



Madison County Senior Services Directory 2015

**LAND
OF
SKY**
REGIONAL COUNCIL

This directory is not all-inclusive and inclusion in this directory does not imply endorsement by Land of Sky Regional Council or the Madison County Department of Community Services.

This directory prepared in collaboration by:

Land of Sky Regional Council

Carol McLimans, Family Caregiver Resource Specialist

&

Madison County Department of Community Services

Regina Sams, Director

With the help of Mary Burgess RSVP volunteer who called the agencies included to verify and update their information.

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ADULT DAY CARE

Irene Wortham Center, Inc.

916 W. Chapel Road, Asheville, NC 28803
Phone: (828) 274-7518
Fax: (828) 274-1582
Office Hours: M-F 8:30 am - 4:30 pm
Web site: IWCNC.org

CarePartners Adult Day Services

68 A Sweeten Creek Road, Asheville, NC 28803
Phone: (828) 277-3399
Fax: (828) 277-4855
Office Hours: M-F 7:30 am - 6 pm, Sat 9 am - 5 pm
Adult day Services (Adult Day Care and Adult Day Health) Health surveillance, social and therapeutic activities, respite care

Heritage Adult Day Retreat

1724 W US Hwy 19, Burnsville, NC 28714
Mail: PO Box 546, Burnsville, NC 28714
Contact: Millie Randolph
Phone: (828) 682-1556
Fax: (828) 682-1556
Office Hours: M-F 7 am - 5:30 pm
E-mail: HeritageAdultDayRetreat@yahoo.com
Respite for caregivers, assistance with medications, personal care, showers, outings, arts and crafts, nutritious meals and snacks. RN on staff.
Transportation and financial aid available.

ALZHEIMER'S DISEASE AND MEMORY

Alzheimer's Association of Western North Carolina Mountain Regional Office

3800 Shamrock Drive, Charlotte, NC 28215
24 HR Helpline 1-800-272-3900
Fax: (704) 255-0948
Agency Type: Not For Profit
Office Hours: M-F 8:30 am - 5 pm
E-mail: dyoung@alz.org
Website: alz.org/NORTHCAROLINA

Black Mountain Neuro-Medical Treatment Center

932 Old US 70 Highway, Black Mountain, NC 28711
Phone: (828) 259-6700
Office Hours: M-F 8 am - 5 pm
Website: BMCNC.org
Fees: Medicaid, private pay or insurance
Eligibility: Applicants must be residents of NC and must submit application.
Intake procedure: Screened through admissions committee
Service Area Description: Western North Carolina

Duke Family Support Program

3600 DUMC, Durham NC 27710
Phones: (919) 660-7510 or (800) 646-2028
Fax: (919) 684-8569
E-mail: Bobbi.Matcher@duke.edu
Free confidential personalized tips on caring for people with memory disorders for any NC resident.
Free telephone help with care decisions or coping strategies.

MemoryCare

100 Far Horizons Lane, Asheville, NC 28803
Phone: (828) 771-2219
Fax: (828) 771-2634
Office Hours: M-F 8:30 am - 4 pm
E-mail: office@memorycare.org
Website: www.MemoryCare.org
Fees: care management fee \$495
Eligibility: Physician referral, geriatric patient, or younger adult with chronic debilitating diagnosis.
Intake procedure: Referrals by phone mail or fax
Service Area: Unlimited

Project C.A.R.E. (Caregivers Alternatives to Running on Empty)

Land of Sky Regional Council
339 New Leicester Hwy, Suite 140
Asheville, NC 28806
Phone: (828) 251-6622
This program provides information, referrals, care management and respite funding for family caregivers who are caring for a loved one with dementia in the home.

See also **Alzheimer's Support Group**, page 16.

AREA AGENCY ON AGING

Land of Sky Regional Council

339 New Leicester Highway, Suite 140

Asheville NC 28806

Phone: (828) 251-6622 Fax: (828) 251-6353

E-mail: aging@landofsky.org

Website: www.landofsky.org/aaa

Chronic Disease Self-Management Program

Family Caregiver Support Program

Long-Term Care Ombudsman Program

Senior Community Service Employment Program

CANCER

Madison County Department of Community Services

American Cancer Society Resource Room

462 Long Branch Road, Marshall, NC 28753

Phone: (828) 649-2722 (Regina Sams)

Breast & Cervical Cancer Program (BCCP)

Madison County Health Department

493 Medical Park Drive, Marshall, NC 28753

Phone: (828) 649-3531 ext. 242 (Lisa Payne-RN)

Fax: (828) 649-9078

Office Hours: M-F 8 am - 4:30 pm

Eligibility: Madison county resident. Income depends on the number in household and insurance status.

Intake procedure: Phone call for appointment

Service Area Description: Madison County

Provides clinical breast exam, Pap smear and mammogram, education, for women age 40-64, if they meet clinical and financial guidelines. Referral for additional testing and follow-up, if needed.

CAREGIVER SUPPORT

Family Caregiver Support Program

Land of Sky Regional Council

339 New Leicester Hwy, Suite 140, Asheville, NC 28806

Phone: (828) 251-6622 Fax: (828) 251-6353

Office Hours: M-F 8 am - 5 pm

Eligibility: Caregiver for person with Alzheimer's Disease or someone age 60 + and older relative raising child (age 18 and under) who lives in the household.

Intake procedure: Call Caregiver Resource Specialist

Service Area: Buncombe, Henderson, Madison and Transylvania Counties

CHRONIC DISEASE SELF MANAGEMENT PROGRAM

Chronic Disease Self Management Program (also know as Living Healthy Program)

Land of Sky Regional Council

339 New Leicester Highway, Suite 140

Asheville, NC 28806

Phone: (828) 251-6622 Fax: (828) 251-6353

Office Hours: M-F 8 am - 5 pm

Eligibility: Any person with any type of ongoing health problems. This program is a six-week workshop to learn better ways of coping and managing your health.

Cost: \$30 with some scholarships available.

