AGING AGENCIES:
Provide a variety of services to help older adults and their caregivers maintain their independence and quality of life.

Family Caregiver Support Program - Land of Sky Regional Council ........................................... 251-6622
Region B – Buncombe, Henderson, Madison and Transylvania Counties. Provides information about and/or funds for in-home/respite care options.

Council on Aging of Buncombe County .......................................................................................... 277-8288
Henderson County Council on Aging............................................................................................... 692-4203
Madison County Department of Community Services ................................................................. 649-2722
Transylvania County Department of Social Services ................................................................. 884-3174
Western Carolina Community Action .......................................................................................... 884-3166

ADULT DAY PROGRAMS:
Adult day care centers are available to provide respite to caregivers and also to give loved ones, who need constant supervision, a safe and stimulating environment during the daytime. Programs in our area:

CarePartners .......................................................................................................................................... 277-3399
68 Sweeten Creek Road, Asheville, NC 28803
Mon-Fri  7:30am - 6:00pm and Sat  9:00am - 5:00pm

CarePartners Adult Day at Pardee ............................................................................................................ 697-7070
114 College Drive, Flat Rock, NC 28731
Mon-Fri  7:30am - 5:30pm

CarePartners PACE (Program of All-Inclusive Care for the Elderly) ......................................................... 779-7223
PACE is a Medicare and Medicaid option that provides community-based care and services to people age 55 or older who otherwise might need to move to a skilled nursing facility. PACE was created as a way to provide frail elders the ability to remain living in their homes for as long as possible. 286 Overlook Road, Asheville, NC, 28803

DayStay .............................................................................................................................................. 665-1575
35 Candler School Road, Candler, NC 28715
Mon-Fri  7:30am - 5:30pm

Jewish Family Services Elder Day Club .......................................................................................... 253-2900 x12
Two Doctors Park, Suite E, Asheville, NC 28801
Tuesday, Thursday  11:00am - 2:00pm

KOALA ............................................................................................................................................. 884-2980
23 Medical Park Circle, Brevard, NC 28712
Mon-Fri  7:30am – 5:30pm
ALZHEIMER’S, DEMENTIA AND MEMORY IMPAIRMENT:

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

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

MemoryCare ........................................................................................................... www.memorycare.org ............ 771-2219
Clinical Services, Memory assessment, treatment, and support for memory-impaired individuals and their families. Caregiver
Education Program - Lecture series designed to improve caregiver understanding of dementia care; no cost to enrolled MemoryCare
caregivers. Educational materials on aging issues, dementia, and caregiving

Respite and case assistance for caregivers of persons with Alzheimer’s disease or other dementias, counseling

BLIND/LOW VISION SERVICES:
Assessment and assistance related to impairment of sight that may interfere with one’s ability to function independently at home.
Adaptive equipment and adaptation-related classes are available to eligible individuals. Must have a physician verify vision
impairment. No cost.

In Henderson County, contact Department of Social Services ........................................................ .................................................. 697-5500
In Buncombe County, contact Department of Social Services ........................................................ .................................................. 250-5500
NC Services for the Blind - Buncombe .................................................................................. 251-6732
NC Services for the Blind - Transylvania ............................................................................. 884-3174

DRIVING ISSUES:

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

DURABLE MEDICAL EQUIPMENT LOAN PROGRAMS:
Provide durable medical equipment such as walkers, canes, etc. on a loan basis to support independence.

