

CAREGIVER RESOURCES DIRECTORY

For Buncombe, Henderson, Madison & Transylvania Counties



CAREGIVER RESOURCES DIRECTORY

The Area Code for these numbers is 828

AGING AGENCIES:

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

Family Caregiver Support Program - Land of Sky Regional Council	www.landofsky.org	251-6622
Region B – Buncombe, Henderson, Madison and Transylvania Counties. Provides information about and/or funds for in-home/ respite care options.		
Council on Aging of Buncombe County	www.coabc.org	277-8288
Henderson County Council on Aging	www.coahc.org	692-4203
Madison County Department of Community Services	www.madisoncountync.org	649-2722
Transylvania County Department of Social Services	www.transylvaniacounty.org	884-3174
Western Carolina Community Action	www.wcca.net	884-3166

ADULT DAY PROGRAMS:

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

CarePartners	www.carepartners.org	277-3399
68 Sweeten Creek Road, Asheville, NC 28803 Mon-Fri 7:30am - 6:00pm and Sat 9:00am - 5:00pm		
CarePartners Adult Day at Pardee		697-7070
114 College Drive, Flat Rock, NC 28731 Mon-Fri 7:30am - 5:30pm		
CarePartners PACE (Program of All-Inclusive Care for the Elderly)		779-7223
PACE is a Medicare and Medicaid option that provides community-based care and services to people age 55 or older who otherwise might need to move to a skilled nursing facility. PACE was created as a way to provide frail elders the ability to remain living in their homes for as long as possible. 286 Overlook Road, Asheville, NC, 28803		
DayStay	www.daystayasheville.com	665-1575
35 Candler School Road, Candler, NC 28715 Mon-Fri 7:30am - 5:30pm		
Jewish Family Services Elder Day Club	www.jcc-asheville.org	253-2900 x12
Two Doctors Park, Suite E, Asheville, NC 28801 Tuesday, Thursday 11:00am - 2:00pm		
KOALA	www.trhospital.org	884-2980
23 Medical Park Circle, Brevard, NC 28712 Mon-Fri 7:30am – 5:30pm		

AGING LIFE CARE PROFESSIONALS:

An Aging Life Care Professional, also known as a geriatric care manager, is a health and human services specialist who acts as a guide and advocate for families who are caring for older relatives or disabled adults. The Aging Life Care Professional is educated and experienced in any of the several fields related to aging life care / care management, including, but not limited to nursing, gerontology, social work, or psychology, with a specialized focus on issues related to aging and elder care.

Aging Advocates	www.agingadvocates.com	225-0790
Barbara McCampbell - Barbara@agingadvocates.com		
Beth Lamb	beth.lamb@msj.org	883-5254
Council on Aging for Henderson County	www.coahc.org	692-4203
Suzanne Sherrill - ssherrill@coahc.org		
Holistic Elder Services	www.holisticelderservices.com	595-9271
Karen Wolfrom - Karen@holisticelderservices.com		
Premier Care Navigation	www.premiercarenavigation.com	772-0002
Lisa Laney - lisa@premiercarenavigation.com		
Senior Care Consulting	www.seniorcarewnc.com	337-1776
Spike Gram - seniorcarewnc@gmail.com		
Senior Care Management of Western North Carolina	www.seniorcaremanagementwnc.com	350-0579
Donna Nawrocki - seniorcaremanagementwnc@gmail.com		
WNC Geriatric Care Management	www.wncgcm.com	776-4269
Amy Fowler - amy@wncgcm.com		

ALZHEIMER'S, DEMENTIA AND MEMORY IMPAIRMENT:

Alzheimer's Association Western Carolina Chapter	www.alz.org/northcarolina	(800) 272-3900
Support groups, education, caregiver hotline		
Black Mountain Neuro-Medical Treatment Center	www.bmcnc.org	259-6700
Second-Stage Alzheimer's Program, overnight respite services for dementia patients		
MemoryCare	www.memorycare.org	771-2219
Clinical Services, Memory assessment, treatment, and support for memory-impaired individuals and their families. Caregiver Education Program - Lecture series designed to improve caregiver understanding of dementia care; no cost to enrolled MemoryCare caregivers. Educational materials on aging issues, dementia, and caregiving		
Project C.A.R.E. (Caregiver Alternatives to Running on Empty)	www.landofsky.org	251-6622
Respite and case assistance for caregivers of persons with Alzheimer's disease or other dementias, counseling		

BLIND/LOW VISION SERVICES:

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

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

DRIVING ISSUES:

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

DURABLE MEDICAL EQUIPMENT LOAN PROGRAMS:

Provide durable medical equipment such as walkers, canes, etc. on a loan basis to support independence.

