# TABLE OF CONTENTS

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

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

ADULT DAY SERVICES

CarePartners Adult Day 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 .............................................................................253-0701
www.jfswnc.org
A group respite program run by Jewish Family Services of WNC and located at Jewish Family Services of WNC (2 Doctors Park Suite E Asheville, NC 28801). The group meets on Tuesdays and Thursdays from 11 AM – 2 PM. The group is for adults 55+ and is open to all ethnicities and faiths. The group includes social enrichment, companionship, exercise, structured activities, and kosher lunches prepared onsite. For more information please contact JFS of WNC.

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

ALZHEIMER’S, DEMENTIA, AND MEMORY IMPAIRMENT

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

Call 2-1-1 for more information about these and other community services.
Black Mountain Neuro-Medical Treatment Center......................................................... 259-6700  
www.bmcnc.org  
Second-Stage Alzheimer’s Program, overnight respite services for dementia patients

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

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

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

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

Eldercare Resource Center  
Education materials on aging issues, dementia, and caregiving

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

ANIMAL SERVICES

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

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

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

To update listings in this directory, contact Council on Aging at 277-8288.
Brother Wolf Animal Rescue ................................................................................................. 505-3440
www.bwar.org
Fosters client’s pets during periods of hospitalization

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

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

**ARTHRITIS AND OSTEOPOROSIS**

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

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

**ASSISTED LIVING CENTERS** (see LONG-TERM CARE)

**ASTHMA** (see LUNG)

**ATTORNEYS - ELDER LAW ISSUES** (see LEGAL)

**BEREAVEMENT SERVICES** (see MENTAL HEALTH)

**BLIND SERVICES** (see VISION SERVICES)

**CANCER**

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

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

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

Call 2-1-1 for more information about these and other community services.
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 Synagogue ................................................................. 253-0701
www.jfswnc.org
A group respite program run by Jewish Family Services of WNC and located at Jewish Family Services of WNC (2 Doctors Park Suite E Asheville, NC 28801). The group meets on Tuesdays and Thursdays from 11 AM – 2 PM. The group is for adults 55+ and is open to all ethnicities and faiths. The group includes social enrichment, companionship, exercise, structured activities, and kosher lunches prepared onsite. For more information please contact JFS of WNC.

Greenwood Inn at the Black Mountain Center ................................................................. 259-6945
www.bmcnc.org/Services/Greenwood_Inn/greenwood_inn.htm
Affordable, overnight respite care for people with Alzheimer’s disease or other dementias

To update listings in this directory, contact Council on Aging at 277-8288.
Irene Wortham Center.............................................................................................274-7518
www.iwcnc.org
Programs for adults with developmental disabilities that promote optimal levels of independence and offer socialization and interaction on an individual and group level

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

CAREGIVER SUPPORT

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

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

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

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

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

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

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.

MemoriesCare ........................................................................................................771-2219
www.memorycare.org

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

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

Eldercare Resource Center
Education materials on aging issues, dementia, and caregiving

CASE MANAGEMENT AND CARE MANAGEMENT

Community Care of WNC.................................................................259-3879
Case management for uninsured or Medicaid patients who have chronic conditions such as asthma, COPD, CHF, or diabetes or have been recently hospitalized

Council on Aging of Buncombe County, Inc...........................................277-8288
www.coabc.org
Care management and case coordination for persons aged 60 and older, and caregivers of older persons.

Jewish Family Services of WNC......................................................253-2900
www.jfswnc.org
Provides resources and consultation for older adult issues; case management; open to people of all ethnicities and faiths.

MemoryCare......................................................................................230-4143
www.memorycare.org
Counseling, education and support to caregivers

Veteran’s Administration Medical Center..........................................298-7911
www.asheville.va.gov
Case management and social work services for veterans

CARE MANAGEMENT (INDIVIDUALS)
Mary Katherine Bagnal  
Senior Matters Extended Services.................................................................771-0802  
www.seniormatters.com mkbagnal@seniormatters.com

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

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

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

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

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

CLEANING ASSISTANCE (see IN-HOME AIDE SERVICES)

CONSUMER INFORMATION

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

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

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

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

CRISIS INTERVENTION

Call 2-1-1 for more information about these and other community services.
Buncombe County Health and Human Services .......................................................... 250-5800
http://www.buncombecounty.org/Governing/Depts/Dss/Adults/Aps.aspx
Offers disabled adults protection from abuse, neglect and exploitation; available 24/7 for emergencies

Helpmate .................................................................................................................... 254-0516
www.helpmateonline.org
24 hour crisis services for victims of domestic violence