Asheville Buncombe Community Christian Ministries (ABCCM) ............................................. 259-5335
Hendersonville - St. James Episcopal Church ................................................................. 692-8850
Piney Mountain United Methodist Church .................................................................. 667-3031
Nativity Lutheran Church .......................................................................................... 684-0352 x116
GERIATRIC CARE MANAGEMENT:

The Geriatric Care Manager meets with the client and their family members in order to best evaluate their situation and to come up with a good solid plan. It is then the family's choice to take the next steps............ www.caremanager.org

Aging Advocates ................................................................. www.agingadvocates.com ...................... 225-0790
Barbara McCampbell - Barbara@agingadvocates.com

Beth Lamb ............................................................... beth.lamb@msj.org .............................. 883-5254

Council on Aging for Henderson County ........................................ www.coahc.org .............................. 692-4203
Suzanne Sherrill - ssherrill@coahc.org

Holistic Elder Services ................................................... www.holisticelderservices.com ............. 595-9271
Karen Wolfrom - Karen@holisticelderservices.com

Premier Care Navigation ............................................... www.premiercarenavigation.com .......... 772-0002
Lisa Laney - lisa@premiercarenavigation.com

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

Senior Care Management of Western North Carolina ............... www.seniorcaremanagementwnc.com 350-0579
Donna Nawrocki - seniorcaremanagementwnc@gmail.com

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

HEALTH INSURANCE INFORMATION:

SHIIP - The Seniors' Health Insurance Information Program (SHIIP) counsels Medicare beneficiaries and caregivers about Medicare, Medicare supplements, Medicare Advantage, Medicare Part D, and long-term care insurance.

Council on Aging of Buncombe County .................................. www.coabc.org .................................. 277-8288
For Buncombe, Henderson, and Transylvania Counties

Madison County Department of Community Services ............... www.madisoncountync.org .................. 649-2722

HEARING SERVICES:
Advocacy, information, counseling, skills development and tools for Deaf, Hard of Hearing, Deaf-Blind and Speech-Impaired individuals and their families.

North Carolina Services for the Deaf and Hard of Hearing ............. Voice 665-8733 ......................... TTY 665-8737
IN-HOME ASSISTANCE AGENCIES:
In-Home Assistance Agencies can generally be divided into three types, Home Health Agencies, Home Care Agencies and Companion Agencies. It’s important to ask any agency to describe all of their services and programs to determine what might be appropriate for you.

HOME HEALTH AGENCIES:
Provide comprehensive home health services such as skilled nursing, physical therapy, occupational therapy, speech therapy, medical social work and certified nursing assistants (CNA). They are generally Medicare-certified and usually also accept Medicaid as well as other insurances. Private pay arrangements are possible.

CarePartners - Buncombe County ........................................... www.carepartners.org ........................................... 277-4777
CarePartners - Henderson County ........................................ www.carepartners.org ........................................... 233-4777
Gentiva ...................................................................................... www.gentiva.com ........................................... 298-1370
Pardee Home Care ................................................................. www.pardeehospital.org ........................................... 692-1846
Park Ridge Home Health ....................................................... www.parkridgehealth.org ........................................... 687-5261
Madison Home Care ............................................................. www.hotspringshealth-nc.org ........................................... 649-2705
Transylvania Regional Hospital Home Health ....................... www.trhospital.org ........................................... 883-5254

HOME CARE AGENCIES:
May provide skilled nursing services, but at least provide certified nursing assistants (CNA) to assist with personal care needs, such as bathing and dressing and the monitoring of vital signs. May also provide companion aides to assist with other needs, such as meal preparation and errands. May be Medicaid-certified and accept some private insurances as well as private pay.

