BUNCOMBE COUNTY
SENIOR SERVICES DIRECTORY

COUNCIL ON AGING of Buncombe County

NINTH EDITION 2018
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Services</td>
<td>1</td>
</tr>
<tr>
<td>Alzheimer’s, Dementia, and Memory Impairment</td>
<td>2</td>
</tr>
<tr>
<td>Animal Services</td>
<td>2-3</td>
</tr>
<tr>
<td>Arthritis and Osteoporosis</td>
<td>3</td>
</tr>
<tr>
<td>Assisted Living Centers (see Long-Term Care)</td>
<td></td>
</tr>
<tr>
<td>Asthma (see Lung)</td>
<td></td>
</tr>
<tr>
<td>Attorneys – Elder Law Issues (see Legal)</td>
<td></td>
</tr>
<tr>
<td>Bereavement Services (see Mental Health)</td>
<td></td>
</tr>
<tr>
<td>Cancer</td>
<td>3-4</td>
</tr>
<tr>
<td>Caregiver Respite Providers</td>
<td>4-5</td>
</tr>
<tr>
<td>Caregiver Support</td>
<td>5-6</td>
</tr>
<tr>
<td>Case Management and Care Management</td>
<td>6-8</td>
</tr>
<tr>
<td>Cleaning Assistance (see In-Home Aide Services)</td>
<td></td>
</tr>
<tr>
<td>Consumer Information</td>
<td>8</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>8</td>
</tr>
<tr>
<td>Deaf Services (see Hearing Services)</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>9</td>
</tr>
<tr>
<td>Depression (see Mental Health)</td>
<td>9-10</td>
</tr>
<tr>
<td>Diabetes</td>
<td></td>
</tr>
<tr>
<td>Disability Services</td>
<td>9-10</td>
</tr>
<tr>
<td>Drug Dependency (see Substance Abuse Treatment and Counseling)</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>10-11</td>
</tr>
<tr>
<td>Emergency Assistance</td>
<td>11-12</td>
</tr>
<tr>
<td>Emergency Response Systems (see Safety)</td>
<td></td>
</tr>
<tr>
<td>Employment</td>
<td>12-13</td>
</tr>
<tr>
<td>End-of-Life Care (see Hospice and Palliative Care)</td>
<td></td>
</tr>
<tr>
<td>End-of-Life Planning</td>
<td>13</td>
</tr>
<tr>
<td>Financial Planning and Money Management</td>
<td>13-14</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>14-15</td>
</tr>
<tr>
<td>Foot Care</td>
<td>16</td>
</tr>
<tr>
<td>Geriatric Care Management (see Case Management and Care Management)</td>
<td></td>
</tr>
<tr>
<td>Guardianship (see Legal)</td>
<td></td>
</tr>
<tr>
<td>Health Care: Subsidized Care and Community Health Clinics</td>
<td>16-17</td>
</tr>
<tr>
<td>Health Care: Urgent Care Centers</td>
<td>17-18</td>
</tr>
</tbody>
</table>
Hearing Services.................................................................17-18
Heart / Cardiovascular..........................................................18
Home Repairs, Improvements and Modifications..............................18-19
Homeless Shelters........................................................................19-20
Hospice and Palliative Care............................................................20
Housekeeping (see In-Home Aide Services)
Housing / Rental Resources..........................................................20-21
Hypertension / Stroke......................................................................21
Incontinence / Kidney.......................................................................21
In-Home Aide Services: Medical and Personal Care.........................21-23
In-Home Aide Services: Non-Medical..............................................23
In-Home Aide Services: Subsidized..................................................24
Insurance.......................................................................................24
Legal.............................................................................................24-26
Leisure..........................................................................................25-27
Long-Term Care..............................................................................27
Lung..............................................................................................27
Medical Equipment: For Purchase..................................................28
Medical Equipment: Loan Closets..................................................28-29
Medicare / Medicaid (see Insurance)
Medication Assistance..................................................................29
Mental Health...............................................................................30
Money Management (see Financial Planning and Money Management)
Nursing Homes (see Long-Term Care)
Nutrition........................................................................................31
Osteoporosis (see Arthritis and Osteoporosis)
Pension Rights (see Legal)
Personal Care Services (see In-Home Aide Services)
Physical Fitness.............................................................................32
Physical Therapy and Rehabilitation...............................................32-33
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..........................................................................................33-34
Senior Centers..............................................................................35