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

NC 2-1-1 - Asheville Center .................................................................................... 2-1-1 or 252-4357
www.nc211.org
Free, 24/7 community service information line

Smoky Mountain Center ......................................................................................... 1-800-849-6427
www.smokymountaincenter.com
www24/7 crisis line and referral service for mental health, substance abuse or MR/DD challenges

DEAF SERVICES (see HEARING SERVICES)

DENTAL SERVICES

ABCCM Dental Clinic .............................................................................................. 259-5339
www.abccm.org
Limited services and availability

A-B Tech Community College Dental Clinic ....................................................... 254-1921 x255
Low-cost hygiene and dental work on a limited basis

Mountain Area Health Education Center (MAHEC) ........................................... 252-4290
www.mahec.net
Preventative, restorative and major dental care with the exception of oral surgery and orthodontics

WNC Community Health Services Ridgelawn Clinic ........................................... 285-0622
Community health clinic providing low cost dental care

DEPRESSION (see MENTAL HEALTH)
DIABETES

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

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

DISABILITY SERVICES

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

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

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

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

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

Irene Wortham Center............................................................................................274-7518
www.iwcn.org
Programs for adults with developmental disabilities that promote optimal levels of

Call 2-1-1 for more information about these and other community services.
independence and offer socialization and interaction on an individual and group level

Smoky Mountain Center..................................................................................................................1-800-849-6427
www.smokymountaincenter.org
Referral service for mental health, substance abuse or Mental Retardation / Developmental Disability challenges

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

DRUG DEPENDENCY
(see SUBSTANCE ABUSE TREATMENT AND COUNSELING)

EDUCATION

A-B Tech Community College........................................................................................................254-1921
www.abtech.edu
Academic and continuing education programs; free tuition for those age 65 and over

Buncombe County Public Libraries.................................................................................................250-4700
http://www.buncombecounty.org/governing/depts/Library/
Free continuing education programs, including basic computer training

MemoryCare.......................................................................................................................................771-2219

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

Eldercare Resource Center
Education materials on aging issues, dementia, and caregiving

OLLI at UNC Asheville....................................................................................................................251-6140
www.olliashevill.com
Reuter Center at UNCA provides education and training for individuals age 50 and over

College for Seniors
Non-credit classes for members

Creative Retirement Exploration Weekend
Memorial Day weekend seminar on transitioning to retirement age life; open to the public

Leadership Asheville Seniors
Community leadership seminar program

Special Events and Lectures
Open to the public

To update listings in this directory, contact Council on Aging at 277-8288.
NC Cooperative Extension.......................................................................................... 255-5522
http://buncombe.ces.ncsu.edu/
Education on aging and other issues

EMERGENCY ASSISTANCE

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

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

Crisis Ministries............................................................................................................ 259-5300
Hominy Valley (Candler)............................................................................................ 670-1221
North Buncombe Samaritan Ministries (Weaverville).............................................. 645-6141
South (Arden)............................................................................................................. 684-3872

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

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

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

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

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

Salvation Army............................................................................................................ 253-4723

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

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

To update listings in this directory, contact Council on Aging at 277-8288.
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.lifesharecarolinans.org
Organ and tissue transplant information and services

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

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

FINANCIAL PLANNING AND MONEY MANAGEMENT

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

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

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

FOOD PANTRIES

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

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

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

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.

**North Buncombe Samaritan Ministries (Weaverville)**
- **645-6141**
- Monday, Tuesday, Wednesday, Thursday 10:00 - 2:00 for North Buncombe

**South (Arden)**
- **684-3872**
- Monday-Friday 9:00 - 1:00 for South Buncombe residents

**Big Ivy Community Center**
- **626-3438**
- Thursday 9:00 - 12:00 for Barnardsville area residents

**Biltmore Church of Christ**
- **274-2829**
- [www.biltmorecofc.org](http://www.biltmorecofc.org)
- Wednesday 10:00 - 12:00 for Buncombe County residents

**Calvary Chapel of Asheville**
- **277-7703**
- [www.calvarychapelasheville.org](http://www.calvarychapelasheville.org)
- Wednesday 12:00 - 1:30 for Buncombe County residents

**Catholic Social Services**
- **255-0146**
- [www.cssnc.org](http://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](http://www.childrenfirstbc.org/efrc.htm)
- Monday-Thursday 9:00 – 4:00 and Friday 9:00 - 1:00 for Emma community residents

**Family of Faith Fellowship**
- **684-2158**
- [www.familyfaithfellowship.org](http://www.familyfaithfellowship.org)
- Monday-Thursday 10:00 – 2:30 for Buncombe County residents

