LONG TERM CARE
HOUSING DIRECTORY
FOR BUNCOMBE, HENDERSON, MADISON AND TRANSYLVANIA COUNTIES

NURSING HOMES • ADULT CARE HOMES • FAMILY CARE HOMES
CONTINUING CARE RETIREMENT COMMUNITIES
MULTI-UNIT HOUSING • INDEPENDENT LIVING FOR SENIORS & DISABLED
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INTRODUCTION

Every day in our community disabled or older people and their families are facing the challenge of finding accessible and affordable long-term care services. This directory is designed to help them in their search. It provides information on residential settings for seniors and disabled persons available in our community. This information is subject to change and is listed with that understanding.

Many citizens are unaware of the great variety of social and health services that are available. Until sudden illness or chronic disability forces us to seek them out, we may not be familiar with the opportunities that exist in our communities. This directory offers a place to start the search for long-term care services, and gives individuals and their families a chance to plan for their present and future needs. The different types of long term care residential settings are discussed to assist you in identifying the kind of care you need.

This directory was developed by the Land of Sky Regional Council’s Area Agency on Aging Ombudsman Program. Regulations require that Ombudsmen work as advocates for residents of licensed facilities. This is limited to residents of nursing homes, adult care homes, and family care homes. This directory was expanded to include other types of long term care housing that may or may not offer additional services. Please call us at (828) 251-6622 to obtain copies or go to our website: www.landofsky.org.

HOW TO USE THE GUIDE

Facts about local long term care facilities and senior/disabled rental housing are included to help the consumer learn about and compare available options. Care has been taken to ensure accuracy; however, changes are frequent. Consumers are encouraged to contact the community listed directly to verify and update information. Housing is organized by the County beginning with Buncombe, then Henderson, Madison and Transylvania. Pages are color coded to help you find all housing of a particular type efficiently. Nursing Homes are the purple section. Assisted Living / Adult Care Homes are the green section and Family Care Homes are the gray section. Multiunit Assisted Housing with Services, CCRC’s, Independent Living Communities and Additional Resources are in the blue section.

NOTATIONS:

✓ Indicates a specific service is available

$ Indicates an additional fee charged

ACH Adult Care Home

AL Assisted Living

CCRC Continuing Care Retirement Community

FCH Family Care Home; 6 or fewer residents

MAHS Multiunit Assisted Housing with Services

N/A Information was not applicable

NF Nursing facility; licensed facilities offering regular nursing services and other health services.

SCU Special Care Unit for persons with Alzheimer’s or related disorder in a licensed adult care home.

SN Skilled Nursing
NURSING HOMES

Nursing homes provide care to persons who are chronically ill or recuperating from an illness or injury and need 24 hour nursing care and other health services but not hospitalization. They usually provide rehabilitation programs, assistance with personal care, social activities, supervision, and basic room and food services. Nursing homes are licensed by the North Carolina Division of Health Service Regulation and most are certified for Medicare or Medicaid reimbursement.

Nursing homes have an administrator who has the responsibility of managing the facility. A licensed nurse serves as Director of Nursing (DON) and supervises the residents’ personal care. Certified Nursing Assistants (CNAs) provide routine care. The number of CNA’s on duty depends on the number of residents. Social workers, activity coordinators, physical therapists and dietary staff provide specific services in the facility.

The Division of Health Service Regulation (DHSR) is a part of the North Carolina Department of Health & Human Services (DHHS). DHSR inspections are conducted annually and complaints are investigated when reported. Facilities that accept residents receiving Medicaid and Medicare are certified by the Division of Medical Assistance (DMA) and must post their inspection reports. The Western Regional Office of the Division of Health Service Regulation is located in Black Mountain, (828) 669-3373.

Under North Carolina’s Nursing Home Bill of Rights, all residents are to be treated with respect, consideration, and full recognition of personal dignity and individuality. The Regional Long-Term Care Ombudsman (an advocate for the residents) and your local Nursing Home Community Advisory Committee work to see that these rights are respected.

THE COST OF NURSING HOMES

The cost of nursing home care often seems overwhelming to the resident and his/her family. Facilities typically charge $3700 - $6000 per month. This cost covers 24 hour nursing care, meals and most services. Most facilities will charge additional monthly fees for a private room. Residents receiving Medicaid do not pay an additional fee for laundry services or haircuts. Ask the appropriate facility personnel about these costs and charges.

Over 70 percent of the residents in nursing homes receive Medicaid – an entitlement program for those with limited incomes and resources. Often residents enter a facility with their own resources and then convert to Medicaid when their personal funds are spent. A private pay resident may not be discharged from a facility certified to serve Medicaid residents only because he or she needs Medicaid to reimburse the facility. Medicaid reimburses facilities for the “cost of care” (which includes wheelchairs, medical transportation, bandages, etc.). Residents should inquire about the costs associated with their care before they pay for additional services from their own funds. Call the Medicaid eligibility worker at the Department of Social Services if you have questions about what Medicaid covers and to see if you are eligible.

People who have Medicare and are in a nursing home may receive limited coverage of their stay. Medicare only pays for specific needs and procedures such as rehabilitation therapies. A physician must certify the resident’s medical care needs. The resident is evaluated on admission and a determination is made then about Medicare coverage. Currently, Medicare may cover up to 100 days of nursing home care; however, the resident is responsible for a co-payment after the 20th day of Medicare coverage. This co-payment amount changes annually and is approximately 20%. If the resident has a Medicare supplemental policy the co-payment may be covered, as long as the physician determines that the individual continues to need “skilled care.”

Some older adults have insurance policies that will cover some, if not all, of the costs of nursing home care. These policies should be read carefully to determine what level of care is covered. Veterans may also be eligible for assistance from the Veteran’s Administration. Ask if the facility handles insurance billing. Residents eligible for Medicaid will receive a small Personal Needs Allowance to purchase personal items. Most facilities charge the private pay daily rate to “hold the bed” should the resident have to be hospitalized.

HOW TO APPLY FOR A NURSING HOME

The Admission Coordinator of the nursing home will assess the applicant’s medical and social needs and will provide the necessary forms. A contract will include the cost of care and other services. All residents entering a nursing home are required to have an FL-2 form completed by their physician. This FL-2 form may be obtained from the County Department of Social Services, the physician, or from the nursing home itself.

An individual care plan will be developed to meet the resident’s medical and social needs. The resident and family members should be involved in the care planning at the time of admission and thereafter on an ongoing basis.
LIFE IN THE NURSING HOME
Residents in facilities should be allowed and encouraged to participate in the activities of day-to-day life as much as they are able. A Resident’s Council provides the opportunity for residents to have input into the life of the facility. Family, friends, colleagues, and church members should be encouraged to visit the resident and continue the relationships that they have had in the past. If the resident or the family has a concern, he/she should feel free to discuss the issue with the Administrator.

Many facilities encourage family involvement with family nights and Family Council meetings. Residents who are private pay may leave the nursing home to visit their families as long as the daily rate is paid at the nursing home. Those receiving Medicaid are allowed to take 60 days of therapeutic leave per year to visit their families if they are medically approved.
ASSISTED LIVING

In North Carolina “Assisted Living Residence” means any group housing and services program for two or more unrelated adults, by whatever name it is called, that makes available, at a minimum, one meal a day and housekeeping services and provides personal care services directly or through a formal written agreement with one or more licensed home care or hospice agencies. The department may allow nursing service exceptions on a case-by-case basis. Settings in which services are delivered may include self-contained apartment units or single or shared room units with private or area baths. Assisted living residences are to be distinguished from nursing homes subject to provisions of G.S. 131E-102.

There are three types of assisted living residences: adult care homes, group homes for developmentally disabled and multiunit assisted housing with services.

“Adult Care Home” is an assisted living residence in which the housing management provides 24-hour scheduled and unscheduled personal care services to two or more residents, either directly or, for scheduled needs, through formal written agreement with licensed home care or hospice agencies. Some licensed adult care homes provide supervision to people with cognitive impairments whose decisions, if made independently, may jeopardize the safety or well-being of themselves or others and therefore require supervision. Medication in an adult care home may be administered by designated, trained staff. Adult care homes that provide care to two to six unrelated residents are commonly called family care homes. Adult care homes and family care homes are subject to licensure by the Division of Health Service Regulation.

“Group Homes for the Developmentally Disabled” are licensed by the Mental Health Licensure Branch and do not fall under the Ombudsman Program. For more information contact your behavioral health service provider. The Area Agency on Aging at Land of Sky Regional Council is in Region B and the provider is Smoky Mountain Behavioral Health at (828) 586-5501.

“Multi-unit Assisted Housing with Services” means an assisted living residence in which hands-on personal care services and nursing services which are arranged by housing management are provided by a licensed home care or hospice agency, through an individualized written care plan. The housing management has a financial interest or financial affiliation or formal written agreement which makes personal care services accessible and available through at least one licensed home care or hospice agency. The resident has a choice of any provider, and the housing management may not combine charges for housing and personal care services. All residents, or their compensatory agents, must be capable, through informed consent, of entering into a contract and must not be in need of 24-hour supervision. Assistance with self-administration of medications may be provided by appropriately trained staff when delegated by a licensed nurse according to the home care agency’s established plan of care. multi-unit assisted housing with services programs are required to register with the Division of Health Service Regulation.

ADULT CARE HOMES AND FAMILY CARE HOMES

Adult Care may be the answer for the older person who is not able to live independently, but who does not need nursing home care. Commonly referred to as “Rest Homes” or “Assisted Living”, Adult Care Homes are licensed by the NC DHSR to provide assistance with activities of daily living (ADL).

Two types of Adult Care Homes serve disabled and older adults:

Family Care Homes (FCH) are small homes that provide care for up to six people in a family-like setting. These homes are often found in residential communities and have around-the-clock or live-in staff that prepare meals, supervise medications and provide help with dressing and other needs.

Large Adult Care Homes (ACH) serve seven or more people. They, too, provide assistance with meeting the residents’ daily needs, and they have staff on duty 24 hours a day. Some nursing homes have ACH beds on site for those who do not need nursing care.

Adult Care Homes have an administrator who is responsible for managing the facility and a supervisor-in-charge (SIC) who oversees resident care. Aides provide assistance to the resident. The number of aides on duty is determined by the number of residents. Licensed nurses are not required in adult care homes, although some have nurses on duty.
Special Care Units (SCU) for persons with Alzheimer’s disease or related disorders means an entire facility, wing or hallway within an adult care home separated by closed doors from the rest of the home, or a program provided by an adult care home, that is designated or advertised especially for special care of residents with Alzheimer’s disease or related disorders. Refer to page 17 for a list of Special Care Units in the Land of Sky region.

The County Department of Social Services monitors Adult Care Homes at least bi-monthly and may be contacted if a resident or family member has a concern or complaint about the care being provided. Under North Carolina’s Adult Care Home Bill of Rights, all residents are to be treated with respect, consideration and full recognition of their personal dignity and individuality. The Regional Long-Term Care Ombudsman and the local Adult Care Home Community Advisory Committee work to see that these rights are respected.

THE COST OF ADULT CARE HOMES
The cost of adult care varies from facility to facility, ranging from $1200- $6000 a month. This includes three meals daily, activities, transportation to medical appointments, laundry, personal care and the supervision of medication administration. A few facilities require an additional entry fee. For those on limited incomes, State/County Special Assistance (SA) may help cover the cost of adult care homes. An individual’s own income is applied first to the monthly cost of care, then SA supplements this income up to the NC maximum adult care home payment rate. Residents receiving Special Assistance receive a small Personal Needs Allowance ($66) monthly to cover the cost of personal items. Contact your local Department of Social Services to find out if you are eligible.

Some Adult Care Homes only accept “private pay” residents who are able to cover the cost of care themselves. Others accept those who are private pay as well as those who receive Special Assistance. Some facilities increase the private pay rates as additional personal care is needed. All services provided in the monthly rate should be included in the contract. A resident receiving SA should not be charged for additional services.

HOW TO APPLY FOR ADULT CARE HOMES
All people applying for admission into an Adult Care Home are required to have an FL-2 form; a physician authorized medical form describing the residents’ care requirements. This form may be obtained from the facility administrator, a patient’s doctor or the County Department of Social Services. If State/County Special Assistance is needed, the person seeking assistance applies at the Department of Social Services in the county where he/she lives. Otherwise, the resident and the facility simply enter into a contractual agreement. Some facilities require a deposit. A guardian must sign the contract for residents who have been declared legally incompetent.

LIFE IN AN ADULT CARE HOME
The daily routine in adult care homes should resemble, as much as possible, routines followed when living independently. Activities are offered and residents are encouraged to participate. Some residents are able to leave the home on their own. Most are able to participate in organized activities outside of the home such as occasional shopping trips.

Upon admission, the home will provide the resident with a copy of its policies on smoking, visitation and other matters. Private pay residents may leave the facility to visit with their families as they wish. Those who receive Special Assistance may leave for up to 30 days at a time.
MULTIUNIT ASSISTED HOUSING WITH SERVICES

Multi-unit Assisted Housing with Services do not fall under the Ombudsman Program’s jurisdiction; however, if you have concerns that such a facility is operating as an adult care home and not providing services as defined on page 5 please file a complaint with the Complaint Intake Unit at 1-800-624-3004 or call the Ombudsman Program. If you have other concerns about a multi-unit housing residence call Adult Care Licensure at (919) 855-3765.

Under the disclosure statement a Multi-unit Assisted Housing with Services Resident must provide the following to the Department of Health Services Regulation:

- Emergency response system;
- Charges for services offered;
- Limitations of tenancy;
- Limitations of services;
- Resident responsibilities;
- Financial/legal relationship between housing management and home care or hospice agencies;
- A listing of all home care or hospice agencies and other community services in the area;
- An appeals process; and
- Procedures for required initial and annual resident screening and referrals for services.

PURPOSE / MEALS FOR MULTIUNIT ASSISTED HOUSING

The purpose of Multiunit Assisted Housing with Services is to provide housing and assist with coordination of personal and health care services through licensed home care agencies. No resident monitoring or supervision is provided by facility staff. Like any independent apartment setting, a multiunit assisted housing with services tenant commonly signs a lease agreement and pays monthly rent. Multiunit assisted housing with services may be housing with or without subsidized rent. Supportive services are optional to the resident, and the resident must have a choice of care providers. Payments for personal or nursing care may not be combined with charges for housing. One to three meals per day are provided according to individual contract for services agreement.

THE COST OF MULTIUNIT ASSISTED HOUSING

Note that Medicare, Medicaid and State/County Special Assistance (SA) does not cover the cost of living in multiunit assisted housing with services. These residences are strictly private pay. However, the provision of personal and medical care may be covered by long term care insurance or NC Home and Community Care Block Grant, Medicare, or other medical insurance if the services meet coverage requirements of the specified insurance company.

TYPES OF RESIDENTS IN MULTIUNIT ASSISTED HOUSING

It is assumed that all residents will be independent enough to arrange for the provision of their personal care or have an agent acting in their behalf; will be competent to sign a lease agreement; and will not require 24 hour supervision.
CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)

Continuing Care Retirement Communities (CCRC) offer an attractive living alternative for retirement age individuals and couples. Also known as continuing care facilities and life-care communities, these communities differ from other retirement options by providing housing and health-related services either for life or for a period in excess of one year. “Continuing Care” is defined by North Carolina General Statutes as, the furnishing to an individual other than an individual related by blood, marriage, or adoption to the person furnishing the care, of lodging together with nursing services, medical services, or other health related services, under a contract approved by the Department (DHSR) for the life of the individual or for a period longer than one year. Continuing care retirement communities, subject to regulation by the Department of Insurance under Chapter 58 of the General Statutes, are exempt from the regulatory requirements for multi-unit assisted housing with services programs. Generally, prospective residents must be capable of independent living when they enter the community.

The typical CCRC provides independent accommodations that may include full or efficiency apartments, villas, or cluster homes as well as community dining, social and recreational areas, and a wide range of services including meals, housekeeping, transportation, and health-related services. In North Carolina, CCRCs offer either nursing home or adult care home level of care, and may provide both. These care levels must meet DHSR regulations. Depending on the individual community, these accommodations, activities, and services may be paid for in a monthly fee or purchased as needed. Usually a substantial entrance fee is charged in addition to monthly fees. Entrance fees can be non-refundable, partially refundable, or fully refundable. The majority of CCRCs are private pay, although a few have some subsidized units.

Continuing care communities typically offer one (or more) of four types of agreements or contracts, as defined below:

**Extensive, or life care, contracts** provide independent living and health-related services in exchange for a price, usually consisting of an entrance and monthly fees. No additional fees are generally required as one moves from one level another.

**Modified contracts** provide independent living and a specified amount of health-related services in exchange for an entrance fee and monthly fees. Health-related services are provided at a subsidized rate or are free for a specified number of days.

**Fee-for-service contracts** provide independent living and guaranteed access to health-related services in exchange for an entrance fee and monthly fees. Health-related services are provided at the going, full per diem rate.

**Equity contracts** involve an actual real estate purchase, with a transfer of ownership of the unit. Health-related service arrangements vary.

Because CCRCs include contractual requirements where, for certain fees, the facility agrees to provide health care coverage over a given period of time, they are considered an insurance product and are regulated by the NC Department of Insurance.

For more information or additional questions regarding CCRC’s, contact the North Carolina Department of Insurance at:
1-800-546-5664 (NC only)
1-919-807-6750
INDEPENDENT LIVING (RENTAL) COMMUNITIES FOR SENIORS AND DISABLED

Housing for older adults, or retirement housing, does not always fit neatly into categories. Definitions are often confusing. Terms such as “retirement community” are used to describe a wide range of very different housing arrangements. New combinations, services and financial arrangements are emerging rapidly, creating new models that may not easily fit a standard definition.