Asheville Buncombe Community Christian Ministries (ABCCM)	259-5335
Hendersonville	692-9005
Piney Mountain United Methodist Church	667-3031
Nativity Lutheran Church.....	684-0352 x116

ERRAND SERVICES:

Provide an array of services, which may include handyman, housecleaning, yard work, shopping, and transportation. Private pay. This list is not all-inclusive and providers change frequently.

Fusco Concierge Services.....	www.fuscoconciierge.com	633-2324
Geauxgirl.....	www.geauxgirl.com	335-9816
Good Neighbor Services.....	www.goodneighborserviceswnc.com	298-7277
Its About Time.....	www.itsabouttimeweb.com	273-1797

HEALTH INSURANCE INFORMATION:

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

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

Madison County Department of Community Services.....	855-408-1212
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HEARING SERVICES:

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

North Carolina Services for the Deaf and Hard of Hearing Voice 665-8733..... TTY 665-8737

IN-HOME ASSISTANCE AGENCIES:

In-Home Assistance Agencies can generally be divided into three types, **Home Health Agencies, Home Care Agencies and Companion Agencies**. It's important to ask any agency to describe all of their services and programs to determine what might be appropriate for you.

HOME HEALTH AGENCIES:

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

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

HOME CARE AGENCIES:

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

Advantage Home Care	www.advantagecares.com.....	225-0810
Always Best Care Senior Services	www.alwaysbestcare.com	989-7263
A New Hope Home Care.....	www.anewhopehomecare.com.....	255-4446
Banaltrum Private Duty Caregivers		251-0034
Bayada Nurses - Buncombe County	www.bayada.com	681-5100
Bayada Nurses - Henderson County	www.bayada.com	696-1900
BrightStar Lifecare	www.brightstar.com	255-1733
Caring Hearts and Hands.....	www.caringheartsandhands.com.....	333-5051
Comfort Keepers	www.comfortkeepers.com	687-1199
Compassionate Home Care.....	www.compassionatehc.com	696-0946
Griswold Home Care	www.griswoldhomecare.com	348-1888
Home Carefree	www.homecarefree.org.....	277-1580
Home Helpers	www.hendersonvillehomecare.com	694-0000
Home Instead Senior Care.....	www.homeinstead.com.....	274-4406

Homewatch Caregivers	www.homewatchcaregivers.com	676-1585
Interim HealthCare	www.interimhealthcare.com/asheville ...	274-2082
Madison County Department of Community Services	www.madisoncountync.org	649-2722
Madison Home Health & Hospice	www.hotspringshealth-nc.org	649-2705
Maxim Healthcare	www.maximhomecare.com	299-4388
Mountain Home Care	www.mountainhomecare.com	684-6444
Premier Home Health Care	www.premierhomecareinc.com	277-5950
ResCare	www.rescare.com	252-0891
Senior Matters Extended Services		771-0802
Tore's Home Care Services	www.toreshome.com	884-5007
T.L.C. For You, Inc.	www.tlcforyouinc.com	670-1379
Turning Point Services	www.turningpointservicesinc.com	296-0510
TRH Home Health Services	www.trhospital.org	883-5254
Visiting Angels	www.visitingangels.com	665-3944

COMPANION AGENCIES:

Provide companion aides only to assist with non-medical needs such as meal preparation, errands, companionship, organizational tasks, etc. Private pay or private insurance. Many home care agencies have personal companions.

Seniors Helping Seniors	www.seniorcareasheville.com	236-0662
Serendipity Elder Services, Inc.		335-9688

HOSPICE AND PALLIATIVE CARE:

Contact these agencies for information about grief support groups also.

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

LEGAL ISSUES:

Adult Protective Services

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

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

Elder Law Attorneys

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

Nicole Applefield	271-4278	
Andrew Atherton	254-8800	
William Biggers	348-0068	
Wendy Craig	669-0799	
Erica Erickson	696-1811	
James Goldsmith	696-0535	
Larry Hartley	258-0994	
Caroline Knox	697-6196	
Kathleen Rodberg	258-2991	
Carole Spainhour	255-1966	
Tiffany Tyler	484-1248	
Legal Aid of NC	www.legalaidnc.org	236-1080
Disability, SSI, Medicare appeals for low-income individuals		
Pisgah Legal Services	www.pisgahlegal.org	253-0406
Help with basic needs of housing, disability, SSI, Medicare, and elder law		

MEDICAL ALERTS/ALARMS:

Systems to provide quick and easy access to emergency assistance at the push of a button (necklace, bracelet, etc.) Charges average \$35/month with one-time setup fee. Usually private pay; some programs offer payment plans or provide discounts for low-income clients. Available through AARP, hospitals, home care agencies. Check yellow pages under "Medical Alert", also the Internet for additional systems.