Intake procedure: Call Stephanie Stewart

Service Area: Buncombe, Henderson, Madison and Transylvania Counties

CLOTHING

See **Salvation Army**, page 7.

DISABLED

Disability Partners

108 New Leicester Highway, Asheville NC 28806

Phone: (828) 298-1977

Office Hours: M-F 9 am - 5 pm

Provides independent living services, community education, advocacy and more for people with all types of disabilities.

ELDER ABUSE/NEGLECT, DOMESTIC VIOLENCE AND SEXUAL ASSAULT

My Sister's Place

103 South Main Street, P.O. Box 457

Marshall, NC 28753

Contact: Joyce Cody

Phone: (828) 649-2446

Fax: (828) 649-1287

Office Hours: M-F 9 am - 5:30 pm

E-mail: helpmate_mad@yahoo.com

Website: www.mysisterplace.org

Assists Madison County victims of domestic violence and sexual assault. 24-hour crisis line, emergency shelter available. Court advocacy if needed. Hospital accompaniment. Case management and support groups. Child care provided.

**North Carolina Department of Justice
Office of Victims and Citizens Services**
Phone: (919) 716-6780

See also **Madison County Department of Social Services**, page 14.

ELDERHOSTEL (ROAD SCHOLAR) PROGRAM

Road Scholar, Mars Hill University
P.O. Box 6785
Mars Hill, NC 28754
Phone: 828-689-1167
Website: www.RoadScholar.org
Service Area Description: Western North Carolina
Website for conferences: www.mhu.edu/conferences

EMERGENCY AND SAFETY

Hot Springs Police and Fire Department
186 Bridge Street, Hot Springs, NC 28743 (Town Hall)
Phone: (828) 622-7591
Fax: (828) 622-7408

Madison County Sheriff
348 Medical Park Drive, Marshall, NC 28753
Phone: (828) 649-2721
Fax: (828) 649-2485
Office hours: 24/7; detectives M-F 8 am - 5 pm
Daily calls to check on elderly. Call to be added to this contact list.

Mars Hill Police Department
PO Box 368, Mars Hill, NC 28754
Phone: (828) 689-2301
Fax: (828) 689-3333
Agency Type: Governmental
Office Hours: 7 days a week 24 hours per day

Calling Senior Citizens, Mars Hill Police Department
280 North Main Street, Mars Hill, NC 28754
Phone: (828) 689-2301
Intake procedure: Phone Call, Apply In Person
Service Area: City limits only
Sheriff's Dept. handles county residents
Calling seniors every morning at about 8:30. If we are unable to contact them by phone, we go to their home and check on them.
Website: www.townofmarshill.org

Marshall Police Department
180 South Main Street, Marshall, NC 28753
Phone: (828) 649-2111
Fax: (828) 649-3413
Offers services to check on seniors.

Poison Control
P.O. Box 32861, Charlotte, NC 28232-2861
Phone: (800) 222-1222
Fax: (704) 512-3754
Poisoning Emergency Available 24 hours

See also **Financial Emergency Assistance**, page 7.

EMPLOYMENT

**Irene Wortham Center, Inc.
Supported Employment**
32 Compton Drive, Asheville, NC 28806
Phone: (828) 350-9810
Fax: (828) 274-1582
Office Hours: M-F 8 am - 4 pm
Intake procedure: referral by vocational rehab
Service Area: Western North Carolina

Madison County Career Center
A/B Tech Campus, US Hwy 25-70, Marshall, NC 28753
Phone: (828) 649-2577 or (828) 251-6200
Fax: (828) 649-0358
Contact: Norris Gentry, Coordinator
Career planning, training and placement services
Office Hours: M-F 8:30 am – 4:30 pm

NCWorks Career Center
48 Grove Street, Asheville, NC 28801
Phone: (828) 251-6200
Fax: (828) 251-6005
Contact: William Elingburg

EMPLOYMENT, continued

**Senior Community Service Employment Program
Land of Sky Regional Council**

339 New Leicester Hwy, Suite 140
Asheville, NC 28806
Phone: (828) 251-6622
Fax: (828) 251-6353
Office Hours: M-F 8 am - 5 pm
Eligibility: 55+ and 125% poverty level
Intake procedure: application form, interview
Service Area: Buncombe, Henderson, Madison and
Transylvania Counties

Vocational Rehabilitation

8 Barbetta Drive, Asheville, NC 28806
Phone: (828) 670-3377 and (877) 832-3832
Fax: (828) 670-3387
Contact: Intake worker

ENERGY AND EMERGENCY ASSISTANCE

**Community Action Opportunity
Emergency Assistance**

25 Gaston Street, Asheville, NC
Phone: (828) 252-2495
Fax: (828) 253-6319
Eligibility: Must meet poverty income guidelines,
elderly or disabled.
Agency Type: Not For Profit
Office Hours: M-F 8:30 am - 5 pm
Service Area: Buncombe/Madison
Weatherizing homes, purchasing oil or wood for heat,
help with electric bill. Remove people from poverty
and teach customers how to deal with crisis

French Broad Electric Membership Corporation

P.O. Box 9, Marshall, NC 28753-2989
Phone: (828) 649-2051
Fax: (828) 649-2989
Provides electricity.

Mars Hill Baptist Church

67 North Main Street, Mars Hill, NC 28754
Phone: (828) 689-2911
Fax: (828) 689-4923
Agency Type: Church Based
Office Hours: M-F 9 am – 4 pm

Neighbors in Need, Inc.

Marshall Presbyterian Church

165 South Main Street, Marshall, NC 28753
Phone: (828) 649-3622
Agency Type: Not for profit. Food drive held Friday
and Saturday prior to Thanksgiving at Ingles in
Marshall and Mars Hill.
Office Hours: Tues 1 pm - 3 pm
Fees: None
Eligibility: Elderly or children on disability/once every
4 months
Intake procedure: Apply in person
Service Area: Madison County Only
Serving people who are in crisis and in need of utility,
food, heating and limited medical assistance.

