



SEVIER COUNTY SERVICE DIRECTORY “YELLOW PAGES” FOR SENIORS

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FOURTH EDITION
June 2010
SEVIER COUNTY SERVICE DIRECTORY
“YELLOW PAGES” FOR SENIORS

Published by:
Sevier County Office on Aging
1220 West Main Street
P.O. Box 4157
Sevierville, Tennessee 37864
2008

Phone: (865) 453-8080
Fax: (865) 453-1632

Services Include:
Information and Assistance
Outreach
Referral to Resources
Assessments for Home Delivered Meals
Homemaker
Telephone Reassurance
Community Education on Senior Programs

If you have any questions concerning this Directory listing or need assistance in obtaining services from a provider, call the Sevier County Office on Aging at (865) 453-8080.

Corrections, new listings, and suggestions for the next edition of the Service Directory may be made to the SEVIER COUNTY OFFICE ON AGING (865) 453-8080

The listings, contents and summary of information contained in this Directory are merely for general reference or resource purposes. They may not meet your individual needs and may not apply in your specific circumstances. In most sections, the Directory's listings are in alphabetical order, with no recommendation as to priority or preference and no guarantee as to the listing agency's licensing status or other credentials. The preparer of this Directory (nor its donors or contributors) makes no assurance concerning any of the listed agencies credentials. It is the reader's responsibility to thoroughly review the listed agencies prior to his or her personal selection.

To “OUR” Senior Citizens of Sevier County

It is with our sincere appreciation for the seniors of Sevier County that we present to you the 4th Edition of the Sevier County Service Directory, “Yellow Pages” For Seniors. This Directory has been developed, designed and published to assist you, the consumer, and your families, in obtaining the information and resources you may need. If for some reason you cannot find the answers to your questions in this directory, please feel free to call us at (865) 453-8080 and we will be happy to assist you. This directory has been supported by the Council on Aging and the sponsors you’ll find listed in the back of this book. Please let the sponsors know that you appreciate their support of this directory.

Each year we hope to make hundreds of free copies available to individuals, health care professionals, aging service providers hospitals, churches, and businesses, as well as clubs, service organizations, and retiree groups.

Additional free copies can be picked up at the Sevier County Office on Aging located at 1220 West Main Street in Sevierville. As of this printing, there will be a \$7.00 postage fee if you wish to have a directory mailed to you. This cost may increase without notice if the postal fees go up. Contributions to help with the printing costs are always appreciated. The Office on Aging feels privileged and considers it an honor to be of service to the seniors of Sevier County.

-----Cut across the dotted line-----

If this directory has provided you with helpful information please let us know by signing this form and returning it to the Senior Center:

1220 W. Main Street,
Sevierville, TN. 37862

Or

P.O. Box 4157,
Sevierville, TN. 37864

or by email at Lyarbersevierseniorecenter@yahoo.com.

Thanks for your help in capturing these numbers which aid us in funding.

Sincerely,

Lisa Yarber
Director of Senior Services

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EMERGENCY	911
BELL SOUTH (RESIDENTIAL REPAIRS)	1-877-737-2478
CONTACT HELPLINE (24-HOUR CRISIS LINE)	523-9124 or 584-4424
CSX TRANSPORTATION DEPARTMENT (RAILROAD EMERGENCIES)	1-800-232-0144
DRUG ENFORCEMENT ADMINISTRATION	584-9364
DRUG HELPLINE	1-800-662-4357
FEDERAL BUREAU OF INVESTIGATION (FBI)	544-0751
<u>FIRE DEPARTMENTS:</u>	
GATLINBURG	436-5112
PIGEON FORGE	453-4044
SEVIERVILLE	453-9276
FOREST FIRE (TO REPORT)	429-7020
HEALTHCARE FACILITIES COMPLAINT HOTLINE	1-877-287-0010
NARCOTICS ANONYMOUS (HELPLINE)	1-800-677-1462
NATIONAL HOPELINE NETWORK	1-800-SUICIDE (1-800-784-2433)
POISON CONTROL CENTER	1-800-288-9999
<u>POLICE DEPARTMENTS:</u>	
GATLINBURG	436-5181 or 436-4212
PIGEON FORGE	453-9063
CITY OF SEVIERVILLE	453-5504
SEVIER COUNTY SHERIFF & JAIL	453-4668
<u>ROAD CONDITIONS:</u>	
Great Smoky Mountains National Park	436-1200
TN Department of Transportation	800-858-6349
SAFE SPACE (24-HOUR CRISIS LINE)	800-244-5968
SEVIER COUNTY COURT HOUSE	453-5502
SEVIER COUNTY ELECTRIC SYSTEM	453-2887

SEVIER COUNTY HIGHWAY DEPARTMENT	453-3452
SEVIER COUNTY UTILITY DISTRICT-NATURAL GAS.....	453-3272
SEVIER COUNTY WATER DEPARTMENT	453-5522
SEVIERVILLE CITY HALL.....	453-5504
SEXUAL ASSAULT CRISIS CENTER (24-HOUR CRISIS LINE).....	522-7273
TN HIGHWAY PATROL.....	594-5800
TN BUREAU OF INVESTIGATION (TBI)	594-6510

FEDERAL LEGISLATORS:

U.S. Sen. Bob Corker (202) 224-3344
800 Market St. Ste 121 Knoxville TN 37862
www.Corker.Senate.gov

U.S. Sen. Lamar Alexander (202) 224-4944
U.S. Senate Washington, D.C. 20510
www.Alexander.Senate.gov

U.S. Rep. Phil Roe (1st District) (423) 247-8161
P.O. Box 1728, Kingsport, TN 37662

U.S. Rep. John J. Duncan, Jr (2nd District).....(202) 225-6440
2207 Rayburn Office Building Washington, D.C. 20515

STATE LEGISLATORS:

Rep. Richard Montgomery 865-453-1218
301 6th Avenue North, Suite, 201 War Memorial Building Nashville, TN 37243..... 1-800-449-8366
rep.Richard.Montgomery@Capitol.TN.gov

Rep. Joe McCord..... 865-984-5881
301 6th Avenue North, Suite, 214 War Memorial Building Nashville, TN 37243..... 1-800-449-8366
rep.joe.mccord@legislature.state.tn.us

State – Doug Overbey 865-681-8236
301 6th Avenue North, Suite, 4 Legislative Plaza, Nashville, TN 37243 1-800-449-8366
sen.doug.overbey@legislature.state.tn.us

LOCAL GOVERNMENT:

Larry Waters-Mayor, Sevier County.....453-6136
125 Court Avenue Suite 201E Sevierville, TN 37862

Bryan Atchley-Mayor, City of Sevierville..... 453-5504
120 Gary Wade Boulevard Sevierville, TN 37862

SENIOR SUMMARY

In this opening section, several topics of particular interest and concern to senior citizens and their families are addressed in a general overview.

After the Senior Summary section, beginning with the first alphabetized section, **ABUSE-ELDER**, and concluding with the final section **VOLUNTEER OPPORTUNITIES** you will find more detailed information on specific topics.

In these sections, you will also see listings for service providers with names, addresses and telephone numbers in large print and bold typeface. Please contact these agencies and companies directly for more specific information.

Please use the TABLE OF CONTENTS to locate exact page listings for the agencies, companies, services, and topics you'd like to find.

Be sure to call the Sevier County Office on Aging at 453-8080 if you have questions about any topics covered in this book. The area of senior services is constantly changing. The Office on Aging will have information and updates on resources, services, and providers.

ADVANCE DIRECTIVES

Advance directives are legal documents that will allow you to declare your wishes in advance, while you are still capable of doing so, regarding certain types of medical procedures or treatments and business decisions.

These legal documents take effect only when individuals become incapacitated and cannot make decisions for themselves. These documents allow you to select, in advance, a person to make broad health care decisions for you and/or business decisions for you in the event you become unable to do these things for yourself.

Tennessee law recognizes three different types of advance directives. These are: Living Wills, Durable Powers of Attorney for Health Care, and Durable General Powers of Attorney. These directives differ from one another and also differ from a "Do Not Resuscitate" (DNR) order by a physician.

WHAT IS A LIVING WILL?

A living Will is a formal legal document that permits you to declare your wishes now regarding specific types of medical procedures and treatments you might need in the future. Among other things, it enables you to put your doctor and family on notice that you do not wish to receive any life-sustaining measures if you have been diagnosed as “terminal” and have “no reasonable expectation of recovery”. You may state that you do or do not authorize the withholding of artificial fluids or nourishment and that you do or do not want to donate your body/organs for transplant. You may revoke this document at any time.

WHAT IS A DURABLE POWER OF ATTORNEY FOR FINANCES?

A **Durable General Power of Attorney** is a formal legal document that enables you to select someone who will be your “spokesperson” (your agent) in your business affairs if you become unable to manage them yourself. This person will have the authority to manage your money, your property, cash your checks, and make other business decisions on your behalf. You may revoke this document at any time as long as you are competent and as long as your revocation is in writing.

Acknowledgement: This summary of Advance Directives has been provided by a Title III (Older Americans Act) attorney for general information purposes. You should consult with an attorney to determine whether or not Advance Directives meet your individual needs.

For information on other legal issues, including regular Powers of Attorney, wills, conservatorships, estates and trusts, benefits appeals, and other issues of particular interest to seniors, consult your attorney.

See **LEGAL SERVICES** section of this book for more information.

LONG TERM CARE INSURANCE

Due to the increasing cost of nursing home care, more individuals are exploring the availability of private insurance to cover all or part of the cost. To meet this growing interest, many private insurance companies have developed comprehensive long-term care policies.

However, policies vary widely. Such insurance is not appropriate for everyone. According to a study from the National Association of Insurance Commissioners, whether you should buy a long-term care insurance policy will depend on your age, health status, overall retirement goals, income, and assets. If most of your income is Social Security or Supplemental Security Income (SSI), you probably should not consider buying long-term care insurance.

If, however, you have assets you would like to protect, long-term care insurance may be appropriate. Some people may buy a policy to stay independent of government aid or family assistance. Do not buy a policy if you aren't certain you can pay the premiums for the rest of your life.

Understand what services a long-term care insurance policy covers. It may or may not cover the following:

- Nursing home care
- Home health care
- Personal care in your home
- Services in assisted living facilities
- Services in adult day care centers

Know not only what services are covered, but also how the policy covers home health care, personal care, homemaker services, and what licenses are required for providers of these services in your home.

Some questions to ask when comparing long-term care insurance policies might include the following:

- What is the deductible; is there a waiting period?
- As costs rise, is there inflation protection?
- Is the premium waived once you receive benefits?
- What happens if you can no longer afford the premium? Can you downgrade to a less expensive policy?
- What happens if you have a pre-existing condition?
- Is your policy guaranteed renewable?
- How is your premium likely to increase over time?
- If you already own a policy, should you switch plans or upgrade current coverage? *Be very careful if you decide to switch. New restrictions or new pre-existing conditions may apply.*

TIPS TO KEEP IN MIND AS YOU “SHOP” FOR LONG TERM CARE INSURANCE:

- Check with several companies and agents.
- Compare outlines of coverage.
- Don't be misled by celebrity or other advertising.
- Don't buy more than one policy.
- Complete the application accurately and make sure all medical information is correct.
- **NEVER PAY IN CASH.**
- Be sure to get the name, address, and telephone number of agent and company.
- Check the financial stability of the insurance company before you decide to buy. Call the toll-free number below for more information.
- You can cancel the policy during the free-look period. Check with the Tennessee Department of Commerce and Insurance at 1-800-342-4029 about how much time you have to cancel and the process they recommend.
- Finally, think about having the premium automatically withdrawn from your bank account. That way you won't lose coverage if an illness makes you forget to pay the premium.

Finally, some costs of long-term care, including some insurance policy premiums, may be tax deductible as a medical expense.

MEDICARE

Medicare is a federal health insurance program for:

1. People age 65 or older
2. People of any age with permanent kidney failure
3. Certain disabled people under age 65

Medicare is administered by the Centers for Medicare & Medicaid Services (CMS). The Social Security Administration provides information to Medicare beneficiaries and handles enrollment for the program.

When to enroll in Medicare:

Usually, you should contact the Social Security Administration several months before you turn 65 to apply for Medicare benefits. You can do this by calling the toll free number, **1-800-772-1213**. If you are already receiving Social Security benefits or Railroad Retirement Board benefits when you turn 65, you are automatically enrolled in Medicare and will receive your red-white-and-blue Medicare card in the mail. If you are not receiving benefits and it is about three months before you turn 65, contact Social Security for information about applying for Medicare.

For a detailed discussion of Medicare, including Part A Hospital Insurance, Part B Medical Insurance, Medicare Supplement Insurance (Medigap), Medicare + Choice Plans, and Part D Medicare Prescription Drug Plans, please see the section on **MEDICARE**. Also, check the official U.S. Government site for Medicare information on the Internet: www.medicare.gov

NURSING HOME DECISIONS

Nursing home placement may become necessary for many different reasons, but regardless of the particular reason, the decision is rarely easy. For information on levels of care in nursing homes, methods of financing care, and the nursing homes in Sevier County, see the **NURSING HOMES** section.

The “Right” Nursing Home

The “right” nursing home is the one that is most suitable for you and your loved one. It is wise to make some advance preparations if nursing home placement is a possibility in your family’s situation. Begin looking at the facilities in your area. Since waiting lists are common, it is a good idea to call and visit nursing homes even if the actual placement is several months in the future. Try to visit at least three facilities. There is no substitute for a personal visit, to see and experience first-hand the surroundings. A scheduled tour with the administrator or admissions director is also appropriate. However, a drop-by tour at another time will allow you to talk with residents and nursing staff and make your own observations. Bring pen and paper and make notes about your impressions to review later as you compare facilities.

Each family will have different expectations of care. Medical care is always a high priority. Some may want a spotless environment while others may place more importance on the friendliness of the staff.

A NURSING HOME CHECKLIST

Some things to take into consideration would include:

Daily life of the residents:

- Are they dressed appropriately, neat and clean?
- Are they involved in activities, with adequate staff and volunteers?
- Is food tasty, served attractively, in an inviting setting with special meals and menu items offered when possible?

Care of the residents:

- Is the attitude of the staff warm and friendly?
- Do staff members know residents by their name and take time to chat with them?
- Are family visits encouraged? Are visiting hours convenient?
- How quickly do staff members respond to resident calls for assistance?

Environment of the nursing home:

- Is the nursing home clean on the inside and outside?
- Is it free from unpleasant odors?
- Are there handrails in hallways? Are there grab bars in bathroom?
- Is it easy for wheelchair residents to get around throughout the facility?
- Are there private areas for residents to visit with family and others?

Other things to look for:

- References, including family members of current or previous residents
- Does the facility have a good reputation locally?
- Is it conveniently located for family and friends to visit?
- Are state inspection reports readily available? Is the name and phone number of the ombudsman representative posted and visible?

The attitude of the administrator, the director of nursing and other administrative staff is crucial. Once your loved one becomes a resident, you will most likely be dealing with administrative staff to resolve any concerns about resident care. If administration is not receptive and available to discuss your concerns and answer your questions prior to admission, resolving issues later may be difficult. Before you make a placement decision, ask to see the facility's annual state inspection report. If deficiencies are listed, find out how they were corrected. Rarely are nursing homes perfect, but willingness to correct problems in a timely manner is important.

REVERSE MORTGAGES

The majority of seniors own their homes and most of these homes are owned free and clear of any mortgage. However, some senior homeowners find themselves in the situation of being "house rich, but cash poor".

In 1989, Congress approved legislation authorizing reverse mortgages to help senior citizens obtain cash from the equity in their homes. The U.S. Department of Housing and Urban Development (HUD) created one of the first reverse mortgage programs. It is called the Home Equity Conversion Mortgage Insurance Program.

Loans insured under this program are called “reverse mortgages” and are federally insured private loans offered by approved lenders in each state. Many homeowners use proceeds from the reverse mortgage to supplement Social Security payments, pay medical costs, make home improvements, etc.

In a reverse mortgage, the senior homeowner remains the owner of the home and is still responsible for paying the property taxes and insurance and making needed repairs.

There is no repayment as long as you live in the home. The amount you owe, plus interest, gets larger over time. Thus, the name “reverse mortgage”. When you die or move from the home for a year or more, the loan must be repaid to the lender. Any money left over goes to your estate or heirs.

