

CAREGIVER RESOURCES DIRECTORY

For Buncombe, Henderson, Madison & Transylvania Counties



AREA AGENCY
ON
AGING

A DEPARTMENT OF
**LAND
OF
SKY**
REGIONAL COUNCIL

Taking Care of the Caregiver

Self-Care Tips

This may be the most important page of this directory. Being a caregiver can have significant health consequences if you don't take care of yourself. One reason for poor health outcomes for caregivers is lack of Self-Care and/or finding Respite so the caregiver can get a break. Here are some thoughts to get you started.

1. Ask for Help

For many of us this is not easy. We come from hardy stock and we believe asking for help is a weakness. No one person has all the skills and energy to care for someone else. Caregiver survival depends on reaching out. We are a community and caring for each other is our greatest strength. Tap into that and ask.

2. Allow Yourself to Feel

Caregiving evokes a multitude of feelings, from resentment to anger to love to grace. Letting these feelings out through talking to a good friend, going to a support group, writing or whatever works, will increase your well-being and improve your coping skills. And the less guilt you will experience. *Being kind to yourself will help you be kinder to your loved one.*

3. Take a Deep Breath

A simple thing, but one that has great power. When your loved one asks you the same question for the 10th time, experience your irritation and then let it out with a deep breath before you speak.

4. Make a Self-Care List

Create a list of all the things and people you love. Start writing down one thing you can do this week, just for yourself. List one person you can call and talk with this week. Do one thing you love. Keep making these lists.

5. Wellness Programs

Check out this Directory's Listing of Wellness Programs and consider signing up.

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UNLESS OTHERWISE INDICATED ALL AREA CODES ARE 828

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SUSPENDED -- CALL TO INQUIRE ABOUT CURRENT STATUS***

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CAREGIVER RESOURCES DIRECTORY
Area Code for Phone Numbers Is 828
Unless Otherwise Noted

This Directory is a listing of known resources for the convenience of caregivers and does not constitute endorsement, recommendation or favoring of an entity by the Family Caregiver Support Program.

AGENCIES SPECIALIZING IN CAREGIVER NEEDS:

Provide a variety of services to help older adults & their caregivers maintain their independence & quality of life. See also Aging Life Professionals.

Family Caregiver Support Program (FCSP) of the Area Agency on Aging at Land of Sky Regional Council <http://www.landofsky.org/fcsp.html>251-7441

Covers North Carolina Region B – Buncombe, Henderson, Madison and Transylvania Counties. Program provides five basic services to unpaid caregivers to enable them to more adequately fulfill their role as family caregivers.

- Information to caregivers about available services
- Assistance to caregivers in gaining access to services
- Individual counseling, organization of support groups, and training to assist caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems about their caregiving roles
- Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities (limited funds available)
- Supplemental services, on a limited basis, to complement the care provided by caregivers

Who is Eligible for FCSP Respite Grants? -- **Client is the Caregiver** --

A. ELIGIBILITY

Individuals eligible for FCSP services fall into the following categories:

- Family caregivers of older adults or a person of any age providing unpaid care for an older adult age 60 or older, or providing care to an individual with Alzheimer’s Disease or related dementia.
- Older adults as caregivers
 - A relative caregiver (not a parent), age 55 or older, living with and raising a relative child age 18 or under
 - A relative or parent, 55 or older, living with and raising an adult child (age 19-59) with a disability

Note there are special eligibility requirements for some services as in the care recipient must meet the definition of frail:

1) Unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision. Activities of daily living are: eating, dressing, bathing, toileting, transferring into/out of bed/chair, and ambulation (walking or moving

in the home without assistance).

OR

2) Due to a cognitive impairment or other behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

To learn how the Area Agency on Aging Family Caregiver Support Program can help contact:

The Family Caregiver Specialist.....251-7441

Other Caregiver Resources Include:

AARP NC, Mountain Region..... Aarp.org/mountainnc 380-6242

Council on Aging of Buncombe County <https://www.coabc.org/> 277-8288

Council on Aging of Henderson County <https://coahc.org/> 692-4203

Project C.A.R.E.

(Caregiver Alternatives to Running on Empty) ... <http://www.landofsky.org/projectcare.html> 251-7432

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

Charles George Department of Veterans Affairs Medical Center Caregiver Program 298-7911

Transylvania County Department of Social Services Council on Aging

<https://www.transylvaniacounty.org/index.php/departments/social-services> 884-3174

ADULT DAY PROGRAMS:

Adult day centers are available to provide respite to caregivers & to give loved ones, who need constant supervision, a safe & stimulating environment during the daytime.

CarePartners PACE -- Program of All-Inclusive Care for the Elderly

..... <https://missionhealth.org/services-treatments/adult-care/pace/> 213-8442

PACE partners with caregivers to keep loved ones living in the community. It is a Medicare, Medicaid and Private Pay option that offers comprehensive community-based care and services to people age 55 or older who otherwise might need to move to a nursing facility. 286 Overlook Road, Asheville, NC, 28803. Serves Buncombe and Henderson Counties.