Salvation Army

P.O. Box 295, Hot Springs, NC 28743
Phone: (828) 622-3355
Fax: (828) 622-0076
Office Hours: M-W-Thurs 9 am - 3 pm
Provides assistance with electricity, fuel and clothing
expenses if funds are available.

Salvation Army Food Pantry

3421 Hwy 25-70, Hot Springs, NC 28743
Phone: (828) 622-3355
Office Hours: 2nd Wednesday of each month 9 am -
12 pm. Food Only
OR
13075 Hwy 209, Hot Springs, NC 28743
Phone: (828) 622-3355
Office Hours: 2nd and 4th Friday each month 1- 12 pm
Food Only

See also **Madison County Department of Social
Services**, page 14.

FINANCIAL ASSISTANCE AND COUNSELING

OnTrack Financial Education and Counseling United Way Building

50 S French Broad Avenue, Suite 227
Asheville NC 28801
Phone: (828) 255-5166 or (800) 737-5485
Fax: (828) 255-5129
Office Hours: M-F 8:30 am - 5 pm
Financial education and counseling, foreclosure prevention programs, homebuyer education, reverse mortgage counseling
Website: www.ontrackwnc.org

FINANCIAL EMERGENCY ASSISTANCE

See **Madison County Department of Social Services**, page 14.

FOOD AND NUTRITION

Beacon of Hope Services

120 Calvary Drive, Marshall NC 28753
Phone: 649-3470
Provides emergency clothing

Beech Glen Community Center (Greater Ivy) / Nutrition Site

2936 Beech Glen Road, Mars Hill, NC 28754
Phone: (828) 680-9525
Office Hours: M-W, F 8 am - 1 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

Center Community Center (CCC) / Nutrition Site

2 East Fork Road, Marshall, NC 28753
Phone: (828) 689-9021
Office Hours: M-F 9:30 am - 1 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

Congregate and Home Delivered Meals

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Office Hours: M-F 8 am - 5 pm
Fees: Consumer Contributions
Eligibility: Age 60 and over
Intake procedure: Phone call, referral or visit meal site
Service Area: Madison County
Director: Regina Sams

Food Stamps (SNAP)

Madison County Department of Social Services

PO Box 219, Marshall, NC 28753
Phone: (828) 649-2711
Fax: (828) 649-3687

Friends of Madison County Animals Pet Pantry

115 Blannahassett Island - Studio 104
Marshall NC 28753
Phone: (828) 649-9798
Provides free dog and cat food
Hours: M-Thurs 9 am - 1 pm, F 8 - 11 am
Website: www.fomca.org
E-mail: fomca@yahoo.com

Hearts with Hope Food Pantry / Clothing Closet

6700 Hwy. 212, Marshall NC 28753
Phone: (828) 656-2215
Hours: 3rd Tuesday of month at 6 pm

Home Delivered Meals

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Office Hours: M-F 8:30 am - 5 pm
No meals served on Thursday
Service Area: Madison County

Hot Springs Nutrition Site

356 NW Highway 25/70, Hot Springs, NC 28743
Phone: (828) 622-7427
Office Hours: M-F 9 am - 1 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

FOOD AND NUTRITION, continued

Hot Springs Senior Center

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Hours: 8 am - 5 pm
Providing Services to Madison County
Director: Regina Sams

Madison County Cooperative Extension Nutrition Program

258 Carolina Lane, Marshall, NC 28753
Phone: (828) 649-2411
Fax: (828) 649-2020
Office Hours: M-F 8:30 am - 4:30 pm
Website: madison.ces.ncsu.edu
Madison County Center gives our county's residents easy access to the resources and expertise of NC State University and NC A&T State University. Through educational programs, publications, and events. Cooperative Extension agents deliver unbiased, research-based information to Madison County citizens. We can answer your questions on a wide array of topics. To find out how we can help you, browse our website or contact us by email or phone.

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Fax: (828) 649-2359
Agency Type: Public
Office Hours: M-F 8 am – 5 pm
Website: www.madisoncountync.gov

Mars Hill Nutrition Site

67 North Main Street, Mars Hill, NC 28754
Phone: (828) 689-2911
Office Hours: M-F 10 am - 2 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

Marshall Nutrition Site

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Office Hours: M-F 10 am - 2 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person

Marshall Senior Center

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Hours: 8 am - 5 pm
Providing Services to Madison County
Director: Regina Sams

Shelton Laurel Nutrition Site

4100 Highway 212, Marshall, NC 28753
Phone: (828) 656-2759
Office Hours: M-F 8:30 am - 1:30 pm No meals Thurs
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

Spring Creek Nutrition Site

13077 Highway 209, Hot Springs, NC 28743
Phone: (828) 622-7544
Office Hours: M-W, F 10 am - 2 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

Upper Laurel Nutrition Site (Ebbs Chapel)

281 Laurel Valley Road, Mars Hill, NC 28754
Phone: (828) 680-9343
Office Hours: M-F 10 am - 2 pm No meals Thursday
Eligibility: Elderly male and female individuals who are age 60+ and/or their caregivers.
Intake procedure: Phone call, apply in person, referral

See also **Madison County Department of Social Services**, page 14.

FOSTER GRANDPARENT PROGRAM

Foster Grandparent Program

Land of Sky Regional Council

339 New Leicester Hwy., Suite 140
Asheville, NC 28806
Phone: (828) 251-6622
Fax: (828) 251-6353
Office Hours: M-F 8 am - 5 pm
Eligibility: 55+/Income 200% poverty level
Intake procedure: Application and interview
Service Area: Buncombe, Henderson, Madison and Transylvania Counties
Contact: Stacy Friesland

GERIATRIC CARE MANAGEMENT

Provides patient assessments and create custom care plans, arrange care services, provide referrals and locate community resources

Aging Advocates

33 Cox Avenue, Asheville NC 28801
Phone: (828) 225-0790

Mountain Area Premier Care Navigation (MAP-CN)