In this section of the directory, for Region B, we have attempted to include independent living communities that are rented on a monthly basis, limited to residents of a certain age or disability, and that may or may not offer additional services such as meals, transportation, housekeeping, etc. Under the name of each community, in the “rent” category, you should be able to determine if the community is subsidized, accepts Section 8, or is private pay only.

Below are some common terms and definitions used for elderly independent living housing. Because many of North Carolina’s developments and facilities have waiting lists, particularly for moderately priced and subsidized housing, it is wise to plan well in advance to the extent possible.

**Elderly apartment** includes many types of apartments that are specifically intended for older persons, or elderly and disabled. Such apartments may have special features or services for older residents, or may be exactly like any other apartment building except for the age restriction. These apartments may be in public housing or other subsidized housing, or they may be private pay.

**Congregate housing** is a term for a wide range of independent housing where services may vary considerably. Such housing may be subsidized or be a private pay type of housing for seniors where supportive services are available, including the opportunity for residents to have at least one meal per day in a central dining area. Ideally services are tailored to the individual's needs including recreational and social activities, special diets, housekeeping, laundry and transportation.

**Public housing** are federally-supported housing units operated by local public housing authorities. Families or individuals pay 30 percent of their incomes in rent. Units may or may not be specifically designated elderly apartments.

**Subsidized housing** includes a group of housing programs for low-income people. In many, residents pay 30 percent of their adjusted income for rent. Others charge the same rent for all units of the same size, but rents are lower than that in comparable private housing. Units may or may not be designated as elderly apartments.

**Section 8 Vouchers** are a rental assistance program of the U.S. Department of Housing and Urban Development (HUD). These vouchers enable low-income people to rent a dwelling of their choice in the community if it meets certain standards set by HUD. They are provided to eligible individuals through the local public housing authority and HUD pays a portion of the rent based on the tenant’s income. Vouchers are available to adults of all ages and in many communities there are waiting lists.

**Adult Communities** are designed to attract active retirees by offering social activities, recreational facilities, and services of interest to those of retirement age. These developments might consist of single-family (detached) dwellings, manufactured (mobile) home parks, town homes, apartments and other types of dwellings.

“Naturally occurring retirement communities” are communities that are not designed specifically for an older population but still have a majority of older residents. They may attract older adults for various reasons, including their location; services and amenities of interest; nearness to health care, shopping and other services; affordability; and ease of upkeep. Some are simply communities of mostly older adults where long-term residents have “aged in place.” These often are not formal retirement living arrangements.

**Shared housing** can be described in two basic types: shared group residences and home-sharing. Shared group residences are those in which none of the people living there own the dwelling, but they pay rent for private space (e.g., room and bath) and shared common areas. Usually sponsored by non-profit organizations, these residences sometimes offer such supportive services as transportation and meals through agreements with human services providers. In home-sharing, two unrelated people live together in a share home or apartment, each having private space yet sharing common living areas. Home-sharing may be an informal arrangement among individuals or a program through an office on aging or other service agency. Just a few formalized home sharing programs exist in North Carolina where people are screened and matched through an office on aging or other service organization.
SELECTING A LONG-TERM CARE FACILITY

- Allow yourself plenty of time to find a suitable home. If you are assisting a loved one in looking for a facility, include him or her in the selection process as much as possible. Consider his or her interests, ideas and wishes.
- Ask friends, relatives, clergy, home health staff and physician about their experiences in particular facilities. If in the hospital, work with the Discharge Planner to find a facility.
- Review the Inspections History of the facilities you are considering.
- For nursing homes: www.medicare.gov/nursinghomecompare
- For adult care homes: www2.ncdhhs.gov/dhsr/acls/star/search.asp
- Contact the County Department of Social Services to determine if you qualify for financial aid. An FL-2 form must be completed by a physician for all residents entering a nursing home or adult care home. FL-2 forms are available from DSS, hospitals or physicians offices.
- Review the state inspection reports prepared by the Division of Health Services Regulation when evaluating nursing homes. If a nursing home is certified for Medicare and Medicaid, the inspection report should be posted in the facility.
- Contact an Adult Home Specialist at your county Department of Social Services for information on adult care home inspection reports on specific adult care homes. You may also want to contact your county Nursing Home/Adult Care Home Community Advisory Committee or the Regional Ombudsman for information. Call Land of Sky Regional Council at 828-251-6622 or 1-800-727-0557 to get a Community Advisory Committee contact number or to speak with the Regional Ombudsman.
- It is important to visit the home! In addition to arranging a meeting with the administrator or supervisor-in-charge, make unexpected visits on weekends (during visiting hours) and at meal times at the home. Identify yourself to the staff and ask if you might walk through the facility to determine if you or your relative could live there comfortably. Remember to respect the residents’ right to privacy as you visit. Use your eyes, ears, and nose to determine if residents are receiving reasonable, proper care. Ask about the administrator’s and the supervisor’s involvement with the facility and its residents - the hours they are on site, the stability of the staff, and the manner in which problems are solved.
- Choose a home that would be convenient for family members and friends to visit.
- Carefully examine the facility’s contract. Note what services are included and what services (such as beauty shop appointments) require additional fees. Before signing an admission contract with a nursing home, be wary of Pre-Dispute Arbitration Agreements in Long-Term Care Facility. “When consumers sign an arbitration agreement, they sign away forever their constitutional right to a trial by jury. Such a decision should be given careful consideration....” (Resource: The Consumer Voice.) It is recommended that you contact an attorney for more information.
- Ask about any special needs the resident might have. For example, what provision is made for one who is allergic to smoke or one who must have a special diet?

WHAT TO LOOK FOR WHEN VISITING

- Are the residents clean, well groomed, shaved, odor-free, active, communicating with each other, involved in age-appropriate activities, satisfied with the care being provided?
- Does the food look tasty, is it nutritious and served at the proper temperature? Are food servings adequate and appropriate? Are menus posted and followed? Are residents given food choices?
- Do staff interact with residents in a pleasant, cheerful manner, promptly responding to call bells? Is there adequate staff to assure proper care for all residents?
- How are concerns addressed?
- Are the linens, walls, floors, windows and bathrooms clean and free of odors and insects? Are residents allowed/encouraged to have personal belongings? Is lighting comfortable and appropriate?
- Are activities varied, interesting and age appropriate? Do residents participate in activities outside of the home such as shopping trips and attending church?
# CHECK LIST FOR CHOOSING A NURSING HOME

## USING YOUR SENSES: SIGHT, HEARING, SMELL, TOUCH

| 1. | Is there cheerful, respectful, pleasant, warm interaction between staff and residents? | STRONG | WEAK |
| 2. | Does the administrator seem to know the residents and enjoy being with them? | STRONG | WEAK |
| 3. | Do staff and administration seem comfortable with each other? | STRONG | WEAK |
| 4. | Do the rooms appear to reflect the individuality of their occupants? Do all the rooms look alike? | STRONG | WEAK |
| 5. | Are residents using the common rooms – for example, the front lounge? | STRONG | WEAK |
| 6. | What is the noise level in the facility? Is it comfortable and homelike? | STRONG | WEAK |
| 7. | Do residents look clean and well groomed? | STRONG | WEAK |
| 8. | Is the home free from unpleasant odors? | STRONG | WEAK |
| 9. | Do you notice a swift response to call lights? | STRONG | WEAK |
| 10. | Are there residents crying out? If so, do they get an appropriate response from staff? | STRONG | WEAK |
| 11. | Is the dining room atmosphere relaxed and conducive to pleasant meals? | STRONG | WEAK |
| 12. | Do the meals look appetizing? Are residents eating most of their food? Do they have assistance if they need it? | STRONG | WEAK |
| 13. | Does the home seem clean, cheerful, uncrowded? | STRONG | WEAK |
| 14. | Are there pleasant areas for family visits? | STRONG | WEAK |
| 15. | Are there residents in physical restraints? | STRONG | WEAK |
| 16. | Do residents appear to be engaged in meaningful activity by themselves or with others? (as opposed to staring at the wall, blaring TV, slumped over, or in a line) | STRONG | WEAK |

## THINGS YOU CAN ASK OF STAFF

| 1. | What kinds of activities are residents involved in? Is there access to books, gardening, community activities, pets, to retain linkages to former interests? Does the nursing home have a wheelchair accessible van? | STRONG | WEAK |
| 2. | What kind of activities are there for residents with dementia? (structured, walking paths, evening activities, music?) | STRONG | WEAK |
| 3. | Is there permanent assignment of staff to residents? | STRONG | WEAK |
| 4. | How are the nursing assistants involved in the residents care planning process? (They should attend and contribute ideas). | STRONG | WEAK |
| 5. | How does the staff accommodate the family's schedule to assure participation in care planning meetings? | STRONG | WEAK |
| 6. | What happens if a resident refuses to take a medication? | STRONG | WEAK |
| 7. | What does the facility do for residents who are depressed? Is counseling available? | STRONG | WEAK |
| 8. | What is the facility’s policy toward missing clothing and other possessions? | STRONG | WEAK |
| 9. | What does the facility do to encourage employee retention and continuity? Does the staff receive health benefits? | STRONG | WEAK |
| 10. | Does the facility provide transportation to community activities? | STRONG | WEAK |
| 11. | What kinds of therapies are provided for residents on Medicaid? (Occupational therapy, speech therapy, physical therapy, mental health services, etc.) | STRONG | WEAK |
| 12. | Is there a family council? Are there family members I can speak to? | STRONG | WEAK |
| 13. | What happens when someone has a problem or complaint? Are family/staff conferences available to work out problems? | STRONG | WEAK |
| 14. | Who is your Ombudsman? Does that person visit regularly? | STRONG | WEAK |
| 15. | What are the extra charges not included in the daily rate? | STRONG | WEAK |
| 16. | If paying privately: How often have private pay rates increased? How much notice is given before an increase? Are there charges for extra care which are not included in the daily rate? | STRONG | WEAK |
| 17. | What does staff see as the facility’s main strengths and weakness? | STRONG | WEAK |
| 18. | Who decides for each resident how she bathes and how often? | STRONG | WEAK |
| 19. | Who selects roommates? What do you consider in selecting roommates? How are residents involved in the selection? | STRONG | WEAK |
| 20. | How are smokers and non-smokers accommodated? | STRONG | WEAK |
### THINGS YOU CAN LEARN FROM RESIDENTS AND FAMILIES

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>STRONG</th>
<th>WEAK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>What is your usual routine? Can you get up and go to bed when you wish?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Do you have the same nursing assistant most days? (Does this match the answer to B3?)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Are snacks available when you want one? Are they what you want?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Do you participate in care planning meetings? Is your opinion valued? (Does this match the answer to B5?)</td>
<td></td>
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</tr>
<tr>
<td>5.</td>
<td>Are care planning conferences held at a time when family members can attend? Do the conferences last until your questions are answered or all of the issues have been taken care of?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>What happens when you have missing clothing? (Does this match the answer to B8?)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Are residents able to get help for going to the toilet within a short period of time?</td>
<td></td>
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<tr>
<td>8.</td>
<td>Whom do you go to with problems? What is the response? Are you satisfied?</td>
<td></td>
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<tr>
<td>9.</td>
<td>How does staff help you with your personal interests like reading and gardening?</td>
<td></td>
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</tr>
<tr>
<td>10.</td>
<td>Do you get outside as often as you wish?</td>
<td></td>
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<tr>
<td>11.</td>
<td>Is there a resident council? How does it work? Who controls the council: residents or staff?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Is there a family council? Is it an effective forum for raising concerns and learning what's happening at the home?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>What's the best thing about living here?</td>
<td></td>
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</tr>
<tr>
<td>14.</td>
<td>What's the worst thing about living here?</td>
<td></td>
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<tr>
<td>15.</td>
<td>What makes a day good for you?</td>
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</table>

### INFORMATION YOU CAN OBTAIN

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>STRONG</th>
<th>WEAK</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Copy of state inspection report – either from the agency which licenses and certifies nursing homes, from the facility itself, or from the Ombudsman.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Information about the facility from the local Ombudsman or State Ombudsman.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Information from family members or friends of residents.</td>
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<td></td>
</tr>
</tbody>
</table>
### ATMOSPHERE

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Good location.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Attractive appearance outside.</td>
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<td></td>
</tr>
<tr>
<td>3. Attractive appearance inside.</td>
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<tr>
<td>4. Residents socialize with each other and appear happy and comfortable.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Staff is appropriately dressed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Staff is personable and outgoing and helpful.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Staff act in a professional manner.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Visits with residents are welcome at any time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Decor in the common areas is clean, attractive, and acceptable to you.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. You feel comfortable within this environment.</td>
<td></td>
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</tbody>
</table>

### PHYSICAL FEATURES

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The building is designed to meet residents needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The floor plan is easy to follow.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Doorways and hallways are accommodating to wheelchairs and walkers.</td>
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<tr>
<td>4. If applicable, elevators are available for those who can’t use the stairs.</td>
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<tr>
<td>5. Hand rails are available to aid in walking.</td>
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<tr>
<td>6. Cupboards and shelves are easy to reach.</td>
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<tr>
<td>7. Floors are of a non-skid material and carpets are firm and secure.</td>
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<tr>
<td>8. Lighting is good.</td>
<td></td>
<td></td>
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<tr>
<td>10. Odor free.</td>
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</tr>
<tr>
<td>11. Appropriately heated and cooled.</td>
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<tr>
<td>12. Exits are clearly marked.</td>
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<td></td>
</tr>
<tr>
<td>13. Doors and windows are lockable.</td>
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<td></td>
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<tr>
<td>14. There are no noticeable hazards to your safety.</td>
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<td></td>
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<tr>
<td>15. Emergency response information posted.</td>
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</tbody>
</table>

### INDIVIDUAL UNIT FEATURES

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Are different sizes and types of units available?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Are units for single and double occupancy available?</td>
<td></td>
<td></td>
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<tr>
<td>3. Can couples live together in the same room?</td>
<td></td>
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</tr>
<tr>
<td>4. Do you have any input about your roommate assignment, if applicable?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Do residents have their own lockable doors?</td>
<td></td>
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<tr>
<td>6. Is a 24-hour emergency response system accessible from the unit?</td>
<td></td>
<td></td>
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<tr>
<td>7. Are bathrooms private?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Do bathrooms accommodate wheelchairs and walkers?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Do bathrooms have grab bars?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Are residents allowed to bring their own furnishings?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Do all units have a telephone?</td>
<td></td>
<td></td>
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<tr>
<td>12. Do all units have cable TV? (inquire about billing if the answer is yes)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Do residents have kitchen units or access to a common kitchen?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. May residents keep food in their units?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Is smoking allowed? (In rooms? In common area? Outside only?)</td>
<td></td>
<td></td>
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</tbody>
</table>

### FOOD SERVICE

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Three nutritionally balanced meals are provided daily, seven days/week.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Snacks available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. May a resident request special foods?</td>
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<td></td>
</tr>
<tr>
<td>4. Are common dining areas available?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Are dining areas clean?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. May residents eat their meals in their units?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Is there a set time for meals or may a resident decide when to eat?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Food looks good.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Food portions look appropriate.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SOCIAL AND RECREATIONAL ACTIVITIES

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Is there evidence of an organized activities program, such as a posted schedule, events in progress, reading materials, etc.?</td>
<td>[ ]</td>
</tr>
<tr>
<td>2.</td>
<td>Do residents participate in activities outside of the facility?</td>
<td>[ ]</td>
</tr>
<tr>
<td>3.</td>
<td>Do volunteers, including family members, help with or conduct activities?</td>
<td>[ ]</td>
</tr>
<tr>
<td>4.</td>
<td>Are residents required to participate in activities?</td>
<td>[ ]</td>
</tr>
<tr>
<td>5.</td>
<td>Are residents’ pets allowed to live in the facility?</td>
<td>[ ]</td>
</tr>
<tr>
<td>6.</td>
<td>Are residents’ pets allowed to visit in the facility?</td>
<td>[ ]</td>
</tr>
<tr>
<td>7.</td>
<td>Does the facility have a resident pet?</td>
<td>[ ]</td>
</tr>
<tr>
<td>8.</td>
<td>Is transportation provided to other facilities for activities?</td>
<td>[ ]</td>
</tr>
<tr>
<td>9.</td>
<td>Is transportation provided within the community as needed?</td>
<td>[ ]</td>
</tr>
<tr>
<td>10.</td>
<td>Are provided activities in line with what you enjoy?</td>
<td>[ ]</td>
</tr>
<tr>
<td>11.</td>
<td>Do you think you would be comfortable interacting with the residents?</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

### MEDICATION, HEALTH CARE, AND NEEDS ASSESSMENT

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Residence has specific policies regarding medication such as, storage of, assistance with, training of staff, supervision of staff, and record keeping.</td>
<td>[ ]</td>
</tr>
<tr>
<td>2.</td>
<td>Is self-administration of medication allowed?</td>
<td>[ ]</td>
</tr>
<tr>
<td>3.</td>
<td>A staff person is available to coordinate home care visits from a nurse, physical therapist, occupational therapist, etc. if needed.</td>
<td>[ ]</td>
</tr>
<tr>
<td>4.</td>
<td>Trained staff is available to assist residents who experience memory, orientation, or judgement losses.</td>
<td>[ ]</td>
</tr>
<tr>
<td>5.</td>
<td>A physician or nurse regularly visits the residents.</td>
<td>[ ]</td>
</tr>
<tr>
<td>6.</td>
<td>Residence has a clearly stated procedure for responding to a resident’s medical emergency.</td>
<td>[ ]</td>
</tr>
<tr>
<td>7.</td>
<td>A list of all offered services is provided.</td>
<td>[ ]</td>
</tr>
<tr>
<td>8.</td>
<td>Staff is available to provide 24-hour assistance with activities of daily living (dressing, eating, mobility, hygiene, grooming, bathing, etc.).</td>
<td>[ ]</td>
</tr>
<tr>
<td>9.</td>
<td>Transportation to Doctor appointments is provided.</td>
<td>[ ]</td>
</tr>
<tr>
<td>10.</td>
<td>Housekeeping service for individual units is provided.</td>
<td>[ ]</td>
</tr>
<tr>
<td>11.</td>
<td>Pharmacy, barber/beautician and/or physical therapy services are offered on-site or transportation can be arranged with short notice.</td>
<td>[ ]</td>
</tr>
<tr>
<td>12.</td>
<td>Written plan of care for each resident.</td>
<td>[ ]</td>
</tr>
<tr>
<td>13.</td>
<td>Residence has a process for assessing a potential resident’s need for service.</td>
<td>[ ]</td>
</tr>
<tr>
<td>14.</td>
<td>Residence has a process for ensuring needs and services are reevaluated periodically.</td>
<td>[ ]</td>
</tr>
<tr>
<td>15.</td>
<td>The process includes the resident, his or her family, facility staff, and the resident’s physician.</td>
<td>[ ]</td>
</tr>
<tr>
<td>16.</td>
<td>There is sufficient staff to meet the resident’s needs.</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

### CONTRACTS, COSTS, AND FINANCES

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>May a contract be terminated?</td>
<td>[ ]</td>
</tr>
<tr>
<td>2.</td>
<td>Is there refund language in the contract?</td>
<td>[ ]</td>
</tr>
<tr>
<td>3.</td>
<td>Are other sources of money available and/or accepted to help pay for service such as government, private, or corporate programs?</td>
<td>[ ]</td>
</tr>
<tr>
<td>4.</td>
<td>If the resident’s needs change, would additional services be available?</td>
<td>[ ]</td>
</tr>
<tr>
<td>5.</td>
<td>If nursing care or other care is needed on a temporary basis, is there a method in place to pay for these services?</td>
<td>[ ]</td>
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<tr>
<td>6.</td>
<td>Are there different costs for various levels or categories of service?</td>
<td>[ ]</td>
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<tr>
<td>7.</td>
<td>Are residents required to purchase renters’ insurance for personal property in their units?</td>
<td>[ ]</td>
</tr>
<tr>
<td>8.</td>
<td>Are there any other fees or charges?</td>
<td>[ ]</td>
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</table>
SELECTING A CONTINUING CARE RETIREMENT COMMUNITY

The questions presented below are offered as a starting point to your evaluation of the facilities that you are considering. Use common sense in evaluating this type of facility. Your family member should feel comfortable in the setting. Remember, this may become your family member’s future home.