DayStay <https://www.daystayasheville.com/>665-1575

135 Candler School Road, Candler, NC 28715 -- Mon-Fri 7:30am - 5:30pm

Jewish Family Services Elder Club - Asheville..... <http://www.jfswnc.org/elder-day-club/>253-2900

Doctors Park Suite 2E, 417 Biltmore Ave., Asheville, NC 28801

Tuesday, Wednesday & Thursday 11:00am - 2:00pm

MountainCare, Inc. Adult Day Center– Buncombe County

..... <https://mountaincareservices.org/adult-care/> 277-3399

68 Sweeten Creek Road, Asheville, NC 28803 -- Mon-Fri 7:30am – 5:30pm and Sat 9:00am - 5:00pm

Mountain Explorers<https://mountaincareservices.org/adult-care/> 277-4791

Meets 3 days a week on CarePartners’ Sweeten Creek Road Campus for people with Mild Cognitive Impairments.

MountainCare, Inc. Adult Day Services – Henderson County

<https://mountaincareservices.org/adult-care/> 697-7070

114 College Dr, Flat Rock, NC 28731-- Mon-Fri 7:30am – 5:30pm

MountainCare, Inc. Adult Day Services – Transylvania County

<https://mountaincareservices.org/adult-care/> 435-2850

23 Medical Park Circle, Brevard, NC 28712 -- Mon-Fri 7:30am – 5:30pm

AGING IN PLACE:

Home First Design <https://www.homefirstdesign.com/> (800) 439-0241

The mission is to redesign homes for the aging and disabled so that they may continue to live comfortably and as independently as possible in their home of choice.

Simply Home <https://www.simply-home.com/senior-adults> 877-684-3581

48 Fisk Drive, Arden, NC 28704

Skyheart Consulting Bob Krollman -- Tico13@aol.com 703-400-1031

Skyheart Consulting provides evaluations of living situations and recommendations for safely aging in place.

Many organizations are committed to assisting older adults to age in place and/or in a supportive community. For more information contact the Area Agency on Aging at 828-251-6622 and ask to be placed on the aging email blasts to receive information about resources.

AGING LIFE CARE PROFESSIONALS:

An Aging Life Care Professional, also known as a geriatric care manager, is a health & human services specialist who acts as a guide & advocate for families who are caring for older relatives or disabled adults. The Aging Life Care Professional is educated & 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 & elder care.

A Blessed Life Elder Care <https://ablessedlifeeldercare.com/> 549-8176

Caregiver Support Services <https://www.wnccaregiversupport.com/> 453-2546

Holistic Elder Services <http://www.holisticelderservices.com/> 595-9271

..... Karen Wolfrom - Karen@holisticelderservices.com

Lisa Kauffman lisak561@bellsouth.net 561-371-9410 or 696-9799

Maureen Williams <https://fourseasons.teleioscn.org/> 692-6178

McGuire Health Advocates <https://mcguirehealth.com/> 696-9799

Premier Care Navigation <https://premiercarenavigation.com/> 772-0002

..... Lisa Laney - lisa@premiercarenavigation.com

ALZHEIMER'S, DEMENTIA AND MEMORY IMPAIRMENT:

Alzheimer's Association Western Carolina Chapter <https://www.alz.org/northcarolina> (800) 272-3900
Support groups, education, caregiver hotline. See also Memory Cafés.

Black Mountain Neuro-Medical Treatment Center..

<https://www.ncdhhs.gov/divisions/dsohf/black-mountain-neuro-medical-center> 259-6700
Overnight respite services for dementia patients at Greenwood Inn.

Dementia Friendly WNC <http://dementiafriendlywnc.org/>

..... WNCdementiafriendlycommunities@gmail.com 348-7261

A group of individuals, caregivers, community members, and organizations committed to the well-being of people living with dementia and their families.

MemoryCare <http://memorycare.org/> 771-2219

Clinical Services, memory assessment, treatment, and support for memory-impaired individuals and their families. Physician referral needed. 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) ... <http://www.landofsky.org/projectcare.html> 251-7432

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

Project LifeSaver- Transylvania County 884-3168

Project Lifesaver is a search and rescue program operated by the Transylvania County Sheriff's Office for Transylvania residents. It is a tracking device designed for "at risk" individuals who are prone to the life-threatening behavior of wandering. Speak with Jerry Mann.

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 884-3174

Mountain Area Regional Reading Service <https://marrswnc.org/> 619-1610

DENTAL SERVICES:

A-B Tech Allied Dental Clinic https://www.abtech.edu/allied-dental-programs/dental-clinic-information dental@abtech.edu	398-7255
Blue Ridge Health Clinic – Hendersonville https://www.brchs.com/services-and-programs#dentistry	692-4289
Blue Ridge Health Clinic – Brevard https://www.brchs.com/dentistry	883-5525
Dental Lifeline Network – North Carolina https://dentallifeline.org/north-carolina/	919.677.9001
WNC Community Health Services https://www.wncchs.org/dental-care	285-0622

DRIVING EVALUATION:

Driver Evaluation Program evaluates driving skills. By doctor referral only.

Carolinas HealthCare System Blue Ridge Therapy - Morganton 137A West Parker Road, Morganton, NC https://www.carolinashealthcareblueridge.org/rehabilitation ...	580-6816
Duke Driving Evaluations – Durham & Raleigh https://www.dukehealth.org/treatments/physical-and-occupational-therapy/fitness-to-drive	919-684-2445
Frye Regional Driving Assessment Program - Hickory https://www.fryemedctr.com/our-services/rehabilitation/driver-assessment	315-5354
Roger C. Peace/Outpatient Therapy https://www.ghs.org/healthcareservices/roger-c-peace-rehabilitation/roger-c-peace-rehabilitation-outpatient-services/driver-rehab-program/	864-455-3751
701 Grove Road, Greenville, SC 29605	

DURABLE MEDICAL EQUIPMENT LOAN PROGRAMS:

Provide durable medical equipment such as walkers, canes, etc. on a loan basis to support independence. Check with the Council on Aging in Your County to get the most updated information.

