- 2 PM.*

Greenwood Inn at the Black Mountain Center.....259-69www.
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 intellectual and/or 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

PACE – Program of All-Inclusive Care for the Elderly.....274-9567
www.carepartners.org/pace

CAREGIVER SUPPORT

Alzheimer’s Association Western Carolina Chapter.....(800) 272-3900
www.alz.org/northcarolina
Support groups meet regularly around the county, 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/respice
Caregiver respite funding and case assistance

Jewish Family Services of WNC (JFS).....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. \$85 for individuals not enrolled.

Clinical Services

Provides support to caregivers with education, counseling, and improved access to services. Memory assessment, treatment, and support for memory-impaired individuals and their families.

Eldercare Resource Center

Education materials on aging issues, dementia, and caregiving

PACE – Program of All-Inclusive Care for the Elderly.....274-9567

www.carepartners.org/pace

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 and case coordination for persons aged 60 and older, and caregivers of older persons.

Jewish Family Services of WNC (JFS).....253-2900

www.jfswnc.org

JFS social worker 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

PACE – Program of All-Inclusive Care for the Elderly.....274-9567
www.carepartners.org/pace

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 I/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 Minnie Jones Health 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

Diabetes Wellness & Prevention Program: Empower individuals with diabetes or those at risk of diabetes to develop the habit of exercise. Reduce the incidence of diabetes, through exercise and education that supports healthy eating. Promote healthy lifestyle changes for the entire family. The program is available on a sliding scale and is open to anyone who has two of the four main risk factors for diabetes: diagnosed pre-diabetes, family history of diabetes, a sedentary lifestyle, or obesity.

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.goodwillnwnc.org/jobsAtGoodwill.cfm>

Job training and workforce development for people of all abilities

NC Division of Independent Living Services.....670-3377

Home accessibility modifications provided to individuals who meet income guidelines.

Irene Wortham Center.....274-7518

www.iwcnc.org

Programs for adults with intellectual and/or 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

WNC Community Health Services/ Minnie Jones Health Clinic.....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. \$85 for individuals not enrolled.

Eldercare Resource Center

Education materials on aging issues, dementia, and caregiving

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

www.olliasheville.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

ABCCM North (Weaverville & Barnardsville).....645-6141

ABCCM 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 (24 Cumberland Ave).....259-5300

Monday-Friday 8:30 - 4:30 for Asheville residents (28801-28806)

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

Monday-Friday 9:00 - 1:00 for Hominty Valley/Candler residents

ABCCM North (Weaverville & Barnardsville).....645-6141

Monday-Friday 10:00 - 2:00 for North Buncombe residents

ABCCM South (Arden & Skyland).....684-3872

Monday-Friday 8:30 - 4:30 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.calvarychapelashville.org

Wednesday 12:00 - 1:30 for Buncombe County residents

Catholic Social Services	255-0146
<i>www.cssnc.org</i>	
<i>Monday-Friday 9:00 - 5:00 for Buncombe County residents</i>	
Children First Family Resource Center	252-4810
<i>www.childrenfirstbc.org/efrc.htm</i>	
<i>Monday-Thursday 9:00 – 4:00 and Friday 9:00 - 1:00 for Emma community residents</i>	
Family of Faith Fellowship	684-2158
<i>www.familyfaithfellowship.org</i>	
<i>Monday-Thursday 10:00 – 2:30 for Buncombe County residents</i>	
Food for Fairview	628-4322
<i>Friday 9:00 – 12:00 for Fairview, Fletcher and Reynolds area residents</i>	
Foster Memorial Seventh Day Adventist Church	274-2014
<i>www.fosterchurch.com</i>	
<i>Tuesday 9:00 – 11:30 for Buncombe County residents; hot breakfast available</i>	
Hearts With Hands	667-1912
<i>www.heartswithhands.org</i>	
<i>Wednesday-Thursday 10:00 – 4:00 for Buncombe County residents</i>	
Loving Food Resources	255-9282
<i>www.lovingfood.org</i>	
<i>Saturday 11:00 – 2:00 for persons living with HIV/AIDS or receiving hospice home care</i>	
Oakley Baptist Church	274-3221
<i>Wednesday starting at 12:30 (til food runs out) for Buncombe County residents</i>	
Salvation Army	253-4723
<i>www.salvationarmy.org</i>	
<i>Hours vary; for Buncombe County residents</i>	
St. Vincent de Paul Society	
<i>Buncombe County residents</i>	
East Buncombe	236-8555
North, West and Central Buncombe	775-1933
South Buncombe	684-6098 x308
Swannanoa Valley Christian Ministries	669-9404
<i>Monday-Friday 9:00 – 3:00 for residents of Black Mountain, Swannanoa, Ridgecrest and Montreat</i>	