Homeowners 62 years or older, are eligible. The home must be paid for or have a small balance that can be paid off at closing with proceeds from the reverse loan. The home must be a single-family dwelling or a two-to-four unit property that is occupied by the homeowner/borrower. Townhouses, detached homes, units in condominiums, and some manufactured homes are eligible.

HUD determines the amount that may be borrowed based on the homeowner’s age, the current interest rate, and the value of the property or the FHA insurance limit, or whichever is lesser. Generally, the older the homeowner is and the more the home is worth; the more cash is available to the owner/borrower.

There are fees and closing costs to be paid up front that are often rolled into the loan to avoid out-of-pocket expenses. Proceeds from the loan may be paid in a lump sum, in regular monthly payments, or as a line of credit.

The owner/borrower is required to receive consumer information from HUD approved counseling sources prior to obtaining the loan. Contact the Housing Counseling Clearinghouse at **1-800-569-4287** to obtain the name and telephone number of a HUD approved counseling agency and a list of FHA approved lenders within your area.

Basic steps in obtaining a reverse mortgage:

1. For more general information, call HUD’s Atlanta Home Ownership Center at **1-888-696-4687**, or see HUD’s website at www.hud.gov and click on *Senior Citizens*, then *Reverse Mortgages for Seniors*.
2. After discussion with a lender, if you are interested in applying for a reverse mortgage, you will be referred to a local HUD approved counseling agency for advice and counsel on the advantages, disadvantages, costs, and benefits of the reverse mortgage program. The lender will help you complete the loan application.
3. HUD reviews the application and appraises the value of the home. Once the application is approved, HUD issues an insurance commitment to the lender. The lender prepares the loan documents and closes the loan.

For more specific information regarding your particular circumstances, speak with a reverse mortgage specialist at a participating lender. In Tennessee there are five lenders on the Home Equity Conversion Mortgage (HECM) Lender List.

NOTE: HECM lenders are located in Knoxville, Kingsport, Chattanooga, Nashville, and Memphis. These lenders will send a loan officer to the homeowner's location to do a reverse mortgage application and the other necessary paperwork.

SOCIAL SECURITY

Social Security plays an important role in the life of millions of Americans who receive some type of benefit each month including: retirement benefits, disability benefits, and/or dependent/survivor benefits.

Social Security pays **retirement benefits** to a worker and the worker's family, **disability benefits** if the worker cannot work, and **survivor benefits** to family members when the worker dies. You can apply for Social Security retirement, disability or survivor benefits in several ways:

- You can call Social Security toll-free at **1-800-772-1213** Monday through Friday between 7:00 A.M. and 7:00 P.M. and schedule a telephone appointment.
- You may make an appointment to file for benefits by visiting the Social Security office.
- You can visit www.ssa.gov or www.socialsecurity.gov, the official website of the Social Security Administration, to apply for retirement, disability, and survivor benefits. You can conduct other business online and get additional assistance with a specific situation or question.

Apply for Social Security retirement benefits online at www.ssa.gov or www.socialsecurity.gov. An electronic application form can be completed in about 30 minutes. A signed printed form with identification must also be sent as part of the application process.

Social Security Benefits Tied To Age:

Birthdays count under Social Security. Here are some general guidelines that show how benefits are tied to age.

- **Age 50** - a surviving Spouse who is disabled can collect Social Security retirement benefits earned by a deceased spouse.
- **Age 60** - a surviving spouse who is not disabled can begin collecting Social Security survivor's benefits. Benefits are permanently reduced if you begin collecting at age 60. Benefits will increase to 100% if you wait until full retirement age or older.
- **Age 62** - you can begin collecting your own Social Security benefits or benefits you are entitled to receive through a spouse or former spouse still living. You will permanently lose a percentage of the benefit by not waiting until full retirement age.
- **Age 65** - Full retirement benefits begin at this age if you were born in 1937 or earlier. The age to receive full Social Security benefits increases incrementally for people born in 1938 or later. See www.ssa.gov or www.socialsecurity.gov to find your retirement age.

Note that Medicare eligibility begins on the first day of the month in which you turn 65.

Working After Retirement

After you reach your full retirement age, you can earn extra income with no reduction in Social Security benefits. Recipients ages 62 to full retirement age will have benefits reduced if they earn more than a certain amount each year. If you plan to continue working past your full retirement age, you can choose to delay receiving benefits and apply delayed retirement credits to increase your monthly Social Security check at a later time.

You can get information relating to your specific situation by calling the Social Security Administration at **1-800-772-1213**. For an estimate of your benefits amount, request your *Personal Earnings and Benefit Estimate Statement*.

Remember, Social Security benefits are not meant to meet all your financial needs in retirement. You will need other income such as savings or a pension when you retire.

www.ssa.gov
www.socialsecurity.gov

The Social Security Administration website is an excellent source for information. There you can find answers to most questions about Social Security. Access this website to find your full retirement age, use the retirement planner feature to get detailed information about your benefits under current law, and use the calculators to test out different retirement ages. If you are nearing retirement age, find instructions on how to apply for benefits and what supporting documents you will need to furnish. Get current dollar amounts for benefits, link to a savings calculator for a basic idea of how much you need to save to retire at a given level, and link to sites with publications on pensions and financial planning.

SUPPLEMENTAL SECURITY INCOME (SSI)

SSI is a federal program that provides monthly payments to aged, blind, and/or disabled people who have little or no resources and income. The Social Security Administration administers the SSI program. It determines eligibility of claimants, makes the basic payments to recipients, and maintains a master record of recipients.

SSI is not the same as Social Security. SSI has assets and income limits. SSI is funded by general tax revenues and not payroll taxes. SSI is designed to meet basic needs of food, clothing, and shelter for seniors, blind, and disabled people who have little to no income. If you receive SSI, you usually get food stamps and Medicaid/TennCare too. People who receive SSI checks may also receive Social Security benefits if they are eligible for both. There is a maximum amount of income from all sources that a SSI recipient may receive each month. This amount is adjusted annually.

To schedule a telephone appointment to file for Supplemental Security Income (SSI), call 1-800-772-1213. You may also make an appointment to file by visiting the local Social Security office.

For more information on SSI: www.ssa.gov
Click on Disability & SSI Also use Benefit Eligibility Screening Tool

Sevier County Service Directory
“Yellow Pages” For Seniors
Is a special project of the
SEVIER COUNTY OFFICE ON AGING

ABUSE-ELDER

Adult Protective Services/Department of Human Services.....594-5685 or (888) 277-8366

531 Henley Street, Suite 403
Knoxville, TN 37902

Call to report suspected abuse, neglect, or exploitation of elderly and vulnerable adults.

According to the law, any person (including neighbors, friends, relatives, medical personnel, caregivers, etc.) who has reasonable cause to suspect a vulnerable adult has suffered abuse, neglect, or exploitation has a duty to report it. All referrals are confidential.

National Center on Elder Abuse (NCEA).....(202) 898-2586

1201 15th Street NW, Suite 350
Washington, DC 20005

www.wnw.ncea.aoa.gov

The NCEA is a gateway to resources on elder abuse, neglect, and exploitation. The NCEA is dedicated to educating the public about elder abuse, neglect, and exploitation and its tragic consequences. The Center is an internationally recognized resource for policy leaders, practitioners, prevention specialists, researchers, advocates, families, and concerned citizens.

National Eldercare Locator Hotline(800) 677-1116

Call this toll free number to ask whom you can turn to in your area for information about elder abuse.

Safe Space.....453-9254

636 Middle Creek Road, Ste #3
Sevierville, TN 37862

Safe Space is for women who are being abused by family members or caretakers.

They will assist you and can furnish some legal information.

Samaritan Place Catholic Charities684-1880

3009 Lake Brook Blvd.
Knoxville, TN 37909

Samaritan Place offers short-term emergency housing for men and women age 55 and over. Adult day care services and over night respite care also offered on a fee-for-service basis.

Sevier County ElderWatch.....453-8080

Sevier County ElderWatch was developed by concerned volunteers to educate and inform seniors of Sevier County about current abuses and scams that may be occurring in the county.

They also plan and conduct semi-annual education programs. ElderWatch meets monthly at Fort Sanders Sevier County Senior Center. ElderWatch works with current existing programs available to seniors to promote what is available. i.e. Teletend and Medray. Volunteers go into the community with the police department and introduce new programs to the seniors.

For more information, or if you would like to participate in the coalition, please contact the current chair, Lisa Yarber at (865) 453-8080.

ACTIVITIES-RECREATION-WELLNESS:

AARP428-1604

102 Parkway
Sevierville, TN 37862

Sevier County Chapter meets at noon the first Wednesday in each month at Fort Sanders Sevier County Senior Center. The local chapter of AARP assists adults age 50 and over to engage in meaningful community service and activities. Contact Charles R. Martin for more information at 428-1604.

AARP Driver Safety Program (888) 227-7669

Learn defensive driving techniques, new traffic laws, rules of the road, and much more in this 8-hour course. Find out how to adjust your driving to age-related changes in vision, hearing, and reaction time. Get an insurance discount. Auto insurance companies in most states provide a multiyear discount to AARP graduates! (Consult your insurance agent.) There is a minimal fee to take this course. For local courses in your community or to volunteer, call (865) 687-4072.

Baptist Senior Plus Program..... 549-4830

This is a free membership program for adults 55+ which offers discounts, travel opportunities, health screenings, fitness classes, prescription discounts, and additional services. Call for an application and more information.

www.baptistoneword.org

Covenant Health Passport541-4500

Covenant Health, ATTN: Covenant Passport
1901 Clinch Avenue
Knoxville, TN 37916-9971

Covenant Health Passport is a free membership program focusing on healthy living for adults 55+. Passport offers health screenings, seminars, and fitness programs; discounts on 50 Plus fitness classes, parking at Fort Sanders Regional, and Lifeline; special social events for members; insurance counseling; and credit union membership. If you are 55 or above, you can join Covenant Health Passport for free. You'll get a packet explaining all the program benefits, your personalized enrollment card, information on our hospitals and other facilities, and an enrollment gift. Call for more information.

Fort Sanders Sevier County Senior Center453-8080

1220 West Main Street, P.O. Box 4157 Sevierville, TN 37864

Fort Sanders Sevier County Senior Center offers an array of activities and programs. Some of the activities and programs offered at the Center are:

- Acrylic, oil & watercolor painting classes
- Bob Ross Painting Technique classes
- Woodwork Shop
- Ceramic classes
- Piece Makers Quilting Guild
- The Stitch & Chatter Group
- AARP Defensive Driving Classes
- Exercise and computer classes
- Food & Nutrition Programs
- Wide variety of additional recreation opportunities

Call the Senior Center for more information on classes and any applicable fees. You may also log onto our website at: www.seviercountyttn.org

Golden Age Passport436-1291

Seniors over 62 pay a one-time fee of \$10 and receive a lifetime of free admission to most national parks and TVA campgrounds. The passport includes a 50% discount at participating parks on fees for parking, boat launching, swimming, and cave tours. Passports must be purchased in person at any National Park Service facility that charges admission or from resident managers at TVA campgrounds. Must show proof of age.

Great Smoky Mountains National Park436-1200

107 Park Headquarters Road

Gatlinburg, TN 37738

For visitor information, call this recorded message. Also, check the website for information on park programs and services. www.nps.gov/grsm

Senior Games.....

The East Tennessee District Senior Games is an annual event for seniors 50 and older that combines a wide range of competitive activities. The mission of Senior Games is to promote healthy lifestyles for seniors through fitness, sports, and an active involvement in life. Check the website for information on registration, sanctioned events, fees, rules, newsletter sign-up, and lots more. Check the website for more information. www.tnseniorgames.com

ADULT DAY CARE SERVICES:

Adult day care might be appropriate if an older person needs supervision during the day, experiences confusion or memory loss that interferes with daily functioning, needs mental stimulation and socialization, or if their caregiver needs respite time. To benefit from the programs listed here, the individual should be ambulatory or semi-ambulatory and capable of basic self-care.

Admission procedures vary. A physician release is usually required. Rates vary. Most are private pay. Some long-term care insurance policies include a day care benefit. Some assisted care living facilities or homes for the aged may offer adult day services on a drop-in, space available basis.

Brookdale-Wellington Place.....774-2221

1020 Middle Creek Road

Sevierville, TN 37862

At Wellington Place, our day care, night care, and respite care programs are designed to provide families with that needed break from their caregiving responsibilities.

New Vistas908-8880

639 Cummings Chapel Road

Sevierville, TN 37876

New Vistas is a licensed Residential Home for the Aged (RHA), with a licensed on-site Administrator, offering the highest quality care and services in a beautiful, comfortable, and loving Christian home setting. New Vistas offers 8-hour day care, including meals, short-term care and long term care. Dementia and Alzheimer patients are welcome. If you or someone you love no longer feels comfortable living alone, but doesn't want to be in a nursing home environment, New Vistas offers the perfect alternative. For an application or further information, feel free to visit or call.

Samaritan Place Catholic Charities684-1880

3009 Lake Brook Blvd.

Knoxville, TN 37909

Samaritan Place offers short-term emergency housing for men and women age 55 and over. Adult day care services and overnight respite care, transitional housing & permanent supportive housing are all offered on a fee-for-service basis.

ALCOHOLISM/DRUGS:

Alcohol Abuse Hotline (800) 252-6465

Alcoholics Anonymous Hotline552-9667

Drug Abuse Hotline..... (800) 662-HELP

Emotional Health and Recovery Center981-2300

ALZHEIMER’S RESOURCES:

Alzheimer’s Association.....544-6288

2200 Sutherland Avenue, Suite H102
Knoxville, TN 37919

Provides information about the disease, its diagnosis, and treatment; professional and family caregiving classes; support groups; referral to community agencies that offer assistance; and political advocacy.

Safe Return Program helps to identify, locate, and return to safety people with memory impairments. For application for a Safe Return Bracelet, call 544-6288.

Alzheimer’s Family Relief Program..... 1-800-437-2423

22512 Gateway Center Drive
Clarksburg, MD 20871 www.ahaf.org

The Alzheimer’s Family Relief Program (AFRP), which began in 1988, is a nationwide program that provides financial assistance to patients with Alzheimer’s disease and their caregivers who have emergency, urgent expenses related to the patient’s care and treatment. Call for more information.

Alzheimer’s Support Group.....428-5182

Provides educational resources and support for caregivers. Meets monthly at Fort Sanders Sevier County Senior Center. For more information, or to verify schedule, contact the Chairman at 428-5182 or 524-9896.

MountainBrook Village428-2445

700 Markhill Drive
Sevierville, TN 37862

MountainBrook Village is a unique senior community offering independent living and assisted living. We offer special programs and services designed to help prevent problems that can result in deterioration and eventual nursing home placement. Alzheimer’s support group meets the 1st Tuesday of each month from 6:00p.m.-7:00p.m.

Blount Memorial/Senior Services(865) 977-5744

Wellington Place774-2221

1020 Middle Creek Road
Sevierville, TN 37862

Wellington Place is a beautiful Assisted Living Community dedicated to providing our residents with excellent care by enriching the lives of those we serve with compassion, respect, excellence and integrity. We offer Assisted Living as well as Memory Care apartments. Our respite care programs are designed to provide families with that needed break from their caregiving responsibilities. Alzheimer’s Support Group meets the 3rd Thursday of every month at 3:00p.m.

ANIMAL CONTROL /ADOPTION:

Sevier County Humane Society.....453-7000

959 Gnatty Branch Road
Sevierville, TN 37876

Sevierville Police Department453-5507

Contact David Clinton
300 Gary Wade Boulevard
Sevierville, TN 37862

Sevier County Sheriff.....453-4668

Contact Phil King
137 Commerce Street
Sevierville, TN 37862

ARTHRITIS:

Arthritis Foundation470-7909

Arthritis support group meets monthly in the classroom at Fort Sanders Sevier Medical Center. Call for more information or for meeting schedule.

Arthritis Information Line(800) 283-7800

ASSESSMENT SERVICES:

The types of assessment services vary. Assessments may be outpatient or inpatient. Some service providers will conduct an in-home assessment in a specific situation or for a particular program. Assessments can help families and individuals make better decisions about in-home services, housing choices, long term care, medical treatment, and legal options.