Council on Aging of Buncombe County	277-8288
Henderson County Council on Aging	692-4203
Madison County Department of Social Services	649-2711
Transylvania County Department of Social Services Council on Aging	884-3174

ERRAND SERVICES:

Provide an array of services, which may include handyman, housecleaning, yardwork, shopping, and transportation. Private pay. This list is not all-inclusive and providers change frequently. Ask whether the individuals providing the services are private contractors and if they do *criminal background checks and check references*.

Geauxgirl http://geauxgirl.com/retirement-and-elderly	335-9816
Good Neighbor Services – Buncombe County http://www.goodneighborserviceswnc.com/	231-6741
Peace of Mind Errands – Asheville and Surrounding Area https://pomerrands.com/	929-247-9655

FOOD AND NUTRITION RESOURCES AND MEAL ON WHEELS:

Commodity Supplemental Food Program – Council on Aging of Buncombe County (COAbc)

.....<https://www.coabc.org/programs/commodity-supplemental-food-program/>
CSFP is a Federal program of NC Dept of Agriculture and Consumer Services, with food provided by USDA. COAbc's Resource Coordination team of specialists will screen applications and determine eligibility (consumers will self-report income and must be at 130% of poverty guidelines or less).

Congregate Meal Sites:

Congregate nutrition services promote the health and well-being of older adults through the provision of a nutritious meal and programs, usually five days a week at convenient locations within the county. Services are available to persons 60 years of age and older and their spouses regardless of age.

<http://www.landofsky.org/nutritionites.html>

Healthy Dietary Supplement/Liquid Nutrition – Council on Aging of Henderson County

.....<https://coahc.org/liquid-nutrition/> info@coahc.org 692-4203

Meals on Wheels/Manna Food Bank:

Meals on Wheels is an organization that focuses on providing nutritious meals to elderly homebound individuals in Western North Carolina including Madison, Buncombe, Henderson and Transylvania counties. Volunteers transport meals to those in need to ensure they are fed every weekday between 10:00am and 12:30pm. Frozen meals are also delivered on Thursdays of each week for weekend consumption.

<https://www.mannafoodbank.org/meals-on-wheels/>

Meals on Wheels Information by County

Buncombe County, Meals on Wheels <https://www.mowabc.org/>253-5286
Council on Aging of Henderson County <https://coahc.org/meals-on-wheels/>692-4203
Madison County Madison County - (Marshall Senior Center)649-3587
Transylvania County Meals on Wheels <https://mealsonwheelsbrevard.org/>883-3743

HEALTH INSURANCE INFORMATION:

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

Council on Aging of Buncombe County <https://www.coabc.org/medicare> 277-8288

For Buncombe and Henderson Counties

Hot Springs Health Program - Madison County 649-9566

Transylvania County SHIIP NC Extension Service

..... <https://transylvania.ces.ncsu.edu/shiip-the-seniors-health-insurance-information-program/>884-3109

106 E Morgan Street, Suite 109, Brevard. NC -- Maryann Mickewicz, SHIIP Coordinator

HEARING SERVICES:

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

Hearing Loss Association of America – Asheville hashevillenc@gmail.com 276-2206
Hearing Loss Association of America- Brevard.....kborzell@gmail.com743-0150
North Carolina Services for the Deaf and Hard of Hearing ... <https://www.ncdhhs.gov/assistance/hearing-loss/regional-centers-for-the-deaf-hard-of-hearing> .Voice 665-8733 or 800-681-7998 — Video Phone – 333-5830
- TTY 665-8737 or 800-681-803512 Barbetta Drive, Asheville, NC 28806

HISPANIC COMMUNITY RESOURCES:

Catholic Charities <https://www.ccdoc.org/en/> 255-0146
50 Orange Street, Asheville, NC 28801
El Centro of Henderson County ...<https://www.elcentrolac.org/> .. 508 N Grove St, Hendersonville .. 290-7134
El Centro Comunitario Hispano Americano in Brevard 249 E Main St. 883-2900

HOMEBOUND LIBRARY SERVICES:

Buncombe County (limited services)

<https://www.buncombecounty.org/governing/depts/library/services/default.aspx> Find a branch near you
<https://www.buncombecounty.org/governing/depts/library/branch-locations/default.aspx>

Henderson County Library 697-4725
Transylvania County Library 884-3151 x1825

HOME AND COMMUNITY BLOCK GRANT SERVICES (HCCBG)

HCCBG provides a “common funding stream” for a comprehensive and coordinated system of home and community-based services and opportunities for older adults. HCCBG services are provided by local agencies within the community and are available to people ages 60 and older who are socially and economically needy.

For Madison, Buncombe, Henderson and Transylvania Counties go to <http://www.landofsky.org/hccbg.html> to find a provider in your area.

IN-HOME ASSISTANCE AGENCIES: (Also See PACE)

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. You can check if an agency is licensed here <https://info.ncdhhs.gov/dhsr/reports.htm>.

HOME HEALTH AGENCIES:

Provide comprehensive home health services such as skilled nursing, physical therapy, occupational therapy, speech therapy, medical social work & certified nursing assistants (CNA). They are generally Medicare-certified & usually also accept Medicaid as well as other insurances. Private pay arrangements are possible. Ask whether the individuals providing the services are private contractors and if they complete *criminal background checks and check references*. Ask if they are licensed and request a copy.