659 Kimberly Avenue, Asheville, NC 28804
Phone: (828) 772-0002
Website: www.elderpages.com/wnc
Contact: Lisa Laney

Senior Care Consulting

348 Merrimon Avenue, Asheville NC 28801
Phone: (828) 337-1776
E-mail: seniorcareWNC@yahoo.com

HEALTH DEPARTMENT

Madison County Health Department

493 Medical Park Drive, Marshall, NC 28753
Phone: (828) 649-3531
Dental Center (828) 649-1271
Fax: (828) 649-9078
Agency Type: Public
Office Hours: M-F 8 am - 5 pm
The Madison County Health Department is dedicated to the purpose of disease prevention and health promotion for all Madison County residents. Employees assist clients in achieving the highest physical mental and social wellbeing through a variety of health department programs that range from child health to adult health.
Website: www.madisoncountypublichealthnow.com

HOME HEALTH CARE AND HOME CARE HOUSEKEEPING

In-Home Assistance Agencies

These can generally be divided into three types: home health agencies, home care agencies and companion services. It is important to ask any agency to outline all of their services and programs to determine what might be pertinent 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.

Bayada Nurses

200 Ridgefield Court Suite 214, Asheville NC 28806
Phone: (828) 681-5100
Website: www.bayada.com

Bright Star Care of Asheville

1340-F Patton Avenue, Asheville, NC 28806
Phone: (828) 255-1733
Website: www.brightstarcare.com

Gentiva

9 Old Eastwood Village Blvd., Asheville, NC 28803
Phone: (828) 298-1370

High Country Home Care

430 Pineola Road, Newland, NC 28657
Phone: (828) 733-1248 or (800) 241-2564

Home Carefree and Pro-Temp Medical Staffing

900 Hendersonville Road, Asheville, NC 28803-1734
Phone: (828) 277-1580
Fax: (828) 277-1697

Hot Springs Health Program

590 Medical Park Road, Marshall NC 28753
Phone: (828) 649-9566
Home nursing, home health aide services

HOME HEALTH CARE AND HOME CARE HOUSEKEEPING, continued

Maxim Healthcare Services

1269 Tunnel Road, Asheville, NC 28805

Phone: (828) 299-4388

Fax: (828) 299-9323

Contact: Duncan Melott

Website: www.maximhomecare.com

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, light housekeeping, and errands. Usually Medicaid-certified and accept some private insurances as well as private pay.

Home Instead Senior Care

1293 Hendersonville Road, Asheville, NC 28803

Phone: (828) 274-4406

No Medical

Website: www.homeinstead.com

ResCare Health Care

40 North Merrimon Avenue, Asheville, NC 28804

Phone: (828) 252-0891

276 East Chestnut Street, Asheville, NC 28801

Phone: (828) 258-8881

CNA, Home Health Aides, Meals, Bathing, Shopping
R.N. checks clients monthly

Website: www.rescare.com

Seniors Helping Seniors

Contact: Robert Patterson

20 Crestwood Road, Asheville, NC 28804

Phone: (828) 236-0662

E-mail: seniorshelpseniors@bellsouth.net

Website: www.seniorshelpingseniors/Asheville.com

See also **Madison County Department of Community Services**, page 14; **Madison County Department of Social Services**, page 14; and **Madison Home Care and Hospice**, page 11.

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.

See also **Senior Companion Program**, Page 16, 17.

HOSPICE

Madison Home Care and Hospice

590 Medical Park Drive, Marshall, NC 28753

Phone: (828) 649-2705

Fax: (828) 649-0687

Office Hours: M-F 8 am - 4:30 pm

Agency Type: Not For Profit

E-mail: Info@Hotspringshealthnc.org

Service Area: Madison, Buncombe, and Yancey Counties

Services: Nursing Services, CNAs, Medical Social Worker, Nursing Services, Nutrition, Occupational Therapy, Physical Therapy, Speech Therapy and Hospice

HOSPITALS, MEDICAL CENTERS AND MEDICAL PROGRAMS

Black Mountain Neuro-Medical Treatment Center

932 Old US 70 Highway, Black Mountain, NC 28711

Phone: (828) 259-6700

Office Hours: M-F 8:30 am - 5 pm

Agency Type: Public

Eligibility: Accepts Medicaid and private insurance

Services: Specialized programs for persons with dementia related disease that cannot be supported in nursing homes due to behavior difficulties, persons with intellectual disabilities that require skilled nursing level of support, and respite services.

Charles George VA Medical Center

1100 Tunnel Road, Asheville, NC 28805

Phone: (828) 298-7911

Office Hours: M-F 8 am – 5 pm

24-hour facility

Hot Springs Health Program

590 Medical Park Drive, Marshall, NC 28753
Mailing Address: PO Box 69, Marshall, NC 28753
Phone: (828) 649-9566
Agency Type: Not For Profit
Website: www.hotspringshealth-nc.org
Office Hours: M-F 8 am - 4:30 pm

Hot Springs Medical Center

66 NW Hwy 25/70, Hot Springs, NC 28743
Phone: (828) 622-3245
Fax: (828) 622-7446
Office Hours: M-F 9 am - 5 pm, Sat 9 am - 12 pm
Website: www.hotspringshealth-nc.org

Laurel Medical Center

80 Gunter Town Road, Marshall, NC 28753
Phone: (828) 656-2611
Service Area: Marshall, NC
Office Hours: M-F 9 am - 5 pm

Mars Hill Medical Center

119 Mountain View Road, Mars Hill, NC 28754
Phone: (828) 689-3507
Office Hours: M-Sat 9 am - 7 pm and Sun 1 pm - 7 pm
Medical care

Mashburn Medical Center

590 Medical Park Drive, Marshall, NC 28753
Phone: (828) 649-3500
Fax: (828) 649-1032
Office Hours: M-F 9 am - 7 pm
Service Area: Marshall and Walnut Creek, NC
Medical care

Mission Health

Memorial Campus: 509 Biltmore Avenue
St. Joseph Campus: 428 Biltmore Avenue
Asheville, NC 28801
Phone: (828) 213-1111

HOUSING AND HOME REPAIR

Hot Springs Housing Authority

P.O. Box 296, Hot Springs, NC 28743
Phone: (828) 622-3237
Fax: (828) 622-7111
Office Hours: MWF 8 am - 4 pm
Provides low income housing

Madison County Housing Authority

160 Ivy Ridge Apt Drive, Mars Hill, NC 28754
Phone: (828) 689-2721
Fax: (828) 689-3394
Office Hours: M-F 9 am – 4 pm
Public Housing and Section 8 rental assistance.