**Food for Fairview**
- **628-4322**
- Friday 9:00 – 12:00 for Fairview, Fletcher and Reynolds area residents

**Foster Memorial Seventh Day Adventist Church**
- **274-2014**
- [www.fosterchurch.com](http://www.fosterchurch.com)
- Tuesday 9:00 – 11:30 for Buncombe County residents; hot breakfast available

**Hearts With Hands**
- **667-1912**
- [www.heartswithhands.org](http://www.heartswithhands.org)
- Wednesday-Thursday 10:00 – 4:00 for Buncombe County residents

**Loving Food Resources**
- **255-9282**
- [www.lovingfood.org](http://www.lovingfood.org)
- Saturday 11:00 – 2:00 for persons living with HIV/AIDS or receiving hospice home care
Oakley Baptist Church...........................................................................................................274-3221
*Wednesday starting at 12:30 (til food runs out) for Buncombe County residents*

**Salvation Army**...........................................................................................................253-4723
[www.salvationarmy.org](http://www.salvationarmy.org)
*Hours vary; for Buncombe County residents*

**St. Vincent de Paul Society**
*Buncombe County residents*

- **East Buncombe**...........................................................................................................236-8555
- **North, West and Central Buncombe**...........................................................................775-1933
- **South Buncombe**........................................................................................................684-6098 x308

**Swannanoa Valley Christian Ministries**....................................................................669-9404
*Monday-Friday 9:00 – 3:00 for residents of Black Mountain, Swannanoa, Ridgecrest and Montreat*

**Western Carolina Rescue Ministries**.......................................................................254-0471
[www.wcronymc.org](http://www.wcronymc.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](http://www.carepartners.org)
*Full-service orthotics and prosthetics*

**ET Consultant Services**..............................................................................................645-6585
*Affordable in-home foot care by certified nurse specialists*

**Skyland Prosthetics and Orthotics**.............................................................................684-1644
[www.skylandprosthetics.net](http://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**

Call 2-1-1 for more information about these and other community services.
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.bcsonline.org/pa/pp
Comprehensive medical care for low income, uninsured Buncombe County residents

Veteran’s Administration Medical Center.............................................................298-7911
www.asheville.va.gov
Comprehensive medical services for veterans

WNC Community Health Services Ridgelawn Clinic..........................................285-0622
Community health clinic providing no or low cost health and mental health services; pharmacy on-site; no co-pay for those on original Medicare; no gap in coverage and low co-pay for Medicare Part D prescription drugs

HEALTH CARE: URGENT CARE CENTERS

NextCare Urgent Care.........................................................................................281-8131
www.nextcare.com
Walk-in injury care

Sisters of Mercy Urgent Care
www.urgentcares.org
Neighborhood medical centers specializing in the evaluation and treatment of non-life-threatening injuries and illnesses

To update listings in this directory, contact Council on Aging at 277-8288.
Arden (Airport Road)..............................................................651-0098
South Asheville.................................................................274-1462
Weaverville.................................................................645-5088
West Asheville..........................................................252-4878

HEARING SERVICES

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

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

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

Services for the Deaf and Hard of Hearing............................665-8733
TDD/TTY 665-8737
www.dsdhh.dhhs.state.nc.us
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

Call 2-1-1 for more information about these and other community services.
HOME REPAIRS, IMPROVEMENTS AND MODIFICATIONS

American Red Cross ............................................................................................................................... 258-3888
  www.redcrosswnc.org
  Smoke detector program for low-income and elderly individuals

Asheville Fire Department .......................................................................................................................... 259-5640
  www.ashevillenc.gov
  Smoke detector program for low-income, disabled and elderly individuals

Community Action Opportunities .............................................................................................................. 252-2495
  Heating repair and replacement; weatherization services; income guidelines apply

Council on Aging of Buncombe County, Inc. ............................................................................................ 277-8288
  www.coabc.org
  Seniors Safe at Home Program
  *Minor home repairs and modification for individuals age 60 and over; income guidelines apply; assistance with applying for weatherization services; heat relief program distributes free fans and air conditioners to qualifying seniors age 60 & over*

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

Mountain Housing Opportunities .................................................................................................................. 254-4030
  www.mtnhousing.org
  Home repair and rehabilitation for those who meet income guidelines

U.S. Department of Agriculture .................................................................................................................. 254-0916 x4
  www.usda.gov
  Low-interest loans for home repairs

HOMELESS SHELTERS

Asheville Buncombe Community Christian Ministries (ABCCM)
  www.abccm.org/medical-center

