

To “OUR” Senior Citizens of Cocke County

It is with our sincere appreciation for the seniors of Cocke County that we present our 4th Edition of the Cocke County Senior Service Directory. This directory has been developed and published to assist you, the consumer, and your families, in obtaining the information and resources available to support and hopefully improve the quality of your daily life. Every question has an answer. The secret is in knowing where to call and what questions to ask. The Senior Service Directory is published by the Newport-Cocke County Office on Aging. It is a public service for the senior citizens living in the area. This directory is provided free of charge by the generous support of the sponsors listed on the inside back cover. Please thank them when you have a chance to do so.

**Office on Aging & Senior Center, 386 E. Main Street
Newport, TN 37821
Phone: (423) 623-7296 (ext. 4)**

If you wish to receive a copy by mail, a fee of \$5 is required to cover postage and handling, along with your mailing address. Simply contact our office and we will be happy to assist you. Contributions towards the printing cost of this directory are welcomed and will be greatly appreciated. We also welcome any feedback and suggestions to assist us in making the directory better. Let us hear from you regarding deletions, additions, corrections before the printing of our fourth edition by June 2015. Contact the local office at (423) 623-7296 Ext. 4, or via email at CRobinson@ethra.org. A special thanks to Joy O’Hare and Sandra Nuttall for the countless hours they dedicated to this project. It is largely due to their efforts that this project is available for our senior citizens. The Office on Aging is privileged to serve the seniors of Newport/Cocke County.

Sincerely,

Carlene Robinson, Director of Office of Aging and Senior Center
(423) 623-7296 (ext. 4)

CRobinson@ethra.org



Dial 2-1-1 to connect to community services across East Tennessee. It's free and it's confidential. 2-1-1 specialists have the answers to most of your questions about services and options. If not, they know where to find them! Call for information about:

- Counseling
- Grief and Loss
- Crisis Intervention
- Health Care
- Donations
- Home-base services
- Drug & Alcohol programs
- Housing Options
- Energy Assistance
- Medical Insurance
- Financial Help
- Support Groups
- Emergency Food and Shelter
- Transportation Options
- Volunteer Opportunitie

2-1-1 is a statewide informational help line that can be accessed in most communities. You can also find 2-1-1- online at 211tn.org. 1 866 588-4211

EMERGENCY NUMBERS

Cocke County Sheriff.....	423 623-6004
Cocke County Health Dept.....	423 623-8733
Cocke Fire Dept.....	423 623-4444
Cocke County Government.....	423 623-8791
Cocke County Emergency Management.....	423 623-7905
Cocke County Partnership Chamber of Commerce.....	423 623-7201
Newport Police Department.....	423 623-5556
City of Newport.....	423 623-7323
Newport Medical Center.....	423 625-2200
Convalescent Center.....	423-625-2195
Driver Services Center.....	423 587-7044
Dept. of Human Services (DHS).....	423 623-1291
Animal Shelter.....	423 623-1010
Meals on Wheels.....	423 623-3711
Town of Parrottsville.....	423 623-9380
Nationwide Runaway Hotline.....	800 786-2929
Adult Protective Services.....	888 277-8366
Sexual Assault Center of East TN.....	865 522-7273
Samaritan Place Shelter for Seniors.....	865 684-1880
National Domestic Violence Hotline.....	800 799-7233
National Poison Control Center.....	800 222-1222
National Substance Abuse Helpline.....	800 662-4357
ETHRA Transportation.....	800 232-1565
211 East TN Information/Referral.....	866 588-4211
Alcoholics Anonymous (AA).....	423 623-3034
Peninsula Outpatient Centers.....	865 970-9800
Alzheimer’s Association 24/7 Helpline.....	800 272-3900
First Call Ambulance Service.....	423 613-4363

Cocke County Government

Mayor Crystal Ottinger
360 East Main Street
Courthouse Annex
Suite 146
Newport, TN 37821
cottinger@cockecounty.net
Office (423) 623-8791
FAX (423) 623-8792
Cell (423) 721-0029

County Legislative Board

District 1	Calvin Ball	(423) 623-0940
	Love Henderson	(423) 237-5353
District 2	Clay Blazer	(423) 623-6971
	Lonnie Ottinger	(423) 623-8713
District 3	Cindy Holt	(423) 623-5102
	Terry Dawson	(423) 237-0481
District 4	Scott McClure	(423) 623-3818
	Andy Tritt	(423) 465-5051
District 5	Robert Green	(423) 237-1020
	Ben Hicks	(423) 623-9471
District 6	Mitch Fine	(423) 613-5632
	Gwen Roach	(423) 623-4431
District 7	Clayton ‘Skip’ Ellison	(423) 237-1451
	Jimmy Lindsey	(423) 623-3907