Payment sources for assessment services include Medicare, TennCare, private insurance, or self-pay. Some service providers offer a multi-disciplinary team approach to evaluating older adults and usually include psychiatric, social, and medical components. Some indicators that a professional evaluation is needed include symptoms of depression, changes in personality, increasing confusion, memory loss, deterioration in level of functioning, and/or weight loss. For most of the programs listed in this section, referrals may be self-referred or may be made by physicians, community agencies, and physicians.

Blount Memorial Elder Assessment Service (EASE).....981-2315

907 E. Lamar Alexander Parkway
Maryville, TN 37804

EASE provides assessment, treatment, and referral services to seniors and their caregivers. EASE addresses a senior adult's physical, mental, social, and functional health. Services are provided by a team including a psychiatrist, nurse practitioner, licensed clinical social worker, and registered nurse. An evaluation conference with patient and family discusses diagnosis and care plan.

Geriatric Assessment Program632-5058

GAP at Baptist Hospital
101 Blount Ave Ste 650
Knoxville, TN 37920

The Geriatric Assessment Program (GAP) at Baptist is a multi-disciplinary outpatient assessment program addressing the physical, social, and functional health of older adults.

The program is designed to detect early disability, provide early intervention, and help individuals preserve as much independence and well being as possible. The program's treatment approach emphasizes wellness, prevention, screenings, and social ties, maintaining strengths, and controlling risk factors. Referrals to GAP may be either self-referrals, made by physicians, community agencies, or caregivers. For additional information or to schedule an appointment, call 632-5058.

Sevier County Geriatric Screening Team428-7999

The purpose of the Sevier County Geriatric Screening Team is to serve people who are 60 years of age or older by finding and making accessible the community resources they need to stay physically and mentally healthy in their homes as long as possible.

To achieve this goal, qualified team members make home visits to determine which agency or agencies can best solve the current problem.

There is no charge for home visits because the agencies involved assume the costs for this service. If you know about a Sevier County resident who is 60 years of age or older and needs assistance with daily living activities, please call 428-7999 and ask to speak with Kim Loveday.

ASSISTED LIVING:

MorningView Village980-6000

2304 East Lamar Alexander Parkway
Maryville, TN 37804

MorningView Village is a Blount Memorial Senior Community offering three warm and inviting neighborhoods to serve independent, assisted, and memory-loss needs. It's the kind of place you'd be proud to call home.

MountainBrook Village428-2445

700 Markhill Drive
Sevierville, TN 37862

MountainBrook Village is a unique senior community offering independent living and assisted living offering special programs and services designed to help prevent problems that can result in deterioration and eventual nursing home placement.

Brookdale-Wellington Place.....774-2221

1020 Middle Creek Road
Sevierville, TN 37862

At Wellington Place, our day care, night care, and respite care programs are designed to provide families with that needed break from their care giving responsibilities.

Renaissance Terrace..... 544-1710

215 Bearden Place
Knoxville, TN. 37917

Renaissance Terrace offers excellent and affordable assisted living care with the support of Senior Citizens Home Assistance Service's in home care. Programs are designed to stimulate the mind and body of the residents and provide families with the relief that their loved ones are well taken care of.

BENEVOLENCE FUNDS/CHURCHES:

First Baptist Church of Sevierville453-9001

Oak Street Church of God.....453-0756

Parkway Church of God.....453-0389

BLIND/VISUALLY IMPAIRED:

American Council of the Blind..... (800) 424-8666

American Information Center for the Blind (800) 232-5463

Association For Macular Diseases, Inc..... (212) 605-3719

210 East 64th Street
New York, NY 10021

A national support group for individuals with macular problems including age-related macular degeneration. Member services include newsletter and telephone hotline.

Knoxville Tri-County Lions Club

Contact H.R. Greene, Secretary, for information.....577-7421
Dinner is at 6:00p.m. and the meeting is at 7:00p.m. on the 2nd and 4th Monday of every month at Connie’s
Restaurant in Seymour.

Lions Club of Pigeon Forge453-7796

The Pigeon Forge Lions Club meets bi-monthly. Call for location and times of meetings.

Lions Club of Sevierville.....453-7796

Contact: John Patrick P.O. Box 3006
Sevierville, TN 37864
Provides eye exams and glasses for people in need. Conducts free vision screenings at public events.
Call for time and location of meetings.

National Council for Sight..... (800) 221-3004

National Library Service for the Blind and Physically Handicapped..... (800) 424-9100

www.loc.gov/nls

The program provides books and magazines in Braille and on recorded discs and cassettes free to readers who cannot hold or handle books or see well enough to read conventional print because of a temporary or permanent visual or physical handicap. Readers may borrow books and subscribe to magazines in Braille and recorded formats. Special equipment needed to play the discs and cassettes is loaned indefinitely to readers.

Prevent Blindness America (800) 331-2020

..... (312) 363-6001

211 West Wacker Dr.
Suite 1700
Chicago, Illinois 60606
www.preventblindness.org

Prevent Blindness Tennessee..... (800) 335 0450

95 White Bridge Rd.
Suite 312
Nashville, TN. 37205

Tennessee Library for the Blind and Physically Handicapped..... (800) 342-3308

Seniors Eye Care Program..... (800) 222-3937

Free care or low cost from cooperating ophthalmologists for low and fixed income U.S. citizens age 65+ with medical eye problems (not eyeglasses) who have not seen an eye doctor in the last three years and do not have HMO coverage, VA benefits, or a Managed Health Plan.
Eyeglasses, prescription drugs, and hospital services are NOT covered.

Services for the Blind, deaf, hearing & Vision Impaired(800) 628-7818

Smoky Mountain Council of the Blind.....482-2346

687 Sunrise Circle
Sevierville, TN 37862

The Smoky Mountain Council of the Blind offers activities for people who are blind or have impaired vision. Activities include group outings to local restaurants and establishments and special events for members. Members pay a \$10 annual fee. The organization meets monthly. Call Sam Breeden for more information.

Tennessee Services For the Deaf & Blind594-6060

Tennessee Department of Human Services

531 Henley Street, Suite 225

Knoxville, TN 37902

Staff will visit blind, low-vision, and/or deaf individual's home to mark items for safety and identification purposes, teach personal care and household organization, provide limited orientation and mobility training, and offer other instruction in daily living activities in most surrounding counties.

BLOOD PROGRAMS:

Medic Regional Blood Center524-3074

BURIAL ASSISTANCE:

Anatomy Bequest Program 1-901-448-5965

855 Monroe Avenue, Room 515

Memphis, TN 38163

CANCER:

American Brain Tumor Association..... 1-800-886-2282

American Cancer Society 865-584-1668

Provide support programs; hats, wigs, and turbans; nutrition boost ~~closet~~ and may be able to provide financial assistance.

American Lung Association 1-212-315-8700

Cancer Care Counseling Line 1-800-813-4673

Cancer Fund of America 865-938-5281

Cancer Information Service 1-800-422-6237

Leukemia & Lymphoma Society 1-800-332-2980

National Cancer Institute 1-800-422-6237

Smoky Mountain Cancer Support Group428-5834

Meetings are held the 2nd Monday of the month at 6pm at Fort Sanders Sevier Senior Center in Sevierville. All persons with any type of cancer, whether currently being treated or long-term survivors are invited to attend.

Family, caregivers, and medical personnel are welcome. The group facilitator is Alice Grady, a nurse educator and cancer survivor.

TN Quit Line..... 1-800-784-8669

UT Cancer Institute.....305-6055

Medical Building D, 1934 Alcoa Highway

Knoxville, TN 37920

Thompson Cancer Survival Center..... 446-9125

CLOTHING AND FURNITURE:

Goodwill Industries453-4155

441 Parkway

Sevierville, TN 37862

Goodwill offers vocational rehabilitation, computer training, and academic remediation. Retail stores have a variety of clothes, furniture, and household items for sale. You may call the Sevierville retail store at 453-0007.

Salvation Army (retail)428-6723

127 Bruce Street

Sevierville, TN 37862

Smoky Mountain Area Rescue Ministries908-3153

P.O. Box 5968

Sevierville, TN 37864-5968

Offering help by assisting with housing, providing food and clothing to those in need, offering counseling and prayer support, assisting with transportation, job skills, job placement and providing school supplies and clothing to children in need.

Trinity Episcopal Church436-4721

509 Historic Nature Trail

Gatlinburg 37738

COMPUTER SERVICES/CLASSES:

Fort Sanders Sevier County Senior Center453-8080

1220 West Main Street

Sevierville, TN 37862

The computer room is open Monday through Friday, 8:00 a.m. to 4:30 p.m. Computer classes are periodically offered. For more information about dates and times, please call the Senior Center.

CONSUMER ADVOCACY:

Better Business Bureau692-1600

Consumer Credit Counseling 800-251-2227

TN Protection & Advocacy(800) 342-1660

U.S. Consumer Affairs 1-800-342-8385

COUNSELING SERVICES:

There are many counseling resources to help with mental, emotional, financial and other problems. Many counseling services are self-pay. Some offer a sliding fee scale. Some services may be reimbursable through Medicare, TennCare, or other insurance. Some mental health counseling from an approved provider may be partially reimbursed by Medicare. For more counseling resources, see "Counselors-Licensed" in the Yellow Pages of the telephone book or call Sevier County Council on Aging at 453-8080.

Blount Memorial Emotional Health & Recovery Center.....981-2300

Cherokee Health Systems573-0698

Credit Counseling(800) 251-2227 or 522-2661

Parent Helpline(800) 356-6767

Service for abuse victims and parenting help with children.

ElderCare Associates428-0769

119 South Blvd. Suite 1
Sevierville, TN 37862

Provides consultation and strategy planning for retirement, estate planning, and insurance.

Senior Care Consultants.....579-5886

3508 Maryville Pike
Knoxville, TN 37820

Senior Care Consultants offer individual, family, and group counseling and help for seniors and family members in making decisions about care or coping with age-related changes and losses. Medicare and private pay.

CRAFT WORKSHOPS/WOODWORKING/GREENHOUSE:

Fort Sanders Sevier County Senior Center453-8080

1220 West Main Street, P.O. Box 4157
Sevierville, TN 37864

Fort Sanders Sevier County Senior Center offers a wide variety of activities and programs. The Center serves as a community resource for information on aging. Acrylic, oil & watercolor painting classes are held each Monday. Also offered on a monthly basis are Bob Ross Painting Technique classes. The Center’s woodworking shop is open on Tuesdays and Thursdays at 9:00 a.m. Piece Makers Quilting Guild meets at the Center every Monday. The Stitch & Chatter group creates handmade knit, crocheted & sewing projects, lap rugs. The group also makes afghans & baby blankets to be donated to local nursing homes & hospitals. The Volunteers In The Garden utilize the Center’s greenhouse, which is also open for use by seniors in our community. Call the Senior Center at 453-8080 for more information or to pre-register for any classes you might be interested in attending.

DEAF/HEARING IMPAIRED:

American Speech-Language-Hearing Association..... (800) 638-8255

Interpreting Services.....579-0832

Knoxville Area Center for Deaf579-0832

TTY Line573-5640

TN Council For Hearing Impaired (800) 270-1349

TN Relay Center for the Hearing Impaired (800) 848-0299

TN School for the Deaf594-6022

.....579-2500

DEBTS/CREDIT COUNSELING:

Consumer Credit Counseling Service1-800-251-2227 or 522-2661

DENTAL SERVICES:

Affordable Dentures(800) 336-8873 or 986-3234

16374 Hotchkiss Valley Road E.
Loudon, TN 37774

Providing same-day dentures at affordable fees. Affordable Dentures purchase supplies, all accepted by the American Dental Association, in large volumes to reduce costs. These savings are passed on to the patient through lower fees for services. Appointments are not required, so we recommend that patients arrive at the office at opening time to register for services.

DIABETES:

American Diabetes Association(800) 342-2383

Blount Memorial Diabetes Management Center(865) 977-5767

907 East Lamar Alexander Parkway
Maryville, TN 37804

Fort Sanders Diabetes Center531-5580

Available to see patients on an individual basis on Thursdays.

DISABILITY SERVICES:

Accessible Mobility Specialist687-5601

Fax.....633-4878

www.accessiblemobility.com

1810 N Broadway
Knoxville, TN 37917

Auto and home customization for handicap mobility. New and used vans for sale and rental, new and used lift equipment, home stair lifts, and elevators. On site service and installation

AT&T Center For Customers With Disabilities (TCCD)

Voice Customers 1-800-848-0299

TTY/VCO/HCO 1-800-848-0298

The BellSouth TCCD is a service for customers who have disabilities. Representatives at the TCCD can help customers:

- Get new service, change existing service, and disconnect service
- Get repair service
- Get information about bills
- Order special products and services

The TCCD can conduct Voice-Carry-Over (VCO) and Hearing-Carry-Over (HCO) calls. There is no need to use a relay center to call the TCCD. Assistance is available Monday through Friday 8:00 AM – 6:00 PM Eastern Time.

Douglas Cooperative, Inc. (DCI)428-3423

1101 Wagner Drive
Sevierville, TN 37862-3719

DCI is dedicated to providing opportunities and support to persons with mental and physical disabilities in their pursuit of achieving the full potential in their lives. Some of the services DCI offers are job development and placement, pre-vocational and vocational services, family support, and residential services as well as personal assistant services. Approved service provider for statewide and community elderly & disabled waiver act. To provide homemaker, personal care service, and personal care attendant. Call for more information.

ETHRA Transportation.....1-800-232-1565

East Tennessee Human Resource Agency.....691-2551
9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

Public transportation service uses vans, including lift vans, to transport elderly and disabled persons in wheelchairs to medical and other appointments. Call 48 hours in advance to schedule. Transportation provided within Sevier County and to appointments in surrounding counties.

Phoenix Conversions.....670-4060

9617 Parkside Drive
Knoxville, TN 37922
Van, auto conversion.

Tennessee Disability Pathfinder.....1-800-640-4636

Phone, print, and Internet resources in English and Spanish to connect the Tennessee disability community with service providers. www.familypathfinders.org offers an easy-to-search database of over 1,600 agencies and 3,000 community services. Search by Tennessee county and type of service.

Tennessee Library For the Blind and Physically Handicapped.....1-800-342-3308

403 Seventh Avenue North
Nashville, TN 37243
Free public library services for eligible people who cannot read, hold, or turn the pages of a regular print book due to a visual or physical handicap. Books and magazines provided on tape, Braille, and in large print. Playback equipment loaned. No postage charge for mailing.

Tennessee Services for the Blind.....594.6060

Tennessee Department of Human Services
531 Henley Street, Suite 225
Knoxville, TN 37920
Home visits to assess independent living skill needs of those who are visually impaired. Services may include counseling in coping with vision loss, teaching of home and personal management skills, guidance in orientation and mobility, and teaching other activities to help a person live as independently as possible.

U.T. Hearing and Speech Center Hearing Services.....974-5453

455 S. Stadium Hall
Knoxville, TN 37996
Hearing testing, hearing aid evaluation, hearing aid orientation, special assisting listening devices available for Demo. Physician referral needed to obtain hearing aid. Sliding fee scale for eligible individuals.

Speech Services.....974-5451

1600 Peyton Manning Pass
Knoxville, TN 37996
Diagnostic and treatment services for individuals with communication disorders including swallowing or voice disorders. Self-referrals or referral by others. Sliding fee scale for eligible individuals.

DISASTER ASSISTANCE:

American Red Cross.....584-2999

Knoxville Area Chapter
P.O. Box 50156
Knoxville, TN 37950
The mission of the American Red Cross is to improve the quality of human life; to enhance self-reliance and concern for others; and to help people avoid, prepare for, and cope with emergencies. It does this through services that are governed and directed by volunteers and are consistent with its congressional charter and the

principles of the International Red Cross.

Emergency Management Services.....453-4919

Salvation Army.....908.4010

806 W. Main Street
Sevierville, TN 37862

DO NOT CALL, MAIL, EMAIL

Telephone Do Not Call 1-877-872-7030

(Call from the number you are registering.)

Federal DO NOT CALL.....1-888-382-1222

TTY.....1-866-290-4236

(Call from the number you are registering.)