Advent Health Home Care . https://www.adventhealth.com/hospital/adventhealth-hendersonville/home-care	678-5261
CarePartners Home Health – Buncombe, Henderson, Madison and Transylvania Counties https://missionhealth.org/services-treatments/home-health/services/	
-- Buncombe and Madison Counties	277-4722
-- Henderson County	692-3174
--Transylvania County	883-5254
Encompass Home Health https://encompasshealth.com/home-health/home-health-services	
Buncombe and Madison counties- 828.659.6901 ... Henderson county - 828.894.8296.	
Kindred Healthcare www.kindredhealthcare.com	298-1370
Madison Home Health and Hospice https://www.hotspringshealth-nc.org/our-services/home-care-and-hospice	649-9566
Maxim Healthcare https://www.maximhealthcare.com/	299-4388
Pardee Home Care https://www.healthcare4ppl.com/home-health/north-carolina/hendersonville/pardee-home-care-347028.html	692-1846

HOME CARE AGENCIES:

May provide 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. Ask whether the individuals providing the services are private contractors and if they complete *criminal background checks and check references*. Ask if they are licensed and request a copy.

Always Best Care www.alwaysbestcare.com	989-7263
All Ways Caring Home Care . https://www.allwayscaring.com/locations/North-Carolina/Asheville/88/ .	536-0628
A New Hope Home Care www.anewhopehomecare.com	255-4446
Asheville Home Health Care https://www.ashevillehomehealth.com/	676-6176
Bayada Home Care - Buncombe County www.bayada.com	681-5100
Bayada Home Care - Henderson County www.bayada.com	696-1900
BrightStar Lifecare www.brightstar.com	255-1733
CareHeartedly www.careheartedly.com	595-5734
Caring Hearts and Hands www.caringheartsandhands.com	333-5051
Comfort Keepers www.comfortkeepers.com	687-1199
First Light Home Care . https://www.firstlighthomecare.com/home-healthcare-asheville/ 505-4337 or 333-6165	
Golden Hill http://www.goldenhillcare.com/contact.html	685-3209

Four Seasons, The Care You Trust..	https://fourseasons.teleioscn.org/what-we-offer/home-care/692-6178
Home Helpers.....	www.hendersonvillehomecare.com 694-0000
Home Instead Senior Care	www.homeinstead.com 274-4406
Interim HealthCare	www.interimhealthcare.com/asheville 274-2082
Mountain Home Care	www.mountainhomecare.com 684-6444
Pro Temps Medical Staffing and Home Carefree ...	https://homecarefree.org/277- 1580
Premier Home Care	http://www.premierhomehealthcare.com/locations/asheville-nc-home-health-locations/ 277-5950
.....	 277-5950
Visiting Angels	www.visitingangels.com/Asheville 665-3944

COMPANION AGENCIES: (See also Home or Facility Care Registries)

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.) Ask whether individuals providing the services are private contractors and if they complete *criminal background checks and check references*. Ask if they are licensed and request a copy.

Home Helpers - Henderson ..	https://www.homehelpershomecare.com/hendersonville/monitoring-services/home-helpers-for-monitoring 694-0000
Senior Companions - Serves All Region B Counties.....	http://www.landofsky.org/scp.html251-7443
Seniors Helping Seniors – Serves All Region B Counties	http://seniorcareasheville.com/236-0662

HOME OR FACILITY CARE REGISTRIES (ALSO CALLED NURSE REGISTRY):

These agencies maintain lists of professional caregivers, whom they ensure have the proper licensing and training, and use these lists to refer people acting as independent contractors to patients or their caregivers.

Choice Care Your Way	http://choicecareyourway.com/services/ 772 -0002
Griswold Home Care	www.griswoldhomecare.com 348-1888

HOSPICE AND PALLIATIVE CARE:

Hospice provides specialized comfort care for end of life. Palliative care is medical care focused on reducing symptoms of chronic illnesses. These agencies also offer grief support services.

CarePartners Hospice & Palliative Care Services .	www.carepartners.org 251-0126
Compassionate Care WNC - Madison County and North Buncombe	https://www.compassionatecarewnc.org/682.9675
.....	682.9675
Four Seasons, The Care You Trust	https://fourseasons.teleioscn.org/ 692-6178
Madison Home Care & Hospice	https://www.hotspringshealth-nc.org/ 649-2705
Charles George Department of Veteran’s Affairs Medical Center	www.asheville.va.gov298-7911

LEGAL SERVICES:

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 members of 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.

Andrew Atherton ... https://www.mwblawyers.com/attorneys/andrew-d-atherton/	254-8800
48 Patton Avenue, Asheville, North Carolina	
Brian Lawler https://www.vwlawfirm.com/brian-t-lawler/	258-2991
11 North Market Street, Asheville, NC 28801	
Carole Spainhour https://www.elderlawcarolina.com	255-1966
32 Orange Street, Asheville, NC 28801	
Caroline Knox https://www.cknoxelderlaw.com/	513-1600
16 Towne Place Drive, Suite 100, Hendersonville, NC 28792	
Heather Whitaker Goldstein https://www.vwlawfirm.com/heather-whitaker-goldstein/	258-2991
11 North Market Street, Asheville, NC 28801	
Kathleen Rodberg https://www.mwblawyers.com/attorneys/kathleen-r-rodberg/	254-8800
48 Patton Avenue, Asheville, North Carolina 28802-3180	
Larry Hartley https://strausslaw.com/attorney-profiles/larry-s-hartley/	515-1810
77 Central Ave, Asheville, NC 28801	
Wendy Craig https://wncelderlaw.com/	669-0799
207 E State St, Black Mountain, NC 28711	

Legal Aid of NC	www.legalaidnc.org	236-1080
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Disability, SSI, Medicare appeals for low-income individuals. Services all Region B counties.