Mars Hill Housing Authority

PO Box 186, Mars Hill, NC 28754
28 N Main Street, Mars Hill, NC 28754
Phone: (828) 689-4531
Fax: (828) 689-4531
Office Hours: M-W 8 am - 4 pm
E-mail: MARHHAlocate@Frontier.com
Fees: Rent Is Based On Income
Eligibility: Elderly (62) and Low Income Families
Intake procedure: Phone call, apply in person.
Ensure safe decent and affordable housing for low-income, very low-income families and elderly.

Marshall Housing Authority

630 Main Street, Marshall, NC 28753
Phone: (828) 649-2545
Fax: (828) 649-0495
Office Hours: M-W-F 8:30 am - 4 pm
Eligibility: Elderly, disabled, families with children
Intake procedure: Apply in person
Director: Linda Payne

Mashburn Gap Apartments

1140 N Main Street, Marshall NC 28753
Phone: (828) 649-3317
Senior and disabled independent living.

Operation Inasmuch, Mars Hill Baptist Church

67 North Main Street, Mars Hill, NC 28754
Phone: (828) 689-2911
Fax: (828) 689-4923
E-mail: stblackwell@marshillbc.org
Contact: Tommy Justus
A program to meet local needs by involving most of the church, on one weekend annually, in some kind of work.

See also **Madison County Department of Social Services**, page 14.

IN-HOME SERVICES AND RESPITE

In-Home Services Program

462 Long Branch Road, Marshall, NC 28753

Phone: (828) 649-0547

Contact: Peggy Balding

E-Mail: peggybalding@madisoncountync.gov

Office Hours: M-F 8 am – 5 pm

Website: www.madisoncountync.gov

In-Home Social Worker

Phone: (828) 649-0547

Contact: Crystal Meadows

See also **Home Health Care Home Care and Housekeeping**, page 10-11; **Madison County Department of Social Services**, page 14.

INFORMATION AND REFERRAL

211 of Western North Carolina

Phone: Dial 211

E-Mail: 211info@unitedwayabc.org

Website: www.NC211.org

Contact: Marla Browne

Community Resource Connections - CRC

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753

Phone: (828) 649-0547

Contact: Regina Sams or Peggy Balding

E-Mail: rsams@madisoncountync.gov or

peggybalding@madisoncountync.gov

Website: www.crclandofsky.org

Eldercare Locator

1730 Rhode Island Avenue NW, Suite 1200

Washington, DC

Phone: (800) 677-1116 or 919-855-3400 (Raleigh, NC)

Agency Type: Public

Office Hours: M-F 9 am - 8 pm

National toll free number for information on programs and services for older adults living anywhere in the U.S. Information specialists assist callers and help them locate services in any community.

Service Area Description: Nationwide

Website: www.eldercare.gov

Seniors' Health Insurance Information Program (SHIIP)

11 South Boylan Avenue, Raleigh, NC 27603

Phones: (800) 408-1212 or (919) 807-6901

Email: ncshiip@ncdoi.gov

Madison County SHIIP Counseling Site

462 Long Branch Road, Marshall, NC 28753

Phone: (828) 649-2722

Contact: Peggy Balding

E-mail: peggybalding@madisoncountync.gov

Agency Type: Not for profit

Office Hours: M-F 8 am - 5 pm

Intake procedure: Phone call

Service Area: North Carolina/Madison County

LAND OF SKY REGIONAL COUNCIL

See **Area Agency on Aging**, page 4.

LEGAL ASSISTANCE

Legal Aid of North Carolina

547 Haywood Road, Asheville NC 28806

Phone: (800) 682-4592 or (877) 439-3480

FAX: (828) 236-2008

Email: angied@legalaidnc.org

Provides high quality legal assistance in civil matters to eligible, low-income clients who have problems with their basic needs and live in the eight-county area: Buncombe, Henderson, Madison, Mitchell, Polk, Rutherford, Transylvania or Yancey

Website: www.legalaidnc.org

Pisgah Legal Services

89 Montford Avenue, Asheville, NC 28802
PO Box 2276, Asheville, NC 28802
Phones: (800) 489-6144 or (828) 253-0406
Fax: (828) 252-8927
Agency Type: Not for profit
Office Hours: M-F 8:30 am - 5:30 pm
Eligibility: Low-income, or age 60 +
Intake procedure: Phone Call
Service Area: Buncombe, Henderson, Madison, Polk and Transylvania Counties
Free legal representation and advice for clients meeting income guidelines who have problems affecting basic needs, such as: housing (evictions, foreclosures, substandard conditions), medical care (Medicaid, Medicare), subsistence income (SSI, SSDI, Social Security Benefits, TANF), safety from domestic violence, or essential assets.

See also **Madison County Department of Social Services**, page 14.

LONG-TERM CARE FACILITIES

Call Land of Sky Regional Council (828) 251-6622 for a Long-Term Care Housing Directory

Hot Springs Family Care Homes 1-2

311 Serpentine Avenue, Hot Springs, NC 82753
Phone: (828) 649-3420
Fax: (828) 683-1409
Office hours: M-S 9 am - 8 pm
24 hour Assisted living

Long-Term Care Ombudsman

Land of Sky Regional Council

339 New Leicester Hwy., Suite140
Asheville, NC 28806
Phone: (828) 251-6622
Fax: (828) 251-6353
Web: www.landofsky.org
Office Hours: M-F 8 am - 5 pm
Eligibility: Resident of long-term care facilities (nursing, domiciliary or DDA home), or family member, public at large.
Intake procedure: Call Long-term Care Ombudsman
Service Area: Buncombe, Henderson, Madison and Transylvania Counties

Mars Hill Retirement Community

170 South Main Street, Mars Hill, NC 28754
Phone: (828) 689-7900 and (888) 420-6983
E-Mail: rick.pridgen@marshillretire.com
Offers assisted living in an apartment community, with six levels of assisted living care depending on needs.
Website: www.marshillretire.com

Mintz Family Care Homes 1-5

1-3: 196 Miller Road, Marshall, NC 28753
4-5: 222 Mato Road, Marshall, NC 28753
Phone: (828) 649-3420
Fax: (828) 683-1409
Office hours: M-S 9 am - 8 pm
Description: 24 hour assisted living

See also **Nursing Homes**, page 15; **Madison County Department of Social Services**, page 14.