Pre-approved credit Offers.....1-888-567-8688

Telephone Preference Service
Direct marketing Association
P.O. Box 9014
Farmingdale, NY 11735-9008

Direct Mail:

Main Preference Service
Direct Marketing Association
P.O. Box 9008
Farmingdale, NY 11735-9008

Email:

www.e-mps.org

EDUCATION

Family Community Education (FCE)453-3695

Being a FCE member is fun, educational, and rewarding, realizing that you can benefit yourself as well as those around you. The FCE is sponsored through the University of Tennessee Agricultural Extension Service which provides educational materials. Monthly meetings have program topics related to consumer concerns, health & safety, housing and environment, families, food & nutrition, and physical fitness. Membership is open to anyone regardless of age, race, sex, disability, or national origin.

Pellissippi State Technical Community College681-1064

1010 Middlesettlements Road
Maryville, TN 37801

Any adult age 60 and older may audit courses without paying tuition charges or other fees according to space availability in an individual classroom. "For credit" courses are available to adults age 65 and older for a reduced fee. Call for information or log onto web site at: www.pstcc.edu

Sevier County Adult Learning Center429-5243

226 Cedar Street
Sevierville, TN 37862

Offering classes in Basic Skills, Literacy, Adult High School, and GED. Also offers English as a second language.

Sevier County School District453-4671

Superintendent's Office
226 Cedar Street
Sevierville, TN 37862

University of Tennessee Extension-Sevier County453-3695

752 Old Knoxville Hwy.
Sevierville, TN 37862

Provides information concerning issues related to:

- Food & Nutrition
- Financial Management
- Parenting/Grandparenting
- Healthy Home Environments
- Lawn Care & Gardening

University of Tennessee Regular Credit Classes974-2101

209 Student Services Bldg., Circle Park Drive
Knoxville, TN 37996

Persons age 60 or older and persons totally disabled may audit classes for free. Reduced fees for people age 65 and older or for totally disabled people taking **classes for credit**. **Verification required.** www.utk.edu

Non-Credit Courses 974-0150

Professional & personal Development
313 Conference Center Building
Knoxville, TN 37996

Call for a free catalog of course listings. Fees vary. www.outreach.utk.edu/ppd

EMERGENCY INFORMATION and
PERSONAL EMERGENCY RESPONSE SYSTEMS:

Personal emergency response systems link individuals to 24-hour assistance at the push of a button. A small, portable personal help button is usually worn on a necklace or wristband. Trained personnel are alerted and a responder calls with assistance. Users include seniors, people with chronic medical problems, people concerned about personal safety or security, post-operative patients and others. The usual charges are a one-time installation fee and nominal monthly rental and monitoring fees. There are basic systems and systems with additional features. Some systems can automatically signal for help. Others can make reminder calls.

American Red Cross584-2999

6921 Middlebrook Pike
Knoxville, TN

Disaster services, fire and flood assistance, and First Aid training. Contact Chris Davis for more information.

CONTACT Reassurance482-5040

Helpline584-4424

P.O. Box 11234
Knoxville, TN 37939-1234

A **free** service available to those who are isolated, lonely, and cut off from the community. Reassurance provides a few minutes of daily friendly conversation for those who are alone, provides a safety net in emergency situations or crisis, reassures family members, and contributes to extended independence. A program of CONTACT of Knoxville, Inc.

Covenant Lifeline Personal Response and Support Services541-4500

For over 20 years, Lifeline has been a leading personal response service, helping over 4 million people. Their goal is to give you the confidence to continue to live independently in your own home-doing things for yourself by ensuring that you know whenever you need help, it's just a button push away. To call for help, you simply press the Personal Help Button you wear as a pendant or wristband. Within seconds, your call will be answered by one of the highly trained operators. You may also log onto the website at: www.covenanthealth.com

DocuBank 1-800-362-8226

P.O. Box 326
Narberth, PA 19072-0325

DocuBank is an electronic storage and access service for your advance directives (living will, health care power of attorney, and/or other health care documents). DocuBank helps to ensure that your medical wishes are known and respected when it counts. If you are hospitalized, the hospital staff will call a 24-hour toll free number on your customized Emergency Card. This enables them right away to obtain your documents via fax. Through the automated system, your documents are available to hospitals any time, day or night, around the world.

First Response of Tennessee 865-560-8686

155 Sherway Rd.,
Suite 2,
Knoxville, TN. 37922

Life Alarm Services, Inc. 1-800-780-5433

Fax..... (706)854-9787

114 Shartom Dr
Augusta, GA 30907-4748
Personal Emergency Call Service

Mercy Health Partners Lifeline Personal Response and Support Services549-2020

Lifeline is an easy-to-use personal response service that ensures senior adults who are living at home get quick assistance whenever it is needed-24 hours a day, 365 days a year. Classic pendant and Slimline wristband personal help buttons available.

Radio Shack908-8889

532 Winfield Dunn Parkway
Sevierville, TN 37876

Radio Shack offers safety pendants for a one-time fee. You are able to program up to 4 emergency numbers into the pendant. Call for more information.

Salvation Army908-4010

806 W. Main Street
Sevierville, TN 37862

Sevier County Electric System453-2887

315 East Main Street
Sevierville, TN 37862

If you or someone you know is using oxygen, you may call the electric company to have your name placed on a call list in the event of a PLANNED area outage.

Sevier County HELP Fund/Douglas Cherokee (Electric Assist.).....453-7131

Sevierville Police Department453-5506

300 Gary Wade Boulevard
Sevierville, TN 37862

Home Checks: The Sevierville Police Department will go to your house and check it while you are on vacation.

Med-Ray: Med-Ray is a card that organizes your medical information and emergency family contact numbers. This helps the police department when it gets EMS calls.

Tel-A-Tend: Tel-A-Tend is a computer that will call and check on someone up to 3 times a day. If the system does NOT get a correct response, then it will call a family member or send an officer to check on the person. Contact Captain Rose or Sergeant Rebecca Cowan for more information.

Safe Haven Center (865) 558-9040

24-Hour Crisis Line(865) 522-7273 or toll free (888) 522-5244

Safe Haven Center works to prevent sexual assault in East Tennessee. All services are confidential and free of charge. They include:

- Programs for children and adults in several counties
- 24-hour crisis line for information and support
- Legal/medical advocacy
- Assistance at the hospital emergency room
- Court accompaniment
- Counseling and psychotherapy
- Support groups
- Child sexual abuse prevention programs
- Professional in-service training

www.safehavencenter.org

Smoky Mountain Area Rescue Ministries 908-3153

P.O. Box 5968
Sevierville, TN 37864-5968

Offering help by assisting with housing, providing food and clothing to those in need, offering counseling and prayer support, assisting with transportation, job skills, job placement, and providing school supplies and clothing to children in need.

Tennessee Poison Center.....1-800-222-1222

Tennessee Poison Center is committed to the prevention of poisonings in the home, the workplace and the environment. Tennessee Poison Center provides clinical advice for the treatment of exposures to drug, chemical, plant or envenomation.

EMPLOYMENT ASSISTANCE:

ARAMARK – University of Tennessee..... 974-2458

ARAMARK provides foodservice for special events and often staffs with seniors, offering flexible part-time hours. Ask for Debbie Lynch or the Human Resource Dept.

ENERGY ASSISTANCE:

Douglas Cherokee Neighborhood Center

Sevier Neighborhood Center453-7131

750 Old Knoxville Highway
Sevierville, TN 37864

Neighborhood Service Centers assist low-income individuals and families who are in crisis or emergency situations. Neighborhood Service Centers also provide help in looking for a job, low income home energy assistance, assistance to homeless families, operate food pantries, and provide services to elderly and disabled individuals.

EYE SERVICES:

20/20 Optical453-2025

120 Bruce Street
Sevierville, TN 37862

Offering a huge frame selection, one-hour services in most cases, and free adult and children vision screening. 20/20 Optical assists the Lions Club for those who need eyeglasses. If you have vision related question, please call during business hours, Monday through Friday, 8:00 a.m. to 6:00 p.m.

Pigeon Forge Lions Club453-2437

Contact Gene H. Davis for more information.

Tennessee Services For The Blind And Deaf594-6060

Tennessee Department of Human Services
531 Henley Street, Suite 225

Knoxville, TN 37902 Staff will visit blind or low-vision individual's home to mark items for safety and identification purposes, teach personal care and household organization, provide limited orientation and mobility training, and offer other instruction on daily living activities.

FINANCIAL SERVICES:

Fain Financial Services428-0769

119 South Boulevard, Suites 1 & 2
Sevierville, TN 37862

Fain Financial Services offers financial planning, the use of life and health insurance, annuities, mutual funds, real estate, long-term care, and estate planning to obtain financial goals. Call Jack Fain for more information.

Financial Professionals577-6177

10339 Chapman Highway P.O. Box 1270
Seymour, TN 37865-1270

Providing current insightful information to Seniors regarding their financial matters. Dean Hempel, LUTCF, FICF, CSA, is a Certified Senior Advisor with expertise in insurance, investments, tax, and estate planning. Financial professionals always offer a no-obligation free consultation visit.

Email: mail@yourfinancialpro.com Website: www.yourfinancialpro.com

FIRE DEPARTMENTS:

See "Important Numbers" page in the front of this Directory.

FITNESS:

Covenant Health Body Works541-4500

Body Works-A class in which special attention is given to areas of fitness that people 50 or older need the most. The primary goal is to increase muscle strength and flexibility, which will provide more skeletal support. The class also increases cardiovascular endurance, which will help with weight control as well as provide a comprehensive fitness program for anyone. You are encouraged to go at your own pace!

Movements for Living (MFL)-A class designed for individuals who have special circumstances that make exercise and daily living tasks more challenging. The class incorporates gentle movements to increase range of motion; modified stretches to increase flexibility; and resistance work to help participants become stronger. You are encouraged to go at your own pace!

50+ Fitness-Have a Ball-This class will utilize the stability ball, recognized in physical therapy as a way to improve strength and balance. The stability ball offers a variety of options for all levels-even seniors! The stability

ball creates a safe environment, challenging the body to respond with increased muscular and neurological strength. Instructors will offer many levels of difficulty so everyone will progress gradually and safely and as always, GO AT YOUR OWN PACE!

For more information and class schedules, call 541-4500.

Tennessee Senior Games/East TN District

10031 Villa Ridge Way

Knoxville, TN 37932

For more information, Email the Coordinator at: etnseniorgames@charter.net or log onto www.tnseniorgames.com

FOOD AND NUTRITION:

First Smoky Mountain Church of the Nazarene (Angel Food Ministries)..... 201-7644

Host Site Director:

Owen Wetzel

2652 Upper Middle Creek Rd.

Suites 1,2,3

Sevierville, TN 37876

www.firstsmokymountainnazarene.com

Gum Stand Baptist Church (Angel Food Ministries)..... 257-0418

Host Site Director:

Andy Davis

3031 Veterans Blvd

Pigeon Forge, TN 37863

Kodak United Methodist Church (Angel Food Ministries) 933-5996

Host Site Director:

Mary Hawkins

2923 Bryan Road

Kodak, TN 37764

www.kodakumc.org

Sevier Neighborhood Center453-7131

750 Old Knoxville Highway

Sevierville, TN 37864

Neighborhood Service Centers assist low-income individuals and families who are in crisis or emergency situations.

Neighborhood Service Center also provides assistance with searching for a job, low income home energy assistance,

assistance to homeless families, operate food pantries, and provide services to elderly and disabled individuals.

C.R.O.S.S.-Christians Reaching Out Serving Seymour579-6192

Meals on Wheels Nutrition Program (office)..... (423) 318-6935

Meals on Wheels Nutrition Program (distribution)..... 363-7664

River of Life Outreach (Angel Food Ministries)..... 679-6796

Host Site Director:

Thursia Padilla

110 Simmons Road

P O Box 729

Seymour, TN 37865

www.riveroflifeseymour.org

Sevier County Food Ministries428-5182
TN Department of Human Services (STAMPS)429-7005

FRAUD:

Crime Stoppers(800) 427-8477
TN Care Fraud Hotline(800) 372-8386
TN Securities Division(800) 863-9117

FURNITURE NEEDS:

Salvation Army Thrift Store428-6723
127 Bruce St
Sevierville TN 37862

Goodwill Industries453-4155
441 Parkway
Sevierville TN 37862

Goodwill offers vocational rehabilitation, computer training, and academic remediation. Retail stores have a variety of clothes, furniture, and household items for sale. You may call the Sevierville retail store at 453-0007.

Smoky Mountain Area Rescue Ministries908-3153
P O Box 5968
Sevierville TN 37864-5968

Offering help by assisting with housing, providing food and clothing to those in need, offering counseling and prayer support, assisting with transportation, job skills, job placement, and providing school supplies and clothing to children in need.

HARDSHIP ASSISTANCE:

C.R.O.S.S-Christians Reaching Out Serving Seymour579-6192
406 Boyds Creek Highway, P.O. Box 186, Seymour, TN 37865-0186

C.R.O.S.S. is a non-profit Tennessee Corporation established by local churches in the Seymour area. It is operated entirely with volunteers serving every aspect of all operations. C.R.O.S.S. temporarily provides food, financial (when funds are available), medical, psychological assistance, or other such services as may, from time to time, appear needed in a charitable manner to persons who are unable to meet these needs themselves or through the assistance of existing social service agencies **within the community of Seymour.** Hours of operation are Monday & Tuesday, 10am to 2pm. Wednesday, Thursday & Friday, 10am to 12:00 noon excluding holidays.

Salvation Army908-4010
Contact for emergency assistance.

Smoky Mountains Area Rescue Ministries (SMARM)908-3153
437 Forks of the River Parkway, P.O. Box 5968
Sevierville, TN 37864

Smoky Mountains Area Rescue Ministries was founded in August 2001 to address the growing problem of homelessness and poverty conditions in our local community. Their main focus is to provide or maintain existing shelter, assist with emergency food, clothing, and Christian counseling. Call for more information.

HEALTH CARE CLINICS:

Baptist Senior Health Center471-0314
1413 Russell Ave.

Jefferson City, TN 37760

Dr. Shenkman is trained to meet the medical needs of patients 55 and over. The Senior Health Center provides not only excellent primary care physician care, but also serves the educational, social, nutritional, and physical needs of seniors.

Blount Memorial Family Care Center (865) 980-5355

At the Medical Office Building
1047 East Lamar Alexander Parkway
Maryville, TN 37804

Healthcare Facilities Administration588-5656

Department of Health
5904 Lyons View Pike, Lakeshore Park, Building 1
Knoxville, TN 37919
Web site: www.tn.gov/health

Licenses and regulates all health-care facilities in the state of Tennessee. Web site has information about all of the licensed facilities as well as additional useful information about all such facilities in the state.

Mountain Hope Good Shepherd Clinic774-7684

312 Prince Street
Sevierville, TN 37862

The Clinic’s purpose is to provide accessible, affordable, and quality health care for the working uninsured and others who cannot be served by other resources in the community.

Sevier County Health Dept/Micky Roberts, Director.....453-1032

227 Cedar Street
Sevierville, TN 37862,

The mission of the Sevier County Health Department is to protect and promote the health of Sevier County citizens and visitors to Sevier County. The Health Department’s main functions are:

- Assuring services by promoting the development of services, outreach, and assistance
- Assessment to determine health status, health resources, and health problems
- Policy development which leads to protection and promotion of health

The Health Department provides health services in the areas of immunizations, communicable diseases, pregnancy testing, sexually transmitted diseases, cancer screening, nutritional supplemental program for pregnant women (WIC), care coordination for Children Special Services (CCS), care coordination for pregnant women, child health development (CHAD), nutrition counseling for special diet if referred by a medical provider, breastfeeding information and support, AIDS/HIV testing and counseling, alcohol and drugs (A&D) intake and referral, TennCare enrollment and re-verification, and birth and death certificates.

Office hours are Monday through Friday, 8:00 a.m.-4:30 p.m. Information on any health department services can be obtained by calling 637-6853.

HEARING/SPEECH:

The Hearing and Speech Foundation (865) 977-0981

1619 E. Broadway Ave.
Maryville, TN 37804

GOSH:

Gift Of Sight & Hearing (865) 546-6262

Contact through Knoxville Office on Aging

HEART CARE:

American Heart Association 800-242-8721

UT Center for Women’s Health Heart, Lung, Vascular Institute305-6970

4 Your Heart is a comprehensive women’s cardiac screening program designed with you in mind, featuring Personal Consultation, Heart Assessment, Diagnostic Testing, and Physician Recommendations. Call for more information or to make an appointment.