Call 2-1-1 for more information about these and other community services.
Social Security.....................................................................................................................35
Stroke (see Hypertension / Stroke)
Substance Abuse Treatment and Counseling........................................................................35
Support Groups ...................................................................................................................35-36
Tax Assistance....................................................................................................................36-37
Transportation .......................................................................................................................37
Urgent Care (see Health Care: Urgent Care Centers)
Vision Services......................................................................................................................38
Veteran Services....................................................................................................................38
Volunteer Opportunities.......................................................................................................38-39
Wellness (see Nutrition or see Physical Fitness)
Wheelchairs / Wheelchair Services........................................................................................39
Appendix – Long-Term Care Definitions..................................................................................40
Notes ....................................................................................................................................41-42

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

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 Synagogue ..................................................253-2900
www.jfswnc.org
A group respite program located at Jewish Family Services of WNC (2 Doctors Park Suite E, 417 Biltmore Ave, Asheville, NC 28801). The group meets on Tuesdays and Thursdays
from 11 AM – 2 PM in Asheville and Wednesdays from 11AM-2PM at Agudas Israel
Synagogue. 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 with the Elder Club Coordinator.

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

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

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

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

Brightstar.............................................................................................255-1733
www.brightstarcare.com
Providing in home assistance for 1-24 hours/day. Paid for privately. Available in the
greater Asheville/HVL areas. Rates $23/hr weekdays, $25/hr weekends. For 1-2 hr shifts,
additional $4/hr.

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

To update listings in this directory, contact Council on Aging at 277-8288.
Elder Day Club at Beth Israel Synagogue .................................................................253-2900
www.jfswnc.org
A group respite program located at Jewish Family Services of WNC (2 Doctors Park Suite E, 417 Biltmore Ave, Asheville, NC 28801). The group meets on Tuesdays and Thursdays from 11 AM – 2 PM in Asheville and Wednesdays from 11AM-2PM at Agudas Israel Synagogue. 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 with the Elder Club Coordinator.

Greenwood Inn at the Black Mountain Center....................................................259-6773
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.iwnc.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

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

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 Persons 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

Call 2-1-1 for more information about these and other community services.
To update listings in this directory, contact Council on Aging at 277-8288.

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

Holistic Elder Services..................................................................................................595-9271

Jewish Family Services of WNC (JFS)...........................................................................253-2900
www.jfswnc.org.
Individual caregiver support as needed provided by a social worker and LCSW. Caregiver services include depression screening, targeted mental health and case management 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.

Holistic Elder Services..........................................................................................595-9271

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

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

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

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

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.

To update listings in this directory, contact Council on Aging at 277-8288.
Eldercare Resource Center
*Education materials on aging issues, dementia, and caregiving*

**OLLI at UNC Asheville**

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251-6140
www.olliasheville.com
Reuter Center at UNCA provides education and training for individuals age 50 and over
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**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**

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255-5522
http://buncombe.ces.ncsu.edu/
Education on aging and other issues
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**Vaya Health**

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225-2785
Geriatric and Adult Mental Health Specialty Team provides evidence-informed free training on mental health (including dementia), substance use, psychiatric medications, and difficult behaviors.
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**EMERGENCY ASSISTANCE**

**American Red Cross**

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258-3888
www.redcrosswnc.org
Disaster relief, Vial of Life program
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**Asheville Buncombe Community Christian Ministries (ABCCM)**

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www.abccm.org
Crisis Assistance – food, clothing, household, rent, fuel and utilities
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**Crisis Ministries**

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259-5300
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**Homing Valley (Candler)**

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670-1221
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**ABCCM North (Weaverville & Barnardsville)**

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645-6141
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**ABCCM South (Arden)**

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684-3872
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Call 2-1-1 for more information about these and other community services.
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

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.goodwillnwnc.org/jobsAtGoodwill.cfm
Job training and workforce development for people of all abilities

To update listings in this directory, contact Council on Aging at 277-8288.
Call 2-1-1 for more information about these and other community services.
To update listings in this directory, contact Council on Aging at 277-8288.