CITY OF PARROTTSVILLE GOVERNMENT

Mayor Dewayne “Doodle” Daniel
(423) 237-2447
(423) 623-9380 City Hall
www.parrottsvilletn.org

City of Newport

Mayor Connie Ball

mayorconnieball@newporttn.org

James Finchum, City Administrator

330 East Main Street

Newport, TN 37821

Newportadm@yahoo.com

<http://www.cityofnewport-tn.com>

(423) 623-7323

City Council Alderman

Vice Mayor – Mike Proffitt

Phone – (423) 623-2219

aldermanproffitt@newporttn.org

Alderman Jeff Fancher

jfancher@newporttn.org

Alderman Roger Gribble

Phone: (423) 623-4853

aldermangribble@newporttn.org

Alderman Mike Hansel

hanselm@newporttn.org

Alderman Bobby Knight

Phone: (423) 623-6961

aldermanknight@newporttn.org

LOCAL MEDIA

Newport Plain Talk

www.newportplaintalk.com (423) 623-6171

145 E. Broadway, Newport, TN 37821

WLIK Radio, 640 W Hwy 25-70, Newport, TN 37821

(423) 623-3095

www.wlik.net

WNPC Radio, 377 Graham Street, Newport, TN 37821

(423) 623-8743

www.wnpc.com

SENIOR SUMMARY

This section provides a general overview of several topics of particular interest and concern to senior citizens and their families.

You will find more detailed information on specific topics in the alphabetized section that follows.

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

The index provides exact page listings for the agencies, companies, services, and topics you would like to find.

Remember that all information in the directory is subject to change. This directory is published every two years. All information, such as addresses, phone numbers, business names, prices, and hours of operation may change over time. The Cocke County Office on Aging welcomes your suggestions, additions, and corrections for the next edition.

Terms are defined throughout the directory. In the Service Directory, the term "caregiver" will refer to family members or professionals who provide care for an older adult.

All listings include addresses and phone numbers in Newport unless otherwise stated. All times are for Eastern Time Zone unless otherwise stated.

Please note TTY and TDD phone numbers are for deaf users only.

Be sure to call the Cocke County Office on Aging at (423) 623-7296, ext. 4 if you have questions about any topics covered in this booklet. The area of services provided to seniors are ever changing and growing. To keep informed on upcoming changes and improvements in services, The Office on Aging can provide 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. There are four advance directives to be aware of: Wills, Living Wills, and Powers of Attorney for both Health Care and Property.

WILLS

A will is a legal document that designates what happens to your assets when you die. It is the simplest way to ensure that your funds, property and personal effects are distributed according to your wishes when you pass away. A will can be prepared by anyone over the age of 18 who is mentally competent.

Wills are attacked (challenged) for two main reasons: improper execution (the will does not comply with applicable laws) or there was undue influence (someone coerced the person who made the will). Be sure to have at least two “disinterested” witnesses (who receive nothing from the will) available.

LIVING WILLS

A Living Will is basically a legal document that instructs your doctor as to your desires concerning certain medical procedures and treatments. A Living Will can also designate which organs you wish to donate when you pass away. Living Wills are specified in the Tennessee Statutes at 32-11-103.

POWERS OF ATTORNEY FOR HEALTH CARE & PROPERTY

Both of these are legal documents that specify your desires while you are still able minded. It is imperative to use the term “Durable” (i.e. Durable Power of Attorney for Health Care or Durable Power of Attorney for Property) to ensure these documents are effective should you become incapacitated. If the term “Durable” is not used, these Powers of Attorney become ineffective when you become incapacitated.

A Power of Attorney allows a person (the principal) to designate an individual (an “attorney-in-fact”) to act on their behalf. Thus, a Durable Power of Attorney for Health Care allows one to designate someone else to make health care decisions should he/she be unable to make them for themselves. Powers of Attorney for Health Care are further described in Tennessee Statutes 34-6-201 to 206. Similarly, a Durable Power of Attorney for Property allows a person to designate another person to make financial decisions on their behalf in the event they are unable to make them for themselves.

Most Power of Attorneys (POAs) is revocable—meaning (you and you alone) can change, modify, or revoke it at any time in the future. However, some POAs contain wording to say the document can never be changed even if you later discover your agent (family member or other) is exploiting or misusing your POA. Be sure the POA contains specific language stating you have the right to revoke the POA at any time.

If you ever decide to revoke or undo the POA, you should do so in writing. Once you have revoked the POA, you should then record your written Revocation at the Register of Deeds Office as well as forwarding a copy to your former agent and banks by certified mail. Make sure the attorney/preparer of the POA represent you. If an attorney or other person prepares a POA for you, make sure he or she is acting in your best interests and is not representing the person who will become your agent. If you do not believe the preparer is acting in your best interests, be sure to seek and obtain an independent review or advice of someone who is looking out for you. The best protection available is to protect yourself and **read everything thoroughly and understand what you are reading before you sign any documents.** Ask questions if you do not understand something. Ask questions if you feel your agent is exploiting you. Even if you grant POA to someone, keep track of your accounts yourself and monitor what the agent is doing on your behalf.