HOME ASSISTANCE AND OTHER IN-HOME SERVICES:

In home services can help elderly and those with disabilities maintain their independence by continuing to live in their home environment.

In-home services help those needing temporary or permanent assistance with one or more of the following:

- household chores
- activities of daily living (bathing, dressing, grooming, and other personal care (help)
- transportation
- shopping, groceries, miscellaneous errands
- meal preparation
- medication reminders
- companionship, respite, sitting
- home maintenance, indoor and outdoor

The types of non-medical in-home services available depend on the agency or company. Services may be scheduled for a few hours per day or week. Some offer help up to 24 hours a day, seven days a week. Most agencies listed here will conduct an initial in-home assessment for services. A potential client or consumer of services should also “interview” the agency. Ask about references from other clients. Other questions to ask:

- Are employees bonded and insured?
- Have drug screens and criminal background checks been conducted on all employee caregivers?
- What types of non-medical training related to in-home services for elderly and disabled are provided to employees?
- Does caregiver training include CPR certification and First Aid procedures?
- What provisions are made if a caregiver is unable to work for a day-will the agency provide a substitute?

COST OF SERVICES:

In-home services vary in price. Almost all are private pay. Some agencies offer limited services on a sliding fee scale based on income. Long term care insurance policies may cover some of the cost. Some limited services may be offered providers under the state Options For Community Living Program and would be eligible for state reimbursement. However, there is a waiting list for the Options program.

Call several agencies. Compare rates and services. Check references. Consider availability and compatibility.

LICENSURE REQUIREMENTS:

New state licensing requirements for Personal Support Service Agencies are being considered for implementation. You may check the status of the agency you are considering by calling the State of Tennessee Department of Mental Health & Developmental Disabilities, East Tennessee Licensure Office, 531 Henley Street, State Office Building in Knoxville, 865-594-2815

For updated information on any new agencies and companies offering in-home support services to elderly and disabled in Sevier County, call the Sevier County Office on Aging at 453-8080.

OTHER RESOURCES

In addition to these listings, some health agencies may provide private duty services including homemaker, sitter, and personal care. Check with individual home health agency.

Covenant Home Care(423) 586-6808

1907 W Morris Blvd.
Suite 200 F
Morristown TN 37927

East Tennessee Minority Applicant Pool System 901-948-3829

209 Bearden Place
Knoxville, TN 37927

To assist the elderly and disabled senior citizens of East Tennessee (predominantly minority) in obtaining long-term care during any period of illness or convalescence. Services are available to seniors 65 and older who are mentally and/or physically impaired, in need of 24-hour care or supervision, and meet the medical and financial criteria of nursing home placement.

ElderCare Associates428-0769

119 South Blvd. Suite 1
Sevierville TN 37862

Provides consultation and strategy planning for retirement, estate planning, and insurance.

Family Support Services, Inc675-6382

P.O. Box 23376
Knoxville TN 37933

Family Support Services, Inc., offers services that will meet the individual needs of you or your loved ones for a few hours, a whole day, once a week, or every day. Some of the special support services include: newborn care, child care, child transport services (school, sports), personal care and hygiene, sleep-over service, housekeeping, bath visits, laundry, shopping, post-surgery assistance, meal preparation & clean-up, and more.

Home Instead Senior Care 423-587-5800 or 453-4488

2412 W. Andrew Johnson Hwy., Suite E
Morristown TN 37814

www.homeinstead.com/428

Serving Sevier, Hamblen, Jefferson, Cocke, and Grainger Counties. Home Instead Senior Care provides solutions that help seniors stay at their home. Our trusted CAREGivers help seniors maintain their independence and offer families peace of mind knowing that their loved ones are well cared for. Services include companionship, meal preparations, light housekeeping, medication assistance, laundry, personal care, errands, and transportation to social events, church services, and medical appointments. To learn more about how they can help, please call or visit us online.

Options for Community Living251-4897

A state-funded program available to elderly and disabled throughout the state who qualify for approved in-home services, including home-delivered meals, homemaker and personal care assistance. Information on services is accessed through this regional Area Agency on Aging and Disability. Initial assessment is performed by phone. If warranted, a separate in-home assessment will determine service needs.

Personal Care Choices681-0999

357 N. Houston St.
Maryville, TN 37801

www.personalcarechoices.com

A company offering personal care services, homemakers, companion care or personal care in the home, hospital, or nursing home; assisted transportation.

Senior Citizens Home Assistance Service, Inc453-6853

1220 W. Main Street

P.O. Box 4294

Sevierville, TN 37864

SCHAS is a non-profit agency that assists the elderly and disabled with homemaker and personal care needs such as light house work, help with personal care, shopping, preparation of a meal or to just be a good friend. For more information contact Lena Adams (Director) at 453-6853.

Smoky Mountain Home Health & Hospice(423) 623-0233

222 Heritage Boulevard

Newport, TN 37822-0754

HOME HEALTH CARE:

If the need arises for skilled medical care in your home for the treatment of an illness or injury, and certain Medicare criteria is met, Medicare will cover the cost of services in your home.

To qualify for Medicare home health coverage:

- Services can only be provided under a Plan of Care established and approved by a physician
- Patient requires skilled nursing on an intermittent basis or physical therapy/speech therapy. Once a patient qualifies for skilled care, he or she becomes eligible, as appropriate, to receive home health aide services, occupational therapy, or medical social work services
- You must be considered homebound, unable to leave home due to a condition which exerts a considerable and taxing effort on the patient

If you meet all four of the conditions to qualify for home health care, Medicare will cover such benefits as:

- Skilled nursing care on a part-time basis (not full-time), including services such as wound care, urinary catheterization, IV therapy, giving injections, etc.
- Physical therapy, speech therapy, occupational therapy
- Home health aide services on a part-time basis, including assistance with personal care such as bathing and dressing when combined with a skilled service
- Medical social services to assess and assist with social and emotional factors related to your illness
- Medical supplies such as dressings and braces

Medicare does not cover full-time care, housekeeping services, or food services.

There are other sources of payment for home health services in addition to Medicare. Some people may be covered by TennCare, a Health Maintenance Organization, the Veterans Administration, Workers Compensation insurance, Black Lung, or private insurance.

The patient or person receiving care has the right to choose the home health agency. If you are a member of an HMO your choice of agencies is limited to those agencies affiliated with the HMO.

To help you make an informed decision, Medicare provides quality of care information for all Medicare-certified home health agencies.

- **First know what services you or your loved one are likely to need.**

- **Second, go to www.medicare.gov**
- **Third, select *Home Health Compare***
- **Fourth, follow the step-by-step instructions to compare information about home health agencies in the area.**

Area home healthcare agencies listed in this section provide various services including skilled nursing care, home health aide services, physical/speech/occupational therapies, and medical social services. Some also provide psychiatric nursing services. Several offer pulmonary and cardiac rehabilitation services. Some agencies have hospice programs for patients in the last stages of a terminal illness. Some home health agencies offer private duty services including nurses, homemakers, companions and sitters.

Amedisys Home Healthcare428-2510

1229 Fox Meadows Blvd. Suite 1
Sevierville, TN 37862

Fully licensed and Medicare certified, Housecall provides services such as skilled nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Medical Social Worker, and Home Health Aid Assistant to homebound citizens. Services are covered by Medicare and private insurance on a case by case basis. Premier Programs include CHF, COPD management, Wound Care, Diabetic Care, and Mental Health Programs.

Blount Memorial Home Health (865) 981-2160

1095 East Lamar Alexander Parkway
Maryville, TN 37804

The Blount Memorial Home Health staff works with your physician to provide skilled and professional services in your home. Your team also can help identify other available community resources to help meet your individual needs.

Comfort Keepers670-9339

2575 Willow Point Way
Knoxville, TN. 37932

Covenant Home Care (423) 586-6808

Toll Free (800) 273-2576

1907 West Morris Boulevard, Suite D
Morristown, TN. 37814

Covenant HomeCare provides comprehensive home-based services including skilled nursing, certified nursing assistants, rehabilitation services, medical social services, mental health services, and hospice care. Covenant HomeCare Infusion offers infusion therapy in the home or the Ambulatory Infusion Center in West Knoxville. Contact Jeri Hawkins for more information.

Girling Health Care, Inc428-3345

549 Dolly Parton Parkway
Sevierville, TN 37862

Girling Health Care offers skilled nursing , home health aides, social workers, physical, occupational, and speech therapy in the comfort of your own home with personalized approach. They have specialized Rehab, Cardiac, Wound Care, and Diabetic programs. Telehealthcare monitoring is also available.

Mercy Homecare Services.....545-3500

4129 E. Emory Rd.

Knoxville, TN 37938

Must have referral by doctor for rides and help from nurses.

Smoky Mtn. Home Health and Hospice (423) 623-0233

222 Heritage Boulevard

Newport, TN 37821

HOME REPAIRS AND IMPROVEMENTS:

East Tennessee Human Resource Agency Home Program691-2551

This program is a grant that provides home repairs. In some cases, it can also be used to purchase a mobile home. This grant does not have to be paid back unless the home is sold. Only owner occupied applicants are eligible. For more information, call the Energy Office at 691-2551.

East Tennessee Human Resource Agency Weatherization Program.....691-2551

The Weatherization Program installs measures in your home to make it more energy efficient. Measures installed are, but not limited to: insulation, storm windows, caulking and glazing windows, insulating water heater, dryer vents, replace broken window panes, doors, foundation vents, roof vents, and underpinning. Applications are taken once a month in the county in which you reside. For more information or to make an appointment, call the Energy Office at 865-691-2551.

HOSPICE:

Hospice is care that focuses on pain and symptom management, including palliative care, for patients who have a progressive illness with limited life expectancy. This usually refers to someone in the last six months of life. A physician referral is required.

Hospice services are usually provided in the home. The goal is to keep patients comfortable in their own home for as long as possible. Hospice services are also available to nursing home residents and hospital patients. Hospice care may be provided in a hospital transitional care unit if a person meets admission criteria.

The hospice team usually consists of nurses and nurse aides specializing in symptom management along with chaplain and social work support and assistance from hospice volunteers.

Costs may be covered by Medicare (Hospice Benefit), TennCare, private insurance, or private pay. Under the Medicare benefit, hospice also provides medication related to the patient’s terminal illness as well as any necessary durable medical equipment.

Many home health agencies offer in-home hospice services. Some offer services in a nursing home or hospital setting. Ask if the program is Medicare certified. For more information, log onto www.hospicenet.org.

Adventa Hospice558-6801

1107 Oak Cluster Drive, Suite 200

Sevierville, TN 37862

Blount Memorial Hospice (865) 977-5702

907 East Lamar Alexander Parkway

Maryville, TN 37804

Blount Memorial Hospice cares for people with life-limiting illnesses and offers support to their families.

Caris Hospice Care (866) 694-4848

Care to terminally ill patients and their families is provided by a professional team which includes a nurse on call 24 hours a day, seven days a week, and 365 days per year. Patients can reside in their home, in a nursing facility, or assisted-care living facility. The plan of care for each patient and family is individualized according to his or her needs.

Covenant HomeCare and Hospice (423) 586-6808

Toll Free (800) 273-2576

1907 West Morris Boulevard

Morristown, TN 37813

Covenant HomeCare provides comprehensive home-based services including skilled nursing, certified nursing assistants, rehabilitation services, medical social services, mental health services, and hospice care. Covenant HomeCare Infusion offers therapy in the home or the Ambulatory Infusion Center in West Knoxville. Contact Jeri Hawkins for more information.

Mercy Medical Hospice925-5500

7447 Andersonville Pike

Halls, TN 37938

HOSPITALS:

Blount Memorial Hospital983-7211

907 E. Lamar Alexander Parkway, Maryville, TN 37804-5016

Fort Sanders Regional Medical Center541-1111

1901 Clinch Avenue Knoxville, TN

LeConte Medical Center446-7000

742 Middle Creek Road, Sevierville, TN 37862

ParkWest Medical Center373-1000

9352 Park West Boulevard, Knoxville, TN

Mercy Medical Center545-8000

900 East Oak Hill Avenue, Knoxville, TN

Thompson Cancer Survival Center446-9125

710 Middle Creek Road, Sevierville, TN. 37862

Thompson Cancer Survival Center (TCSC) uses the most advanced technologies to achieve breakthrough success in finding, diagnosing, and treating cancer. TCSC has partnered with LeConte Medical Center to provide patients access to leading edge chemotherapy treatment.

University of Tennessee Medical Center305-9000

1924 Alcoa Hwy., Knoxville, TN 37920

Physician Referral305-6970

James H. Quillen VA Medical Center: Johnson City, TN(423) 926-1171

HOUSING WITH ASSISTANCE & SUPPORT SERVICES:

Under this heading is included housing for older adults who are capable of basic self care and need no acute medical care. Each facility listed here is licensed by the state as either a *home for the aged*, or an *assisted care living facility*.

Homes For The Aged are licensed by the Tennessee Department of Health and standards are set forth in the Tennessee Code. According to state standards, a *home for the aged* accepts aged

persons for relatively permanent care and provides room, board, and personal services to one or more non-related persons.

Assisted Care Living Facilities are licensed by the Tennessee Department of Health and standards are found in the state statute. According to state standards, an appropriate ACLF resident is primarily an ambulatory person who is age 62 or above, who requires domiciliary care and who may require non-medical living assistance services and other defined services.

Facilities and Services

The facilities listed here offer housing for senior adults along with various assistance services that may include one or more of the following:

- Daily meals, often served in a dining room setting
- Housekeeping services
- Personal laundry and linen service
- Social and educational activities
- Transportation and assisted transportation
- Assistance with activities of daily living such as bathing, grooming, dressing
- Assistance with monitoring of medications and administration of medications that are typically self-administered

All facilities provide 24-hour staffing and an emergency call system. Housing and services are private pay. Some long-term care insurance policies include coverage for assisted living services. Qualifying veterans and survivors may be eligible for some financial assistance.

CONTINUING CARE RETIREMENT COMMUNITIES:

CCRC's offer independent living units for retirees and other older people and may include apartments, condos, cottages, duplexes, or houses. Housing arrangements also include the options of assisted living services and other support services. Specialized Alzheimer's or memory support units are offered.

In addition, a **CCRC** includes skilled health care services in a nursing home facility with 24 hour nursing care. The continuing care concept allows residents to move from one type of housing to another and to purchase additional service as health needs change while remaining within the retirement community.

Iris B. Vest Independent Living Ministry Center.....(800) 453-9844

509 Park Rd.
Sevierville, TN. 37862

A state-of-the-art facility offering a loving Christian environment for widows, where care and fellowship are paramount. Residents will have the personal support and close friendship with widows who share similar experiences, while enjoying the freedom and independence of being on their own. Staff members are available 24 hours a day, seven days a week. For more information you can visit the website at: www.widowsministry.org

HOUSING-SENIORS-PUBLIC:

Breckenridge Apartments774-0790

220 Maggie Mack Ln
Sevierville, TN 37862
Contact - Joanna Johnson or Donna Fletcher

Not subsidized
Income limits

Eastgate Homes453-8500

Gateway Village453-1729

120 W Paine St. Contact - Joanna Johnson or Donna Fletcher
Sevierville, TN 37862
Subsidized housing (rent based on yearly income)
Income limits
1, 2, & 3 BR units or handicapped
Seniors 62 yrs and above

Habitat for Humanity523-3539

Iris B. Vest Widows Home453-7707

509 Park Road
Sevierville, TN. 37862

Keenland Farms Mobile Home Park774-8030

LeConte Terrace Apartments774-8885

210 Maggie Mack Ln. Contact - Joanna Johnson or Donna Fletcher
Sevierville, TN 37862
Subsidized housing (rent based on yearly income)
Income limits
1 BR units only
Seniors 62 yrs and above

Park Village428-5280

Renaissance Square Apts.