**OBSERVATIONS**

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>1. Do you like how the facility looks?</td>
<td></td>
<td></td>
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<tr>
<td>2. Is staff helpful as you tour the facility?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Are residents engaged in activities?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Do residents seem alert and happy?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Is the facility clean and in good repair?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Are there any visible hazards?</td>
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<td></td>
</tr>
<tr>
<td>7. Is the facility in a location that you like?</td>
<td></td>
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</tr>
<tr>
<td>8. How far is the nearest grocery and drug store?</td>
<td></td>
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</tbody>
</table>

**ACTIVITIES**

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What activities are offered?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Are there activities you like to do?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Is there an activities staff person?</td>
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<td></td>
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<tr>
<td>4. Are shopping trips regularly scheduled?</td>
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<td></td>
</tr>
<tr>
<td>5. To what degree is transportation provided?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. How is visiting handled for family and friends?</td>
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</table>

**SERVICES**

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What medical services are offered?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Do they seem adequate for your current and future needs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. What other services are offered?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation (Set times, On demand, Reservation system)</td>
<td></td>
<td></td>
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<tr>
<td>Laundry</td>
<td></td>
<td></td>
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<tr>
<td>Housekeeping</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
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<tr>
<td>4. Are there fees for any of these services? If so, can they be increased in the future?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Is there an additional charge for services?</td>
<td></td>
<td></td>
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<tr>
<td>6. What type of facility security is offered?</td>
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</tbody>
</table>

**CONTRACTS**

<table>
<thead>
<tr>
<th></th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What type of contract is needed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Will you own or rent?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Is any ownership transferable upon your death?</td>
<td></td>
<td></td>
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<tr>
<td>4. Is there a lump sum fee?</td>
<td></td>
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<tr>
<td>5. Is there a monthly charge?</td>
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<tr>
<td>6. If there is a monthly charge, what happens if you can’t pay?</td>
<td></td>
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<tr>
<td>7. If you go into the hospital, will your living space be held?</td>
<td></td>
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</tr>
<tr>
<td>8. Are any monthly charges fixed or can they be increased?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. How is routine maintenance handled?</td>
<td></td>
<td></td>
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<tr>
<td>10. Are utilities included?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Are there any other fees or charges?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Are you able to change your mind about living at the facility?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. How long has the company been in business?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Will they provide references?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. How are transfers made to the Assisted Living section?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. What if the Assisted Living section is full when you need it?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Does your attorney have any questions for you to ask?</td>
<td></td>
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</tbody>
</table>
Residents of licensed long-term care facilities have basic and special rights under Federal and State law. There is a Nursing Home Bill of Rights and an Adult Care Home Bill of Rights. The Bill of Rights guarantees all residents:

**RIGHT** to be treated with consideration, respect and full recognition of personal dignity and individuality.

**RIGHT** to know about and exercise your rights

**RIGHT** to adequate and appropriate care

**RIGHT** to know about services and charges

**RIGHT** to privacy in treatment and care

**RIGHT** to control your finances

**RIGHT** to be consulted in planning your medical treatment

**RIGHT** to confidentiality of medical records

**RIGHT** to freedom from abuse, neglect, and exploitation

**RIGHT** to freedom from restraints

**RIGHT** to express grievances without fear of retaliation

**RIGHT** pertaining to admission, transfers, and discharges

A local Community Advisory Committee, appointed by county commissioners, and the Regional Long-Term Care Ombudsman work to see that these rights are respected in all of the licensed nursing homes and adult care homes. Ombudsmen and Community Advisory Committees do not visit Multiunit Assisted Housing with Services, Continuing Care Retirement Communities (except for the licensed sections), or Independent Living Communities.

Resident Rights Posters should be prominently displayed in every nursing home, adult care home or family care home. These posters should be in large print and easily read by a person in a wheelchair. They should include the name and contact information of the ombudsman serving the facility. For a copy of the rights contact the Ombudsman Program.
NURSING HOMES WITH SECURED DEMENTIA CARE UNITS
in Buncombe, Henderson and Transylvania Counties

ASTON PARK HEALTH CARE CENTER
380 Brevard Road
Asheville, NC
828-253-4437
See facility information on page 26

BLACK MOUNTAIN NEURO-MEDICAL TREATMENT CENTER
932 Old US 70
Black Mountain, NC
828-259-6700
See facility information on page 27

BRIAN CENTER HEALTH AND REHAB - WEAVERVILLE
78 Weaver Blvd
Weaverville, NC 28787
828-645-4297
See facility information on page 27

EMERALD RIDGE RETIREMENT AND CARE CENTER
25 Reynolds Mountain Blvd
Asheville, NC 28804
828-645-6619
See facility information on page 29

WNC BAPTIST HOME
213 Richmond Hill Drive
Asheville, NC 28806
828-254-9675
See facility information on page 34

BLUE RIDGE HEALTH & REHABILITATION CENTER
1510 Hebron Street
Hendersonville, NC 28739
828-693-8461
See facility information on page 81

BRIAN CENTER HEALTH AND REHAB - HENDERSONVILLE
1870 Pisgah Drive
Hendersonville, NC 28791
828-693-9796
See facility information on page 81

BRIAN CENTER HEALTH AND REHAB - BREVARD
115 North Country Club Road
Brevard, NC 28712
828-884-2031
See facility information on page 137

THE OAKS - BREVARD
300 Morris Road
Brevard, NC 28712
828-877-4020
See facility information on page 137

INTRODUCTION
Special Care Units (SCU) for persons with Alzheimer’s disease or related disorders means an entire facility, wing or hallway within an adult care home separated by closed doors from the rest of the home, or a program provided by an adult care home, that is designated or advertised especially for special care of residents with Alzheimer’s disease or related disorders.

**ARBOR TERRACE OF ASHEVILLE**
3199 Sweeten Creek Road  
Asheville, NC 28803  
828-681-5533  
Licensee: SHPIII/Arbor Asheville  
# Beds: 70  
Alzheimer’s Licensed: 21  
See facility information on page 37

**BROOKDALE ASHEVILLE WALDEN RIDGE**
4 Walden Ridge Drive  
Asheville, NC 28803  
828-687-0155  
Licensee: Brookdale Senior Living  
# Beds: 38  
Alzheimer’s Licensed: 38  
See facility information on page 38

**CARILLON ASSISTED LIVING OF HENDERSONVILLE**
3851 Howard Gap Road  
Hendersonville, NC 28792  
828-693-0700  
Licensee: Carillon Assisted Living  
# Beds: 96  
Alzheimer’s Licensed: 24  
See facility information on page 90

**CAROLINA RESERVE OF HENDERSONVILLE**
1820 Pisgah Drive  
Hendersonville, NC 28739  
828-692-6440  
Licensee: Carolina Reserve of Hendersonville  
# Beds: 61  
Alzheimer’s Licensed: 24  
See facility information on page 90

**PACIFICA HERITAGE HILLS**
2500 Heritage Circle  
Hendersonville, NC 28739  
828-693-8292  
Licensee: Emeritus Corporation  
# Beds: 24  
Alzheimer’s Licensed: 24  
See facility information on page 94

**MOUNTAIN VIEW ASSISTED LIVING**
260 Centerway Drive  
Hendersonville, NC 28792  
828-692-9960  
Licensee: Mizpah Healthcare, Inc  
# Beds: 27  
Alzheimer’s Licensed: 27  
See facility information on page 94

**KINGSBRIDGE HOUSE**
10 Sugar Loaf Road  
Brevard, NC 28712  
828-884-6137  
Licensee: Kings Bridge House, LLC  
# Beds: 60  
Alzheimer’s Licensed: 60  
See facility information on page 144

**THE CROSSINGS AT REYNOLDS MOUNTAIN**
41 Cobblers Way  
Asheville, NC 28804  
828-575-0627  
Licensee: Buncombe Operations, LLC  
# Beds: 99  
Alzheimer’s Licensed: 24  
See facility information on page 44
COUNTY RESOURCES

INFORMATION AND REFERRALS FOR SERVICES

2-1-1 United Way/Community Resource Connections (CRC)
211 or (828) 253-4357  -  Toll-Free 1-866-401-6342
www.211wnc.org

Alzheimer’s Association Western Carolina Chapter
1-800-272-3900
www.alz.org/northcarolina

Buncombe County Department of Health and Human Services
(also referred to as DSS)
(828) 250-5500
www.buncombecounty.org/Governing/Depts/Dss/Adults/

Council on Aging of Buncombe County, Inc
(828) 277-8288
www.coabc.org

Council on Aging for Henderson County
(828) 692-4203
www.coahc.org

Council on Aging of Madison County
(828) 649-2722
www.madisoncountync.org/ComServcontact.php

Council on Aging for Transylvania County
www.transylvaniacounty.org/content/council-aging-transylvania-county

Disability Partners
(828) 298-1977
www.disabilitypartners.org

Henderson County Department of Social Services
(828) 697-5500
www.hendersoncountync.org/dss

Madison County Department of Community Services
(828) 649-2722

Madison County Department of Social Services (DSS)
(828) 649-2711
www2.ncdhhs.gov/dss/local/dir_madi.htm

MemoryCare of Asheville
(828) 771-2219
www.memorycare.org

NC DHHS Care-Line
1-800-662-7030
www.ncdhhs.gov/ocs/careline OR www.nccarelink.gov

NC Senior Legal Helpline
1-877-579-7562

Pisgah Legal Services
(828) 253-0406
www.pisgahlegal.org

Senior Health Insurance Information Program (SHIIP)
1-800-443-9354
www.ncshiip.com

Transylvania County Department of Social Services (DSS)
(828) 884-3174
www.transylvaniacounty.org/dss-adult-services

LONG TERM CARE FACILITY INFORMATION

NC Adult Care Home Violation and Penalty Reports
www2.ncdhhs.gov/dhsr/acls/adultcarepenalties.html

NC Adult Care Home Star Ratings
www2.ncdhhs.gov/dhsr/acls/star/search.asp

NC Nursing Home Survey Reports and Star Ratings
www.medicare.gov/nursinghomecompare/search.html

For other questions regarding licensed Long Term Care Facilities
www.ncdhhs.gov/divisions/daas

ADVOCACY

Disability Rights North Carolina
1-877-235-4210
www.disabilityrightsnc.org

Friends of Residents in Long Term Care
(919) 782-1530
www.forltc.org

The National Consumer Voice for Quality Long-Term Care
(202) 332-2275
theconsumervoice.org

TO REPORT COMPLAINTS ABOUT AGED OR DISABLED ADULTS

For residents living in Adult Care or Nursing Homes
(NC Division of Health Service Regulation in Raleigh)
1-800-624-3004

Regional Office of Long-Term Care Ombudsman
(828) 251-6622

State Office of Long-Term Care Ombudsman
(919) 855-3400

Adult Protective Services

Buncombe County
(828) 250-5800
(828) 250-5800 **

Henderson County
(828) 697-5500
(828) 697-4911 **

Madison County
(828) 649-9498
(828) 649-2721 **

Transylvania County
(828) 884-3174
(828) 884-3188 **

** Call after 5 pm and on Holidays and Weekends

Disability Rights
1-877-235-4210
ASHELAND RIDGE HEALTH CENTER
91 Victoria Road, Asheville, NC 28801
(828) 255-0076   Fax: (828) 285-0437

Owned By:   Maximus Healthcare Group
Profit/Non-profit:   Profit
Type of Facility:   Nursing Home
Year Constructed:   1977
Licensed Since:   1977

Cost
Payment:   Medicare, Medicaid, Private Pay, Private
Insurance
Deposit or Entrance Fee:   No
Daily Rates:   SN:   $225/Private, $212/Semiprivate
               AL:   $225/Private, $212/Semiprivate

Types of Units
# Beds:   Nursing/120   AL/0
Type of Rooms:   Private, Semiprivate
Type of Baths:   Private, Handicap Bath, Shared Bath
All Furnishings Provided?   Yes

Admission Restrictions
Cannot accept those who:   Age Range of Residents:   30-90
Call to inquire about smoking policy.

Features
Is there a separate Alzheimer's/Dementia unit?   No
Respite Care Available:   Yes

Comments
Specializing in short-term rehabilitation. Accelerated Care Plus which includes electrical stimulation, ultrasound, and short-wave diathermy.

ASHEVILLE HEALTH CARE CENTER
1984 US 70 Highway, Swannanoa, NC 28778
(828) 298-2214   Fax: (828) 298-2037

Owned By:   Medical Facilities of America
Profit/Non-profit:   Profit
Type of Facility:   Nursing Home
Year Constructed:   1992
Licensed Since:   12/22/92

Cost
Payment:   Medicare, Medicaid, Private Pay, Private
Insurance
Deposit or Entrance Fee:   $0
Daily Rates:   SN:   $233 to $251
               AL:   $233 to $251

Types of Units
# Beds:   Nursing/106   AL/0
Type of Rooms:   Private, Semiprivate
Type of Baths:   Private, Handicap Bath, Shared Bath
All Furnishings Provided?   Yes

Admission Restrictions
Cannot accept those who:   Ventilator dependent, specialty youth
Age Range of Residents:   30 - 103+
No smoking policy.

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
✓ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident’s Council
✓ Beautician / Barber
✓ Accept Pets
✓ Emergency Call System
✓ Rehabilitation Therapies
✓ Cable TV
Call to inquire about ability to accommodate people who wander.

Features
Is there a separate Alzheimer’s/Dementia unit?   No
Respite Care Available:   Yes

Comments
Our therapy dept. offers Accelerated Care Plus, a program of therapeutic interventions that may include electrical stimulation, ultrasound, or short-wave diathermy.
### ASTON PARK HEALTH CARE CENTER, INC.

**380 Brevard Road, Asheville, NC 28806**  
(828) 253-4437  Fax: (828) 255-8635  
www.astonparkhcc.org  
services: admissions@astonparkhcc.org

| Owned By: | Aston Park Board of Trustees |
| Profit/Non-profit: | Non-Profit |
| Type of Facility: | Nursing Home |
| Year Constructed: | 1980 |
| Licensed Since: | 1991 |

**Cost**  
Payment: Medicare, Medicaid, Private Pay, Private Insurance, VA  
Deposit or Entrance Fee: N/A  
Daily Rates:  
| SN: | $215 to $235 |
| AL: | $165 to $180 |

**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Emergency Call System  
- Rehabilitation Therapies  
- Call to inquire about ability to accommodate people who wander.

**Features**  
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Comments**  
- Special Unit for ambulatory residents with dementia (13 SNF and 19 AL).

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### BLACK MOUNTAIN NEURO-MEDICAL TREATMENT CENTER

**932 Old US 70, Black Mountain, NC 28711**  
(828) 259-6700  Fax: (828) 669-3346  
www.bmcnc.org  
service: bmntc.info@dhhs.nc.gov

| Owned By: | State of North Carolina |
| Profit/Non-profit: | Non-Profit |
| Type of Facility: | Nursing Home |
| Year Constructed: | 1990 |
| Licensed Since: | 1991 |

**Cost**  
Payment: Medicare, Medicaid, Private Pay, Private Insurance  
Deposit or Entrance Fee:  
Daily Rates:  
| SN: | All rooms cost the same |
| AL: |  

**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Rehabilitation Therapies (P/T, O/T, & S/T)  
- Call to inquire about ability to accommodate people who wander.