Pisgah Legal Services	www.pisgahlegal.org	253-0406
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Help with basic needs of housing, disability, SSI, Medicare, Power of Attorney, Guardianship and elder law. Serves all Region B counties.

To Find an Attorney: <https://www.ncbar.org/public-resources/lawyer-referral-service/>

LONG TERM CARE SETTINGS:

For information about long term care settings in Buncombe, Henderson, Madison and Transylvania Counties, go to <http://www.landofsky.org/aaa.html#ltcd> or call 251-6622 and ask for an ombudsman. See also Ombudsman, Page 18.

MEDICAL ALERTS/ALARMS:

Systems to provide quick and easy access to emergency assistance at the push of a button (necklace, bracelet, etc.)

Critical Signal Technologies (owned by Best Buy)	https://www.cstl.com/	888-557-4462
Home Helpers	https://www.homehelpershomecare.com/hendersonville/monitoring-services/home-helpers-for-monitoring	694-0000
Life Alarm	https://caregiversupportandmore.com/	800-780-5433
Phillips LifeLine	https://www.lifeline.philips.com/?_ga=2.40186859.891981435.1608742153-1885891790.1588251815	Customer Care 1-855-681-5351
Simply Home	https://www.simply-home.com/senior-adults	877-684-3581

48 Fisk Drive, Arden, NC 28704

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.

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

Community Alternatives Program (CAP) <https://medicaid.ncdhhs.gov/medicaid/get-started/find-programs-and-services/community-alternatives-program-for-disabled-adults>

Buncombe County	RHA Health Services	919-803-2960
Henderson County	Park Ridge Health	828-687-5261
Madison County	RHA Health Services	888-207-7828
Transylvania County	Care Partners Home Health	828-862-6366

Personal Care Services

.....<https://medicaid.ncdhhs.gov/providers/programs-services/long-term-care/personal-care-services>
Contact [Liberty Healthcare Corporation-NC](#) Phone: 919-322-5944 Email: NC-IAsupport@libertyhealth.com

MEMORY CAFÉS:

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

Dementia Friendly WNC Memory Café 253-6712
Brooks-Howell Home Main Entrance, 266 Merrimon Ave., Asheville, NC 28801,
First Monday, Noon to 2:00 PM

MENTAL/BEHAVIORAL HEALTH IN-PATIENT UNITS (See also PSYCHOTHERAPIST, GRIEF COUNSELORS AND RELATED RESOURCES):

Adventist Behavioral Geriatric Services <https://www.adventhealth.com/hospital/adventhealth-hendersonville/behavioral-health-care> 681-2288
Mission Hospital Copestone..... <https://www.thero.org/clinics/north-carolina/asheville/hospitals/mission-hospital-copestone/> 213-1111
Pardee Hospital<https://www.pardeehospital.org/care-treatment/behavioral-health/>696-4250
St. Luke’s Hospital <http://www.saintlukeshospital.com/getpage.php?name=psychiatry-geriatric&sub=Medical%20Services> 894-0581

OMBUDSMAN – Long Term Care Advocate

A Long Term Care Ombudsman serves as a mediator who seeks to resolve complaints made by or on behalf of people living in Long Term Care Settings, i. e, nursing homes, adult care homes or family care homes. The Ombudsman advocates for Residents Rights as defined by federal and state law. If your loved one is in a long term care setting and they need to speak with an ombudsman, they can call **828-251-6622**.

OVERNIGHT RESPITE:

MountainCare Services <https://mountaincareservices.org/adult-care/> 277-3399
Black Mountain Neuro-Medical Treatment Center..
<https://www.ncdhhs.gov/divisions/dsohf/black-mountain-neuro-medical-center> 259-6700
Overnight respite services for dementia patients at Greenwood Inn.
Other: Several long term care settings in Buncombe, Henderson, Madison and Transylvania Counties offer overnight respite. Go to <http://www.landofsky.org/aaa.html#ltcd> or call 251-6622 and ask for an ombudsman.

PACE -- Program of All-Inclusive Care for the Elderly

..... <https://missionhealth.org/services-treatments/adult-care/pace/> 213-8442
PACE partners with caregivers to keep loved ones living in the community. It is a Medicare, Medicaid and Private Pay option that offers comprehensive community-based care and services to people age 55 or older who otherwise might need to move to a nursing facility. 286 Overlook Road, Asheville, NC, 28803. Serves Buncombe and Henderson Counties.

PSYCHOTHERAPISTS, GRIEF COUNSELORS AND RELATED RESOURCES: (List Is Not Comprehensive)

For sliding scale:

All Souls Counseling	http://allsoulsounseling.org/	259-3369
35 Arlington St, Asheville, NC 28801		
Catholic Social Services	https://ccdoc.org/en/services/counseling	255-0146
50 Orange Street, Asheville, NC, 28801		
Four Seasons, The Care You Trust, Bereavement Services	https://fourseasons.teleioscn.org/what-we-offer/bereavement-support/	692-6178
Fresh Start, Transylvania Regional Hospital		862-6393
Jewish Family Services	https://www.jfswnc.org/mental-health-services	253-2900
2 Doctors Park Suite E, 417 Biltmore Ave., Asheville, NC 28801		
Meridian Behavioral Health Services (Serves Transylvania and Buncombe)	https://meridianbhs.org/	631-3973
MountainCare Grief Support	https://mountaincareservices.org/grief-support/	277-3399
National Alliance for Mental Illness (NAMI)	http://namiwnc.org/	505-7353
Open Path Collective	https://openpathcollective.org/city/asheville/	
Clients pay a fee to join and therapists, based on the income of the individual, provide a sliding scale.		
VAYA Health	http://www.vayahealth.com/	800-849-6127
VAYA is a public behavioral health organization that serves Region B and includes crisis services.		