MADISON COUNTY COMMUNITY AND SOCIAL SERVICES

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2722
Fax: (828) 649-2359
Agency Type: Not For Profit
Office Hours: M-F 8:30 am -5 pm
Contact: Regina Sams, Director
E-mail: rsams@madisoncountync.gov
Programs: Provides a variety of community support services with an emphasis on older adults. Programs include socialization, meals and transportation services.
Website: www.madisoncountync.gov

MADISON COUNTY COMMUNITY AND SOCIAL SERVICES, continued

Madison County Department of Social Services

5707 US Hwy. 25/70, Marshall, NC 28753

Phone: (828) 649-2711

Adult & child protective services (828) 649-9498, 24 hour on call services

Food assistance program (828) 649-0697

Fax: (828) 649-2097

Office Hours: M-F 8 am - 5 pm

Agency Type: Not For Profit

Helps Madison County citizens achieve and maintain an adequate level of social and economic well-being and dignity through financial and non-financial human services.

Services: Adult case management, adult and child protective services, crisis intervention program (CIP), Medicaid for adults special assistance/in home program. Adult Care home licensing; Emergency Assistance, Families with dependent children; food stamp/food assistance; guardianship for adults; Work First and low-income energy assistance. Public assistance agency for Madison County.

County Office Hours: M-F 8 am – 5 pm

MENTAL HEALTH

Copestone, Adult Inpatient Service

Mission Hospitals, St. Joseph Campus

428 Biltmore Avenue, Asheville, NC 28801

Phone: (828) 213-4055

Smoky Mountain LME/MCO

356 Boltmore Avenue, Asheville, NC 28801

Phones: (800) 849-6127 - 24 hours a day, 7 days a week, every day of the year to provide information, screenings and referrals. All calls are confidential.

Business Phone: (828) 225-2787

Business Fax: (828) 225-2796

Mobile Crisis Services: (888) 573-1006

Website: www.smokymountaincenter.com

Office Hours: M-F 8:30 am - 5 pm

Service Area: Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes and Yancey counties

NORTH CAROLINA DEPARTMENT OF HEALTH & HUMAN SERVICES

Division of Aging and Adult Services, Taylor Hall

693 Palmer Drive, Raleigh, NC 27626-0537

Mailing Address: 2101 Mail Service Center

Raleigh, NC 27603

Phone: (919) 855-3400

Fax: (919) 733-0443

Office Hours: M-F 8 am - 5 pm

Website: www.ncdhhs.gov/aging/index.htm

NURSING HOMES

Call Land of Sky Regional Council (828) 251-6622 for a Long-Term Care Housing Directory

Elderberry Health Care

415 Elderberry Lane, Marshall, NC 28753

Phones: (828) 649-9345 or (828) 252-1790

Fax: (828) 649-9348

Agency Type: For profit

Office Hours: M-Sun 24 Hours

E-mail: karencutshall@aol.com

Long-term care facility. Skilled nursing and all other levels of care.

Madison Health & Rehabilitation Center

345 Manor Road, Mars Hill, NC 28754

Phones: (828) 252-3646 or (828) 689-5200

Fax: (828) 689-2729

Fees: Accepts Medicare and Medicaid

Licensed physical, occupational, swallowing, and speech therapy 7 days a week.

SENIOR ACTIVITIES

Seniors of the Greater Mars Hill Area

Rock Hill School Building

Mars Hill, NC 28754

Provides information about safety, id theft, scams and health issues to seniors. Provides activities through meetings, trips, picnics, etc.

3rd Tuesday of the month at 2 pm

North Carolina Center for Creative Retirement

Reuter Center, CPO #5000
 University of North Carolina at Asheville
 One University Heights, Asheville NC 28804-8516
 Phone: (828) 251-6140
 E-mail: ncccr@unca.edu
 Provides comprehensive array of programs, classes and events for seniors. Catalog available on website.
 Website: www2.unca.edu/ncccr

SENIOR CENTERS

Two county senior centers provide information and referral, activities, trips, socialization and support services to older adults. These centers also serve as nutrition sites.

Hot Springs Senior Center

356 NW Hwy 25/70, Hot Springs, NC 28743
 Phone: (828) 622-7427

Marshall Senior Center

462 Long Branch Road, Marshall, NC 28753
 Phone: (828) 649-2722
 Office Hours: M-F 8:30 am - 5 pm
 Providing services to Madison County
 Director: Regina Sams

Senior Services Center

Madison County Council on Aging

462 Long Branch Road, Marshall, NC 28753
 Phone: (828) 649-2722
 Office Hours: M-F 8:30 am - 5 pm
 Fees: Fee is charged for classes
 Eligibility: 60+
 Intake procedure: Call or go by center to sign-up
 Contact: Regina Sams and Peggy Balding
 E-mail: rsams@madisoncountync.gov or peggybalding@madisoncountync.gov

SENIOR COMPANION PROGRAM

Senior Companion Program

Land of Sky Regional Council

339 New Leicester Hwy., Suite 140
 Asheville, NC 28806
 Phone: (828) 251-6622
 Fax: (828) 251-6353
 Office Hours: M-F 8 am - 5 pm
 Eligibility to become a Senior Companion: 55 years, 125% of poverty level and resident of Region B
 Intake procedure: Interview
 Service Area: Buncombe, Henderson, Madison and Transylvania Counties
 To be served by a Senior Companion call (828) 251-6622

See also **Home Health Care, Home Care and Housekeeping**, page 10-11 and **Volunteerism**, page 17.