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

PACE – Program of All-Inclusive Care for the Elderly.....274-9567
www.carepartners.org/pace

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; Minnie Jones Health 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)

NC Division of Independent Living Services.....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

Minor Home Repair 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

NC Division of Independent Living Services.....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

Home Care Services.....255-0231

CarePartners Hospice/ Solace Center In-Patient Care.....210-3150

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

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 Care	252-0891
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

Members of the 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
NLA@psrmlaw.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
Investigates abuse, neglect and exploitation of disabled and/or older adults; call 24/7 to make a report

Guardianships.....250-5800

Hope for the Future, Inc......778-5197
Nationally and state-certified professional guardians; available 24/7

Legal Aid of NC.....236-1080
www.legalaidnc.org
Disability, SSI, Medicare appeals for low-income individuals

NC Court System
www.nccourts.org

Estates and Probate Division.....232-2696
Forms and information

Guardianships – Private.....232-2696
Supervision of healthcare and/or finances

Pisgah Legal Services.....253-0406
www.pisgahlegal.org
Help with basic needs of housing, disability, SSI, Medicare, and elder law

LEISURE

Asheville Parks and Recreation.....259-5800
www.ashevillenc.gov

Center for Adult Lifelong Learning.....669-8011
www.montreat.edu/academics/mccall/default.asp
Classes for seniors (Montreat)

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	
<i>Exercise, fitness programs; scholarships available</i>	

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	
<i>Assistance in finding and paying for long-term care facilities</i>	

Land of Sky Regional Council	251-6622
http://landofsky.org/pdf/Aging/LTC_Directory/LTCDirectory_2014.pdf	
http://landofsky.org/ombudsman.html (for Ombudsman)	
<i>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.</i>	

NC Division of Health Service Regulation	See below.
www.dhhs.state.nc.us/dhsr	
<i>Oversees licensure and ensures safe and appropriate client care for:</i>	
<i>-- adult care</i>	(919) 855-3765
<i>-- in-home care</i>	(919) 855-4620
<i>-- nursing home</i>	(919) 855-4520

PACE – Program of All-Inclusive Care for the Elderly	274-9567
www.carepartners.org/pace	

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.advhomocare.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.blueridgehomocare.com

Coram Healthcare.....258-1150
www.coramhc.com
Home infusion services

The HME Store.....(877) 740-2277
www.caremedinc.com
Home medical equipment, supplies and service

Lincare Pediatric Specialists.....258-3613
Home equipment, supplies, oxygen and service for adults and children

Mobility Concepts.....277-2577
www.mobilityconcepts.org
Wheelchairs, scooters, lifts, home medical equipment

Mountain Respiratory Service, Inc.253-2805
www.mountainrespiratoryserviceinc.com
Infusion and respiratory services

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(800) 272-3900
American Red Cross	258-3888
Asbury Memorial United Methodist Church	253-0765
Asheville Buncombe Community Christian Ministries (ABCCM)	259-5335
Council on Aging of Buncombe County	277-8288
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.....

www.buncombecounty.org

Assistance with prescriptions, including Medicaid

Buncombe County Department of Health.....

www.buncombecounty.org

Assistance for low-income patients of the Health Center

Eblen Charities.....