Counselors who may or may not offer a sliding scale – Referrals from MountainCare Grief Support and Others Recommended by caregivers or professionals working with caregivers

- Jonathan or Janelle Railley: <http://www.bigskymind.org/>
- Tyra Goodman, LCSW - 450-8583
- Meg Hudson, LCSW - 691-2453
- Tom Adams thomasa@mtncare.org
- Mark W. Neville, MDiv – 367-7685

For BIPOC (Black, Indigenous, People of Color) providers:

A Therapist Like Me – 828-263-7273

*Also has providers for the LGBTQIA+ population

Multi-Cultural Counselors – The Closest Are in Durham/Raleigh Area – Ask about Virtual Sessions

<https://www.multiculturalcounselors.org/>

Latinx Therapists – The Closest Are in Durham/Raleigh Area or Georgia – Ask about Virtual Sessions & If They Can Practice in NC -- <https://latinxtherapy.com/>

RESPIRE GRANTS:

Respite grants provide relief to unpaid caregivers. Funding is limited, and grants are awarded only when funds are available and eligibility requirements are met. Respite may include funding for in-home care by either an agency or a private individual, adult day services, short-term 24 hour care in a long term care setting, overnight respite provided by an adult day program or other options that give the caregiver relief.

Dementia Alliance	https://dementianc.org/	800-229-8738
Family Caregiver Program	http://www.landofsky.org/fcsp.html	251-7441
Hilarity for Charity	https://hilarityforcharity.org/programs/grant-program/	
Lifespan Respite NC	www.highcountryaging.org/services/lifespan-respite-project	265-5434 x139
Project C.A.R.E.	www.landofsky.org/projectcare.html	251-7432
The Association for Frontotemporal Degeneration	https://www.theaftd.org/	

SPECIAL NEEDS REGISTRY:

The Special Needs Registry provides vital information to emergency responders in the event of a 911 call and/or during a widespread disaster. This program is voluntary and individuals on the registry have the option to accept or deny assistance. If there is a disaster or emergency, those on the Special Needs Registry may be contacted, asked how they are doing, given information about shelters, or how to prepare or respond to the disaster.

Buncombe County Emergency Services 250-6650
164 Erwin Hills Road, Asheville – *No longer maintains a registry but family members can call to verify if the information is correct in the 911 database (like having family member with dementia that wonders, code to open gate, etc.).*

Henderson County Emergency Management <https://www.smart911.com/>697-4596
211 First Avenue East, Hendersonville

Madison County Emergency Operations Center - Attn. Special Needs 649-3602
158 Health Care Lane, Marshall

Transylvania County Emergency Services - Attn. Special Needs..... 884-3188
155 Public Safety Way, Brevard You can self-register at
http://entry.inspironlogistics.com/transylvania_nc/wens.cfm

SUPPORT GROUPS – Many groups now meet online or have temporarily stopped meeting. Call for more information.

BUNCOMBE COUNTY:

Asheville

Asheville Parkinson's Support Group 978-729-3356
Groce United Methodist Church, 954 Tunnel Road, Asheville -- First Tuesday, 10:00am-12pm.
For information, contact Beth Pape Group Leader, at parkinsonsavl@gmail.com.

Alzheimer’s Association, Western Carolina Chapter, Support Group at CarePartners PACE .. 808-3603
Help and support for family caregivers dealing with Alzheimer’s or related dementia. All are welcome.
286 Overlook Road, Asheville -- Second Wednesday, 6:00 pm

ALS (Lou Gehrig’s disease) Caregiver Support Group..... 877-257-7401 x703
Earthfare in West Asheville, 66 Westgate Pkwy, Asheville -- Second Saturday, 12:30-2:00 pm

Aphasia Support Group..... 684-9619
Grace Covenant Presbyterian Church, 789 Merrimon Ave, Asheville -- Mondays, 10am – 12:00

Bereavement Support Groups – MountainCare Inc 277-3399

Brain Injury Support Group 337-0208
CarePartners Rehab Hospital, Family Conference Room, 68 Sweeten Creek Road, Asheville
1st and 3rd Wednesdays of the month from 4-5pm

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

Caring for Aging Persons Education and Support (CAPES) 277-8288
Third Tuesday from 5:00 p.m. - 6:30 p.m.

Dementia Support Group505-1669 or 253-5471
Trinity United Methodist Church, 587 Haywood Road, Asheville – First and Third Mondays, 6:00 pm.
For information, contact Vernon or Joyce Robinson.

Grace Presbyterian Mild Dementia Support Group 254-3274
Grace Covenant Presbyterian Church, 789 Merrimon, Asheville. First and third Wednesday at Noon. For people with mild dementia.

Jewish Family Services Caregiver Support Group 253-2900 or Carrie at 230-7030
Thursdays, 2pm – 3pm.