SOCIAL SECURITY

Social Security Administration

800 Center Park Drive, Asheville, NC 28805
 Phones: (800) 772-1213
 Phone TTY: (800) 325-0778
 Office Hours: M-F 9 am - 4:30 pm
 Website: www.ssa.gov
 Agency Type: Public

SUPPORT GROUPS

Alzheimer's Support Group

Madison Health & Rehabilitation Center

345 Manor Road, Mars Hill, NC 28754
 Phone: (828) 689-5200 or (828) 777-3574
 Eligibility: Caregivers of Alzheimer's patients.
 Fees: None
 Intake procedure: Attend a meeting
 Service Area: Unrestricted
 Meets last Tuesday of each month at 6 pm

SUPPORT GROUPS, continued

Parkinson's Support Group

68 Sweeten Creek Road, Asheville, NC 28803
Meetings: 1st Tuesday of each month at 10:30 am
Eligibility: Anyone who has Parkinson's Disease or cares for someone with Parkinson's disease
Intake procedure: Call Lisa Laney (828) 277-4886
Service Area Description: Buncombe and surrounding counties

See also **Alzheimer's Association Western Carolina Chapter**, page 3.

TRANSPORTATION

Transportation Authority

Madison County Department of Community Services

462 Long Branch Road, Marshall, NC 28753
Phone: (828) 649-2219
Office Hours: M-F 7:30 am - 4 pm
This program provides an efficient and effective service delivery system critical to meeting the needs of individuals who have the greatest need for transportation to nutrition sites and medical facilities in Madison County.

VETERANS BENEFITS

Veterans Service Officer for Madison County

Office: 280 N Main Street/Mars Hill Town Hall
Mars Hill, NC 28754
Mailing Address: Canton Veterans Service Center
120 Main Street, Canton, NC 28716
Phone: (828) 646-6937
Fax: (828) 646-3486
Contact: Eddie Padgett
Office Hours: T - Thurs 2 - 4 pm
E-mail: eddie.padgett@doa.nc.gov

VICTIMS SERVICES (FRAUD AND SCAMS)

**North Carolina Department of Justice
Attorney General's Office**

9001 Mail Service Center, Raleigh NC 27699-9001
Phone: (919) 716-6400
Fax: (919) 716-6750

**North Carolina Department of the Secretary of State
Securities Division**

PO Box 29622, Raleigh, NC 27626-0622
Phone: (919) 733-3924 or (800) 688-4507
E-mail: secdiv@sosnc.com
Website: www.sosnc.com

Victims and Citizens Services

Phone: (919) 716-6780

VOCATIONAL REHABILITATION

Division of Vocational Rehabilitation - Madison County

190 Healthcare Lane, Marshall NC 28753
Phone: (877) 832-3833
Website: www.dvr.dhhs.state.nc.us

VOLUNTEERISM

**Foster Grandparent Program
Land of Sky Regional Council**

339 New Leicester Hwy., Suite 140
Asheville, NC 28806
Phone: (828) 251-6622
Fax: (828) 251-6353
Office Hours: M-F 8 am - 5 pm
Eligibility: 55+/Income 200% poverty level
Intake procedure: Application and interview
Service Area: Buncombe, Henderson, Madison and Transylvania Counties
Contact: Stacy Friesland

**Retired and Senior Volunteer Program (RSVP)
Land of Sky Regional Council**

339 New Leicester Hwy., Suite 140
Asheville NC 28806
Phone: (828) 251-6622
Office Hours: M-F 8 am - 5 pm
Eligibility: 55+ years
Intake procedure: Call for application
Service Area: Buncombe, Henderson, Madison and Transylvania Counties
Contact: Ann Whisenhunt

Senior Companion Program

Land of Sky Regional Council

339 New Leicester Hwy., Suite 140

Asheville, NC 28806

Phone: (828) 251-6622

Fax: (828) 251-6353

Office Hours: M-F 8 am - 5 pm

Eligibility: 55+ years, 200% of poverty level and
resident of Region B

Intake procedure: Interview

Service Area: Buncombe, Henderson, Madison and
Transylvania Counties

Contact: Vicki Jennings

WEBSITES & PHONE NUMBERS

Need Internet Access? Contact your local library or senior center.

AARP

National - www.aarp.org/life/caregiving(888) 687-2277
NC State Office - www.aarp.org/states/nc (866) 389-5650
Toll Free Spanish.....(877) 627-3350
Toll Free TTY.....(877) 434-7598

Advance HealthCare Directive Registry - www.secretary.state.nc.us/ahedr/

Benefits Check Up - www.BenefitsCheckUp.org

Quickly and easily identify what programs and services persons may qualify for and how to access them.

Community Services Information and Referrals - www.211WNC.org.....211

If you can find a phone, you can find help. Call 2-1-1

Duke Family Support Program - www.geri.duke.edu/service/dfsp.services.html

Elder Care Locator - www.eldercare.gov/Eldercare.Net/public/Index.aspx

Information about community resources for seniors - anywhere in the country.....(800) 677-1116

Calls taken, Monday through Friday, 9 am - 8 pm (ET). When you call you should have this information available:

- The county, city or zip code of the older person requiring assistance.
- A brief description of the type of assistance you are seeking.

Family Caregiving 101 - www.familycaregiving101.org

National Family Caregivers Association and the National Alliance for Caregiving

Full Circle of Care - www.fullcirclegcare.org

Helping family caregivers complete the cycle of care.

Healthfinder - www.healthfinder.gov

Links to support and self-help groups, general information, tips, managing stress, and information on most diseases. Can access in Spanish.

Hospice Net - www.hospicenet.org

For patients and families facing life-threatening illness.