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

MEALS ON WHEELS:

Home delivered meals.

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

MEDICAID:

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

Henderson County Department of Social Services	697-5500
Buncombe County Department of Social Services	250-5500
Madison County Department of Social Services	649-2711
Transylvania County Department of Social Services	884-3174

MEMORY CAFES:

A Social Gathering for Those with Memory Loss and their Friends & Families

First Baptist Church, Asheville	252-4781
5 Oak Street, Asheville Third Thursdays 1-3pm	
Calvary Episcopal Church, Fletcher	684-6266
2940 Hendersonville Road, Fletcher Third Saturdays 2-4pm	
Hendersonville First Baptist Church	388-1421
Crosswalk Building, 577 Buncombe St, Hendersonville Second Mondays, 1-3pm	

SUPPORT GROUPS - BUNCOMBE COUNTY:

Asheville

Alzheimer's Association, Western Carolina Chapter

Help and support for family caregivers dealing with Alzheimer's or related dementia. All are welcome.

Emerald Ridge Nursing Center	645-6619
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25 Reynolds Mountain Blvd, Asheville

Second Tuesday, 6pm. For information, please call ahead Connie Bradbury.

Aston Park Health Care Center	253-4437
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380 Brevard Road, Asheville

Second Tuesday, 6pm

ALS (Lou Gehrig's disease) Caregiver Support Group	775-1270
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UCC Church, 20 Oak Street, Asheville

Fourth Wednesday, 6-7:30pm. For information, contact Pamela Brown

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

- Cancer Support Group for Caregivers** 776-4918
 Jubilee, 46 Wall Street, Asheville
 Mondays, 11am-12noon. For information, contact Steve Royster
- Caring for Aging Parents Education and Support**..... 277-8288 or 213-4542
 1 Hospital Drive, Room 4402 (formerly 445 Biltmore Bldg.). Enter building from level 4 of the parking deck. Walk past elevators and Room 4402 is on left before bridge to St. Joseph campus.
 Third Monday, 5-6:30pm
- CarePartners - Caregivers Support Group**..... 277-3399
 CarePartners Adult Day Services , 68-A Sweeten Creek Road, Asheville
 Third Wednesday, 3:30-5:30pm. For information, contact Sandy Norbo.
- CarePartners Asheville Stroke Support Group**.....274-9567, ext 4314
 CarePartners Seymour Auditorium, 68 Sweeten Creek Road, Asheville
 Second Thursday, 12:15-1pm. For information, contact Robin Smith.
- CarePartners - Parkinson's Support Group**..... 277-4886
 105 Fairview Rd, beside CarePartners Hospice Treasures.
 First Tuesday, 10:30am-12pm. For information, contact Lisa Laney.
- CarePartners Bereavement Support Groups**..... 251-0126
- CarePartners Spinal Cord Injury Group**274-2400 ext 6240
 Rehab Building on CarePartners Main Campus (for patients and caregivers)
 Third Thursday, 11am. For information, contact Pamela Griffin.
- Kinship Caregiver Support Group** 350-5197
 For grandparents and other older relatives who are raising children. For information, contact the Kinship Family Coordinator at The Blair Foundation.
- MemoryCaregivers Network** 230-4143 or 645-9189
 New Hope Presbyterian Church, 3070 Sweeten Creek Road, Asheville
 Third Tuesday, 1-3pm
- MS Support Group**..... 684-2453
 Basement of Grove Arcade
 First Thursday, 6-8pm
- NAMI Western Carolina**..... 505-7353
 Offers support, education, advocacy for families and persons with schizophrenia, bipolar disorder, depression or an anxiety disorder.
 356 Biltmore Avenue, Suites 207/315, Asheville
 First Saturday, 10am and Second Tuesday, 6pm
- Black Mountain**
- Memory Loss Caregivers of East Buncombe** 230-4142 or 645-9189
 Highland Farms Retirement Community, Lounge Rm. 3, lower level, in the J-K entrance to the Brookside Building.
 Second Tuesday, 9:30-11:30am