**Features**  
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Comments**  
- Call to inquire about smoking policy.
## Brian Center Health and Rehabilitation / Weaverville

**Address:** 78 Weaver Boulevard, Weaverville, NC 28787  
**Phone:** (828) 645-4297  
**Fax:** (828) 645-4532  
**Website:** [www.](http://www.)  
**Services and Amenities Available on Site** (\$ = charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- Beautyician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies

**Features**
- Is there a separate Alzheimer's/Dementia unit? **Yes**
- Respite Care Available? **Yes**

**Admission Restrictions**
- Cannot accept those who: Communicable diseases
- Age Range of Residents: 40 - 111

**Cost**
- **Payment:** Medicare, Medicaid, Private Pay, Private Insurance, Other
- **Deposit or Entrance Fee:** N/A
- **Daily Rates:**  
  - SN: \$246 to \$267
  - AL: \$164

**Types of Units**
- **# Beds:** Nursing/122 AL/10
- **Type of Rooms:** Private, Semiprivate
- **Type of Baths:** Private, Handicap Bath, Shared Bath
- **All Furnishings Provided?** Yes

**Admission Restrictions**
- Cannot accept those who: Communicable diseases
- Age Range of Residents: 40 - 111
- **Call to inquire about smoking policy.**

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## Brooks-Howell Home

**Address:** 266 Merrimon Avenue, Asheville, NC 28801  
**Phone:** (828) 253-6712  
**Fax:** (828) 225-2992  
**Website:** [www.brooks-howell.org](http://www.brooks-howell.org)  
**Email:** Jknight@brookshowell.org

**Services and Amenities Available on Site** (\$ = charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident's Council
- Beautyician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies
- Pool
- Wandering System Available

**Features**
- Is there a separate Alzheimer's/Dementia unit? **No**
- Respite Care Available: **Yes**

**Admission Restrictions**
- Cannot accept those who: Communicable diseases
- Age Range of Residents: 56 - 104
- **No smoking policy.**

**Cost**
- **Payment:** Sliding Scale, Private Pay, Private Insurance
- **Deposit or Entrance Fee:** Amount may vary - call for more info
- **Daily Rates:**  
  - SN: Max \$250 a day
  - AL: \$150 to \$220

**Types of Units**
- **# Beds:** Nursing/44 AL/14
- **Type of Rooms:** Private
- **Type of Baths:** Private, Handicap Bath
- **All Furnishings Provided?** Yes

**Admission Restrictions**
- Cannot accept those who: Communicable diseases
- Age Range of Residents: 56 - 104
- **No smoking policy.**

**Comments**
- Hospice services also available.
- Only a few of nursing beds are available to local community. We're a home for retired missionaries and deaconesses.
### COMPLETE CARE AT ASHEVILLE

*500 Beaverdam Road, Asheville, NC 28804*
*(828) 254-8833  Fax: (828) 254-9923*

| Owned By: | Episcopal Retirement Community |
| Profit/Non-profit: | Non-Profit |
| Type of Facility: | Nursing Home |
| Year Constructed: | 1965 |
| Licensed Since: | 1965 |

**Cost**
- Payment: Take a multitude of managed care programs along with Medicare, Medicaid, Private Pay
- Deposit or Entrance Fee: N/A

| Types of Units |
| # Beds: Nursing/77 AL/0 |
| Type of Rooms: Private, Semiprivate |
| Type of Baths: Private, Handicap Bath, Shared Bath |
| All Furnishings Provided? | Yes |

**Admission Restrictions**
- Cannot accept those who: Age Range of Residents: 18+
- Call to inquire about smoking policy.

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- $ Beautician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies
- Call to inquire about ability to accommodate people who wander.

**Features**
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

**Comments**

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### DEERFIELD EPISCOPAL RETIREMENT COMMUNITY, INC.

*1617 Hendersonville Road, Asheville, NC 28803*
*(828) 274-1531  Fax: (828) 274-0238*

| Owned By: | Episcopal Retirement Community |
| Profit/Non-profit: | Non-Profit |
| Type of Facility: | Nursing Home |
| Year Constructed: | 1995 |
| Licensed Since: | 2000 |

**Cost**
- Payment: Private Pay, Private Insurance
- Deposit or Entrance Fee: $25,410/AL $8,474/Skilled
- Daily Rates: SN: $236 to $305, Monthly AL: $3,717 to $4,555

| Types of Units |
| # Beds: Nursing/62 AL/60 |
| Type of Rooms: Private and Two-Person Suite |
| Type of Baths: Private, Handicap Bath |
| All Furnishings Provided? | Skilled - Basic (residents can bring their own as well), HA - No |

**Admission Restrictions**
- Cannot accept those who: Age Range of Residents: 62+
- Smoke free campus.

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- $ Beautician / Barber
- Accept Pets (cats in HA area)
- Emergency Call System
- Rehabilitation Therapies (P/T, O/T, & S/T)
- Call to inquire about ability to accommodate people who wander.

**Features**
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

**Comments**
**EMERALD RIDGE REHABILITATION AND CARE CENTER**
25 Reynolds Mountain Boulevard, Asheville, NC 28804
(828) 645-6619  Fax: (828) 645-3767
www.emeraldridgerehabandcare.com
email: admin@emeraldridgerehabandcare.com

| **Owned By:** | Emerald Ridge Healthcare, LLC |
| **Prof/Non-profit:** | Profit |
| **Type of Facility:** | Nursing Home |
| **Year Constructed:** | 1993 |
| **Licensed Since:** | 1993 |

### Cost

| **Payment:** | Medicare, Medicaid, Private Pay, Private Insurance, Managed Care |
| **Deposit or Entrance Fee:** | No |
| **Daily Rates:** |
| SN: | $244/Private, $229/Semiprivate |
| AL: | $134/Semiprivate |

### Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets (visitors)
- Emergency Call System
- Rehabilitation Therapies

*Call to inquire about ability to accommodate people who wander.*

### Features

- Is there a separate Alzheimer’s/Dementia unit? Yes
- Respite Care Available: Yes

### Comments

- Can not accept those who: All considered on individual basis
- Age Range of Residents: 21 - 100+
- Call to inquire about ability to accommodate people who wander.

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**FLESHER’S FAIRVIEW HEALTH CARE CENTER, INC.**
3016 Cane Creek Road, Fairview, NC 28730
(828) 628-2800  Fax: (828) 628-3887
fleshers.net
e-mail: cherim@fleshers.net

| **Owned By:** | Cheri Mitchell, Susie Cole & Lisa Dee |
| **Prof/Non-profit:** | Profit |
| **Type of Facility:** | Nursing Home |
| **Year Constructed:** | 1991 |
| **Licensed Since:** | 1991 |

### Cost

| **Payment:** | Medicare, Medicaid, Private Pay, Private Insurance |
| **Deposit or Entrance Fee:** | 1st month |
| **Daily Rates:** |
| SN: | $200 to $215 |
| AL: | |

### Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets (visitors)
- Emergency Call System
- Rehabilitation Therapies (P/T, O/T, & S/T)

*Call to inquire about ability to accommodate people who wander.*

### Features

- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

### Admission Restrictions

- Cannot accept those who: Under 60, requires care we do not give
- Age Range of Residents: 65+
- Call to inquire about smoking policy.
### Givens Highland Farms

**Address:** 200 Tabernacle Road, Black Mountain, NC 28711  
**Phone:** (828) 669-6473  
**Website:** www.givenshighlandfarms.org

**Owned By:** Givens Highland Farms, LLC  
**Profit/Non-profit:** Not for Profit  
**Type of Facility:** Skilled Nursing Facility & Assisted Living  
**Year Constructed:** 1971  
**Licensed Since:** 1971

**Services and Amenities Available on Site ($=charge)**
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies (P/T, O/T, & S/T)

**Cost**
- **Payment:** Medicare, Private Pay, Private Insurance  
- **Deposit or Entrance Fee:** 1 month advance, except Medicare A
- **Daily Rates:**  
  - SN: $228 to $255  
  - AL: $166 to $197

**Types of Units**
- **# Beds:** Nursing/60, AL/30  
- **Type of Rooms:** Private, Semiprivate  
- **Type of Baths:** Handicap Bath, Shared Bath  
- **All Furnishings Provided?** Yes

**Admission Restrictions**
- Cannot accept those who: cardiac, ventilators  
- Age Range of Residents: Ages vary  
- Call to inquire about smoking policy.

**Comments**
- Buffet selection offered at lunch & dinner in residents’ dining area. Wander Guard alert system. Full service retirement community with independent living, assisted living, rest home and nursing facility.
**MOUNTAIN RIDGE HEALTH AND REHAB**
611 Old US Highway 70 East, Black Mountain, NC 28711  
(828) 669-9991  Fax: (828) 669-9939

**Services and Amenities Available on Site** ($=charge)

- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies

**Features**
- Call to inquire about ability to accommodate people who wander.

**Admission Restrictions**
- Cannot accept those who: Are ventilator dependent
- Age Range of Residents: 8 - 100
- Call to inquire about smoking policy.

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**NC STATE VETERANS NURSING HOME**
62 Lake Eden Road, Black Mountain, NC 28711  
(828) 257-6800  Fax: (828) 257-6860

**Services and Amenities Available on Site** ($=charge)

- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Rehabilitation Therapies

**Features**
- Is there a separate Alzheimer's/Dementia unit? Yes
- Restipe Care Available: Yes

**Comments**
- Must be 2 year NC residency, veteran with honorable discharge status. Also have indoor aquatic therapy pool and spa tubs.
### PISGAH MANOR HEALTH CARE CENTER

**Address:** 104 Holcombe Cove Road, Candler, NC 28715  
**Phone:** (828) 667-9851  
**Fax:** (828) 667-9858  
**Website:** www.pisgavalley.org  
**Email:** mgrandy@pisgahmanor.com  

#### Services and Amenities Available on Site ($=charge)
- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- $ Laundry Services
- √ Exercise Program
- √ Meal Choices
- √ Resident’s Council
- $ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- $ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

#### Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

#### Comments
- Private rehab rooms available. Enclosed courtyard with gazebo.

### STONECREEK HEALTH AND REHABILITATION

**Address:** 455 Victoria Road, Asheville, NC 28801  
**Phone:** (828) 252-0099  
**Fax:** (828) 225-3829  
**Website:** www.sanstonehealth.com  
**Email:** hniebes@sanstonehealth.com  

#### Services and Amenities Available on Site ($=charge)
- √ Transportation Assistance
- √ Assistance w/ Arranging Community Services
- √ Assistance with Shopping
- √ Exercise Program
- √ Meal Choices
- √ Resident’s Council
- $ Beautician / Barber
- Accept Pets
- √ Emergency Call System
- $ Rehabilitation Therapies

**Call to inquire about ability to accommodate people who wander.**

#### Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

#### Comments
- Private rehab rooms available. Enclosed courtyard with gazebo.
THE LAURELS OF GREENTREE RIDGE
70 Sweeten Creek Road, Asheville, NC 28803    www.laurelsofgreentreeridge.com
Main: (828) 274-7646   Cell: (828) 230-0370   Fax: (828) 277-4752   email: alyle@laurelhealth.com

Services and Amenities Available on Site ($=charge)
$ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
$ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident’s Council
$ Beautician / Barber
Accept Pets
✓ Emergency Call System
✓ Rehabilitation Therapies
Call to inquire about ability to accommodate people who wander.

Features
Is there a separate Alzheimer’s/Dementia unit? No
Respite Care Available: Yes

Comments
Specializing in short-term rehabilitation, orthopedic and stroke recovery.

THE LAURELS OF SUMMIT RIDGE
100 Riceville Road, Asheville, NC 28805    www.laurelodsummitridge.com
(828) 299-1110  Fax: (828) 299-4077   email: jboyer@laurelhealth.com

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
$ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident’s Council
$ Beautician / Barber
Accept Pets
✓ Emergency Call System
✓ Rehabilitation Therapies
Call to inquire about ability to accommodate people who wander.

Features
Is there a separate Alzheimer’s/Dementia unit? No
Respite Care Available: Yes

Comments
18 bed Ortho Center specializing in rehab after orthopedic procedure completely separate from the nursing home.
THE OAKS AT SWEETEN CREEK
3864 Sweeten Creek Road, Arden, NC 28704
(828) 681-0904  Fax: (828) 681-1671
www.oaksatsweetencreek.com
email: admin@oaksatsweetencreek.com

Owned By: The Oaks at Sweeten Creek, LLC
Profit/Non-profit: Profit
Type of Facility: Nursing Home
Year Constructed: 1996
Licensed Since: 1996

Cost
Payment: Medicare, Medicaid, Private Pay, Private
Insurance
Deposit or Entrance Fee:
Daily Rates: SN: $185 to $225
AL: $3,916.38 to $6,266.21 per month

Types of Units
# Beds: Nursing/100  AL/14
Type of Rooms: Private, Semiprivate
Type of Baths: Private, Handicap Bath, Shared Bath
All Furnishings Provided? Yes (Phone/TV for short-term rehab)

Admission Restrictions
Cannot accept those who:
Age Range of Residents:
Call to inquire about smoking policy.

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
✓ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident’s Council
✓ Beautician / Barber
✓ Accept Pets
✓ Emergency Call System
✓ Rehabilitation Therapies
✓ Cable (short-term rehab)

Features
Is there a separate Alzheimer’s/Dementia unit? No
Respite Care Available: Yes

Comments

WNC BAPTIST HOME
213 Richmond Hill Drive, Asheville, NC 28806
(828) 254-9675  Fax: (828) 254-0253
www.baptisthomesasheville.org
email: celmer@brh.org

Owned By: Baptist Retirement Home, Inc.
Profit/Non-profit: Non-Profit
Type of Facility: Nursing Home
Year Constructed: 1993
Licensed Since: 1993

Cost
Payment: Medicare, Medicaid, Private Pay
Deposit or Entrance Fee: None
Daily Rates: SN: $250 to $260
AL: $3,916.38 to $6,266.21 per month

Types of Units
# Beds: Nursing/100  AL/50 (private room & baths)
Type of Rooms: Private, Semiprivate
Type of Baths: Private, Handicap bath, Shared Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who:
Age Range of Residents: 62+
Call to inquire about smoking policy.

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
✓ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident’s Council
✓ Beautician / Barber
✓ Accept Pets
✓ Emergency Call System
✓ Rehabilitation Therapies
✓ Cable (short-term rehab)

Features
Is there a separate Alzheimer’s/Dementia unit? Yes
Respite Care Available: Yes

Comments
Individuals must complete applications. All applicants must be assessed briefly by our nursing staff prior to admission. Assisted Living, Memory Enhanced Residents & Nursing Home.
### ARBOR TERRACE OF ASHEVILLE

**Address:** 3199 Sweeten Creek Road, Asheville, NC 28803  
**Phone:** (828) 681-5533, Fax: (828) 681-5554  
**Website:** www.at-asheville.com  
**Email:** asheville@arborcompany.com

**Owned By:** The Arbor Company  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1998 - 1999  
**Licensed Since:** 2/4/1999

**Cost**
- **Payment:** Private Pay  
- **Deposit or Entrance Fee:** $3,000  
- **Monthly Rates:**  
  - Private: $4,610 to $5,760  
  - Semiprivate:  
- **Other Charges:** Additional charges for higher level of care: $400 to $1,725

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Comments**
- Laundry, 3 meals, snacks, linens, transportation, and activities.

### BECKY’S REST HOME, INC 1 - 2

**Address:** 316 Lower Brush Creek Road, Fletcher, NC 28732  
**Phone:** (828) 628-1943 / 628-3395, Fax: (828) 628-9931  
**Website:**  
**Email:** beckysresthome@gmail.com

**Owned By:** Becky’s Rest Home, Inc  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1982  
**Licensed Since:** 1982

**Cost**
- **Payment:** Private Pay, State/County Assistance  
- **Deposit or Entrance Fee:** $0  
- **Monthly Rates:**  
  - Private: Call for current prices  
  - Semiprivate: Call for current prices  
- **Other Charges:**

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Comments**
- Call to inquire about ability to accommodate people who wander.

### Admission Restrictions
- Cannot accept those who: Cannot transfer independently  
- Age Range of Residents: 62 - 100+  
- Call to inquire about smoking policy.
**BROOKDALE ASHEVILLE OVERLOOK**

308 Overlook Road, Asheville, NC 28803  
(828) 684-1982  Fax: (828) 684-1917  
www.brookdaleliving.com  
email: ppayne@brookdale.com

**Owned By:** Southern Assisted Living, Inc.  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1992  
**Licensed Since:** 1992

**Cost**  
**Payment:** Private Pay, State/County Assistance, Private Ins.  
**Deposit or Entrance Fee:** Rate of Room  
**Monthly Rates:**  
- Private: $2,400 to $3,400  
- Semiprivate: $2,000  
**Other Charges:** Enhanced care charges

**Types of Units**  
# Beds: 79  
**Type of Rooms:** Private, Semiprivate  
**Type of Baths:** Private, Semiprivate, Handicap Bath  
**All Furnishings Provided?** Yes

**Admission Restrictions**  
**Cannot accept those who:** Wander  
**Age Range of Residents:** 55 - 104  
**Call to inquire about smoking policy.**

**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident's Council  
- Beautician / Barber  
- Accept Pets (in private rooms)  
- Emergency Call System  
- Snacks  
- Worship Services

**Features**  
Is there a separate Alzheimer's/Dementia unit? No  
Respite Care Available: Yes

**Comments**

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**BROOKDALE ASHEVILLE WALDEN RIDGE**

4 Walden Ridge Drive, Asheville, NC 28803  
(828) 687-0155  Fax: (828) 687-0511  
www.brookdaleliving.com  
email: gtucker@brookdale.com

**Owned By:** Brookdale Senior Living Communities, Inc.  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1999  
**Licensed Since:** 5/11/99

**Cost**  
**Payment:** Private Pay  
**Deposit or Entrance Fee:** One month rent  
**Monthly Rates:**  
- Private: $5,215 to $5,375  
- Semiprivate: $4,395  
Other Charges:

**Types of Units**  
# Beds: 38  
**Type of Rooms:** Private, Semiprivate  
**Type of Baths:** Private, Shared Bath, Handicap Bath  
**All Furnishings Provided?** Yes w/ $100 charge

**Admission Restrictions**  
**Cannot accept those who:** Do not have a diagnosis of dementia, no insulin, IV or feeding tube  
**Age Range of Residents:** 60 - 94  
**Call to inquire about smoking policy.**

**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident's Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services

**Features**  
Is there a separate Alzheimer's/Dementia unit? All  
Respite Care Available: Yes

**Comments**  
We are a free standing residence for persons with dementia. We also provide day care and night time care.
### CANDLER LIVING CENTER

136 Robinson Cove Road  
Mailing: PO Box 819, Candler, NC 28715  
(828) 667-4453  Fax: (828) 667-4296  
www.  
email: wwright41@yahoo.com

**Services and Amenities Available on Site** ($=charge)
- ✔ Transportation Assistance
- ✔ Assistance w/ Arranging Community Services
- ✔ Assistance with Shopping
- ✔ Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- ✔ Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit?  
- No  
- Respite Care Available:  
- Yes

**Comments**

**Owned By:** Integrity - Candler Living Center, LLC  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1970  
**Licensed Since:** 1970

**Cost**
- Payment: Private Pay, State/County Assistance  
- Deposit or Entrance Fee:  
- Monthly Rates:  
  - Private: $2,000 and up  
  - Semiprivate: $1,500  
- Other Charges:

**Types of Units**
-  
- # Beds: 29  
- Type of Rooms: Semiprivate  
- Type of Baths: Shared Bath, Handicap Bath  
- All Furnishings Provided? Yes

**Admission Restrictions**
- Cannot accept those who: Have communicable diseases  
- Age Range of Residents: 18+  
- Call to inquire about smoking policy.