A Vet’s Place................................................................................................................................................ 259-5333
  www.abccm.org/vets-place
  *Transitional housing for male veterans, focusing on financial, housing, medical, mental health, self-determination, spiritual, and substance abuse wellness*
Women and Children’s Shelter.................................................................259-5365
www.abccm.org/Women-and-Children-Shelter
Shelter for women (including veterans) and children; provides skill building and steps towards reintegration

Homeward Bound
www.hbofa.org

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

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

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

Salvation Army

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

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

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

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

HOSPICE AND PALLIATIVE CARE

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

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

Call 2-1-1 for more information about these and other community services.
Four Seasons.................................................................................................................. 692-6178
www.fourseasonsclfl.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
*Information on housing for older adults and disabled persons*

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

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

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

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

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

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

INCONTINENCE / KIDNEY

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

IN-HOME AIDE SERVICES:
MEDICAL AND PERSONAL CARE

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

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

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

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

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

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

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

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

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.
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

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

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

Buncombe County Health and Human Services ................................................................. 250-5500
www.buncombecounty.org
Medicaid and MQB program (limited assistance to pay Medicare Part B premium)

Council on Aging of Buncombe County, Inc. ............................................................... 277-8288
www.coabc.org
Volunteers from the Senior Health Insurance Information Program (SHIIP) through the
North Carolina Department of Insurance provide Medicare counseling and education, as
well as training to become a Medicare counselor

NC Western Regional Office ......................................................................................... 251-6483
Link to NC Department of Insurance, insurance rating services

Senior Health Insurance Information Program (SHIIP) ............................................. (800) 443-9354
www.ncshiip.com
Toll-free hotline, information on Medicare, supplemental insurance, long-term care
insurance and more

LEGAL

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

Nicki Applefield ........................................................................................................ 484-1248
nickiapplefield@thehartlawgroup.com

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

William Biggers ......................................................................................................... 348-0068

Wendy Craig ................................................................................................................ 669-0799
info@wnelderlaw.com

James Goldsmith ....................................................................................................... 696-0535

Larry Hartley ............................................................................................................. 258-0994

Caroline Knox ........................................................................................................... 697-6196
cknox@vwlawfirm.com

Call 2-1-1 for more information about these and other community services.
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/mcall/default.asp
Classes for seniors (Montreat)

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

Exercise, fitness programs; scholarships available

YWCA .............................................................................................................. 254-7206

LONG-TERM CARE
(See Appendix for definitions of facility types.)
Buncombe County Health and Human Services ........................................... 250-5700

Assistance in finding and paying for long-term care facilities

Call 2-1-1 for more information about these and other community services.
Land of Sky Regional Council

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

Oversees licensure and ensures safe and appropriate client care for:

- adult care
  - (919) 855-3765
- in-home care
  - (919) 855-4620
- nursing home
  - (919) 855-4520

LUNG

American Lung Association

(800) 548-8252
www.lungusa.org
Assistance, education and information

Mission Hospitals

www.missionhospitals.org

Smoking Cessation Program

(213-5528)

MEDICAL EQUIPMENT: FOR PURCHASE

Advanced Home Care

285-0239
www.advhomecare.org
Home infusion, respiratory service and medical equipment

Aeroflow Health Care

277-1400
www.aeroflowinc.com
Home respiratory, mobility equipment and service

Apria Healthcare

684-9981

Blue Ridge Home Care

(800) 851-5774
www.blueridgehomecare.com

Coram Healthcare

258-1150
www.coramhc.com
Home infusion services

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

Alzheimer’s Association Western Carolina Chapter........................................... 254-7363

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

Asbury Memorial United Methodist Church....................................................... 253-0765

Asheville Buncombe Community Christian Ministries (ABCCM)....................... 259-5335

Piney Mountain United Methodist Church........................................................... 667-3031

MEDICARE / MEDICAID (see INSURANCE)

MEDICATION ASSISTANCE

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

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

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

Call 2-1-1 for more information about these and other community services.
Buncombe County Health and Human Services .........................................................250-5500
www.buncombecounty.org
Assistance with prescriptions, including Medicaid

Buncombe County Department of Health .............................................................250-5000
www.buncombecounty.org
Assistance for low-income patients of the Health Center

Eblen Charities .......................................................................................................255-3066
www.eblencharities.org
Assistance with medications and medical supplies

Project Access .......................................................................................................274-6989
www.projectaccessonline.org
Physician volunteer program for people with no insurance

Salvation Army .......................................................................................................253-4723
Limited emergency assistance with prescriptions for low income individuals