Advantage Home Care ....................................................... www.advantagecares.com ........................................... 225-0810
Always Best Care Senior Services ........................................ www.alwaysbestcare.com ........................................... 989-7263
A New Hope Home Care .................................................. www.anewhopehomecare.com ........................................... 255-4446
Banaltrum Private Duty Caregivers ........................................ 251-0034
Bayada Nurses - Buncombe County ........................................ www.bayada.com ........................................... 681-5100
Bayada Nurses - Henderson County ...................................... www.bayada.com ........................................... 696-1900
BrightStar Lifecare ............................................................... www.brightstar.com ........................................... 255-1733
Caring Hearts and Hands ...................................................... www.caringheartsandhands.com ........................................... 333-5051
Comfort Keepers ................................................................ www.comfortkeepers.com ........................................... 687-1199
Compassionate Home Care .................................................. www.compassionatehc.com ........................................... 696-0946
Griswold Home Care ....................................................... www.griswoldhomecare.com ........................................... 348-1888
Home Carefree .................................................................. www.homecarefree.org ........................................... 277-1580
Home Helpers ........................................................... www.hendersonvillehomecare.com ........................................... 694-0000
Home Instead Senior Care .................................................. www.homeinstead.com ........................................... 274-4406
Homewatch Caregivers ................................................... www.homewatchcaregivers.com ........................................... 676-1585
Interim HealthCare .......................................................... www.interimhealthcare.com/asheville ........................................... 274-2082
Madison County Department of Community Services ........ www.madisoncountync.org ........................................... 649-2722
Madison Home Health & Hospice ...................................... www.hotspringshealth-nc.org ........................................... 649-2705
Maxim Healthcare .............................................................. www.maximhomecare.com ........................................... 299-4388
Mountain Home Care ...................................................... www.mountainhomecare.com ........................................... 684-6444
Premier Home Health Care .................................................. www.premierhomecareinc.com ........................................... 277-5950
ResCare ............................................................................. www.rescare.com ........................................... 252-0891
COMPANION AGENCIES:
Provide companion aides only to assist with non-medical needs such as meal preparation, errands, companionship, organizational tasks, etc. Private pay or private insurance. Many home care agencies have personal companions.

Seniors Helping Seniors ............................................................................................................. www.seniorcareasheville.com ......... 236-0662

HOSPICE AND PALLIATIVE CARE:
Contact these agencies for information about grief support groups also.

CarePartners Hospice and Palliative Care Services ................................................................. www.carepartners.org.................. 251-0126
Four Seasons Compassion for Life ......................................................................................... www.fourseasonscfl.org .......... 692-6178
Madison Home Care & Hospice ......................................................................................... Hotspringshealth-nc.org ........ 649-2705
Transylvania Regional Hospital Home Care & Hospice ............................................... Trhospital.org ........................................ 883-5254
U.S. Department of Veteran’s Affairs ............................................................................... www.asheville.va.gov .................. 298-7911

Hospice services for veterans

LEGAL ISSUES:

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

Buncombe County Department of Social Services ......................................................... 250-5800
Henderson County Department of Social Services ......................................................... 697-5500
Madison County Department of Social Services ............................................................. 649-2721
Transylvania County Department of Social Services ....................................................... 884-3174

Elder Law Attorneys
These Attorneys are certified by the National Association of Elder Law Attorneys. You may also find more attorneys who handle elder law in the yellow pages of your phone book or on the internet.

Nicole Applefield .................................................................................................................. 271-4278
Andrew Atherton ............................................................................................................... 254-8800
William Biggers ............................................................................................................... 348-0068
Wendy Craig ..................................................................................................................... 669-0799
James Goldsmith ............................................................................................................... 696-0535
Larry Hartley .................................................................................................................... 258-0994
Caroline Knox ................................................................................................................... 697-6196
MEDICAL ALERTS/ALARMS:
Systems to provide quick and easy access to emergency assistance at the push of a button (necklace, bracelet, etc.) Charges average $35/month with one-time setup fee. Usually private pay; some programs offer payment plans or provide discounts for low-income clients. Available through AARP, hospitals, home care agencies. Check yellow pages under “Medical Alert”, also the Internet for additional systems.

Direct Link - Home Helpers (payment plans available) ................................................................. 694-0000
Lifeline - Mission Hospital (subsidies available in some cases) ............................................. 213-4881
Lifeline - Pardee Hospital ........................................................................................................ 692-9061
Lifeline - Park Ridge Hospital .................................................................................................. 681-2153
Lifeline – Madison County Home Care & Hospice .................................................................. 649-2705
Lifeline – Transylvania Regional Hospital Home Care & Hospice .......................................... 883-5254
Link to Life - Home Medical Alert Systems, Inc. .................................................................. 645-6676
Simply Home .......................................................................................................................... 684-8441

MEALS ON WHEELS:
Home delivered meals.