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### CHASE SAMARITAN ASSISTED LIVING

30 Dalea Drive  
Mailing: PO Box 9790, Asheville, NC 28805  
(828) 298-7592  Fax: (828) 298-2637  
www.mountainmanorassistedliving.com  
email: spal1014@bellsouth.net

**Services and Amenities Available on Site** ($=charge)
- ✔ Transportation Assistance
- ✔ Assistance w/ Arranging Community Services
- ✔ Assistance with Shopping
- ✔ Laundry Services
- ✔ Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- ✔ Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit?  
- No  
- Respite Care Available:  
- Yes

**Comments**

**Owned By:** Davis & Davis Associates, LLC  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1978  
**Licensed Since:**

**Cost**
- Payment: Private Pay, State/County Assistance  
- Deposit or Entrance Fee:  
- Monthly Rates:  
  - Private: Call for current prices  
  - Semiprivate: Call for current prices  
- Other Charges:

**Types of Units**
-  
- # Beds: 54  
- Type of Rooms: Private, Semiprivate  
- Type of Baths: Private, Shared Bath, Handicap Bath  
- All Furnishings Provided? Yes

**Admission Restrictions**
- Cannot accept those who: Wanders  
- Age Range of Residents: 25 - 92  
- Call to inquire about smoking policy.
**FLESHER’S FAIRVIEW REST HOME, INC.**
3016 Cane Creek Road, Fairview, NC 28730
(828) 628-1066  Fax: (828) 628-0351

Owned By: Roger & Judy Floren
Profit/Non-profit: Profit
Type of Facility: Adult Care Home
Year Constructed: 3/1/1964
Licensed Since: 3/1/1964

Cost
Payment: Private Pay
Deposit or Entrance Fee: Amount may vary
Monthly Rates: Private: $2,550 to $3,000
Semiprivate: $2,000 to $2,420

Other Charges:

Types of Units
# Beds: 64
Type of Rooms: Private, Semiprivate
Type of Baths: Private, Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who: Require higher care
Age Range of Residents: 65+
Call to inquire about smoking policy.

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Activities
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services
- Locked Facility

Features
Is there a separate Alzheimer’s/Dementia unit? Yes
Respite Care Available: Yes

Comments
Hospice Care available on-site for terminally ill patients.

**CHUNN’S COVE ASSISTED LIVING**
67 Mountain Brook Road, Asheville, NC 28805
(828) 258-8787  Fax: (828) 258-0351

Owned By: Chunn’s Cove of Asheville, LLC
Profit/Non-profit: Profit
Type of Facility: Adult Care Home
Year Constructed: 1968
Licensed Since: 1992

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee: Amount may vary
Monthly Rates: Private: $2,550 to $3,000
Semiprivate: $2,000 to $2,420

Other Charges:

Types of Units
# Beds: 67
Type of Rooms: Private, Semiprivate
Type of Baths: Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who: Require higher care
Age Range of Residents: 65+
Call to inquire about smoking policy.

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services
- Locked Facility

Features
Is there a separate Alzheimer’s/Dementia unit? Yes
Respite Care Available: Yes

Comments
Hospice Care available on-site for terminally ill patients.
### Heather Glen at Ardenwoods

**Address:** 103 Appalachian Boulevard, Arden, NC 28704  
**Phone:** (828) 684-0041  
**Fax:** (828) 684-7800  
**Website:** [www.ardenwoodslcs.com](http://www.ardenwoodslcs.com)  
**Email:** slaterpamela@ardenwoodslcs.com

**Services and Amenities Available on Site ($=charge):**
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices (3 course restaurant-style meals)
- Utilities (including cable)
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Bathing Assistance and Medication Administration
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

**Features:**
- Is there a separate Alzheimer’s/Dementia unit? **No**
- Respite Care Available: **Yes**

**Comments:**
Licensed health professionals support services provided under the supervision of our fill-time Registered Nurse. Call for details on services. End of Life Care on site through partnership with area Hospice providers.

**Owned By:** Ardenwoods, LLC  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1998  
**Licensed Since:** 1998

**Cost**
- **Payment:** Private Pay
- **Deposit or Entrance Fee:** $4,610
- **Monthly Rates:** Private: $4,610  
- **Other Charges:**

**Types of Units**
- **# Beds:** 50  
- **Type of Rooms:** Private  
- **Type of Baths:** Private  
- **All Furnishings Provided?** Yes - rental program

**Admission Restrictions**
- **Cannot accept those who:** Need secured environment
- **Age Range of Residents:** 62+
- **Call to inquire about smoking policy.**

### Hominy Valley Retirement Center

**Address:** 2189 Smokey Park Hwy  
**Mailing:** PO Box 1810, Candler, NC 28715  
**Phone:** (828) 667-0158  
**Fax:** (828) 667-0134  
**Website:** [www.](http://www.)  
**Email:** wwright41@yahoo.com

**Services and Amenities Available on Site ($=charge):**
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Call to inquire about ability to accommodate people who wander.**

**Features:**
- Is there a separate Alzheimer’s/Dementia unit? **No**
- Respite Care Available:

**Comments:**
Licensed health professionals support services provided under the supervision of our fill-time Registered Nurse. Call for details on services. End of Life Care on site through partnership with area Hospice providers.

**Owned By:** Reality Residential, Inc  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 4/2000  
**Licensed Since:** 4/2000

**Cost**
- **Payment:** Private Pay, State/County Assistance
- **Deposit or Entrance Fee:**
- **Monthly Rates:** Private: Call for current prices  
- **Other Charges:**

**Types of Units**
- **# Beds:** 30  
- **Type of Rooms:** Private, Semiprivate  
- **Type of Baths:** Shared Bath, Handicap Bath  
- **All Furnishings Provided?** Yes

**Admission Restrictions**
- **Cannot accept those who:**
- **Age Range of Residents:** Mid 50’s - 100+
- **Call to inquire about smoking policy.**
MARJORIE MCCUNE MEMORIAL CENTER
101 Lions Way, Black Mountain, NC 28711
(828) 669-8452 Fax: (828) 669-2377
www.mccunecenter.org
e-mail: fcoates@mccunecenter.org

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
✓ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident's Council
$ Beautician / Barber
✓ Accept Pets (medically ordered)
✓ Emergency Call System
✓ Snacks (24 HR snack bar, 3 snacks served)
✓ Worship Services

Features
Is there a separate Alzheimer's/Dementia unit? No
Respite Care Available: Yes

Comments

NANA'S ASSISTED LIVING FACILITY
114 Montreat Road, Black Mountain 28711
(828) 669-8921 Fax: (828) 669-1545

Services and Amenities Available on Site ($=charge)
✓ Transportation Assistance
✓ Assistance w/ Arranging Community Services
✓ Assistance with Shopping
✓ Laundry Services
✓ Exercise Program
✓ Meal Choices
✓ Resident's Council
$ Beautician / Barber
✓ Accept Pets
✓ Emergency Call System
✓ Snacks (24 HR snack bar, 3 snacks served)
✓ Worship Services

Features
Is there a separate Alzheimer's/Dementia unit? No
Respite Care Available: Yes

Comments

Owned By: WNC Lions, Inc.
Profit/Non-profit: Non-Profit
Type of Facility: Adult Care Home
Year Constructed: 1979
Licensed Since: 1979

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee:
Monthly Rates: Private: $4,500
Semiprivate: $2,750
Other Charges:

Types of Units
# Beds: 64
Type of Rooms: Private, Semiprivate
Type of Baths: Private, Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who: Are violent and abusive
Age Range of Residents: 18 - 96
Call to inquire about smoking policy.

Owned By: Nana's Assisted Living, LLC
Profit/Non-profit: Profit
Type of Facility: Adult Care Home
Year Constructed: 1998
Licensed Since: 1998

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee:
Monthly Rates: Private: $1,400
Semiprivate: $1,250
Other Charges:

Types of Units
# Beds: 49
Type of Rooms: Private, Semiprivate
Type of Baths: Private, Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who: Have IV fluids
Age Range of Residents: 34 - 99
Call to inquire about smoking policy.
### RICHARD A. WOOD, JR. ASSISTED LIVING CENTER / GIVENS ESTATES

100 Wesley Drive, Asheville, NC 28803  
(828) 771-2225  Fax: (828) 771-2233  
www.givensestates.org  
email: 

<table>
<thead>
<tr>
<th>Services and Amenities Available on Site ($=charge)</th>
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<tbody>
<tr>
<td>$ Transportation Assistance</td>
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<td>✓ Snacks</td>
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<tr>
<td>✓ Worship Services</td>
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<tr>
<td>$ Therapy</td>
</tr>
<tr>
<td>✓ Wellness Center and Swimming Pool</td>
</tr>
</tbody>
</table>

Call to inquire about ability to accommodate people who wander.

#### Features

- Is there a separate Alzheimer’s/Dementia unit? **No**
- Respite Care Available: **No**

#### Comments

Owned By: Givens Estates, Inc.  
Profit/Non-profit: Non-Profit  
Type of Facility: Adult Care Home  
Year Constructed: 1989  
Licensed Since: 2001  

#### Cost

- Payment: Private Pay, Private Insurance  
- Deposit or Entrance Fee: None  
- Monthly Rates: Private: Call for rates  
  Semiprivate: Call for rates  

#### Types of Units

- # Beds: 56  
- Type of Rooms: Private, Semiprivate  
- Type of Baths: Private, Handicap Bath  
- All Furnishings Provided? Yes

#### Admission Restrictions

- Cannot accept those who: Smoke  
- Age Range of Residents: 55+  
- Call to inquire about smoking policy.

### RICHMOND HILLS REST HOME 1 - 5

95 Richmond Hills Road, Asheville, NC 28806  
(828) 252-6229  Fax: (828) 236-9486  
www.  
email: imdresthomes@gmail.com  

<table>
<thead>
<tr>
<th>Services and Amenities Available on Site ($=charge)</th>
</tr>
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<tbody>
<tr>
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<td>✓ Snacks</td>
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<tr>
<td>✓ Worship Services</td>
</tr>
<tr>
<td>✓ Health and Wellness Program</td>
</tr>
</tbody>
</table>

Call to inquire about ability to accommodate people who wander.

#### Features

- Is there a separate Alzheimer’s/Dementia unit? **No**
- Respite Care Available: **No**

#### Comments

Owned By: Family Care Homes, Inc.  
Profit/Non-profit: Profit  
Type of Facility: Adult Care Home  
Year Constructed: 1/1989  
Licensed Since: 1989  

#### Cost

- Payment: Private Pay, State/County Assistance, Private Ins.  
- Deposit or Entrance Fee: None  
- Monthly Rates: Private: Call for rates  
  Semiprivate: Call for rates  

#### Types of Units

- # Beds: 12 each  
- Type of Rooms: Private  
- Type of Baths: Shared Bath, Handicap Bath  
- All Furnishings Provided? Yes

#### Admission Restrictions

- Cannot accept those who: Bed fast or wanders  
- Age Range of Residents: 18+  
- Call to inquire about smoking policy.

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BUNCOMBE - ADULT CARE HOMES  
43
### THE CROSSINGS AT REYNOLDS MOUNTAIN

41 Cobbler’s Way, Asheville, NC 28804  
(828) 575-0627  Fax: (828) 424-7192  
www.thecrossingsatreynoldsmountain.com  
email: minfo@thecrossingsatreynoldsmountain.com

**Owned By:** Buncombe Operations, LLC  
**Profit/Non-profit:** Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 2016  
**Licensed Since:** 2016

**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services  

**Features**  
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Admission Restrictions**  
- Cannot accept those who: Per admission contract  
- Age Range of Residents: 55+  
- No smoking policy.

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### TRINITY VIEW

2533 Hendersonville Road, Arden, NC 28704  
(828) 687-0068  Fax: (828) 684-8929  
www.trinityview.net  
email: wstafford@trinityview.net

** Owned By:** Lutheran Retirement Center at Lutheridge, Inc  
**Profit/Non-profit:** Non-Profit  
**Type of Facility:** Adult Care Home  
**Year Constructed:** 1992  
**Licensed Since:** 1992

**Cost**  
**Payment:** Private Pay  
**Deposit or Entrance Fee:** $3,500  
**Monthly Rates:** Private: $3,400 to $6,000  
Semiprivate: Call for rates  

**Types of Units**  
- # Beds: 99  
- Type of Rooms: Private, Semiprivate  
- Type of Baths: Private  
- All Furnishings Provided? No

**Features**  
- Is there a separate Alzheimer’s/Dementia unit? Yes  
- Respite Care Available: Yes

**Comments**  
- PT, OT, ST, wound care provided by contract home health agency.
| **Owned By:** | Mountain Area Enterprises, Inc. |
| **Profit/Non-profit:** | Profit |
| **Type of Facility:** | Adult Care Home |
| **Year Constructed:** | 1980 |
| **Licensed Since:** | 1980 |

| **Cost** |
| **Payment:** | Private Pay, State/County Assistance |
| **Deposit or Entrance Fee:** | None |
| **Monthly Rates:** |
| Semiprivate | $1,370 to $1,450 |
| **Other Charges:** | |

| **Types of Units** |
| **# Beds:** | 12 |
| **Type of Rooms:** | Semiprivate |
| **Type of Baths:** | Shared Bath, Handicap Bath |
| **All Furnishings Provided?** | Yes |

| **Admission Restrictions** |
| **Cannot accept those who:** | |
| **Age Range of Residents:** | 25 - 80 |
| **Call to inquire about smoking policy.** | |

| **Services and Amenities Available on Site** ($=charge) |
| **√ Transportation Assistance** |
| **√ Assistance w/ Arranging Community Services** |
| **√ Assistance with Shopping** |
| **√ Laundry Services** |
| **Exercise Program** |
| **Meal Choices** |
| **√ Resident’s Council** |
| **√ Beautician / Barber** |
| **√ Accept Pets** |
| **√ Emergency Call System** |
| **√ Snacks** |
| **√ Worship Services** |

**Call to inquire about ability to accommodate people who wander.**

| **Features** |
| Is there a separate Alzheimer’s/Dementia unit? | No |
| Respite Care Available? | No |

| **Comments** |
**ALVERTA BOLICK HOME**
80 Baker Avenue, Asheville, NC 28806
(828) 350-1254  Fax: (828) 350-7787

- Owned By: Baptist Children's Home of NC
- Profit/Non-profit: Non-Profit
- Type of Facility: Family Care Home
- Year Constructed: 2006
- Licensed Since: 2006

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

**Comments**
- Encourages family involvement

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**ANGEL HOUSE 1 -7**
60-D, G, A, B, E, F, C Hornot Circle, Asheville, NC 28806

- Owned By: Angel House Family Care Homes, LLC
- Profit/Non-profit: Profit
- Type of Facility: Family Care Home
- Year Constructed: 1992
- Licensed Since: 1992

**Cost**
- Payment: Private Pay, State/County Assistance
- Deposit or Entrance Fee: None
- Monthly Rates: Private: $1,734  Semiprivate: $1,172

**Types of Units**
- # Beds: 6 each
- Type of Rooms: Private, Semiprivate
- Type of Baths: Shared Bath, Handicap Bath
- All Furnishings Provided? Yes

**Admission Restrictions**
- Cannot accept those who: Have a history of physical violence or aggression
- Age Range of Residents: 34 - 99

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**BUNCOMBE - FAMILY CARE HOMES**
49
DEAVERVIEW HEIGHTS FAMILY CARE HOME
290 Deaverview Road, Asheville, NC 28806
(828) 505-8030 Fax: (828) Call first

Owned By: Tina Muckelvene
Profit/Non-profit: Profit
Type of Facility: Family Care Home
Year Constructed: 1968
Licensed Since: 1968

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee: Amount may vary
Monthly Rates: Private: Call for current prices
Semi-Private: Call for current prices

Types of Units
# Beds: 6 each
Type of Rooms: Private
Type of Baths: Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Admission Restrictions
Cannot accept those who:
Age Range of Residents:
Call to inquire about smoking policy.