MountainCare Inc. Support Group 277-3399
MountainCare Adult Day Services, 68-A Sweeten Creek Road, Asheville -- Third Wednesday, 3:30-5:30pm.
For information, contact Jennifer Thomas.

Kinship (Grandparents or Other Non-Parent Adults Raising Children) Support Groups
Foster Parent Support Group (Appropriate for Kinship Caregivers).....783-1190
Provides support, fellowship and education. Biltmore Church East, 801 Fairview Road, Asheville, NC, 28803,
First Wednesday, 6:15 to 7:30 PM, Childcare Available.

MemoryCaregivers Network 230-4143 or 301-0740
New Hope Presbyterian Church, 3070 Sweeten Creek Road, Asheville -- Third Tuesday, 1:00-3:00pm

NAMI Western Carolina www.namiwnc.org 505-7353
Offers support, education, advocacy for families and persons with schizophrenia, bipolar disorder, depression or an anxiety disorder. Call for details.

Stroke Support Group 274-9567 ext 41101
CarePartners Seymour Auditorium, 68 Sweeten Creek Road, Asheville -- Second Thursday, 1:00pm.
For information, contact Robin Smith.

West Buncombe Caregivers 230-4143 or 301-0740
Pisgah Valley Retirement, Community Center, 6 Rhododendron Way, Candler, Second Thursday, 1:00-3pm

Black Mountain

Memory Loss Caregivers of East Buncombe 230-4143 or 301-0740
Highland Farms Retirement Community, 200 Tabernacle Rd., Black Mountain, Lounge Rm. 3, lower level, in the J-K entrance to the Brookside Bld -- Second Tuesday, 9:30-11:30am

Woodfin

MemoryCaregivers Network 230-4143 or 301-0740
New Bridge Baptist Church, 199 Elkwood Ave, Asheville, NC 28804 -- Fourth Tuesday, 1:00-3pm

SUPPORT GROUPS - HENDERSON COUNTY:

Fletcher

MemoryCaregivers Network Fletcher Group 230-4143 or 301-0740
Fletcher Seventh Day Adventist Church, 1141 Howard Gap Road -- First Tuesday, 1:00-3pm

Hendersonville

Alzheimer's /Dementia Caregiver Support Group 696-9799
First United Methodist Church, 204 6th Avenue West, Hendersonville – Third Tuesday
Siblings and Children from Noon to 1:15 PM and Spouses from 1:30 to 3:30pm

Four Seasons, The Care You Trust <https://www.fourseasonscfl.org/> 692-6178
Call for information.

Kinship (Grandparents or Other Non-Parent Adults Raising Children) Support Groups

Foster Parent Support Group (Appropriate for Kinship Caregivers) - Henderson..... 783-1190
Provides support, fellowship and education. Hendersonville YMCA, 810 6th Ave W, Hendersonville, NC 28739, Third Tuesday, 6:00 to 7:15 PM, Childcare Available.

Mud Creek Baptist Church Caregiver SupportContact the Family Caregiver Specialist..... 251-7441
For Caregivers and spouses with mild dementia 403 Rutledge Drive, Hendersonville –
Tuesdays and Thursdays, Pre-registration required

Seeds of Hope – Chronic Condition Support Group... <http://www.holisticelderservices.com/> 693-4890
Grace Lutheran Church, 1245 6th Ave W., Hendersonville -- Second Thursday, 1-3 PM

SUPPORT GROUPS – MADISON COUNTY:

Madison County Dementia Support Group689-5200
Madison Manor, 345 Manor Road, Mars Hill, NC 28754 -- Second Thursday of the month, 3:00 to 4:00 pm

SUPPORT GROUPS - TRANSYLVANIA COUNTY:

Brevard

Brevard-Hendersonville Parkinson’s Support Group 693-8715 or 685-7673
Brevard-Davidson River Presbyterian Church, Brevard -- Second Tuesday (except June and August) 10am

Kinship (Grandparents or Other Non-Parent Adults Raising Children) Support Groups

Adoptive/Foster Parent/Kinship Placement Chat – Transylvania 883-4857
Discuss issues and concerns that arise when raising someone else's children. The Family Place, 970 Old Hendersonville Hwy, Brevard, NC, 28712. Last Tuesday, 6:00 to 8:00 PM.

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 250-4475
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 <http://www.ashevillenc.gov/departments/transport/default.htm> 259-5405
Council on Aging of Buncombe County, Inc. <https://www.coabc.org/call-a-ride> 277-8288
Call-A-Ride program: medically necessary, volunteer transportation on donation basis with prior appointment (one week notice requested).
David’s Transportation <http://www.cesarfamilyservices.com/> 505-1394
Transportation to medical appointments, airport, church, and casino; medication and grocery delivery. Spanish interpreter available for medical appointments.
Loyal Lifts <http://loyallifts.com> 6746471
Madison County Government ... <https://www.madisoncountync.gov/transportation-authority.html> 649-2219

MEDIC - Medical Emergency Ambulance	http://medic-ems.org/contact/	684-0287
Bed-confined patients.		
Mountain Mobility – Buncombe County		
https://www.buncombecounty.org/governing/depts/transportation/default.aspx?redirect=mm		250-6750
Transportation in handicap accessible vehicle to medical appointments, grocery, and retail, as well as multipurpose trips within Buncombe County.		
RIDE Program https://www.buncombecounty.org/governing/depts/transportation/default.aspx?redirect=mm		
.....		250-6750
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		237-4000
Medicaid Transportation – Contact Your DSS Worker		
Transylvania County Transportation		884-3203
For persons over the age of 60 or those who meet special eligibility requirements and have no other means of transportation. The goal is to provide round-trip transportation within the County for citizens who have scheduled appointments with doctors, outpatient services, dialysis, public health or other health related appointments.		