Council on Aging of Henderson County .................................................................................. 692-6693
Buncombe County, Meals on Wheels ..................................................................................... 253-5286
Madison County- Madison County Department of Community Services ......................... 649-2722
Transylvania County Meals on Wheels .................................................................................. 883-3743

MEDICAID:
Medicaid pays for Personal Care Services (PCS), a program that provides CNAs to assist with daily bathing, dressing and other tasks, and for the Community Alternatives Program (CAP), a more comprehensive in-home assistance service for persons at risk of placement in a nursing facility. One may apply for Medicaid at your local Department of Social Services (DSS). Subsidized In-Home Aide/Homemaker Services: CNAs or companion aides provide housekeeping, errands, companionship, and possibly bathing and other hands-on assistance through public funds for those who qualify. Waiting lists often exist.

Henderson County Department of Social Services .................................................................. 697-5500
Buncombe County Department of Social Services ................................................................. 250-5500
Madison County Department of Social Services .................................................................. 649-2711
Transylvania County Department of Social Services ............................................................ 884-3174
MEMORY CAFES:
A Social Gathering for Those with Memory Loss and their Friends & Families

First Baptist Church, Asheville ................................................................. 252-4781
5 Oak Street, Asheville
Third Thursdays, 1-3pm

Calvary Episcopal Church, Fletcher ....................................................... 684-6266
2940 Hendersonville Road, Fletcher
Third Saturdays, 2-4pm

Hendersonville First Baptist Church ....................................................... 388-1421
Crosswalk Building, 577 Buncombe St, Hendersonville
Second Mondays, 1-3pm

SUPPORT GROUPS - BUNCOMBE COUNTY:

Asheville

Alzheimer’s Association, Western Carolina Chapter
Help and support for family caregivers dealing with Alzheimer’s or related dementia. All are welcome.
Emerald Ridge Nursing Center .............................................................. 645-6619
25 Reynolds Mountain Blvd, Asheville
Second Tuesday, 6pm. For information, please call ahead Connie Bradbury.

Aston Park Health Care Center .............................................................. 253-4437
380 Brevard Road, Asheville
Second Tuesday, 6pm

ALS (Lou Gehrig’s disease) Caregiver Support Group ........................................ 775-1270
UCC Church, 20 Oak Street, Asheville
Fourth Wednesday, 6-7:30pm. For information, contact Pamela Brown

Aphasia Support Group .............................................................................. 684-9619
For information, contact Edna Tipton

Cancer Support Group for Caregivers ...................................................... 776-4918
Jubilee, 46 Wall Street, Asheville
Mondays, 11am-12noon. For information, contact Steve Royster

Caring for Aging Parents Education and Support ...................................... 277-8288 or 213-4542
1 Hospital Drive, Room 4402 (formerly 445 Biltmore Bldg.). Enter building from level 4 of the parking deck. Walk past elevators and Room 4402 is on left before bridge to St. Joseph campus.
Third Monday, 5-6:30pm

CarePartners - Caregivers Support Group ............................................... 277-3399
CarePartners Adult Day Services, 68-A Sweeten Creek Road, Asheville
Third Wednesday, 3:30-5:30pm. For information, contact Sandy Norbo.
CarePartners Asheville Stroke Support Group
CarePartners Seymour Auditorium, 68 Sweeten Creek Road, Asheville
Second Thursday, 12:15-1pm. For information, contact Robin Smith.

CarePartners - Parkinson’s Support Group
105 Fairview Rd, beside CarePartners Hospice Treasures.
First Tuesday, 10:30am-12pm. For information, contact Lisa Laney.

CarePartners Bereavement Support Groups

CarePartners Spinal Cord Injury Group
Rehab Building on CarePartners Main Campus (for patients and caregivers)
Third Thursday, 11am. For information, contact Pamela Griffin.