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

OnTrack Financial Education and Counseling...........................................................255-5166
www.ontrackwnc.org
Financial education, counseling and support for budgeting and money management, credit improvement, building savings, reverse mortgages, 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 Hominy 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.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
www.familyfaithfellowship.org
Monday-Thursday 10:00 – 2:30 for Buncombe County residents

Food for Fairview
Friday 9:00 – 12:00 for Fairview, Fletcher and Reynolds area residents

Foster Memorial Seventh Day Adventist Church
Tuesday 9:00 – 11:30 for Buncombe County residents; hot breakfast available

Hearts With Hands
Wednesday-Thursday 10:00 – 4:00 for Buncombe County residents

Loving Food Resources
Saturday 11:00 – 2:00 for persons living with HIV/AIDS or receiving hospice home care

Oakley Baptist Church
Wednesday starting at 12:30 (til food runs out) for Buncombe County residents

Salvation Army
Hours vary; for Buncombe County residents

St. Vincent de Paul Society
Buncombe County residents

   East Buncombe
   North, West and Central Buncombe
   South Buncombe

Swannanoa Valley Christian Ministries
Monday-Friday 9:00 – 3:00 for residents of Black Mountain, Swannanoa, Ridgecrest and Montreat

Western Carolina Rescue Ministries
Tuesday, Thursday 2:00 – 4:00, Wednesday 10:00 – 12:00 for Buncombe County residents

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

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

Call 2-1-1 for more information about these and other community services.
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 Area Habitat for Humanity..........................................................251-5702
www.ashevillehabitat.org/housing-programs/home-repair/
Information and application for affordable Home Repairs

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; 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*

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

Asheville Area Habitat for Humanity........................................................................251-5702
www.ashevillehabitat.org/housing-programs/homeownership/
Information and application for affordable homeownership

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
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/ 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

To update listings in this directory, contact Council on Aging at 277-8288.
<table>
<thead>
<tr>
<th>Service Name</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banaltrum Private Duty Caregivers</td>
<td>251-0034</td>
<td></td>
</tr>
<tr>
<td>Bayada Home Health Care</td>
<td>681-5100</td>
<td><a href="http://www.bayada.com">www.bayada.com</a></td>
</tr>
<tr>
<td>BrightStar</td>
<td>255-1733</td>
<td><a href="http://www.brightstarcare.com/asheville">www.brightstarcare.com/asheville</a></td>
</tr>
<tr>
<td>CarePartners Private Duty Home Health Services</td>
<td>277-4777</td>
<td><a href="http://www.carepartners.org">www.carepartners.org</a></td>
</tr>
<tr>
<td>Caring Hearts and Hands</td>
<td>333-5051</td>
<td><a href="http://www.caringheartsandhands.com">www.caringheartsandhands.com</a></td>
</tr>
<tr>
<td>Comfort Keepers</td>
<td>687-1199</td>
<td><a href="http://www.comfortkeepers.com">www.comfortkeepers.com</a></td>
</tr>
<tr>
<td>Compassionate Home Care</td>
<td>696-0946</td>
<td><a href="http://www.compassionatehc.com">www.compassionatehc.com</a></td>
</tr>
<tr>
<td>Coram Healthcare</td>
<td>258-1150</td>
<td><a href="http://www.coramhc.com">www.coramhc.com</a></td>
</tr>
<tr>
<td>Gentiva Home Health</td>
<td>298-1370</td>
<td></td>
</tr>
<tr>
<td>Griswold Home Care</td>
<td>348-1888</td>
<td><a href="http://www.griswoldhomecare.com">www.griswoldhomecare.com</a></td>
</tr>
<tr>
<td>Home Carefree</td>
<td>277-1580</td>
<td><a href="http://www.homecarefree.com">www.homecarefree.com</a></td>
</tr>
<tr>
<td>Home Helpers</td>
<td>694-0000</td>
<td><a href="http://www.hendersonvillehomecare.com">www.hendersonvillehomecare.com</a></td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>274-4406</td>
<td><a href="http://www.homeinstead.com">www.homeinstead.com</a></td>
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<tr>
<td>Homewatch Caregivers</td>
<td>676-1585</td>
<td><a href="http://www.homewatchcaregivers.com">www.homewatchcaregivers.com</a></td>
</tr>
<tr>
<td>Interim Health Care</td>
<td>274-2082</td>
<td><a href="http://www.interimhealthcare.com">www.interimhealthcare.com</a></td>
</tr>
</tbody>
</table>