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

MENTAL HEALTH

All Souls Counseling Center .................................................................259-3369
www.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 .................................................................253-2900
www.jfswnc.org
Mental Health Counseling Services to all ages

Mission Hospitals ..............................................................................................213-4055
www.missionhospitals.org
Copestone (in-patient treatment)

To update listings in this directory, contact Council on Aging at 277-8288.
MONEY MANAGEMENT
(see FINANCIAL PLANNING AND MONEY MANAGEMENT)
NURSING HOMES (see LONG-TERM CARE)

NUTRITION

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

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

Project E.M.M.A (Eat better, Move More, Age well)
Exercise, local foods, and nutrition education at Senior Dining sites and selected
senior housing

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

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

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

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

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

Call 2-1-1 for more information about these and other community services.
Weaverville Baptist Church..........................................................................................................................775-9297
63 N. Main Street in Weaverville
Hours: Monday-Friday, 9am – 1pm

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

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

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

PHYSICAL FITNESS

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

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

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

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

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

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

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

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

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

PHYSICAL THERAPY AND REHABILITATION

CarePartners Health Services
www.carepartners.org

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

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

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

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

Mission Hospitals
www.missionhospitals.org

Outpatient Rehabilitation.......................................................................................213-0850
Wellness Resource Center.....................................................................................213-8250

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

Call 2-1-1 for more information about these and other community services.
Park Ridge Health Home Health
www.parkridgehealth.org
In-home and in-patient physical and speech therapy

YWCA
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**........................................254-7363
www.alz.org/safereturn
*ID bracelets and iron-on clothing labels for people with dementia; enrollment fee*

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

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

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

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

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

To update listings in this directory, contact Council on Aging at 277-8288.
Helpmate.................................................................................................................254-0516
www.helpmateonline.org
Counseling and shelter for those affected by domestic violence

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

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

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

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

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

SENIOR CENTERS

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

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

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

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

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

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

STROKE (see HYPERTENSION / STROKE)

SUBSTANCE ABUSE TREATMENT AND COUNSELING

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

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

SUPPORT GROUPS

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

CarePartners
www.carepartners.org

ALS Support Group.....................................................................................................775-1250
Aphasia Support Group...............................................................................................684-9619
Arthritis Support Group..............................................................................................684-6235
Bereavement Support Group.......................................................................................251-0126
Caregivers Support Group..........................................................................................277-3399
Essential Tremor Support Group.................................................................................298-4085
Making Choices--Advanced Care Planning.................................................................277-4800
Parkinson’s Support Group.........................................................................................230-9706
Post-Polio Resource Group.........................................................................................765-7715
Stroke Support Group..................................................................................................277-4800

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

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

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

TAX ASSISTANCE

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

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

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

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

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

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

AARP Driver Safety Program ..................................................................................................................298-6600
www.aarp.org/home-garden/transportation/driver_safety
Defensive driving for seniors; insurance discount; additional brief training available online

Asheville Transit System ..........................................................................................................................253-5691
www.ashevillenc.gov/Departments/Transit

Buncombe County Health and Human Services .....................................................................................250-5863
www.buncombecounty.org
Medical transportation (Medicaid only)

CarePartners Health Services ................................................................................................................277-4800
www.carepartners.org
Driver Evaluation Program; evaluates driving skills; by doctor referral only

Council on Aging of Buncombe County, Inc. ............................................................................................277-8288
www.coabc.org
Call A Ride program: volunteer transportation for Buncombe County seniors who do not have access to other forms of transportation.

Medical Emergency Ambulance ............................................................................................................684-0287
www.medicstation28.com
Bed-confined patients

Mountain Mobility ......................................................................................................................................250-6750
www.buncombecounty.org/transportation
TDD: 252-4085
Transportation in handicap accessible vehicle to medical appointments, grocery, and retail, as well as multipurpose trips within Buncombe County; seniors are given the opportunity to make voluntary contributions towards the cost of services, but are under no obligation to contribute; free city bus passes available for qualified individuals age 65 and over

RIDE Program .........................................................................................................................................250-6750
www.buncombecountyRIDE.org
Curb-to-curb subsidized transportation program that allows disabled residents to purchase private transportation provider services at a significant discount. Offered through Mountain Mobility.

Road to Recovery ....................................................................................................................................(888) 227-6333
Transportation program for ambulatory cancer patients who need transportation to doctors appointments and scheduled treatments only.

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

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

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

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

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

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

VOLUNTEER OPPORTUNITIES

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

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

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

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

---


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.