Kinship Caregiver Support Group
For grandparents and other older relatives who are raising children. For information, contact the Kinship Family Coordinator at The Blair Foundation.

MemoryCaregivers Network
New Hope Presbyterian Church, 3070 Sweeten Creek Road, Asheville
Third Tuesday, 1-3pm

MS Support Group
Basement of Grove Arcade
First Thursday, 6-8pm

NAMI Western Carolina
Offers support, education, advocacy for families and persons with schizophrenia, bipolar disorder, depression or an anxiety disorder.
356 Biltmore Avenue, Suites 207/315, Asheville
First Saturday, 10am and Second Tuesday, 6pm

Black Mountain

Memory Loss Caregivers of East Buncombe
Highland Farms Retirement Community, Lounge Rm. 3, lower level, in the J-K entrance to the Brookside Building.
Second Tuesday, 9:30-11:30am

Weaverville

MemoryCaregivers Network Weaverville Caregivers Support Group
First Baptist Church of Weaverville, 63 North Main
Fourth Tuesday, 1-3pm

SUPPORT GROUPS - HENDERSON COUNTY:

Fletcher

MemoryCaregivers Network Fletcher Group
Fletcher Seventh Day Adventist Church, 1141 Howard Gap Road
First Tuesday, 1-3pm
Hendersonville

Alzheimer’s Association Support Group
First United Methodist Church, 204 6th Avenue West, Hendersonville
Third Tuesday, 3:30-5pm

CarePartners Adult Day Services at Pardee Support Group
114 College Drive, Flat Rock
Last Tuesday, 3-4:30pm

Dementia Caregiver Support Group
Care for persons with dementia is available for those who can function in a social setting without their caregiver for over one hour.
Carolina Baptist Association, 601 Hebron, downstairs
Second Tuesday, 10-11am. For information, contact Sally Griffin.

Four Seasons Compassion for Life
www.fourseasonscfl.org
Call for information.

SUPPORT GROUPS - TRANSYLVANIA COUNTY:

Brevard

Alzheimer’s Association Caregiver Support Group
KOALA Adult Day Services, 242 Medical Park Drive, Brevard
Fourth Thursday, 5:30-7:30pm. For information, contact Kathe Harris.

Brevard-Hendersonville Parkinson’s Support Group
Brevard-Davidson River Presbyterian Church, South Main Street, Brevard
Second Tuesday (except June and August) 10am

Growing Through Grief Support Group
Chapel at Transylvania Regional Hospital
Second and Fourth Tuesdays, 3pm

TELEPHONE REASSURANCE:
Calls made to homebound persons, or persons at home call central location to check in, with the goal of ensuring health and safety. No cost.

Buncombe County Sheriff’s Department
Henderson County Sheriff’s Department
Madison County Sheriff’s Department
Mars Hill Police Department
Brevard Police Department
Transylvania County Sheriff’s Department
TRANSPORTATION:
Check the yellow pages for taxi services in your area. (Usually need advance notice)

Apple Country Transportation (Henderson County) ................................................................. 698-8571
Asheville Transportation System ........................................................................................... iride@ashevillenc.gov ........................................ 253-5691
Buncombe County Department of Social Services ................................................................. www.buncombecounty.org.................. 250-5863

Medical transportation (Medicaid only)
Council on Aging of Buncombe County, Inc. ........................................................................ www.coabc.org ........................................... 277-8288
Call-A-Ride program: medically necessary, volunteer transportation on donation basis with prior appointment (one week notice requested)

David’s Transportation ........................................................................................................... www.cesarfamilyservices.com ............ 505-1394
Transportation to medical appointments, airport, church, and casino; medication and grocery delivery

Madison County Department of Community Services (Transportation) ........................................ 649-2219

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

Mountain Mobility .................................................................................................................. www.buncombecounty.org.................. 250-6750
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 – Mountain Mobility ..................................................................................... www.buncombecountyride.com...250-6750 ext 5
A curb-to-curb subsidized transportation program that allows disabled residents to purchase private transportation provider services at a significant discount