Contact Joanna Johnson or Deanna Wright579-4886
135 W. Macon Lane,
Seymour, TN. 37865
Seniors 62 yrs and above

Riverpark Apartments428-1373

Riverview Apartments 453-0824 or 368-8080

315 Howard Drive Contact – Geneva Myers
Sevierville, TN 37862
Subsidized housing (rent based on yearly income)
Seniors 62 yrs and above

Robert Howard Village453-8500

Samaritan Place (Emergency housing for seniors)684-1880

Contact Social Worker Carrie Masters..... 684-1889

Sevierville Housing Authority453-8711

Contact Director James or Director Jan

Office 453-8500

Cell 964-8161

The Commons..... 579-4886

Mary Ruth Heeton
133 W. Macon Lane,
Seymour, TN. 37865
Seniors 62 yrs and above

TN Housing Development Agency 594-6696

Woodland Park429-6896

202 Hardin Ln.
Sevierville, TN 37862
Subsidized housing (rent based on yearly income)
Income limits
1 BR units only
Seniors 62 yrs and above

Contact - Joanna Johnson or Donna Fletcher

INFORMATION AND REFERRAL:

ELDERCARE LOCATOR1-800-677-1116

Eldercare is a national, toll-free telephone referral service that provides information about community resources for seniors anywhere in the country. Call Monday through Friday, 9:00 a.m. to 8:00 p.m., Eastern Time. Please have the following information available when calling:

The county, city, or zip code of the older person requiring assistance

A brief description of the type of assistance needed

The Eldercare Locator will provide you with names and phone numbers of organizations within the desired location, anywhere in the country.

Tennessee Department of Human Services 429-7005

The local office for Sevier County provides information and referral in specific program areas including: food stamps, resource assessment for financial Medicaid eligibility prior to nursing home placement, QMB/SLMB/QI programs, TennCare, and Adult Protective Services.

For information about services for older people in surrounding counties in East Tennessee, call the OFFICE ON AGING in that county. Phone numbers and addresses follow here.

Anderson County 1-800-457-3259

125 Leinart Street, Clinton, 37716

Blount County Office on Aging 1-865-983-8411

3509 Tuckaleechee Pike Maryville, TN 37803

Campbell County 1-423-562-2948

P.O. Box 1394, LaFollette, 37766

Claiborne County 1-423-626-9471

P.O. Box 326, Tazewell, 37879

Cocke County 1-423-623-1400

Mailing Address: 386 E. Main Street, Newport, TN. 37827

Physical Address: 115 Mulberry Street, Newport, TN. 37827

Grainger County 1-865-828-5397

8657 Rutledge Pike, Rutledge, 37861

Hamblen County	1-423-581-5166
841 Lincoln Avenue, Morristown, 37813	
Jefferson County	1-865-475-2222
1427 Russell Avenue, Suite A, Jefferson City, 37760	
Knox County	524-2786
2247 Western Avenue, P.O. Box 51650, Knoxville 37950	
Loudon County	865-458-5445
901 Main St Loudon, 37774	
Monroe County	1-423-442-2022
Cora Veal Center, 144 College Street, Madisonville, 37354.	
Morgan County	1-423-346-6651
821 Spring Street, P.O. Box 406, Wartburg, 37887	
Roane County	1-865-354-0450
P.O. 790, Kingston, TN. 37763	
Scott County	1-423-663-2000
P.O. Box 180, 2845 Baker Highway, Huntsville, 37756	
Sevier County	453-8080
1220 W. Main Street, P.O. Box 4157, Sevierville, 37864	
Union County	1-865-992-3292
298 Main Street, P.O. Box 387, Maynardville, 37807	

INSURANCE-HEALTH & MEDICAL:

QUALIFIED MEDICARE BENEFICIARY (QMB)429-7005

Tennessee Department of Human Services
 The state is required to pay Medicare premiums, deductibles, and coinsurance for low income individuals with limited resources who are eligible for Medicare Part A. QMB pays the part B monthly premium, the Part B annual deductible, the Part A hospital deductible, and also covers the 20% of Medicare-approved charges for physician services that Medicare does not pay. QMB does not cover prescription drugs.
 The QMB program works like a Medicare supplement because QMB pays the Medicare Part B premium every month. Remember, to qualify for QMB a person must meet income limits (at or below 100% of poverty). Also, resources such as savings must be worth less than \$4,000 for an individual and \$6,000 for a couple. A home, one car, and some other items are not counted.

SPECIAL LOW INCOME MEDICARE BENEFICIARY (SLMB)429-7005

Tennessee Department of Human Resources
 A person with income too high to qualify for QMB may be eligible SLMB. This program pays the Part B Medicare monthly premium. It does not pay medical co-pays or deductibles. To qualify, income must be equal to or less than 120% of the poverty level and the resource test must be met.

QUALIFYING INDIVIDUAL (QI)

The state is required to pay Medicare Part B premiums for an individual who meets income (between 120% and 135% of poverty) and resource limits as long as federal funds are available. Eligibility determined by DHS 429-7005

STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP) 1-877-801-0044

A statewide program that provides free and objective counseling and assistance to persons with questions or problems regarding Medicare and other related health insurance. In Tennessee, SHIP operates through the state's nine Area Agencies on Aging and Disability.

Tennessee Department of Commerce and Insurance Services.....1-800-342-4029

500 James Robertson Parkway, 4th Floor, Davy Crocket Tower, Nashville, TN 37243

This state office provides answers to insurance related questions concerning life, health, auto, home, liability, medical malpractice, annuities, and some workers compensation issues. They also help with Medicare supplement and long-term care insurance issues.

Call the toll free number to file a complaint, or to ask questions concerning a particular insurance company or agent.

JOB PLACEMENT:

Douglas Cooperative, Inc428-3423

1101 Wagner Drive

Sevierville, TN 37862-3719

Douglas Cooperative, Inc. is dedicated to providing opportunities and support to persons with mental and physical disabilities in their pursuit of achieving the full potential in their lives. For more information, call DCI and Community Focus at the above number. Opportunities available are:

- Developmental Disabilities
- Human Rights
- Advocacy
- Laws and Legislation affecting persons with disabilities
- Family Monitoring
- Communication Skills and Community Resources

LEGAL SERVICES:

Disability Specialties621-9637

Butler & Associates

P.O. Box 1037

Gatlinburg, TN 37738

Disability Specialties help all individuals with disability issues, Social Security, V.A., and private insurance benefits. Call Ken Butler for more information.

Monica Franklin, Attorney588-3700

4931 Homberg Drive

Knoxville, TN 37919

Legal Assistance for the Elderly691-2551

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

Any person age 60 and older may be eligible to receive services from this program if they live within one of the designated counties and meet the necessary criteria. Contact Lynette Edwards or Cindy Troyer for more information.

LIBRARIES-PUBLIC:

Anna Porter Public Library436-5588

153 Proffitt Rd., Gatlinburg, TN 37738

Kodak Branch Public Library933-0078

319 W. Dumplin Valley Road, Kodak, TN 37764

Pigeon Forge Public Library429-7490
2449 Library Drive, Pigeon Forge, TN 37863

Sevier County Library365-1666
408 High Street, Sevierville, TN 37862

Seymour Branch Library573-0728
137 W Macon Lane, Seymour, TN 37865

MEDICAL EQUIPMENT AND SUPPLIES:

This section includes listings of businesses and non-profit organizations that sell, rent, or loan various types of home care supplies and equipment such as:

- Wheelchairs, hospital beds, lift chairs
- Canes, crutches, walkers
- Hydraulic lifts
- Oxygen and respiratory care products
- Mastectomy supplies, ostomy products
- Bathroom safety equipment
- Blood pressure equipment
- Glucose monitoring machines
- Support stockings, uniforms and scrubs
- Incontinence products
- Nutritional products

Free delivery and installation and/or set up of equipment might be available. Billing of Medicare, TennCare, and private insurance (when applicable). Not all businesses carry all products. Some specialize in certain items. Some on call 24 hours.

Insurance claims for durable medical equipment, orthopedic supplies, prosthetics, or supplies furnished for use at home, are processed in each state by a Durable Medical Equipment Regional Carrier (DMERC).

Medicare beneficiaries in Tennessee should call Palmetto Government Benefits Administrators at 1-800-583-2236

Call to ask questions about bills for durable medical equipment and obtain a list of approved suppliers.

Basic guidelines to follow relating to Medicare payment for durable medical equipment in the home:

- **Person must have Medicare Part B coverage**
- **Item must be on Medicare approved list of equipment**
- **Doctor must prescribe the equipment and complete required paperwork**
- **Equipment must be for use in a person's home**
- **Medicare pays 80% of its "approved" charge that may be different from actual price**

Apria Medical Equipment588-5396
1828 Midpark Dr Ste A
Knoxville, TN 37921

BESS & CO429-0064
129 Bruce Street

Sevierville, TN 37862

Offering a wide variety of home care items and equipment including diabetic testing supplies. Wheelchair rentals are also available.

Blount Memorial Home Equipment Services980-5300

531 High Street

Maryville, TN. 37804

Blount Memorial Home Equipment Services is a convenient resource for your medical equipment needs at home. A comprehensive inventory includes high-demand items such as oxygen concentrators and other respiratory equipment and breathing aids, wheelchairs, walking aids, orthopedic supplies, hospital beds, and bathroom safety items.

Fort Sanders Sevier Senior Center and Office On Aging453-8080

1220 West Main Street

Sevierville, TN 37862

Will loan equipment as availability permits.

Fuller Rehabilitation/Independent Living Aids966-4452

201 Center Park Drive. Suite 1000

Knoxville, TN 37922

Offering motorized wheelchairs and scooters, lift chairs, manual wheelchairs, and other mobility devices.

Fox Home Medical Equipment983-0444

742 W. Lamar Alexander Parkway,

Maryville, TN. 37801

Oxygen, C-PAP, BI-PAP, wheelchairs, walkers, crutches, bedside commodes, power wheelchairs, CPM's, cushions, diabetic supplies, ostomy supplies, hospital beds, pressure reducing mattresses, infusion pumps, suction pumps, orthotics, prosthetics, wound care items, and more.

Lee's Total Health Medical Equipment908-4973

725 Parkway Ste 11

Sevierville, TN 37862

Life Alarm – Personal Emergency Call Service(800)780-5433

114 Shartom Dr.

Augusta, GA 30907-4748

Lincare429-4421

617 Wall Street

Suite 9

Sevierville, TN 37862

Home care items, supplies, and equipment.

Mercy Home Medical Equipment573-0777

4125 Chapman Highway

Knoxville, TN 37920

MEDICARE/MEDICINE:

For information about receiving prescription medicines by mail, or for applying for a program that helps low-income seniors with medication costs, call **Affordable Medicine Options for Seniors (AMOS), 524-2786, or Senior Citizens Information & Referral, 546-6262.**

FOR ANY INFORMATION PERTAINING TO MEDICARE:

- * Look at www.medicare.gov on the web or www.MedicareToday.org
- * Call **1-800-MEDICARE** or **1-800-633-4227**
- * Call TN State Health Insurance Assistance Program (SHIP) at **1-877-801- 0044**
- * Call the Sevier County Office on Aging at 453-8080

MENTAL HEALTH:

Elder Assessment Service (EASE)

Blount Memorial Hospital (865) 981-2315

Fax(865) 981-2467

Geriatric Assessment Program (GAP)632-5058

137 Blount Avenue
Knoxville, TN

Blount Memorial Emotional Health & Recovery Center (865) 981-2300

907 East Lamar Alexander Parkway
Maryville, TN 37804

The Blount Memorial Emotional Health & Recovery Center offers an experienced interdisciplinary team of skilled and caring professionals including psychiatrists, nurse practitioners, therapists, social workers, addiction counselors, educators, nurses, and mental health associates.

Cherokee Health Systems573-0698

10731 Chapman Highway
Seymour, TN 37865

Helen Ross McNabb Center637-9711

The Helen Ross McNabb Center is a non-profit, integrated regional system of care that offers a flexible array of quality mental health/mental retardation, substance abuse, and social services to children, families, and adults in East Tennessee. Helen Ross McNabb Center has teams of licensed psychiatrists and psychologists, master’s level clinicians and nurses, bachelor’s level professionals are available to provide comprehensive, individualized prevention, treatment, and rehabilitation services to each client and family. The Center was founded in 1948 and was the first community mental health center in Tennessee. Call for more information or location nearest to you. Website is www.mcabbcenter.org

Peninsula Behavioral Health(865) 970-9800

Peninsula Mobile Crisis Unit.....(865) 539-2409

2333 Jones Bend Road.....
Louisville, TN 37777

Hours of operation are 24 hours/7 days a week.

Insurance: Commercial, TennCare, Medicare, Private Pay-Accepts voluntary admissions and commitments.

Services for adults (18 and older) with mental illness or substance abuse problems and are a threat to self, threat to others, or have significantly impaired ability to carry out day to day functions (any or all of the above).

- 24-hour nursing/physician care
- Medical observation and regulation of prescription medication
- Group therapy and structured group activities
- Family therapy
- Activity therapy

Peninsula Lighthouse Partial Hospitalization Services for Adults (ages 18 and older) diagnosed with emotional or chemical dependency illness. Program addresses emotional or chemical dependency and dual diagnosis issues. **Intensive Outpatient Services for Adults** (ages 18 and older) diagnosed with emotional or chemical dependency illness.

The Senior Day Hospital provides a full continuum of outpatient multidisciplinary treatment services designed specifically for adults 55 and older who are experiencing symptoms of depression, anxiety, and other psychiatric disorders.

Peninsula Outpatient Center-Sevier970-9800

Located off Dolly Parton Parkway in Sevierville at 124 N. Henderson Avenue, Bldg. 1. The Center's services are for persons experiencing psychiatric illnesses or symptoms, substance abuse, or both. Hours of operation are 8:00-5:00, Monday thru Friday. The center accepts clients with TennCare, Medicare, private pay, and commercial insurance. Call 970-9800 for more information.

NURSING HOME INFORMATION:

NURSING HOME COMPARE allows you to compare nursing homes with a click of a mouse. Compare nursing homes certified by Medicare and/or Medicaid anywhere in the United States. The Internet web site is: www.medicare.gov

You may also want to visit licensed homes for the aged and assisted care living facilities to learn more about options for care and assistance in long-term care facilities. Two primary considerations in selecting a long-term care nursing facility are:

- Can the facility provide the level of care required?
- What are payment options to pay for the care?

Nursing Homes-Levels of Care

There are two classifications of care under the state Medicaid program: Level I and Level II.

Level I care is the basic level of care provided in nursing homes. Patients in this category are quite ill, may be completely bedridden, and need much assistance with activities of daily living.

Level II care is identical to the level of care that Medicare calls "skilled nursing care". Skilled care is given or supervised by Registered Nurses.

While Medicare will pay for some Level II care within certain limits, it will not pay for Level I care.

Nursing Homes-Payment Options

In general, there are three ways to pay for care in a nursing home

- Private pay/private insurance
- Medicare (limited to Level II-skilled nursing care)
- Medicaid

Private Pay and Nursing Home Care

About one in five nursing home residents in Tennessee is a private pay patient. These patients may be paying from savings, retirement and pension plans, etc., or a long-term care insurance policy may be covering some of the cost.

Long Term Care Insurance:

Some long-term care policies cover all or part of the cost of care in a nursing home. Premiums vary based on enrollee's age and health, daily benefit amount and deductibles chosen, duration of benefits, etc.

Like other insurance, long-term care policies and coverage vary. Some policies have inflation riders and other important protections. Long-term care insurance may not be a good choice for people with few assets and low income who can expect Medicaid to cover nursing home care.

Be a careful consumer with considering long-term care policies. Deal with a reliable licensed company. Note that some policies may include coverage for additional types of services such as adult day care, home health, in-home respite, and other in-home services.

**For assistance and advice on long-term care insurance policies and companies, contact:
State Health Insurance Assistance Program (SHIP) 1-877-801-0044**
Free counseling to seniors on health insurance issues, including long-term care insurance.

Tennessee Department of Commerce and Insurance 1-800-342-4029
The state's **Consumer Insurance Services Office** can help with information about licensing and financial stability of insurance companies doing business in Tennessee.

Medicare Payment and Nursing Home Care

Medicare is the federal government's health insurance program for seniors (age 65 and older) and disabled. It was not designed to pay for long-term care in a nursing home. Few people are aware of the restrictions Medicare places on payment for care in a nursing home.

First, you must have Medicare Part A and have days left in your benefit period. Second, you must have an inpatient hospital stay of three consecutive days or more and you must enter the skilled nursing facility (SNF) within 30 days of leaving the hospital. Note: If you are in a Medicare managed care plan you may have to get your SNF care from a SNF that belongs to your plan.