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 Department251-0126
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 (JFS).....253-2900
www.jfswnc.org
*Mental Health Counseling Services to all ages by a Licensed Clinical Social Worker (LCSW). *Ask about insurance coverage.*

Mission Hospitals213-4055
www.missionhospitals.org
Copystone (in-patient treatment)

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

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

WNC Community Health Services Minnie Jones Health 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

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

Lakeview Senior Center.....669-2035

401 S Laurel Circle Dr. at Lake Tomahawk in Black Mountain

Hours: Monday through Friday, 10am - 1:00pm

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: Wednesdays and Fridays, 11am – 2pm

Weaverville Baptist Church.....775-9297

63 N. Main Street in Weaverville

Hours: Monday-Friday, 10am – 1pm

Meals on Wheels.....253-5286

www.mowabc.org

Home delivered meals Monday-Friday to all of Buncombe County. Fees to be determined.

NC Cooperative Extension.....255-5522

www.ces.ncsu.edu

Nutrition, food, and wellness education

PACE – Program of All-Inclusive Care for the Elderly.....274-9567

www.carepartners.org/pace

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

PHYSICAL FITNESS

- 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.....(800) 627-1533

Physical therapy, occupational therapy, speech therapy, nursing and in-home aide services

Outpatient Rehabilitation.....274-6100

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 Service**670-4683
Personal emergency response system; setup and monthly fee
- Alzheimer's Association Safe Return Program**.....(800) 272-3900
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 2880

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.....(800) 272-3900

www.alz.org/northcarolina

Support groups for caregivers meeting regularly around the county

CarePartners

www.carepartners.org

ALS Support Group.....274-9567, ext. 41768

Alzheimers Support Group.....274-7363

Bereavement Support Group.....251-0126

Brain Injury Support Group.....277-4868 or 274-0570

Caregivers Support Group.....277-3399

Hearing Loss Support Group.....665-8699

Limb Loss Support Group.....254-3392

Making Choices--Advanced Care Planning.....274-9567, ext. 41016

Parkinson's Support Group.....274-9567, ext. 41016

Post-Polio Resource Group.....421-0638

Spinal Cord Injury Support Group.....274-9567, ext. 41112

Stroke Support Group.....274-9567, ext. 41101

Caring for Aging People Education and Support Program (C.A.P.E.S.).....277-8288

www.coabc.org

Caregiver support group that meets at Mission Hospital at 1 Hospital Drive – Room 4402 the third Monday of every month; a collaboration between Mission Hospital and the Council on Aging

Jewish Family Services of WNC (JFS).....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

MemoryCare.....**230-4143**
www.memorycare.org/caregiver-information/caregiver-support/memorycaregivers-network/
The MemoryCaregivers Network 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 for household incomes of \$54,000/
year or less*

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 HealthServices.....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

PACE – Program of All-Inclusive Care for the Elderly.....274-9567

www.carepartners.org/pace

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; free city bus passes available for qualified individuals age 65 and over; RIDE program offers taxi vouchers. Call for eligibility.

seniors age 60 and over

RIDE.....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.

URGENT CARE (see HEALTH CARE: URGENT CARE CENTERS)

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

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.....**250-5657**

www.ncdhhs.gov

Rehabilitation and independent living services

VETERAN SERVICES

Veteran's Administration (VA).....**298-7911**

Home and respite care for veterans: eligibility may be based on military service history and income.

National Caregiver Support Line.....**855-260-3274**

www.caregiver.va.gov *Immediate assistance or information about services at the VA.*

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/fgp

Foster Grandparent Program: seniors volunteer as mentors, tutors, loving caregivers to at-risk or economically disadvantaged children in a non-profit child care center or school setting.

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***

NOTES