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 Officers

<https://www.buncombecounty.org/governing/depts/veterans/default.aspx> 250-5726

Walton Ward walton.ward@buncombecounty.org

Sherry Manning sherry.manning@buncombecounty.org

Heath Smith heath.smith@buncombecounty.org

40 College St., Asheville, NC 28801

Henderson County Veterans Service Officer

<https://www.hendersoncountync.gov/county/page/veterans-services> 697-4817

Mike Murdock mmurdock@hendersoncountync.org

1200 Spartanburg Hwy., Ste 200, Hendersonville, NC 28792-5840

Transylvania County Veterans Service Officer

<http://www.transylvaniacounty.org/departments/veterans-services>

Frank A. Pearsall..... veterans.service@transylvaniacounty.org 884-3276

106 E. Morgan St., Suite 237, Brevard, NC 28712-3752

Madison County Veterans Service Officer

<https://www.madisoncountync.gov/veterans-services-office.html>

Edwina Craig ecraig@madisoncountync.gov 649-2722

NC SERVES – Western <https://western.americaserves.org/> 855-WNC-VETS

Veterans Administration Caregiver Support for Veterans <https://www.caregiver.va.gov/>

The National Caregiver Support Line Toll-Free Number for Veterans 855-260-3274

VOLUNTEER SERVICE PROGRAMS that Can Help Caregivers

North Carolina Baptist Aging Ministry <http://www.ncbam.org/> 1-877-506-2226

WEBSITES FOR CAREGIVERS:

Local:

Aging Projects <https://agingprojectsinc.org/>

Aging Resources Magazine <http://www.agingresourceswnc.com/>

Family Caregiver Program <http://www.landofsky.org/fcsp.html>

LGBT Elder Advocates of WNC www.blueridgepride.org/vctr/pages/generations-plus/

MemoryCare <http://memorycare.org/>

National:

<https://www.aarp.org/caregiving/> -- Caregiving resource center. Information, tools and tips for caregivers

<https://www.agingcare.com/> -- Articles and discussion groups about caregiving

<https://www.alzheimers.gov/> -- Information and resources about Alzheimer's disease and related dementias

<https://www.alzheimersnavigator.org/> -- Information for caregivers of persons with dementia

<https://www.benefitscheckup.org/> - - Check on benefits your loved one may be entitled to have

<https://caregiver.com/> -- Articles on caregiving and weekly e-newsletter on caregiving issues

<https://www.caregiver.org/> -- Family Caregiver Alliance/National Center on Aging. Reports & online support groups

<http://www.caregiveraction.org/> - - Caregiving information and resources

<https://www.caregiverstress.com/> -- Caregiver articles and videos from Home Instead Senior Care

<https://www.caregiver.va.gov/> -- Caregiver support for veterans

<https://www.caring.com/> -- Senior care reviews and resources

<https://www.edumed.org/resources/definitive-guide-to-senior-care/> - The Definitive Guide to Senior Care -

<https://eldercare.acl.gov/Public/Index.aspx> or 800-677-1116 -- From the U.S. Administration on Aging.

Connects older adults to services in their community.

<https://www.nextstepincare.org/> -- Information about hospitalization and after discharge.

<https://www.patientadvocate.org/> - Provides direct services to patients with chronic, life threatening and debilitating diseases to help access care and treatment recommended by their doctor.

<https://wellspouse.org/> -- Support for spousal caregivers, providing peer support and education.
www.mealtrain.com -- Is a website where you can coordinate meal planning and delivery for a friend in need.
<https://www.sharethecare.org/> Helps caregivers create a strong support network for individual caregivers

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.

WELLNESS PROGRAMS

Many programs in our Region promote wellness. Financial assistance based on need and available resources may be available so don't hesitate to ask.

Area Agency on Aging Health and Wellness Programs

.....<http://www.landofsky.org/healthpromotion.html>.251-7438

FREE programming focused on reducing falls and managing chronic pain. Programs are evidence-based and offered at a variety of community locations.

Healthy Aging NC <http://healthyagingnc.com/>258-7712

Seeds of Hope Wellness Group <https://gracehendersonville.com/seeds-of-hope/>693-4890

YMCA of WNC <https://www.ymcawnc.org/>505-3990

Eight Locations in Buncombe and Henderson Counties

YWCA <https://www.ywcaofasheville.org/>254-7206

185 S. French Broad Ave., Asheville, NC 28801

This Caregiver Directory 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
Area Agency on Aging’s Family Caregiver Support Program
at Land of Sky Regional Council.**



The North Carolina Family Caregiver Support Program was established through the Older American’s Act to help family and informal caregivers tend to the needs of their loved ones at home for as long as possible. The Family Caregiver Program of the Area Agency on Aging’s helps 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. The Council reaches across county and municipal borders providing technical assistance to local governments and administering projects and programs that benefit the 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 member communities.



FAMILY CAREGIVER SUPPORT PROGRAM

Provides information, education respite and other support to people caring for frail older adults and grandparents raising grandchildren.

339 New Leicester Hwy., Suite 140

Asheville, NC 28806

p: 828.251.7441

f: 828.251.6353

<http://www.landofsky.org/fcsp.html>