Services and Amenities Available on Site ($=charge)
Transportation Assistance
Assistance w/ Arranging Community Services
Assistance with Shopping
Laundry Services
Exercise Program
Meal Choices
Emergency Call System
Snacks
Worship Services

Call to inquire about ability to accommodate people who wander.

Features
Is there a separate Alzheimer's/Dementia unit? No
Respite Care Available: No

Comments
Encourages family involvement.

BUNCOMBE - FAMILY CARE HOMES
## EVERGREEN LIVING HOME 1 - 3, 10 - 13
1-3: 101 - 103 Country Time Circle, 10 - 13: 236, 351 - 353 Family Ridge Road
Mailing: PO Box 2077, Leicester, NC 28748
(828) 683-3828 Fax: (828) 665-8787
www. email: evergreenlivinghome@gmail.com

| Owned By: | Evergreen Living Home, Inc |
| Profit/Non-profit: | Profit |
| Type of Facility: | Family Care Home |
| Year Constructed: | 3/1996 |
| Licensed Since: | 6/1996 |

### Cost
- Payment: Private Pay, State/County Assistance
- Deposit or Entrance Fee: 
- Monthly Rates: Private: $1,650 to $2,250
  - Semiprivate: $1,062
- Other Charges: Cable TV and Telephone

### Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

Call to inquire about ability to accommodate people who wander.

### Features
- Is there a separate Alzheimer’s/Dementia unit? No

### Admission Restrictions
- Cannot accept those who: Chronic wanderer or physically abusive
- Age Range of Residents: 50+

Call to inquire about smoking policy.

## FAIRVIEW FAMILY CARE HOME 1 - 4
256 Gravely Branch Road, Fletcher, NC 28732
(828) 628-1685 Fax: (828) 628-1192
www. email: boomer@bellsouth.net

| Owned By: | Robert & Shirley Creech |
| Profit/Non-profit: | Profit |
| Type of Facility: | Family Care Home |
| Year Constructed: | 1988 |
| Licensed Since: | 1992 |

### Cost
- Payment: Private Pay, State/County Assistance, Private Ins.
- Deposit or Entrance Fee: 
- Monthly Rates: Private: $1,600
  - Semiprivate: $1,062
- Other Charges: 

### Types of Units
- # Beds: 6 each
- Type of Rooms: Private, Semiprivate
- Type of Baths: Shared Bath, Handicap Bath
- All Furnishings Provided? Yes

### Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

Call to inquire about ability to accommodate people who wander.

### Features
- Is there a separate Alzheimer’s/Dementia unit? No

### Admission Restrictions
- Cannot accept those who: Physically abusive
- Age Range of Residents: 21+

Call to inquire about smoking policy.

Comments
GOLDEN BROOK ASSISTED LIVING
10 South Turkey Creek Road, Leicester, NC 28748
(828) 683-4792  Fax: (828) 515-0180

Owned By: Mitchell Heights, LLC
Profit/Non-profit: Profit
Type of Facility: Family Care Home
Year Constructed: 1992
Licensed Since: 2013

Cost
Payment: Private Pay, State/County Assistance, Private Insurance
Deposit or Entrance Fee: NA
Monthly Rates: Private: Call for current rates
Semiprivate: Call for current rates
Other Charges:

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services
Call to inquire about ability to accommodate people who wander.

Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

Comments
- All private rooms with private bath and 24 hour care.

HAYWOOD HEIGHTS FAMILY CARE HOME
17 Euclid Boulevard, Asheville, NC 28806
(828) 505-8025  Fax: (828) Call first

Owned By: Tina Muckelvene
Profit/Non-profit: Profit
Type of Facility: Family Care Home
Year Constructed: 1996
Licensed Since: 1998

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee: Amount may vary
Monthly Rates: Private: Call for current prices
Semiprivate: Call for current prices
Other Charges:

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services
Call to inquire about ability to accommodate people who wander.

Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

Comments
- Encourages family involvement.

Call to inquire about smoking policy.
### Heart and Hearth

**Address:** 2200 New Leicester Highway, Asheville, NC 28806  
**Phone:** (828) 683-9441  
**Fax:** (828) 693-9441  
**Website:** www.heartandhearthforelders.com  
**Email:** stevejim@hotmail.com

<table>
<thead>
<tr>
<th>Owned By</th>
<th>Heart and Hearth, LLC</th>
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<tbody>
<tr>
<td>Profit/Non-profit</td>
<td>Profit</td>
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<tr>
<td>Type of Facility</td>
<td>Family Care Home</td>
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<tr>
<td>Year Constructed</td>
<td>1960's</td>
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<td>Licensed Since</td>
<td>6/2007</td>
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**Cost**

- **Payment:** Private Pay, State/County Assistance, Medicaid  
- **Deposit or Entrance Fee:** Amount may vary  
- **Monthly Rates:**  
  - **Private:** $2,600 minimum  
  - **Semiprivate:** See comments below  
- **Other Charges:**

#### Services and Amenities Available on Site

- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident's Council  
- Beautician / Barber  
- Accept Pets (no cats, case by case)  
- Emergency Call System  
- Snacks  
- Worship Services  

**Call to inquire about ability to accommodate people who wander.**

#### Features

- **Is there a separate Alzheimer's/Dementia unit?** No  
- **Respite Care Available?** No

**Comments**

- Assessment of residents prior to admission establishes fees from base rate.

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### Holmes Family Care Home

**Address:** 28 Crest Avenue, Asheville, NC 28803  
**Phone:** (828) 274-1374  
**Fax:** (828) 274-8666  
**Website:** holmesfamilycare@bellsouth.net

<table>
<thead>
<tr>
<th>Owned By</th>
<th>Debora Holmes-Young</th>
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<tbody>
<tr>
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<td>Profit</td>
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<tr>
<td>Type of Facility</td>
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<td>Year Constructed</td>
<td>1986</td>
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<td>Licensed Since</td>
<td>1987</td>
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**Cost**

- **Payment:** Private Pay  
- **Deposit or Entrance Fee:** Amount may vary  
- **Monthly Rates:**  
  - **Private:** See comments below  
- **Other Charges:**

#### Services and Amenities Available on Site

- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident's Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services  

**Call to inquire about ability to accommodate people who wander.**

#### Features

- **Is there a separate Alzheimer's/Dementia unit?** No  
- **Respite Care Available?** Yes

**Comments**

- Assessment of residents prior to admission establishes fees from base rate.
JOANN’S FAMILY CARE HOME
245 Anchor Drive, Alexander, NC 28701
(828) 683-0898  Fax: (828) 683-0604
www.  email:

Owned By:  Newland & JoAnn Reese
Profit/Non-profit:  Profit
Type of Facility:  Family Care Home
Year Constructed:  1965
Licensed Since:  1984

Cost
Payment:  Private Pay, State/County Assistance
Deposit or Entrance Fee:  Amount may vary
Monthly Rates:  Private:  $1,500  Semiprivate:  $1,500
Other Charges:

Types of Units
# Beds:  5
Type of Rooms:  Private, Semiprivate
Type of Baths:  Shared Bath
All Furnishings Provided?  Yes

Admission Restrictions
Cannot accept those who:  With serious Alzheimer’s/dementia
Age Range of Residents:  50 - 70
Call to inquire about smoking policy.

KNOB HILL FAMILY CARE HOME
90 Knob Hill Road, Asheville, NC 28806
Mailing: PO Box 1071, Candler, NC 28715
(828) 779-5088  Fax: (828) 665-8787
www.  email:

Owned By:  Evergreen Living Homes, Inc
Profit/Non-profit:  Profit
Type of Facility:  Family Care Home
Year Constructed:  1964
Licensed Since:  1998

Cost
Payment:  Private Pay, State/County Assistance
Deposit or Entrance Fee:  Amount may vary
Monthly Rates:  Private:  Call for current prices  Semiprivate:  Call for current prices
Other Charges:

Types of Units
# Beds:  6
Type of Rooms:  Private, Semiprivate
Type of Baths:  Private, Shared Bath, Handicap Bath
All Furnishings Provided?  Yes

Admission Restrictions
Cannot accept those who:  Chronic wander or physically abusive
Age Range of Residents:  60+
Call to inquire about smoking policy.
# LEICESTER HEIGHTS FAMILY CARE
16 Overlook Drive, Leicester, NC 28748
(828) 258-3678  Fax: (828) 683-3771
www.
email: plemfamilycare1@gmail.com

| Owned By: | Alma Plemons |
| Profit/Non-profit: | Profit |
| Type of Facility: | Family Care Home |
| Year Constructed: | 1994 |

## Cost
- Payment: Private Pay, State/County Assistance
- Deposit or Entrance Fee: $1st month
- Monthly Rates: Private: Call for current prices
  - Semiprivate: Call for current prices
- Other Charges: Transportation Assistance
- Meals
- Exercise Program
- Laundry Services
- Shopping Assistance
- Worship Services
- Call to inquire about ability to accommodate people who wander.

## Types of Units
- # Beds: 6
- Type of Rooms: Private, Semiprivate
- Type of Baths: Private, Shared Bath, Handicap Bath
- All Furnishings Provided? Yes

## Admission Restrictions
- Cannot accept those who: Wanderers & have drinking problems
- Age Range of Residents: 30+

## Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: 2 openings

## Comments
- Beautiful scenery, screened in sun room. Have plenty of outings for patients that are capable. All laundry done immediately.

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# MAYFLOWER SENIOR CARE, INC.
48 Robert Cove Road, Weaverville, NC 28787
(828) 645-5284  Fax: (828) 658-3257
www.
email: evet_t@hotmail.com

| Owned By: | Mayflower Senior Care, Inc |
| Profit/Non-profit: | Profit |
| Type of Facility: | Family Care Home |
| Year Constructed: | 2004 |

## Cost
- Payment: Private Pay, State/County Assistance
- Deposit or Entrance Fee: $0
- Monthly Rates: Private: $4,000
  - Semiprivate: $2,800
- Other Charges: Beauty shop, Medication, Message Therapy

## Types of Units
- # Beds: 6
- Type of Rooms: Private, Semiprivate
- Type of Baths: Shared Bath, Handicap Bath
- All Furnishings Provided? Yes (residents may furnish if choose)

## Admission Restrictions
- Cannot accept those who: Wanderers, those who are abusive or violent, male, under 70
- Age Range of Residents: 70+

## Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

## Comments
- Weaverville’s best kept secret! Assisted living the way it should be!
**MOUNTAIN VALLEY RETIREMENT HOME**  
630 Dillingham Road, Barnardsville, NC 28709  
(828) 626-2914  Fax: (828) 626-2899

Owned By: Mountain Valley Retirement Home  
Profit/Non-profit: Profit  
Type of Facility: Family Care Home  
Year Constructed: 1980  
Licensed Since: 1995

**Cost**  
Payment: Private, State/County Assistance  
Deposit or Entrance Fee: $0  
Monthly Rates:  
- Private: $1,750  
- Semiprivate:  
Other Charges:

**Types of Units**  
# Beds: 6  
Type of Rooms: Private  
Type of Baths: Private, Shared Bath, Handicap Bath  
All Furnishings Provided? Yes

**Admission Restrictions**  
Cannot accept those who: No skilled nursing  
Age Range of Residents: No age limit  
Call to inquire about smoking policy.

**Services and Amenities Available on Site**  
($=charge)

- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
  - Exercise Program  
  - Meal Choices  
  - Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services

Call to inquire about ability to accommodate people who wander.

**Features**  
Is there a separate Alzheimer’s/Dementia unit? No  
Respite Care Available: No

**Comments**

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**MT. PISGAH FAMILY CARE HOME**  
33 Upper Sawbranch Road, Route 1, Candler, NC 28715  
(828) 779-5588  Fax: (828) 665-8787

Owned By: Evergreen Living Home, Inc  
Profit/Non-profit: Profit  
Type of Facility: Family Care Home  
Year Constructed: 4/1972  
Licensed Since: 4/1972

**Cost**  
Payment: Private, State/County Assistance  
Deposit or Entrance Fee: $0  
Monthly Rates:  
- Private: Call for current prices  
- Semiprivate: Call for current prices  
Other Charges:

**Types of Units**  
# Beds: 6  
Type of Rooms: Private, Semiprivate  
Type of Baths: Shared Bath  
All Furnishings Provided? Yes

**Admission Restrictions**  
Cannot accept those who:  
Age Range of Residents: 60+  
Call to inquire about smoking policy.

**Services and Amenities Available on Site**  
($=charge)

- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services

Call to inquire about ability to accommodate people who wander.

**Features**  
Is there a separate Alzheimer’s/Dementia unit? No  
Respite Care Available:

**Comments**
### NORTH RIDGE ASSISTED LIVING 1 - 5

**Address:**
45, 39, 34, 26, 20 Melody Rose Lane, Asheville, NC 28804

**Phone Numbers:**
1: (828) 645-7943  
2: (828) 645-9928  
3: (828) 658-2633  
4: (828) 484-9092  
5: (828) 484-9813  
Fax: (828) 645-1349

**Website:**
www.

**Email:**
email

**Ownership:**
Tammy Tate (1, 2, 4), Wanda Caldwell (3), Jon McDonald (5)

**Profit/Non-profit:**
Profit

**Type of Facility:**
Family Care Home

**Year Constructed:**
1987

**Licensed Since:**
1987

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: Yes

**Comments**
Call to inquire about ability to accommodate people who wander.

### Cost
**Payment:**
Private Pay, State/County Assistance, Private Ins.

**Deposit or Entrance Fee:**

**Monthly Rates:**
- Private: $2,000
- Semiprivate: $1,900
- One month

**Other Charges:**

### Types of Units
**# Beds:**
6 each

**Type of Rooms:**
Private, Semiprivate

**Type of Baths:**
Shared Bath, Handicap Bath

**All Furnishings Provided?** Yes

### Admission Restrictions
**Cannot accept those who:**
Non-ambulatory, wanderer

**Call to inquire about smoking policy.**
Outside designated smoking area? Yes

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### PLEMMONS FAMILY CARE 1

**Address:**
303 Hi Alta, Asheville, NC 28806

**Phone Numbers:**
(828) 281-9064  
Fax: (828) 281-9064

**Website:**
www.

**Email:**
email: plemfamilycare1@gmail.com

**Ownership:**
Plemmons Family Care Home, Inc

**Profit/Non-profit:**
Profit

**Type of Facility:**
Family Care Home

**Year Constructed:**
1994

**Licensed Since:**
1994

**Services and Amenities Available on Site** ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

**Features**
- Is there a separate Alzheimer’s/Dementia unit? Yes
- Respite Care Available: No

**Comments**
Call to inquire about ability to accommodate people who wander.

**Cost**
**Payment:**
Private Pay, State/County Assistance

**Deposit or Entrance Fee:**
One month

**Monthly Rates:**
- Private: $1,800 and up
- Semiprivate: Call for current prices
- Call for current prices

**Other Charges:**

### Types of Units
**# Beds:**
6

**Type of Rooms:**
Private, Semiprivate

**Type of Baths:**
Private, Shared Bath, Handicap Bath

**All Furnishings Provided?** Yes

### Admission Restrictions
**Cannot accept those who:**
Wanderer, have drinking problems

**Age Range of Residents:**
40+

**Call to inquire about smoking policy.**
REDEEMED FAMILY CARE HOME OF LEICESTER
10 Mint Lane, Asheville, NC 28806
(828) 206-2324 Fax: (828) 412-5094

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

Comments
- Beautiful scenery, have plenty of outings for residents that are capable. All laundry done immediately.

RIVERSIDE VILLAGE HOMES G - J
G-J: 132, 134, 136, 138 Center Avenue, Black Mountain, NC 28711

Services and Amenities Available on Site ($=charge)
- Transportation Assistance
- Assistance w/ Arranging Community Services
- Assistance with Shopping
- Laundry Services
- Exercise Program
- Meal Choices
- Resident’s Council
- Beautician / Barber
- Accept Pets
- Emergency Call System
- Snacks
- Worship Services

Features
- Is there a separate Alzheimer’s/Dementia unit? No
- Respite Care Available: No

Comments
- Call for more information and to schedule a tour!
### SMITH STREET VILLAGE 30, 34, 36, 94

**Address:** 30, 36 Smith Graveyard Road & 94 Millbrook Road, Asheville, NC 28806  
**Contact:** (828) 676-5600  
**Fax:** (828) 412-3311  
**Website:** www.

**Owned By:** Smith Street Village FCH, LLC  
**Profit/Non-profit:** Profit  
**Type of Facility:** Family Care Home  
**Cost**  
- Payment: **Private Pay, SA**  
- Deposit or Entrance Fee: Amount may vary  
- Monthly Rates: **Private:** Call for current prices  
  **SA:** $1,182  
**Types of Units**  
- **# Beds:** 6 each  
- **Type of Rooms:** Private  
- **Type of Baths:** Shared Bath, Handicap Bath  
- **All Furnishings Provided?** Yes  
**Admission Restrictions**  
- Cannot accept those who: Have history of physical violence or aggression  
- **Age Range of Residents:** Varies  
**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services  
**Comments**  
- Call to inquire about ability to accommodate people who wander.

### ST. MARY ROSA’S FAMILY CARE HOME

**Address:** 483 Caribou Road, Asheville, NC 28803  
**Contact:** (828) 274-0065  
**Fax:** (828) 274-0065 (call first)  
**Website:** www.

**Owned By:** C Gail Atkinson  
**Profit/Non-profit:** Profit  
**Type of Facility:** Family Care Home  
**Year Constructed:** 1985  
**Cost**  
- Payment: **Private Pay, State/County Assistance**  
- Deposit or Entrance Fee: $0  
- Monthly Rates: **Private:** Call for current prices  
  **Semiprivate:** Call for current prices  
**Types of Units**  
- **# Beds:** 6  
- **Type of Rooms:** Private, Semiprivate  
- **Type of Baths:** Shared Bath, Handicap Bath  
- **All Furnishings Provided?** Yes  
**Admission Restrictions**  
- Cannot accept those who: Active drug addition  
- **Age Range of Residents:** 18+  
**Services and Amenities Available on Site** ($=charge)  
- Transportation Assistance  
- Assistance w/ Arranging Community Services  
- Assistance with Shopping  
- Laundry Services  
- Exercise Program  
- Meal Choices  
- Resident’s Council  
- Beautician / Barber  
- Accept Pets  
- Emergency Call System  
- Snacks  
- Worship Services  
**Comments**  
- Call to inquire about ability to accommodate people who wander.