Weaverville

MemoryCaregivers Network Weaverville Caregivers Support Group 645-9189 or 230-4143
First Baptist Church of Weaverville, 63 North Main
Fourth Tuesday, 1-3pm

SUPPORT GROUPS - HENDERSON COUNTY:

Fletcher

MemoryCaregivers Network Fletcher Group 230-4143 or 645-9189
Fletcher Seventh Day Adventist Church, 1141 Howard Gap Road
First Tuesday, 1-3pm

Hendersonville

Alzheimer's Association Support Group 696-9799
First United Methodist Church, 204 6th Avenue West, Hendersonville
Third Tuesday, 3:30-5pm

CarePartners Adult Day Services at Pardee Support Group 697-7070
114 College Drive, Flat Rock
Last Tuesday, 3-4:30pm

Four Seasons Compassion for Life www.fourseasonsfcfl.org 692-6178
Call for information.

SUPPORT GROUPS - TRANSYLVANIA COUNTY:

Brevard

Alzheimer's Association Caregiver Support Group 862-6970
KOALA Adult Day Services, 242 Medical Park Drive, Brevard
Fourth Thursday, 5:30-7:30pm. For information, contact Kathe Harris.

Brevard-Hendersonville Parkinson's Support Group 862-8820
Brevard-Davidson River Presbyterian Church, South Main Street, Brevard
Second Tuesday (except June and August) 10am

Growing Through Grief Support Group 883-5251
Chapel at Transylvania Regional Hospital
Second and Fourth Tuesdays, 3pm

TELEPHONE REASSURANCE:

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

Buncombe County Sheriff's Department	250-4492
Henderson County Sheriff's Department	697-4915
Madison County Sheriff's Department	649-2721
Mars Hill Police Department	689-2301
Brevard Police Department	883-2212
Transylvania County Sheriff's Department	884-3168

TRANSPORTATION:

Check the yellow pages for taxi services in your area. (Usually need advance notice)

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

Medical transportation (Medicaid only)

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

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

Madison County Department of Community Services (Transportation)	649-2219
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Medical Emergency Ambulance	www.medicstation28.com 684-0287
Bed-confined patients	

Mountain Mobility	www.buncombecounty.org..... 250-6750
Transportation in handicap accessible vehicle to medical appointments, grocery, and retail, as well as multipurpose trips within Buncombe County; free city bus passes available for qualified individuals age 65 and over	

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

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

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

Transylvania Medicaid Transportation	884-3283
Medicaid Medical only	

Transylvania County Transportation	884-3203
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VETERANS SERVICES:

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

Charles George Department of Veterans Affairs Medical Center.....298-7911
1100 Tunnel Road, Asheville, NC 28805-2087

Buncombe County Veterans Service Officer, Rick Jones, Walton Ward..... Richard.jones@buncombecounty.org... 250-5726
199 College St., Asheville, NC 28801-3016
Walter Ward, Walton.ward@buncombecounty.org
Fax 250-5955

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

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

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

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

WEBSITES FOR CAREGIVERS:

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

www.agingcare.com
Articles and discussion groups about caregiving

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

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

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

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

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

www.caregiveraction.org

Caregiving information and resources

www.caregiverstress.com

Caregiver articles and videos from Home Instead Senior Care

www.caregiver.va.gov

Caregiver support for veterans

www.caring.com

Senior care reviews and resources

www.eldercare.gov

From the U.S. Administration on Aging. Connects older adults to services in their community

www.lgbtagingcenter.org

Caregiver support for LGBT aging

www.nextstepincare.org

Information about hospitalization and after discharge

www.wellspouse.org

Support for spousal caregivers, providing peer support and education

If you need information about available senior or community services, call 2-1-1. For additional information about services outside Region B, call the Elder Locator at 1-800-677-1116.

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

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

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

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

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

Land of Sky's mission is to provide creative regional solutions to relevant and emerging issues in Buncombe, Henderson, Madison, and Transylvania counties while providing a standard of excellence in the delivery of federal, state, and regional services for our member communities.



**Land of Sky Regional Council's
Area Agency on Aging**

339 New Leicester Hwy., Suite 140
Asheville, NC 28806
p: 828.251.6622
f: 828.251.6353
www.landofsky.org

Family Caregiver Support Program

Provides information, education, respite and other support to people caring for a frail older adult.