Even if a person meets criteria for coverage, there are limits to how much Medicare will pay. Medicare pays the entire cost for the first 20 days of care in an SNF. For day 21 through day 100 of the benefit period, the patient pays a daily coinsurance amount and Medicare pays the balance. After 100 days, the patient is responsible for all costs.

Medicaid Payment & Nursing Home Care

When Medicaid began in 1969, it was a joint effort of federal and state governments to provide health care for low-income people. It was not intended to cover the long-term institutional care needs of the elderly population. However, today Medicaid is the primary method of financing nursing home care for individuals who cannot afford such care. At any given time, usually about 70 percent of nursing home residents in Tennessee have their care paid for through the Medicaid program.

To be eligible for nursing home Medicaid, there are two basic requirements.

1. **Financial eligibility** based on government guidelines of low-income and limited assets.
2. **Medical eligibility** based on a pre-admission evaluation commonly known as a PAE.

To determine financial eligibility, the person applying for nursing home Medicaid files a financial application with the Tennessee Department of Human Services where the patient lives or where the nursing home is located. In Sevier County, call The Department of Human Services at 429-7005.

The Medicaid caseworker will ask for financial information from the past three years, or in some cases, from the past five years. The DHS Medicaid worker looks at the patient's income and assets. DHS also looks at transfers of property and/or assets during the three years prior to the Medicaid application (five years if the transfer involves a trust).

People who might have too much money in savings, investments, or other assets to qualify for Medicaid when first admitted to a nursing home, could eventually “spend down” to a level where they would become eligible for Medicaid. In other words, a person could begin as a private pay patient and spend enough of his/her own money for nursing home care to eventually become Medicaid eligible.

Important: A couple’s financial status should be assessed at the time either is admitted to a nursing home, even though they may not be eligible for Medicaid at that time. In this way, assets and resources can be allocated or apportioned between them and the “spend down” process of the nursing home spouse can begin. For more information, contact The Department of Human Services at 429-7005 and ask to speak to a caseworker for nursing home Medicaid.

What about the spouse remaining at home?

Federal and state laws allow the spouse who still lives at home to keep half the couple’s assets (up to a maximum amount). In some cases, if the couple’s combined assets are below a certain level, the spouse at home may keep the entire amount. Also, the value of the home and car is excluded from the asset calculation.

When it comes to allocation of monthly income, the spouse remaining at home may be able to keep a portion of the institutionalized spouse’s income. There is a basic Standard Maintenance Amount allocated to the spouse at home. An additional amount may be added to meet excess shelter needs. These resource allocation limits and income allocation amounts change annually. For more information, contact the DHS office in Sevier County at 429-7005.

A Word About Medicaid Fraud

While there are important laws to protect the income and assets of the spouse who still lives at home, there are also laws to protect the Medicaid system from fraud. When the Department of Human Services determines the value of a patient’s assets, it examines financial data for the past three to five years. Those who knowingly and willingly dispose of or transfer assets for less than fair market value to become eligible for Medicaid could be criminally liable. Medicaid benefits could be denied, and any Medicaid expenditures made on behalf of the nursing home resident would have to be repaid.

You may contact an attorney with Legal Assistance for the Elderly at **(865) 691-2551**.

For general questions relating to Medicaid guidelines, you may contact the Department of Human Services in Sevier County at 429-7005.

Medical Eligibility: The second part of nursing home Medicaid eligibility is medical need. In other words, does the person/patient applying for Medicaid need daily nursing services that as a practical matter can only be given in a nursing home. It can be a difficult standard to meet.

A Pre-Admission Evaluation (PAE) is the first step in determining medical eligibility. The patient’s doctor or other medical professional completes this form. The PAE determines whether a patient meets Medicaid’s medical criteria. The doctor or nursing home sends the PAE to Nashville. There, medical personnel review the PAE to determine whether the individual’s medical condition meets Medicaid standards.

Medicaid’s increasingly strict admissions criteria for nursing home patients mean that only the most medically needy patients have their nursing home care paid for by Medicaid. Today’s nursing home residents are older and more informed at admission than in the past. Rather than caring for those who simply cannot “live alone any longer,” most nursing homes are now caring for patients who need much assistance with daily living activities, and for those who are more likely to be bedfast and who may also be disoriented and/or confused.

Medicaid Waiver Home and Community Based Services

Background: Tennessee has a Home and Community Based Services Medicaid Waiver that was approved by the Centers for Medicare and Medicaid Services in May 2002. The Tennessee Commission on Aging and Disability, along with nine area Agencies on Aging and Disability, are the administrative lead agencies for implementation of

waiver services in the State. This Medicaid Waiver is intended to provide a community-based, cost-effective alternative to institutional nursing facility care for eligible individuals.

Eligibility:

Individuals wishing to enroll and receive care under the HCBS Medicaid Waiver must meet the following requirements:

- Be a resident of Tennessee
- Meet financial requirements to receive Medicaid as determined by the Department of Human Services
- Meet TennCare Pre-Admission Evaluation (PAE) medical criteria for level 1 nursing facility care
- Be over the age of 21
- Be able to receive services in the home at a cost less than that of institutional care
- Have an adequate social support system to assure the health and safety of the individual while receiving services in a home and community based setting

Services:

Individuals enrolled in the Medicaid Waiver will be eligible to receive all TennCare covered services and one or more of the following Waiver services, as applicable and available:

- Case Management
- Homemaker Services
- Personal Care Services
- Home Delivered Meals
- Personal Emergency Response Systems
- Respite Care (provided on a short-term basis in a nursing facility to provide temporary coverage for the caregiver vacations and emergency situations that may arise)
- Minor home modifications (devices and aides may be provided and installed to facilitate mobility and enhance safety)

For more information on the HCBS Medicaid Waiver, please contact:

**EAST TENNESSEE AREA AGENCY ON AGING AND DISABILITY
AT 1-866-836-6678.**

East Tennessee Human Resource Agency
9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

**ADDITIONAL INFORMATION AND ASSISTANCE RELATING TO
NURSING HOME CARE**

Long Term Care Ombudsman Program691-2551

East Tennessee Human Resource Agency
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

Federal law requires each state to have an Office of the Long Term Care Ombudsman to provide help and information to older people and their families regarding long term care facilities. The ombudsman’s primary role is to serve as an advocate for the nursing home resident.

In East Tennessee, the District Long Term Care Ombudsman and a team of trained and certified volunteer ombudsman representatives are available to help nursing home residents and their families resolve problems and get answers to questions and concerns. Each volunteer ombudsman representative is assigned to a nursing home and visits that facility on a regular basis in order to get to know the residents and hear their concerns.

The District Ombudsman and her representatives deal with quality of care issues including medical and personal care provided to nursing home residents. They investigate complaints and act as mediators to resolve conflicts and concerns by working with residents, residents' families, facility administration, and staff.

The District Ombudsman and volunteers are also available to provide information and other assistance to residents of Assisted Care Living Facilities and Homes for the Aged.

To contact your local Ombudsman, call the Sevier County Office on Aging at 453-8080.

Minority Applicant Pool System (MAPS) of East Tennessee(423) 698-2911

2000 Raulston Street

Chattanooga, TN 37404

MAPS is authorized by the state of Tennessee to improve access to long-term health care services for African American elderly in East Tennessee. The elderly applicant is assisted with completing admission requirements and preparing for nursing home admission. *There is no charge for this service.* Available in all counties served by **Senior Citizens Home Assistance Service, Inc.** For details call (423) 698-2911. You may also visit them online at

www.mapsetn.org

Public Guardianship Program for the Elderly691-2551

East Tennessee Human resource Agency

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

The District Public Guardian serves as a conservator appointed by the court to take responsibility for making decisions about a person's finances, medical care, and living arrangements. The Public Guardian serves as conservator for some residents of nursing homes and other long-term care facilities. There are alternatives and options when it comes to conservatorship and the District Public Guardian can provide assistance and information.

NURSING HOME LISTINGS:

Fort Sanders Sevier Nursing Home429-6694

Contact Amy Millers

731 Middle Creek Road

Sevierville, TN 37862

Life Care Center of Jefferson City(865) 475-6097

336 West Old Andrew Johnson Highway

Jefferson City, TN 37760

Pigeon Forge Care and Rehabilitation Center428-5454

Contact Donna Buck

415 Cole Drive

Pigeon Forge, TN 37864

Sevier County Health Care Center453-4747

Long term, intermediate care along with short term physical, speech & occupational therapies.

415 Catlett Road, P.O. Box 5349

Sevierville, TN 37864

ORGAN DONATION:

National Kidney Foundation Serving East Tennessee 1-800-444-8113

The National Kidney Foundation, together with its Affiliates, is the only voluntary health agency seeking the total answer to diseases of the kidney: prevention, treatment, and cure. Its multi-faceted program brings help and hope to

millions of kidney sufferers through patient services, research, legislation, professional education, and public information. Activities such as the Organ Donor Program are made possible by the voluntary contributions of a concerned and generous public.

POISON CONTROL CENTERS:

24-HOUR ADVICE ON EMERGENCY TREATMENT

UT Hospital, Knoxville**305-9000**
1924 Alcoa Hwy, Knoxville, TN. 37920-6969

LeConte Medical Center**446-7000**
742 Middle Creek Rd., Sevierville, TN. 37862

Poison Control Center **1-800-222-1222**

PRESCRIPTION DRUG ASSISTANCE:

Medicare Prescription Drug Benefits Call **1-800-633-4227**

TTY users **1-877-486-2024**

www.medicare.gov or www.MedicareToday.org

For information about receiving prescription medicines by mail, or for applying for a program that helps low-income seniors with medication costs, call **Affordable Medicine Options for Seniors (AMOS), 524-2786, or Senior Citizens Information & Referral, 546-6262.**

Look at www.medicare.gov or www.MedicareToday.org on the web

* Call **1-800-MEDICARE** or **1-800-633-4227**

* Call TN State Health Insurance Assistance Program (SHIP) at **1-877-801- 0044**

* Call the Sevier County Office on Aging at 453-8080

PHARMACEUTICAL COMPANY PATIENT ASSISTANCE PROGRAMS (PAPS)

Help For Low Income Elderly and Others

Patient Assistance Programs are offered by more than 55 pharmaceutical manufacturers. The purpose of these programs is to help low-income people obtain needed medications at no cost or at a very minimal cost.

Eligibility requirements vary. Each company has its own income guidelines and its own “how to access” guidelines.

As a general rule, the patient assistance programs are designed to serve only those people who have no other means of obtaining the medicine because: (1) their incomes are very low **And** (2) they have no third-party prescription drug coverage such as insurance or access to federal or state government assistance programs.

If you meet eligibility criteria, your health care provider’s involvement is needed to write the prescription, complete a portion of the application form for each program, and sometimes to receive the medicine in the patient’s name at the physician’s office although some patient assistance programs will mail the free medicine directly to the patient. Often the instructions, eligibility guidelines, and even the application forms are available on various web sites.

Requirements for refills, re-application, and re-ordering are not consistent from program to program. The amount of paperwork involved can be time consuming for both doctor and patient, especially if you are applying for several drugs from several different pharmaceutical companies. Help from a family member, a social worker, or nurse may be needed and is available. Persistence and follow-up is required, but the significant savings in a person’s overall prescription drug costs can be well worth the effort.

For more information, check the following web sites:

- www.rxassist.org
- www.needymeds.com
- www.phrma.org
- www.pfizerhelpfulanswers.com
- www.medicare.gov
- www.benefitscheckup.org
- www.institutedc.org

The patient assistance programs may change somewhat as the Medicare prescription drug plan evolves. Current information is available from the following:

1. State Health Insurance Assistance Program (call toll free) at 1-877-801-0044
2. Sevier County Office on Aging at 453-8080.

PRESCRIPTION DRUG BENEFITS FOR VETERANS

The Department of Veterans Affairs offers a prescription drug benefit to veterans who have been honorably discharged from the military. The veteran must enroll with the VA and must be seen by a VA doctor. The veteran’s income and assets are assessed to help determine enrollment priority. There may be a significant waiting list for initial enrollment in the system. Veterans with service-connected disabilities receive priority.

Once a veteran has been seen by a VA doctor, he or she may receive a 30-day supply of each prescribed medication for a fee of \$7.00 each. Disabled or low-income veterans can receive medications free. For more information about this and other VA health benefits and/or to receive an application for enrollment, contact the local Sevier County VA Service Officer at 453-8073.

Caremark RxSavings Plus 1-800-238-2623

For over 30 years, AdvancePCS has been a leader in health improvement and is currently benefiting more than 75 million Americans. We use the strength of our partnerships to offer you a program that gives you the best price on your prescriptions. This plan is not insurance and is only accepted at participating pharmacies. For more information you may visit our website at www.RxSavingsPlan.com or call our toll free number.

Pharmaceutical Manufactures Association 1-800-762-4636 **Partnership for Prescription Assistance**

Callers are given a website address. For those who do not have Internet access, most public libraries provide free access. Many pharmaceutical companies offer help for patients who cannot afford to pay for prescription medications. The companies may provide free or reduced-price medicines (based on ability to pay). Website lists pharmaceutical companies that participate, the guidelines for each company’s program, and an application. Patients must enroll through a doctor.

PROGRAMS & SERVICES:

- AARP (Medicare & Health Insurance for Older People)1-888-867-5575**
- National Alzheimer’s Association Helpline1-800-272-3900**
- American Academy of Ophthalmology Eye Care America1-800-222-3937**
- American Cancer Society National Helpline1-800-227-2345**
- National Cancer Information Services.....1-800-422-6237**
- American Diabetes Association1-800-229-2559**
- American Heart Association1-800-242-8721**

American Lung Association.....	1-800-586-4872
American Parkinson Disease Association.....	1-800-908-2732
Better Hearing Institute Hearing Helpline.....	1-800-327-9355
Dial-A-Hearing Screening.....	1-800-222-3277
Eldercare Locator	1-800-677-1116
ETHRA-East TN Human Resource Agency.....	691-2551

**The Legal Clinic for the Elderly-Wake Forest University School of Law:
Wills, Living Wills, Health Care Powers of Attorney, etc. Call for intake.**

www.law.wfu.edu/eclinic/	336-713-8630
Meals on Wheels Nutrition Program	(423) 587-4500
Medicare	1-800-Medicare
National Nutrition Hotline-American Institute for Cancer Research	1-800-843-8114
Sevier County Office on Aging	453-8080
Social Security Administration.....	1-800-772-1213
University of Tennessee Extension/Sevier County.....	453-3695
Veteran’s Administration US Dept. of Benefits	1-800-827-1000

REHABILITATION SERVICES:

Inpatient orthopedic and neurological rehabilitation services are available in hospitals and nursing homes.

Outpatient rehabilitation services are available from therapy and rehab clinics, home health care agencies, nursing homes, hospitals, and private therapists.

Other rehabilitation services include cardiac and pulmonary rehabilitation, aquatic therapy, pain and stress management techniques, women’s health, and sports medicine, among others. People suffering from stroke, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or some surgical procedures may require rehabilitation services.

Physician referral is required for treatment and insurance reimbursement. Services covered by Medicare, TennCare, private insurance, or private pay.

RESPIRE SERVICES:

Respite care is usually defined as a short time of relief provided to the regular caregiver of an elderly or disabled person. The care may be provided by a relative or friend or by a paid professional caregiver hired privately or through an agency or company. Care may be provided in the home or in a long-term care facility.

Assisted care living facilities, homes for the aged, and some nursing homes may offer weekend and vacation respite on a space available basis. Most respite services are private pay although some long-term care insurance policies may provide coverage.

In this directory, check for possible sources of respite care under the following headings:

Adult Day Care and Home Assistance Services, Nursing Homes, and Assisted Living Facilities. Limited scholarships are available to assist with Respite needs.

Alzheimer’s Association.....544-6288

2200 Sutherland Avenue, Portland Building, Suite H102
Knoxville, TN 37919

Caregiver training for family and professional caregivers offered several times each year. Information and materials to assist caregivers and support groups are available. Also, offering Adult Day Services Programs, and In-home Assessments. Call for more information.

Family Support Services, Inc675-6382

P.O. Box 23376

Knoxville, TN 37933

Family Support Services, Inc. offers services that will meet the individual needs of you or your loved ones for a few hours, a whole day, once a week, or every day. Some of the special support services include: newborn care, child care, child transport services (school, sports), personal care and hygiene, sleep-over service, housekeeping, bath visits, laundry, shopping, post-surgery assistance, meal preparation & clean-up, and more.