**Features**  
- Is there a separate Alzheimer’s/Dementia unit? No  
- Respite Care Available: Yes
WESTSIDE ASSISTED LIVING A - B
119, 121 Richland Street, Asheville, NC 28806
Mailing: PO Box 1807, Leicester, NC 28748
(828) A:281-4863   B:505-1839   Fax: (828) 683-0461

Owned By: Tammy Tate
Profit/Non-profit: Profit
Type of Facility: Family Care Home
Year Constructed: 1999
Licensed Since: 1999

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee: $0
Monthly Rates: Private: $1,900 and up
Semiprivate: 

Services and Amenities Available on Site ($=charge)
√ Transportation Assistance
√ Assistance w/ Arranging Community Services
√ Assistance with Shopping
√ Laundry Services
Exercise Program
Meal Choices
Resident’s Council

Features
Is there a separate Alzheimer's/Dementia unit? No
Respite Care Available:

Comments

Call to inquire about ability to accommodate people who wander.

WHITE FAWN FAMILY CARE HOME
96 White Fawn Drive, Asheville, NC 28803
(828) 505-7858   Fax: (828) Call first

Owned By: Tina Muckelvene
Profit/Non-profit: Profit
Type of Facility: Family Care Home
Year Constructed: 1974
Licensed Since: 1974

Cost
Payment: Private Pay, State/County Assistance
Deposit or Entrance Fee: Amount may vary
Monthly Rates: Private: Call for current prices
Semiprivate: Call for current prices

Types of Units
# Beds: 6 each
Type of Rooms: Private
Type of Baths: Shared Bath, Handicap Bath
All Furnishings Provided? Yes

Services and Amenities Available on Site ($=charge)
√ Transportation Assistance
√ Assistance w/ Arranging Community Services
√ Assistance with Shopping
√ Laundry Services
√ Exercise Program
Meal Choices
Resident's Council

Features
Is there a separate Alzheimer's/Dementia unit? No
Respite Care Available: No

Call to inquire about ability to accommodate people who wander.

Comments
Encourages family involvement.

Call to inquire about smoking policy.
**WOODLAND TERRACE 2 - 7**

2: 32 Smith Graveyard Road, Asheville, NC 28806
3-7: 8, 12, 18, 11, 19 Ella Lane, Alexander, NC 28701

<table>
<thead>
<tr>
<th>Owned By:</th>
<th>Ricardo Duprey Jr.</th>
<th>Services and Amenities Available on Site ($=charge)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profit/Non-profit:</td>
<td>Profit</td>
<td>$ Transportation Assistance</td>
</tr>
<tr>
<td>Type of Facility:</td>
<td>Family Care Home</td>
<td>√ Assistance w/ Arranging Community Services</td>
</tr>
<tr>
<td>Year Constructed:</td>
<td>1992</td>
<td>√ Assistance with Shopping</td>
</tr>
<tr>
<td>Licensed Since:</td>
<td>1992</td>
<td>√ Laundry Services</td>
</tr>
<tr>
<td>Cost</td>
<td></td>
<td>√ Exercise Program</td>
</tr>
<tr>
<td>Payment:</td>
<td>Private Pay, State/County Assistance</td>
<td>Meal Choices</td>
</tr>
<tr>
<td>Deposit or Entrance Fee:</td>
<td>Amount may vary</td>
<td>$ Beautician / Barber</td>
</tr>
<tr>
<td>Monthly Rates: Private:</td>
<td>Call for current prices</td>
<td>Accept Pets</td>
</tr>
<tr>
<td></td>
<td>Semiprivate:</td>
<td>√ Emergency Call System</td>
</tr>
<tr>
<td>Types of Units</td>
<td></td>
<td>√ Snacks</td>
</tr>
<tr>
<td># Beds:</td>
<td>6 each</td>
<td>√ Worship Services</td>
</tr>
<tr>
<td>Type of Rooms: Private, Semiprivate</td>
<td></td>
<td>Call to inquire about ability to accommodate people who wander.</td>
</tr>
<tr>
<td>Type of Baths:</td>
<td>Shared Bath, Handicap Bath</td>
<td></td>
</tr>
<tr>
<td>All Furnishings Provided?:</td>
<td>Yes</td>
<td>Features</td>
</tr>
<tr>
<td>Admission Restrictions</td>
<td></td>
<td>Is there a separate Alzheimer’s/Dementia unit? No</td>
</tr>
<tr>
<td>Cannot accept those who:</td>
<td>Have a history of physical violence or aggression</td>
<td>Respite Care Available:</td>
</tr>
<tr>
<td>Age Range of Residents:</td>
<td>18+</td>
<td>Comments</td>
</tr>
<tr>
<td>Call to inquire about smoking policy.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OWENED BY:**

Ricardo Duprey Jr.

**Profit/Non-profit:** Profit

**Type of Facility:** Family Care Home

**Year Constructed:** 1992

**Licensed Since:** 1992

**Cost**

Payment: Private Pay, State/County Assistance

Deposit or Entrance Fee: Amount may vary

Monthly Rates:
- Private: Call for current prices
- Semiprivate: Call for current prices

**Types of Units**

# Beds: 6 each

Type of Rooms: Private, Semiprivate

Type of Baths: Shared Bath, Handicap Bath

All Furnishings Provided?: Yes

**Admission Restrictions**

Cannot accept those who: Have a history of physical violence or aggression

Age Range of Residents: 18+

Call to inquire about smoking policy.

**Call to inquire about ability to accommodate people who wander.**

**Features**

Is there a separate Alzheimer’s/Dementia unit? No

Respite Care Available:

**Comments**
### ARDENWOODS

**2400 Appalachian Boulevard, Arden, NC 28704**  
(828) 684-0041  Fax: (828) 684-7800  
[www.ardenwoods.com](http://www.ardenwoods.com)  
(email: slaterpamela@ardenwoods.com)

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
<th>Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
</tr>
<tr>
<td>Year Opened:</td>
<td>2002</td>
</tr>
</tbody>
</table>

#### Services and Amenities Available on Site
- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (some or all) in Monthly Fees
- Other:

<table>
<thead>
<tr>
<th>Fees</th>
</tr>
</thead>
</table>
| Deposit or Entrance Fee: **$145,000 to $285,000**  
| Monthly Rates: **$2,025 to $2,565** |
| Note: Fees listed have been provided by the community. Please contact the facility for more information. |

#### Contract and Refund Options
- Contract Options: N/A
- Entrance Fee Refund Options: **90% Refund**

#### Types of Units
- Independent Living Units: 95
- Assisted Living Units: 60
- Nursing Beds: 0

### BROOKS-HOWELL HOME

**266 Merrimon Avenue, Asheville, NC 28801**  
(828) 253-6712  Fax: (828) 252-7071  
[www.brooks-howell.org](http://www.brooks-howell.org)  
(email: Jknight@brookshowell.org)

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
<th>Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
</tr>
<tr>
<td>Year Opened:</td>
<td>1957</td>
</tr>
</tbody>
</table>

#### Services and Amenities Available on Site
- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (some or all) in Monthly Fees
- Other: Low income and rental options available.

<table>
<thead>
<tr>
<th>Fees</th>
</tr>
</thead>
</table>
| Deposit or Entrance Fee: **$0 to $100,000**  
| Monthly Rates: **$1,298 to $6,104** |
| Note: Fees listed have been provided by the community. Please contact the facility for more information. Low Income and Rental options available. |

#### Contract and Refund Options
- Contract Options: N/A
- Entrance Fee Refund Options: **No Refund**

#### Types of Units
- Independent Living Units: 61
- Assisted Living Units: 14
- Nursing Beds: 44
**DEERFIELD EPISCOPAL RETIREMENT COMMUNITY**
1617 Hendersonville Road, Asheville, NC 28803
(828) 274-1531 Fax: (828) 274-0238
www.deerfieldwnc.org

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
<th>Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
</tr>
<tr>
<td>Year Opened:</td>
<td>1955</td>
</tr>
</tbody>
</table>

**Services and Amenities Available on Site**
- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (not cable or phone) in Monthly Fees

**Contract and Refund Options**
- Contract Options: Life Care Contract
- Entrance Fee Refund Options: Fully Declined Refund; 50% Refund; 90% Refund

**Types of Units**
- Independent Living Residences: 351
- Assisted Living Apartments: 60
- Nursing Rooms: 62

**Fees**
- Deposit or Entrance Fee: Starts at $194,016
- Monthly Rates: Starts at $2,667

Note: Fees listed have been provided by the community. Please contact the facility for more information.

**GIVENS ESTATES**
2360 Sweeten Creek Road, Asheville, NC 28803
(828) 274-4800 Fax: (828) 771-2232
www.givensestates.org

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
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</thead>
<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
</tr>
<tr>
<td>Year Opened:</td>
<td>1979</td>
</tr>
</tbody>
</table>

**Services and Amenities Available on Site**
- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (not cable or phone) in Monthly Fees

**Contract and Refund Options**
- Contract Options: Fee for service
- Entrance Fee Refund Options: 0%, 50% or 90% Refund

**Types of Units**
- Independent Living Units: 412
- Assisted Living Units: 56
- Nursing Beds: 84

**Fees**
- Deposit or Entrance Fee: $35,350 to $1,015,500
- Monthly Rates: $1,260 to $4,720

Note: Fees listed have been provided by the community. Please contact the facility for more information.
### GIVENS HIGHLAND FARMS

200 Tabernacle Road, Black Mountain, NC 28711  
(828) 669-6473  Fax: (828) 669-2817  
[www.givenshighlandfarms.org](http://www.givenshighlandfarms.org)

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
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<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
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<tr>
<td>Year Opened:</td>
<td>1971</td>
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</table>

**Fees**

<table>
<thead>
<tr>
<th>Deposit or Entrance Fee:</th>
<th>$7,500 to $375,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Rates:</td>
<td>$877 to $4,966</td>
</tr>
</tbody>
</table>

**Services and Amenities Available on Site**

- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (some or all) in Monthly Fees

**Contract and Refund Options**

<table>
<thead>
<tr>
<th>Contract Options:</th>
<th>Fee for service; Purchase; Rental; No Entrance Fee option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrance Fee Refund Options:</td>
<td>Fully Declining Refund; 50% Refund</td>
</tr>
</tbody>
</table>

**Types of Units**

- Independent Living Units: 218
- Assisted Living Units: 30
- Nursing Beds: 60

---

### PISGAH VALLEY RETIREMENT COMMUNITY

95 Holcombe Cove Road, Candler, NC 28715  
(828) 667-9851  Fax: (828) 667-9858  
[www.pisgahvalley.org](http://www.pisgahvalley.org)

<table>
<thead>
<tr>
<th>Profit/Non-profit:</th>
<th>Non-Profit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Facility:</td>
<td>CCRC</td>
</tr>
<tr>
<td>Year Opened:</td>
<td>1975</td>
</tr>
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</table>

**Fees**

<table>
<thead>
<tr>
<th>Deposit or Entrance Fee:</th>
<th>Varies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Rates:</td>
<td>Varies</td>
</tr>
</tbody>
</table>

**Services and Amenities Available on Site**

- Dementia Units Available
- Direct Admission to Assisted Living
- Direct Admission to Nursing
- Medicaid Certified
- Medicare Certified
- Emergency Call System
- Exercise Room or Programs
- Housekeeping (some or all) in Monthly Fees
- Meal (some or all) in Monthly Fees
- Pets (some) Allowed
- Transportation Available
- Utilities (some or all) in Monthly Fees

**Contract and Refund Options**

<table>
<thead>
<tr>
<th>Contract Options:</th>
<th>Varies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrance Fee Refund Options:</td>
<td>Varies</td>
</tr>
</tbody>
</table>

**Types of Units**

- Independent Living Units: 72
- Assisted Living Units: 24
- Nursing Beds: 118
### ARROWHEAD APARTMENTS
100 Cheerio Lane, Asheville, NC 28803  
(828) 298-9390  Fax: (828)

<table>
<thead>
<tr>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Units: 116</td>
<td>Food Pantry</td>
</tr>
<tr>
<td>Age: 62+ or disabled</td>
<td>Transportation (Busline)</td>
</tr>
<tr>
<td>Rent: 30% of adjusted income if eligible</td>
<td>Laundry Facility</td>
</tr>
<tr>
<td>Utilities: Water, trash, sewage</td>
<td>Service Coordinator</td>
</tr>
<tr>
<td></td>
<td>Pets (1 under 30 lbs. w/ deposit)</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
<tr>
<td></td>
<td>Library</td>
</tr>
<tr>
<td></td>
<td>Community Garden &amp; Community Room</td>
</tr>
</tbody>
</table>

### ASHEVILLE TERRACE APARTMENTS
200 Tunnel Road, Asheville, NC 28805  
(828) 255-8345  Fax: (828)

<table>
<thead>
<tr>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Units: 248</td>
<td>Meals</td>
</tr>
<tr>
<td>Age: 62+ or disabled</td>
<td>Transportation (Scheduled trips)</td>
</tr>
<tr>
<td>Rent: 30% of adjusted gross income if eligible</td>
<td>Laundry Facility</td>
</tr>
<tr>
<td>Utilities: Water, trash, recycling</td>
<td>Housekeeping</td>
</tr>
<tr>
<td></td>
<td>Pets (30 lbs. w/ deposit)</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
</tbody>
</table>

### ASHEWOOD MANOR
100 Riceville Road, Asheville, NC 28805  
(828) 299-1111  Fax: (828)

<table>
<thead>
<tr>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Units: 22</td>
<td>Meals</td>
</tr>
<tr>
<td>Age: 62+</td>
<td>Transportation (charge)</td>
</tr>
<tr>
<td>Rent: $1,985 deluxe $1,750 mid size</td>
<td>Laundry Facility</td>
</tr>
<tr>
<td>Utilities: All included</td>
<td>Housekeeping</td>
</tr>
<tr>
<td></td>
<td>Pets (small w/ deposit)</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
</tbody>
</table>

### BATTERY PARK APARTMENTS
1 Battle Square, Asheville, NC 28801  
(828) 252-5277  Fax: (828)

<table>
<thead>
<tr>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Units: 121</td>
<td>Meals</td>
</tr>
<tr>
<td>Age: 62+</td>
<td>Transportation</td>
</tr>
<tr>
<td>Rent: 30% of adjusted income if eligible</td>
<td>Laundry Facility</td>
</tr>
<tr>
<td>Utilities: All except phone and cable</td>
<td>Housekeeping</td>
</tr>
<tr>
<td></td>
<td>Pets</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
<tr>
<td>Address</td>
<td>Website</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Bella Vista Gracious Retirement Living</td>
<td>-</td>
</tr>
<tr>
<td>Blue Ridge Apartments</td>
<td>-</td>
</tr>
<tr>
<td>Compton Place</td>
<td>-</td>
</tr>
<tr>
<td>Crowell Square</td>
<td>-</td>
</tr>
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</table>

### Type of Facility: Independent Living for Senior & Disabled

<table>
<thead>
<tr>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Units: 120</td>
<td>Meals (3 meals served daily)</td>
</tr>
<tr>
<td>Age: 55+</td>
<td>Transportation</td>
</tr>
<tr>
<td>Rent: $1,795 - $3,795</td>
<td>Laundry Facility, Linen Service</td>
</tr>
<tr>
<td>Utilities: All except phone</td>
<td>Housekeeping</td>
</tr>
<tr>
<td></td>
<td>Pets</td>
</tr>
<tr>
<td></td>
<td>Maintenance</td>
</tr>
</tbody>
</table>

### Housing Information: Independent Living for Senior & Disabled

| # of Units: 78 (w/ 6 2-bed units)             | Meals (Meals on Wheels)                      |
| Age: 62+ or disabled                          | Transportation (Busline)                     |
| Rent: 30% of adjusted gross income if eligible| Laundry Facility                             |
| Utilities: Water                              | Housekeeping                                 |
|                                              | Pets (20 lbs. w/ deposit)                    |
|                                              | Maintenance                                  |

### Housing Information: Independent Living for Senior & Disabled

| # of Units: 40                                | Meals                                       |
| Age: 55+                                      | Transportation (Mountain Mobility, not on bus line) |
| Rent: Call for rates                           | Laundry Facility                            |
| Utilities: Water                              | Housekeeping                                |
|                                              | Pets (under 25 lbs with $200 fee)            |
|                                              | Maintenance                                  |