Out n’ About ............................................................................................................................... 712-7259
Local, long distance, and overnight travel; assistance with transfers and personal care, wheelchair transport

Round a Bout Transportation ................................................................................................. roundaboutwnc.com ................................ 253-0057
7 days a week with advance notice, wheelchair transport

Transylvania Medicaid Transportation ..................................................................................... 884-3283
Medicaid Medical only

Transylvania County Transportation ........................................................................................ 884-3203

VETERANS SERVICES:
The Veterans’ Administration (VA): May have funds available to assist veterans in obtaining home care or respite care. Eligibility may be based on factors such as military service history and income.

Charles George Department of Veterans Affairs Medical Center ............................................ 298-7911
1100 Tunnel Road, Asheville, NC 28805-2087
Buncombe County Veterans Service Officer, Rick Jones, Walton Ward .......... Richard.jones@buncombecounty.org ... 250-5726
199 College St., Asheville, NC 28801-3016
Walter Ward, Walton.ward@buncombecounty.org
Fax 250-5955

Henderson County Veterans Service Officer, Michael A. Murdock .......... mmurdock@hendersoncountync.org .... 697-4817
1200 Spartanburg Hwy., Ste 200, Hendersonville, NC 28792-5840
Fax 698-6158

Transylvania County Veterans Service Officer, Frank A. Pearsall .......... veterans.service@transylvania county.org ...... 884-3276
203 E. Morgan St., Suite 237, Brevard, NC 28712-3752

Madison County is served from the District 12 Office, Edward G. Padgett ...... epncdva12@bellsouth.net ............. 646-6937
120 Main St., Canton, NC 28716-4439
Fax 646-3486

The National Caregiver Support Line Toll-Free number for veterans ................................................................. 1-855-260-3274

WEBSITES FOR CAREGIVERS:

www.aarp.org/home-family/caregiving
Caregiving resource center. Information, tools and tips for caregivers

www.agingcare.com
Articles and discussion groups about caregiving

www.alzheimers.gov
Information and resources about Alzheimer’s disease and related dementias

www.alzheimersnavigator.org
Information for caregivers of persons with dementia

www.benefitscheckup.org/
Check on benefits your loved one may be entitled to

www.caregiver.com
Articles on caregiving and weekly e-newsletter on caregiving issues

www.caregiver.org
Family Caregiver Alliance/National Center on Aging. Reports and online support groups
www.caregiveraction.org
Caregiving information and resources

www.caregiverstress.com
Caregiver articles and videos from Home Instead Senior Care

www.caregiver.va.gov
Caregiver support for veterans
If you need information about available senior or community services, call 2-1-1. For additional information about services outside Region B, call the Elder Locator at 1-800-677-1116.

This list is not inclusive and does not constitute an endorsement, referral or statement of qualification. Users of this list should determine for themselves the qualifications of any service prior to utilizing the service.

The Caregiver Resources Directory is provided to you by the Land of Sky Regional Council’s Family Caregiver Support Program.

The National Family Caregiver Support Program (NFSCP) was established to help family and informal caregivers care for their loved ones at home for as long as possible. At Land of Sky, we help caregivers residing in Buncombe, Henderson, Madison, and Transylvania counties by providing them with:

- Information to connect them with the right resources
- Referrals for counseling, support groups, and educational programs
- Financial assistance for respite (short-term relief)
- Short term and one time only services

Land of Sky Regional Council is a multi-county, local government, planning and development organization. We reach across county and municipal borders providing technical assistance to local governments and administer projects and programs which benefit our region’s citizens.

Land of Sky’s mission is to provide creative regional solutions to relevant and emerging issues in Buncombe, Henderson, Madison, and Transylvania counties while providing a standard of excellence in the delivery of federal, state, and regional services for our member communities.
Family Caregiver Support Program
Provides information, education, respite and other support to people caring for a frail older adult.