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

ResCare Home Care .............................................................................................252-0891
www.rescarehomecare.com

IN-HOME AIDE SERVICES: NON-MEDICAL

Brightstar................................................................................................................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

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

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

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

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

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.................................................................................................255-7641
NLA@psrmlaw.com

Andrew Atherton...............................................................................................254-8800
aatherton@mwblawyers.com

Call 2-1-1 for more information about these and other community services.
William Biggers
info@wncelderlaw.com

Wendy Craig
info@wncelderlaw.com

James Goldsmith

Larry Hartley

Caroline Knox
cknox@vwlawfirm.com

Brian Lawler
blawler@vwlawfirm.com

Anastasia Prendergast
www.prendergast-law.com

Kathleen R. Rodberg
krodbeg@mwblawyers.com

Carole Spainhour
www.elderlawcarolina.com

Buncombe County Health and Human Services
www.buncombecounty.org

   Adult Protective Services
   Investigates abuse, neglect and exploitation of disabled and/or older adults; call 24/7 to make a report
   Guardianships

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

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

NC Court System
www.nccourts.org

   Estates and Probate Division
   Forms and information

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

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

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

To update listings in this directory, contact Council on Aging at 277-8288.
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
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
Respiratory service and home medical supplies

MEDICAL EQUIPMENT: LOAN CLOSETS

American Red Cross............................................................................................258-3888

Call 2-1-1 for more information about these and other community services.
MEDICARE / MEDICAID (see INSURANCE)

MEDICATION ASSISTANCE

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

Main Office.................................................................259-5300
Assistance with paying for prescriptions

Medical Clinic............................................................259-5339
Assistance for uninsured (no Medicaid, no Medicare)

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

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

Veteran’s Administration Medical Center..........................................298-7911
www.asheville.va.gov
Prescription assistance for eligible veterans

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

All Souls Counseling Center ............................................................... 259-3369
www.allsoulscounseling.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 (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 Hospitals .............................................................................. 213-4055
www.missionhospitals.org
Copestone (in-patient treatment)

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

Vaya Health ......................................................................................... 225-2785
www.vayahealth.com
Vaya Health does not provide treatment services to members directly. Instead, we ensure those who need treatment receive the right care, in the right amount, at the right time. These services are delivered by a network of high-quality providers who contract with Vaya Health.

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)

Call 2-1-1 for more information about these and other community services.
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 to Buncombe County residents age 60+ Monday-Friday. 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)

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

Council on Aging of Buncombe County, Inc. ..........................................................277-8288
www.coabc.org
Exercise, local foods, and nutrition education at Senior Dining sites

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

Call 2-1-1 for more information about these and other community 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 ............................................................................ 274-2400

Strokes, orthopedic surgeries, and traumatic injuries (brain and spinal cord)

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

**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

To update listings in this directory, contact Council on Aging at 277-8288.
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...................................................................................................................257-7204
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.

Call 2-1-1 for more information about these and other community services.
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
Alzheimer’s Support Group..................................................................................274-7363

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

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

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

Call 2-1-1 for more information about these and other community services.
**Foster Grandparent Program**

Foster Grandparents are individuals age 55 and over who thrive on direct interaction with children and believe they can make a difference in their lives. They serve as mentors, tutors, and loving caregivers to children with special needs in local elementary schools, Head Start Programs and Child Care centers. They help children learn to read, provide one-on-one tutoring, and guide children at a critical time in their lives. Foster Grandparents give the comfort and love that sets a child on the path towards a successful future. To qualify for FGP volunteers must be at least 55 years of age or older, live on a limited income, able to serve between 15 - 40 hours a week working closely with children.

**OLLI at UNC Asheville**

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**

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**

www.carepartners.org

Wheelchair seating and mobility clinic

**Miracle On Wheels**

(800) 749-8778

Power wheelchairs and scooters

**Mobility Concepts**

www.mobilityconcepts.org

Wheelchair, transportation and ambulance services

**Veteran’s Administration Medical Center**

298-7911

www.asheville.va.gov

To update listings in this directory, contact Council on Aging at 277-8288
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:
Or call Land of Sky Regional Council at 251-6622.

More resources can be found at:

Call 2-1-1 for more information about these and other community services.
To update listings in this directory, contact Council on Aging at 277-8288.
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