### Housing Information: Independent Living for Senior & Disabled

<p>| # of Units: 40                                | Meals (Meals on Wheels)                      |
| Age: 55+                                      | Transportation (Mountain Mobility)           |
| Rent: Tax credit                              | Laundry Facility                            |
| Utilities: Water, sewer, trash provided       | Housekeeping                                |
|                                              | Pets (25 lbs limit with $250 fee)            |
|                                              | Maintenance                                  |</p>
<table>
<thead>
<tr>
<th>Facility Name</th>
<th>Address</th>
<th>Type of Facility</th>
<th>Housing Information</th>
<th>Services and Amenities Available on Site</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GEORGE KNIGHT HOMES AT SKYLAND</strong></td>
<td>138 Springside Road, Asheville, NC 28806</td>
<td>Independent Living for Senior &amp; Disabled</td>
<td># of Units: 63</td>
<td>Meals, Transportation (Busline), Laundry Facility, Housekeeping, Pets (under 20 lbs), Maintenance</td>
</tr>
<tr>
<td></td>
<td>(828) 684-2116 Fax: (828)</td>
<td></td>
<td>Age: 55+</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rent: 60% AMI Max</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Utilities: Water, sewer, trash</td>
<td></td>
</tr>
<tr>
<td><strong>GIVENS GERBER PARK</strong></td>
<td>40 Gerber Road, Asheville, NC 28803</td>
<td>Independent Living for Senior &amp; Disabled</td>
<td># of Units: 120</td>
<td>Meals (Cafe), Transportation (Nearby), Laundry, Housekeeping, Pets (Indoor pets), Maintenance, MAHEC Primary Care Clinic</td>
</tr>
<tr>
<td></td>
<td>(828) 771-2207 Fax: (828)</td>
<td></td>
<td>Age: 55+</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rent: Income based, HUD</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Utilities: Gas, water</td>
<td></td>
</tr>
<tr>
<td><strong>GIVENS HOUSING, INC</strong></td>
<td>2360 Sweeten Creek Road, Asheville, NC 28803</td>
<td>Independent Living for Senior &amp; Disabled</td>
<td># of Units: 78</td>
<td>Meals, Transportation, Laundry Facility, Housekeeping, Pets, Maintenance</td>
</tr>
<tr>
<td></td>
<td>(828) 274-4800 Fax: (828)</td>
<td></td>
<td>Age: 62+ and handicapped</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rent: 30% of adjusted gross income if eligible, Section 8</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Utilities: Water, sewer, trash</td>
<td></td>
</tr>
<tr>
<td><strong>LAUREL WOODS APARTMENTS</strong></td>
<td>650 Caribou Road, Asheville, NC 28803</td>
<td>Independent Living for Senior &amp; Disabled</td>
<td># of Units: 50</td>
<td>Meals, Transportation, Laundry Facility, Housekeeping, Pets, Maintenance</td>
</tr>
<tr>
<td></td>
<td>(828) 277-1733 Fax: (828)</td>
<td></td>
<td>Age: 62+</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rent: 30% of adjusted income if eligible, HUD</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Utilities: Water, trash, sewer, lawn services</td>
<td></td>
</tr>
<tr>
<td>Facility Name</td>
<td>Address</td>
<td>Phone</td>
<td>Fax</td>
<td>Email</td>
</tr>
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<td>--------------</td>
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</tbody>
</table>
| LIFE HOUSE OF ASHEVILLE | 100 Peachtree Road, Asheville, NC 28803 | (828) 277-3574 | Fax: (828) |  | Meals, Transportation, Laundry Facility, Housekeeping, Pets, Maintenance | Type of Facility: Independent Living for Senior & Disabled
| # of Units: | 20 |
| Age: | Disabled |
| Rent: | Income limit, Section 8 |
| Utilities: | Water |
| MARJORIE MCCUNE MEMORIAL CENTER | 101 Lions Way, Black Mountain, NC 28711 | (828) 669-8452 | Fax: (828) 669-5003 |  | Meals (one meal a day), Transportation, Laundry Facility, Housekeeping, Pets (small w/ deposit), Maintenance | Type of Facility: Independent Living for Senior & Disabled
| # of Units: | 6 |
| Age: | 55+ |
| Rent: | $1,500 |
| Utilities: | All included |
| MOUNTAIN SPRINGS APARTMENTS | 66 Mountain Street, Asheville, NC 28801 | (828) 253-4540 | Fax: (828) |  | Meals (Meals on Wheels), Transportation (Busline), Laundry Facility, Housekeeping, Pets (30 lbs. w/ $150 deposit), Maintenance | Type of Facility: Independent Living for Senior & Disabled
| # of Units: | 44 |
| Age: | 55+ |
| Rent: | $402, accept vouchers, income restricted |
| Utilities: | Water, trash, sewer |
| OVERLOOK APARTMENTS | 127 Bartlett Street, Asheville, NC 28801 | (828) 253-0013 | Fax: (828) |  | Meals (Meals on Wheels), Transportation (Busline), Laundry Facility, Housekeeping, Pets (20 lbs. w/ deposit), Maintenance | Type of Facility: Independent Living for Senior & Disabled
<p>| # of Units: | 48 |
| Age: | 55+ |
| Rent: | Income restricted, tax credit property, accept vouchers, 10 units @ 50%, 38 units @ 60% |
| Utilities: | Water, trash, sewer |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>SKYLAND APARTMENTS</td>
<td>138 Springside Road, Asheville, NC 28803</td>
<td>(828) 684-2116</td>
<td>(828) 684-8813</td>
<td>{<a href="mailto:skylandapt@voa.org">skylandapt@voa.org</a>}</td>
</tr>
<tr>
<td>Ridge Apartments</td>
<td>373 Fairview Road, Asheville, NC 28803</td>
<td>(828) 258-8388</td>
<td></td>
<td>{wnchousing <a href="mailto:properties@gmail.com">properties@gmail.com</a>}</td>
</tr>
<tr>
<td>Ross Creek Commons</td>
<td>16 Old Chunn’s Cove Road, Asheville, NC 28805</td>
<td>(828) 575-2098</td>
<td></td>
<td>{wnchousing <a href="mailto:properties@gmail.com">properties@gmail.com</a>}</td>
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<tr>
<td>Skyland Apartments</td>
<td>373 Fairview Road, Asheville, NC 28803</td>
<td>(828) 258-8388</td>
<td></td>
<td>{wnchousing <a href="mailto:properties@gmail.com">properties@gmail.com</a>}</td>
</tr>
<tr>
<td>Vanderbilt Apartments</td>
<td>75 Haywood Street, Asheville, NC 28801</td>
<td>(828) 254-0027</td>
<td></td>
<td>{wnchousing <a href="mailto:properties@gmail.com">properties@gmail.com</a>}</td>
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<th>Type of Facility:</th>
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<td># of Units:</td>
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<tr>
<td>Age:</td>
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<tr>
<td>Rent:</td>
<td></td>
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<tr>
<td>Utilities:</td>
<td>Water, sewer, trash</td>
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<table>
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<tr>
<th>Services and Amenities Available on Site</th>
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<tr>
<td>Meals (Meals on Wheels)</td>
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</tr>
<tr>
<td>Transportation</td>
<td></td>
</tr>
<tr>
<td>Laundry Facility</td>
<td></td>
</tr>
<tr>
<td>Housekeeping</td>
<td></td>
</tr>
<tr>
<td>Pets</td>
<td></td>
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<tr>
<td>Maintenance</td>
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<table>
<thead>
<tr>
<th>Type of Facility:</th>
<th>Independent Living for Senior &amp; Disabled</th>
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<tr>
<td>Age:</td>
<td>Disabled</td>
</tr>
<tr>
<td>Rent:</td>
<td>$4050 - $750</td>
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<tr>
<td>Utilities:</td>
<td>Heat, electric, water, basic cable</td>
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<tr>
<th>Services and Amenities Available on Site</th>
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<tbody>
<tr>
<td>Meals (Meals on Wheels)</td>
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</tr>
<tr>
<td>Transportation</td>
<td></td>
</tr>
<tr>
<td>✓ Transportation - Senior Companions</td>
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<tr>
<td>Laundry Facility</td>
<td></td>
</tr>
<tr>
<td>✓ Housekeeping - Senior Companions</td>
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</tr>
<tr>
<td>✓ Pets (Under 25 lbs)</td>
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<td>Maintenance</td>
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<thead>
<tr>
<th>Type of Facility:</th>
<th>Independent Living for Senior &amp; Disabled</th>
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<tr>
<td># of Units:</td>
<td>123</td>
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<tr>
<td>Age:</td>
<td>62+ or disabled</td>
</tr>
<tr>
<td>Rent:</td>
<td>30% of adjusted income if eligible</td>
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<tr>
<td>Utilities:</td>
<td>Heat, electric, water, basic cable</td>
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<thead>
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<th>Services and Amenities Available on Site</th>
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<tbody>
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<td>Meals (Meals on Wheels)</td>
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<tr>
<td>Transportation</td>
<td></td>
</tr>
<tr>
<td>✓ Laundry Facility</td>
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<tr>
<td>Housekeeping</td>
<td></td>
</tr>
<tr>
<td>✓ Pets (20 lbs w/ $200 deposit)</td>
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</tr>
<tr>
<td>✓ Maintenance</td>
<td></td>
</tr>
<tr>
<td>TRINITY VIEW</td>
<td></td>
</tr>
<tr>
<td>-----------</td>
<td></td>
</tr>
<tr>
<td>2533 Hendersonville Road, Arden, NC 28704</td>
<td></td>
</tr>
<tr>
<td>(828) 687-0068  Fax: (828) 684-8929</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.trinityview.net">www.trinityview.net</a>  email: <a href="mailto:contacts@lsanc.net">contacts@lsanc.net</a></td>
<td></td>
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<tr>
<td>Type of Facility: <strong>Independent Living for Senior &amp; Disabled</strong></td>
<td></td>
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<tr>
<td><strong>Housing Information</strong></td>
<td></td>
</tr>
<tr>
<td># of Units: <strong>78</strong></td>
<td></td>
</tr>
<tr>
<td>Age: <strong>55+</strong></td>
<td></td>
</tr>
<tr>
<td>Rent: <strong>$1,781 - $3,262</strong></td>
<td></td>
</tr>
<tr>
<td>Utilities: <strong>All but cable</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Services and Amenities Available on Site</strong></td>
<td></td>
</tr>
<tr>
<td>✓ Meals</td>
<td></td>
</tr>
<tr>
<td>✓ Transportation</td>
<td></td>
</tr>
<tr>
<td>✓ Laundry Facility</td>
<td></td>
</tr>
<tr>
<td>✓ Housekeeping</td>
<td></td>
</tr>
<tr>
<td>✓ Pets</td>
<td></td>
</tr>
<tr>
<td>✓ Maintenance</td>
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<table>
<thead>
<tr>
<th>VILLAS AT FALLEN SPRUCE</th>
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<tbody>
<tr>
<td>15 Fallen Spruce Drive, Asheville, NC 28806</td>
</tr>
<tr>
<td>(828) 774-5998  Fax: (828)</td>
</tr>
<tr>
<td><a href="http://www.villasatfallenspruce.com">www.villasatfallenspruce.com</a>  email:</td>
</tr>
<tr>
<td>Type of Facility: <strong>Independent Living for Senior &amp; Disabled</strong></td>
</tr>
<tr>
<td><strong>Housing Information</strong></td>
</tr>
<tr>
<td># of Units: <strong>55</strong></td>
</tr>
<tr>
<td>Age: <strong>55+ or 45+ with a disability</strong></td>
</tr>
<tr>
<td>Rent: <strong>30% of adjusted income if eligible</strong></td>
</tr>
<tr>
<td>Utilities: <strong>Trash, water</strong></td>
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<tr>
<td><strong>Services and Amenities Available on Site</strong></td>
</tr>
<tr>
<td>✓ Pets ($200 deposit)</td>
</tr>
<tr>
<td>✓ Maintenance</td>
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<table>
<thead>
<tr>
<th>WNC KING NANTAHALA APARTMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>20 Martin Luther King Jr. Drive, Asheville, NC 28801</td>
</tr>
<tr>
<td>(828) 651-9780  Fax: (828)</td>
</tr>
<tr>
<td><a href="http://www">www</a>.  email: <a href="mailto:robert@tri-statemanage.com">robert@tri-statemanage.com</a></td>
</tr>
<tr>
<td>Type of Facility: <strong>Independent Living for Senior &amp; Disabled</strong></td>
</tr>
<tr>
<td><strong>Housing Information</strong></td>
</tr>
<tr>
<td># of Units: <strong>78</strong></td>
</tr>
<tr>
<td>Age: <strong>55+</strong></td>
</tr>
<tr>
<td>Rent: <strong>$1,781 - $3,262</strong></td>
</tr>
<tr>
<td>Utilities: <strong>All but cable</strong></td>
</tr>
<tr>
<td><strong>Services and Amenities Available on Site</strong></td>
</tr>
<tr>
<td>✓ Meals</td>
</tr>
<tr>
<td>✓ Transportation</td>
</tr>
<tr>
<td>✓ Laundry Facility</td>
</tr>
<tr>
<td>✓ Housekeeping</td>
</tr>
<tr>
<td>✓ Pets</td>
</tr>
<tr>
<td>✓ Maintenance</td>
</tr>
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</table>
COUNTY RESOURCES

INFORMATION AND REFERRALS FOR SERVICES

2-1-1 United Way/Community Resource Connections (CRC)  
211 or (828) 253-4357 - Toll-Free 1-866-401-6342  
www.211wnc.org

Alzheimer’s Association Western Carolina Chapter  
1-800-272-3900  
www.alz.org/northcarolina

Buncombe County Department of Health and Human Services  
(also referred to as DSS)  
(828) 250-5500  
www.buncombecounty.org/Governing/Depts/Dss/Adults/

Council on Aging of Buncombe County, Inc  
(828) 277-8288  
www.coabc.org

Council on Aging for Henderson County  
(828) 692-4203  
www.coahc.org

Council on Aging of Madison County  
(828) 649-2722  
www.madisoncountync.org/ComServcontact.php

Council on Aging for Transylvania County  
www.transylvaniacounty.org/content/council-aging-transylvania-county

Disability Partners  
(828) 298-1977  
www.disabilitypartners.org

Henderson County Department of Social Services  
(828) 697-5500  
www.hendersoncounty.nc/dss

Madison County Department of Community Services  
(828) 649-2722

Madison County Department of Social Services (DSS)  
(828) 649-2711  
www2.ncdhhs.gov/dss/local/dir_madi.htm

MemoryCare of Asheville  
(828) 771-2219  
www.memorycare.org

NC DHHS Care-Line  
1-800-662-7030  
www.ncdhhs.gov/ocs/careline OR www.nccarelink.gov

NC Senior Legal Helpline  
1-877-579-7562

Pisgah Legal Services  
(828) 253-0406  
www.pisgahlegal.org

Senior Health Insurance Information Program (SHIIP)  
1-800-443-9354  
www.ncshiip.com

Transylvania County Department of Social Services (DSS)  
(828) 884-3174  
www.transylvania county.org/dss-adult-services

LONG TERM CARE FACILITY INFORMATION

NC Adult Care Home Violation and Penalty Reports  
www2.ncdhhs.gov/dhsr/acls/adultcarepenalties.html

NC Adult Care Home Star Ratings  
www2.ncdhhs.gov/dhsr/acls/star/search.asp

NC Nursing Home Survey Reports and Star Ratings  
www.medicare.gov/nursinghomecompare/search.html

For other questions regarding licensed Long Term Care  
Facilities  
www.ncdhhs.gov/divisions/daas

ADVOCACY

Disability Rights North Carolina  
1-877-235-4210  
www.disabilityrightsnc.org

Friends of Residents in Long Term Care  
(919) 782-1530  
www.forltc.org

The National Consumer Voice for Quality Long-Term Care  
(202) 332-2275  
theconsumervoice.org

TO REPORT COMPLAINTS ABOUT AGED OR DISABLED  
ADULTS

For residents living in Adult Care or Nursing Homes  
(NC Division of Health Service Regulation in Raleigh)  
1-800-624-3004

Regional Office of Long-Term Care Ombudsman  
(828) 251-6622

State Office of Long-Term Care Ombudsman  
(919) 855-3400

Adult Protective Services

Buncombe County  
(828) 250-5800  
(828) 250-5800 **

Henderson County  
(828) 697-5500  
(828) 697-4911 **

Madison County  
(828) 649-9498  
(828) 649-2721 **

Transylvania County  
(828) 884-3174  
(828) 884-3188 **

** Call after 5 pm and on Holidays and Weekends

Disability Rights  
1-877-235-4210

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<td>Riverside Village Homes G - J ...............</td>
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<td>St. Mary Rosa’s Family Care Home ...........</td>
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<td>Westside Assisted Living A &amp; B ..............</td>
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<td>White Fawn Family Care Home ..................</td>
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<td>Woodland Terrace 2 - 7 .......................</td>
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<th>BUNCOMBE COUNTY CONTINUING CARE RETIREMENT COMMUNITIES (CCRCs)</th>
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<td>Ardenwoods .................................................................</td>
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<tr>
<td>Brooks-Howell Home .....................................................</td>
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<tr>
<td>Deerfield Episcopal Retirement Community .......................</td>
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<tr>
<td>Givens Estate ......................................................................</td>
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<tr>
<td>Givens Highland Farms ..................................................</td>
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<td>Pisgah Valley Retirement Community ..................................</td>
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<tr>
<th>BUNCOMBE COUNTY INDEPENDENT LIVING FOR SENIORS AND DISABLED</th>
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<td>Arrowhead Apartments ........................................................</td>
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<td>Asheville Terrace Apartments ...........................................</td>
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<tr>
<td>Ashwood Manor ....................................................................</td>
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<tr>
<td>Battery Park Apartments ...................................................</td>
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<tr>
<td>Bella Vista Gracious Retirement Living .............................</td>
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<td>Blue Ridge Apartments ......................................................</td>
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<td>Compton Place ......................................................................</td>
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<td>Crowell Square ....................................................................</td>
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<td>George Knight Homes at Skyland ........................................</td>
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<td>Givens Gerber Park ..........................................................</td>
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<td>Givens Housing, Inc ...........................................................</td>
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<td>Laurel Woods Apartments ....................................................</td>
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<td>Life House Apartments ......................................................</td>
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<td>Marjorie McCune Memorial Center .......................................</td>
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<td>Mountain Springs Apartments .............................................</td>
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<tr>
<td>Overlook Apartments ............................................................</td>
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<tr>
<td>Ridge Apartments ..................................................................</td>
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<tr>
<td>Ross Creek Commons ...........................................................</td>
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MISSION STATEMENT
The Area Agency on Aging is a regional leader and catalyst in supporting older adults to lead more independent, vibrant lives.