RETIREMENT BENEFITS:

Railroad Retirement Board (615) 736-5131

233 Cumberland Bend, Suite 104

Nashville, TN 37228

Call this local number to access the Nashville office for information and assistance for railroad employees, railroad retirees, and their survivors.

SOCIAL SECURITY ADMINISTRATION:

Knoxville Office 1-866-331-9091

8530 Kingston Pike

Knoxville, TN 37919

Toll Free Number 1-800-772-1213

Social Security (TTY) 1-800-325-0778

The official web site of the Social Security Administration is

www.ssa.gov or www.socialsecurity.gov

Apply for benefits online.

Retirement and Medicare; Disability and SSI; Widows, widowers & others; Get help with your situation.

Disability Specialties..... 621-9637

P.O. Box 1037

Gatlinburg, TN 37738

If you have been **denied** Social Security, let a Proven Professional at **Disability Specialties** handle your appeal. Specializing in Social Security Disability Appeals with over 50 years experience at the local, state, regional, and national levels, as well as private practice. Free consultation.

SUICIDE PREVENTION: (24 Hour Assistance)

Peninsula Mental Health Center970-9800

Peninsula Mobile Crisis Unit 539-2409

Knoxville Crisis Center588-2936

SUPPORT GROUPS:

Alzheimer’s Support Group

1220 West Main Street

Sevierville, TN 37862

Meets the third Thursday of every month at 3:00p.m. at Fort Sanders Sevier Senior Center453-8080

Alzheimer’s Support Group

Wellington Place774-2221
1020 Middle Creek Road
Sevierville, TN 37862
Meets 3rd Thursday of every month at Brookdale-Wellington Place of Sevierville. Call for more information.

MOMS REMEMBERED981-2291

Offers support to women who have lost their mother through death at any point in their life.

Cancer Support Group453-8080

Sevier County Senior Center
1220 W. Main Street
Sevierville, TN 37862
Meets monthly. Call for more information

Caregivers Support Group774-2221

Wellington Place
1020 Middle Creek Road
Sevierville, TN 37862
Meets monthly.

Fibromyalgia Support Group 865-579-5632

Valley Grove Baptist Church Family Life Center
9000 Sevierville Pike
Knoxville, TN 37920.

Grief Support Group453-9355

LeConte Medical Center
742 Middle Creek Road
Sevierville, TN 37862
Meets 1st Thursday of every month at 6:00p.m.

Grief Share Support Group453-9001

First Baptist Church of Sevierville
317 Parkway
Sevierville, TN 37862
Meet every Monday from 6:00-7:00 in the parlor located in the main church; it’s to the left.

Iris B. Vest Widows Ministry Center428-8373

509 Park Road
Sevierville, TN 37862
Groups are scheduled at various times of the year. Please contact the widows ministry for specific details.

MS Self Help Support Group429-6100

Fort Sanders Sevier Medical Center
709 Middle Creek Road
Sevierville, TN 37862

Pain/Depression Support Group428-5172
Fort Sanders Sevier Medical Center
856 Middle Creek Road
Sevierville, TN 37862
Call for current class information.

Parkinson's Support Group428-7197
Fort Sanders Sevier Medical Center
709 Middle Creek Road
Sevierville, TN 37862

Peninsula 24 hour Suicide Mobile Crisis Hotline..... 539-2409

Suicide Grievers Support Group671-9631
Call for schedule.
Knoxville Chapter
1300 Highvue Dr.
Knoxville, TN 37932

TAX ASSISTANCE:

AARP Tax-Aide & Driver Safety Hotline..... 1-888-227-7669

Or visit: www.aarp.org/taxaide

Internal Revenue Service 1-800-829-1040

TTY (for deaf only) 1-800-829-4059

Telephone for tax assistance or search their website at www.irs.gov.

TELEPHONE REASSURANCE:

Sevierville Police Department453-5506

800 Gary Wade Boulevard
Sevierville, TN 37862

Home Checks..... 453-5507/453-5506

The Sevierville Police Department will go to your house and check it 3 times a day while you are on vacation.

Med-Ray..... 868-1866

Med-Ray is a card that organizes your medical information and emergency family contact numbers. This helps the police department when it gets EMS calls.

Tel-A-Tend 868-1866

Tel-A-Tend is a computer that will call and check on someone up to 3 times a day. If the system does NOT get a correct response, then it will call a family member or send an officer to check on the person.

Contact Lt. Rose or Officer Rebecca Cowan for more information.

TELEPHONE SERVICES:

Some telephone companies offer plans to make telephone service more accessible to customers who otherwise might not be able to afford it. Qualified residential telephone subscribers may be eligible for these plans if they currently receive income-based benefits from programs such as Food Stamps, Medicaid, or Supplemental Security Income (SSI).

BellSouth is one of the companies that offer discounts on local phone service. If you have another phone company, ask if it offers discounted rates based on income.

AT&T 1-888-757-6500

You will get a menu of choices. Choose “all other requests” until you get a person to help with your request for one or more of the following services:

Lifeline Assistance Plan offers a discounted monthly rate for one telephone line per household at the principal place of residence. To qualify for the discount, you must be receiving some type of government assistance. Proof of disability eligibility will be required. Fax proof of assistance along with your name, address, and phone number to: Lifeline 1-888-726-3223. After approval, they will give you a credit in the amount of \$13.50 on your monthly phone bill as long as you are receiving assistance.

Link Up Tennessee can pay half of the installation charge for a local phone service connection up to \$30.

You may have to be very specific in inquiring about these special services. If the person you speak with is not aware of these plans, ask to speak with a supervisor.

TENNCARE:

What is TennCare?

TennCare is the state/federal managed health care program that replaced Medicaid in Tennessee in 1994. TennCare is administered by the state’s Bureau of TennCare.

**Bureau of TennCare
310 Great Circle Rd
Nashville, TN 37243
1-800-342-3145**

TennCare has two parts: TennCare-Medicaid and TennCare-Standard

TennCare-Medicaid is open for anyone who qualifies for one of the more than forty Medicaid categories. Some Medicaid categories are for children under age 19, for a caregiver (single parent or grandparent), for a person over age 65, or for those who are blind or disabled. Their income must be very low. Adults are no longer eligible for Spend Down.

TennCare-Standard is ONLY for children under the age of 19 and is currently closed to new applicants over 19 years of age. However, there are some exceptions and provisions for assistance. Please call your local Department of Human Services office or contact TennCare for assistance in determining your eligibility.

APPLYING FOR TENNCARE

To apply for TennCare, you will need to pick up an application at the local Department of Human Services Office (DHS) or you can call and have an application sent to you. You can also print a TennCare application from the web site listed below. Mail or take your application to DHS. They must receive your application prior to scheduling your appointment.

Department of Human Services Sevier County Office429-7005
www.state.tn.us/tenncare

TennCare Telephone Numbers

TennCare Solutions1-800-878-3192
Call this number to file an appeal about problems getting medical care under TennCare or TennCare Partners. This includes getting prescription drugs.

TennCare Advocacy Program/Health Assist Tennessee1-800-722-7474
Nashville Office..... 1-615-313-9972

P.O. Box 281858
Nashville, TN 37228

Call this number for problems getting care for urgent medical needs.

TennCare Partners Advocacy Line1-800-758-1638

Call this number for problems or questions on mental health and substance abuse services.

TTY-TDD Telephone1-800-772-7647

This number is for people with hearing and/or speech impairments.

Hispanic TennCare Program1-800-254-7568

Call for more information on TennCare in Spanish.

TennCare is managed care.

TennCare services are offered within a managed care system and provided by **managed care organizations (MCO's)** and **behavioral health organizations (BHO's)**. A managed care organization is a private insurance company that uses a group of doctors, hospitals, clinics, pharmacies, and other health care providers. The MCO is paid per member, per month fee (capitation) for each TennCare enrollee. When you enroll in TennCare, you choose an MCO and go to the doctors and other providers in that MCO when you need health care services. Enrollees have a choice of MCO's from those available in their geographic area.

East Tennessee Managed Care Organizations

(Medical Services Only)

AmeriChoice (East) 1-800-690-1606 or 866-573-2456

2053 Lakeside Center Way
Knoxville, TN 37922

BlueCare1-800-468-9698

After hours call1-800-999-1658

801 Pine Street
Chattanooga, TN 37402

MENTAL HEALTH SERVICES UNDER TENNCARE

Mental health services for TennCare enrollees is provided through Behavioral Health Organizations (BHO's). The TennCare Partners program within the Bureau of TennCare assigns each enrollee to one of two BHO's operating in Tennessee.

A BHO is like an MCO, but it provides only mental health services and substance abuse treatment. Enrollees must contact their BHO for preauthorization of any mental health services, including counseling, outpatient services, treatment of substance abuse, and referral to providers.

Tennessee Behavioral Health Organizations

(Mental Health Services Only)

Magellan Health Services 1-800-325-7864

222 Second Avenue N., Suite 220
Nashville, TN 37201

Tennessee Behavioral Health, Inc 1-800-447-7242

222 Second Avenue N., Suite 220

Nashville, TN 37201

Tenn Care Select.....1-800-263-5479
After hours..... 1-800-999-1658

801 Pine Street
Chattanooga, TN 37402-2555

TennCare Fraud Or Abuse

You can report fraud or abuse by a doctor, health care professional, or person on TennCare by calling a toll free hotline, by email, by submitting a form via the TennCare web site, or by writing the state’s Office of Health Services. You may remain anonymous.

Contact: (following page)

State of Tennessee Office Of Health Services Audit, Investigations, Program Integrity

Fraud Hotline 1-800-433-3982
Fraud Fax 1-615-532-7509
E-Mail TennCarefraud@state.tn.us

Or, at the web site www.state.tn.us/tenncare click on Report Fraud Now and you will be able to complete a form and submit electronically to the Office of Health Services.

TENNCARE AND PEOPLE WITH MEDICARE

There are two (2) types of TennCare:

- [TennCare Medicaid](#)
- [TennCare Standard](#)

TennCare Medicaid is for Tennesseans who are eligible for a Medicaid program, such as Families First (AFDC). Children and adults can apply anytime for TennCare Medicaid. TennCare Medicaid has two (2) main groups: Categorically Needy and Medically Needy. You must meet all of the rules of one of these groups to qualify. Your income and resources will count, too. Resources are things like bank accounts, cars and land.

To find out if you qualify, go to your local DHS office for the application and eligibility determination process.

Call this number, **Family Assistance Service Center 1-866-311-4287**, for general information regarding TennCare, including:

- Applying for TennCare
- Disenrollment & Benefit Changes
- Reporting a change (such as a new address, or change in jobs)
- Establishing or changing an appointment with your DHS case worker

THERAPY:

Foothills Physical Therapy of Sevierville, Inc428-6300

549 Dolly Parton Parkway
Sevierville, TN 37862

LeConte Therapy Centers429-6584

711 Middle Creek Road
Sevierville, TN 37862

Provides Physical Therapy, Occupational Therapy, and Speech Therapy. Also have clinics in Seymour, Pigeon Forge, and Gatlinburg. Call for more information.

Pro Therapy Services908-7041

1110 Village Drive
Sevierville, TN 37862

TRANSPORTATION:

ETHRA Transportation 1-800-232-1565

This public transportation van service is available to all Sevier County residents and 15 surrounding counties. Vans operate Monday through Friday transporting people to medical appointments, benefits appointments, and other errands. A small fare is charged for each one-way trip. Additional fee charged if going from one county to another (to medical appointments in Knox or other counties, for example). Lift vans are available for people in wheelchairs. Call 48 hours in advance to schedule a trip. Hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m..

Family Support Services675-6382

P.O. Box 23376
Knoxville, TN 37933

A company offering a full range of personalized services available on an hourly, daily, or weekly basis. Services include transportation, sleepover services, personal care, meal preparation, and light housekeeping.

Fun Time Trolley453-6444

P.O. Box 1350
Pigeon Forge, TN 37868

Pigeon Forge Fun Time Trolley has many services available. **Now serving Sevierville as well as Pigeon Forge!** Call for schedules and hours of operation or log onto www.seviervilletn.org.

Gatlinburg Trolley436-3897

The City of Gatlinburg trolleys have been in service since May of 1980 and run year round. **Exact change IS required.** Call for questions regarding the routes and fares.

SeniorCare428-0769

119 South Blvd. Suite 1
Sevierville TN 37862

Provides non-medical services in-home, at an assisted living facility or nursing home. We can help with light housekeeping, meal preparation, grocery shopping, **transportation** to appointments and other non-medical senior services.

Seniors on the Go..... 453-8080 ext 105

1220 W Main St
Sevierville TN 37862

Seniors on the Go is a program operated by Sevier County Office on Aging which provides local transportation for seniors in Sevier County for shopping, banking, and non-medical appointments, round-trip with multiple stops for \$5 fee. Transportation is by pre-scheduled appointment only.

VETERANS ASSISTANCE:

Department of Veterans Affairs Readjustment Counseling Service

Knoxville Vet Center545-4680

2817 E. Magnolia Avenue
Knoxville, TN 37914

The purpose of Readjustment Counseling Service includes the following:

- To be an outreach counseling service with its service units (VET CENTERS) located outside of Medical Centers
- To utilize a case-finding approach which involves seeking out eligible veterans in the community
- To provide a means for eligible veterans to receive help with post-war readjustment to civilian life
- To make appropriate referrals with follow-up

Services generally provided by the Vet Center include social services, psychotherapy (individual, group, family), outreach (networking and referral), employment counseling, education/vocational counseling, Veterans benefits counseling, community education, substance abuse counseling, and consultation to professionals.

Hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m. Evening hours are by appointment only.

Sevier County Veterans Services.....453-8073

Fax 774-3787

125 Court Avenue
Sevier County Courthouse
Room 103E
Sevierville, TN 37862

Paul Whaley is a Veterans Service Officer and can assist you with claims.

Did you know that as a disabled veteran or a surviving spouse of a disabled veteran, you might qualify for property tax relief? Tennessee law provides relief for veterans having disabilities under certain conditions. Contact the VA at 1-800-827-1000 for more information.

VOLUNTEER OPPORTUNITIES:

Many agencies and organizations listed in this directory have opportunities for volunteers. Call the specific organization for information about its need for volunteers.

Alzheimer’s Association544-6288

Contact Linda Johnson Ext. 227
2200 Sutherland Avenue, Suite H102
Knoxville, TN 37919

Training provided to volunteers who provide respite for family caregivers.

American Red Cross983-0821

1741 Triangle Park Dr
P O Box 4939
Maryville, TN 37802

Volunteers needed to assist in the office, to act as instructors in health, safety and swimming, in disaster education and response, and in providing services to members of the armed forces and their families.

Keep Sevier Beautiful774-6677

To provide leadership in educating and empowering the community to take responsible action toward beautification, environmental improvement, and natural resource conservation in Sevier County. Keep Sevier Beautiful reaches out to the schools and educates the public on not littering. We also organize cleanups and provide opportunities to serve the community.

e-mail at: KSB6677@yahoo.com or search the website at: www.keepsevierbeautiful.com

Sevier County Senior Center453-8080
1220 West Main Street
Sevierville, TN 37864

United Way of Sevier County (865) 430-5727
P.O.Box 6458
Sevierville, TN. 37864-6458

Network of Sevier County volunteers who increase the potential resources of their local communities by using the traditional United Way system. Call for more information. www.wdly.com/u/uway

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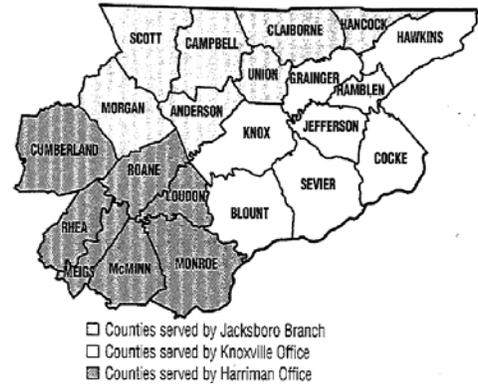
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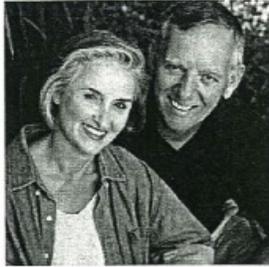
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