Land of Sky Regional Council's Area Agency on Aging - www.landofsky.org/aaa.....(828) 251-6622
or (800) 727-0557

Medicare - www.medicare.gov.....(800) MEDICARE or (800) 633-4227-3

Medicare Rights Center - www.medicarerights.org.....(800) 333-4114

National Academy of Elder Law Attorneys, Inc. - www.naela.org.....(703) 942-5711

Resources to those involved with legal services to the elderly and disabled.

National Association of Professional Geriatric Managers - www.caremanager.org.....(520) 881-8008

Membership directory is listed on their website.

National Family Caregiver Alliance - www.caregiver.org.....(800) 445-8106

Central source of information and technical assistance on caregiving for policy makers, families, health and service providers and program developers.

National Family Caregiver Support Program - www.aoa.gov/aoaroot/aoa_programs/acltc/caregiver/index.aspx

National Family Caregivers Association - www.nfccares.org.....(800) 896-3650
Educational and informational materials for family caregivers.

Next Step in Care - www.nextstepincare.org
Easy to use guides to help family caregivers and health care providers work together to plan for care. (United Hospital Fund) Has smart phone.

North Carolina Division of Aging and Adult Services - www.ncdhhs.gov/aging.....(919) 733-3983

Senior’s Health Insurance Information Program - www.ncdoi.com/consumer/SHIIP/SHIIP.asp.....(800) 443-9354
Madison County SHIIP Counseling Site.....(828) 649-2772

Social Security Administration - www.ssa.gov.....(800) 772-1213

VA Benefits for Caregivers of Veterans - www.caregiver.va.gov.....(855) 260-3274

Well Spouse Organization - www.wellspouse.org.....(800) 838-0879
Virtual support community for spouses of the frail elderly including message boards and live internet chats with other spouse caregivers.

DISEASE SPECIFIC RESOURCES

Alzheimer’s Association - www.alz.org.....(800) 272-3900

Alzheimer’s Association Western Carolina Chapter - www.alz.org/northcarolina.....Helpline: (800) 272-3900

Arthritis Foundation (Carolina’s Chapter) - www.arthritis.org.....(800) 365-3811
National Office: (800) 283-7800

Brain Injury Association of North Carolina - www.biane.net.....(828) 277-4868

Brain Tumor Support (WNC) - www.wncbraintumor.org.....(800) 770-8287

Cancer Society (American Cancer Society) - www.cancer.org.....Asheville: (828) 254-6931
24 Hour Call Service: (800) 227-2345

Cancer Survival Toolbox - www.cancersurvivaltoolbox.org
Provided by the National Coalition for Cancer Survivorship. Available in Chinese, Spanish and English.

Diabetes (American Diabetes Association) - www.diabetes.org.....(800) 342-2383

Heart Disease / Stroke (American Heart Association) - www.heart.org.....(800) 242-8721

Huntington’s Disease Society of America - www.hdsa.org.....(888) 345-4372

Lou Gehrig’s Disease (ALS Association) - www.alsa.org.....(800) 782-4747

Lung Disease - www.lungusa.org.....(800) 586-4872

Osteoporosis (National Osteoporosis Foundation) - www.nof.org.....(800) 231-4222

Parkinson’s Disease (American Parkinson’s Disease Association) - www.apdaparkinson.org.....(800) 223-2732

Stroke (American Stroke Association) - www.stroke.org.....(888) 478-7653

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ResCare Health Care	(828) 252-0891	10
Retired and Senior Volunteer Program (RSVP)	(828) 251-6622	16
Road Scholar Program	(828) 689-1167	5

S

Salvation Army and Salvation Army Food Pantry	(828) 622-3355	6
Senior Care Consulting	(828) 337-1776	9
Senior Community Service Employment Program	(828) 251-6622	6
Senior Companion Program	(828) 251-6622	15,17
Seniors Helping Seniors	(828) 236-0662	10
Senior of the Greater Mars Hill Area		14
Senior Services Center.....	(828) 649-2722	15
Shelton Laurel Nutrition Site	(828) 656-2759	8
SHIP - Seniors' Health Insurance Information Program.....	(800) 408-1212	12
SHIP - Madison County Counseling Site	(828) 649-2722	12
Smoky Mountain LME/MCO.....	(800) 849-6127	14
Social Security Administration - Asheville Office	(828) 251-9941	15
Social Security Administration - National Office.....	(800) 772-1213	20
Social Security Administration - TTY	(800) 325-0778	15
Spring Creek Nutrition Site	(828) 622-7544	8

T, U, V

Transportation Authority.....	(828) 649-2219	16
Upper Laurel Nutrition Site	(828) 680-9343	8
Veterans (Charles George VA) Medical Center	(828) 298-7911	10
Veterans Service Officer for Madison County.....	(828) 646-6937	16
Victims and Citizen Services	(919) 716-6780	16
Vocational Rehabilitation - Asheville	(828) 670-3377	6
Vocational Rehabilitation - Madison County	(877) 832-3833	16

PERSON CONTACT INFORMATION

My Contact Information

Name _____
E-Mail _____
Home Phone _____
Mobile Phone _____
Work Phone _____

Family Members

Name _____
Date of Birth _____
SSN _____

Name _____
Date of Birth _____
SSN _____

Name _____
Date of Birth _____
SSN _____

Home

Address _____
Phone _____

Work

Address _____
Phone _____

Address _____
Phone _____

School

Address _____
Phone _____

Address _____
Phone _____

Doctor

Name _____
Phone _____
Policy Number _____

Name _____
Phone _____
Policy Number _____

Name _____
Phone _____
Policy Number _____

Name _____
Phone _____
Policy Number _____

Pharmacist

Name _____
Phone _____
Policy Number _____

Medical Insurance

Name _____
Phone _____
Policy Number _____

Homeowners / Rental Insurance

Name _____
Phone _____
Policy Number _____

Veterinarian / Kennel

Name _____
Phone _____
Policy Number _____



Land of Sky Regional Council's
Area Agency on Aging
Family Caregiver Support Program

339 New Leicester Hwy., Suite 140

Asheville, NC 28806

Phone: (828) 251-6622

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