If you have questions, or feel you have been or are being financially abused, contact the East Tennessee Area Agency on Aging and Disability at **865/691-2551**, Adult Protective Service at **888/277-8366**, or your local Legal Aid provider. 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.

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 reconsider 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 are not 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

Ask and understand not only what services are covered, but will the policy cover home health care, personal care, homemaker services, and what licenses are required for providers of these services in your home.

Tips to keep in mind as you “shop” for long-term care insurance:

1. Check with several companies and agents.
2. Compare outlines of coverage.
3. Don't be misled by celebrity or other advertising.
4. Don't buy more than one policy.
5. Complete the application accurately and make sure all medical information is correct.

6. Never pay in cash.
7. Be sure to get the name, address, and telephone number of the agent and company.
8. Check the financial stability of the insurance company before you decide to buy. Call the toll-free number below for more information.
9. You can cancel the policy during the free-lock 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.
10. 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:

- People age 65 or older
- People of any age with permanent kidney failure
- 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 the 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 nursing homes in Cocke County, see the Nursing Homes section.

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 the surroundings first-hand. 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. As a general rule, medical care is priority. Whereas some may want a spotless environment while others may place more importance on the friendliness of the staff.

Nursing Home Checklist

Some things to take into consideration in choosing a nursing home include:

Daily life of residents:

- Are they dressed appropriately, neat and clean?
- Are they involved in activities, with adequate staff and volunteers?

- Is the food tasty, served attractively, in an inviting setting with special meals and menu items offered when possible?

Care of 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 bathrooms?
- Is it easy for wheelchair residents to get around the facility?
- Are there private areas for residents to visit with family and others?

Other things to consider:

- 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 the 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 assist senior citizens to 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 the heirs of your estate.

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 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 which 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 in 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:

1. Call Social Security toll-free at **1-800-772-1213**, Monday through Friday, between 7 AM and 7 PM and schedule a telephone appointment.
2. You may make an appointment to file for benefits by visiting the Social Security Office.
3. 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 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. However, your 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. But 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 the Social Security website for exact full retirement ages.

Note: 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 may 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 pension when you retire.

TENNCARE

To apply for TennCare, you will need to pick up an application at the local Department of Human Services Office (DHS) or call and have an application sent to you. You may also print a TennCare application from the website listed below. Mail or take your application to DHS. They must receive your application prior to scheduling your appointment. Website: www.state.tn.us/tenncare

Cocke County Department of Human Services

(423) 623-1291 8:00am-4:30pm
330 Heritage Blvd, Newport, TN 37821

TennCare Hotline: 1-800-669-1851

Call to find out about eligibility, to change plans, or change of address.

TennCare Solutions: 1-800-878-3192

Call to file an appeal about problems getting medical care under TennCare or TennCare Partners. This includes prescription drugs.

TennCare Advocacy Program: 1-800-758-1638

Call for problems getting care for urgent medical needs. Website: www.TNCSA.com

QMB: 1-800-624-5547

TennCare information: 1-855-259-0701

TTY 1-877-779-3103

TennCare Partners Advocacy Line: 1-800-758-1638

Call this number for problems or questions on mental health and substance abuse services. Website: www.tpal.org

TennCare TTY-TTD Telephone: 1-800-772-7647
(For deaf only) 1-877-779-3103

TennCare Hispanic Program: 1-800-254-7568

QMB: 1-800-624-5547

TN Information: 1-855-259-0701

Help with Medicare Premiums

Help is available for low-income enrollees who cannot afford to pay Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB), Qualifying Individuals 1 (Q1), and Extra Help programs call the number listed above.

CoverRX is a discount program, not insurance, that provides affordable medication for the uninsured. CoverRX provides affordable prescription assistance to Tennessee residents ages 19-64 with household incomes below 250 percent of the federal poverty level. The program is not available to anyone with prescription drug coverage (including Medicare, TennCare, or employment-based coverage). Participants have copayments based on income guidelines.

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 may be eligible to receive 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 your local Social Security office. Additional information on SSI is available on the Web at www.ssa.gov. Click on Disability & SSI for a Benefit Eligibility Screening Tool.

ELDER ABUSE

Elder abuse is a reality in Cocke County!

- On average in Tennessee, only one incident in 23 is reported to Adult Protective Services (APS). Approximately 67% of APS cases involve frail (physical/cognitive) victims age 60 and over.
- In Cocke County, approximately 1,206 seniors ages 60 and over suffer from dementia; 50% of those have Alzheimer's disease.
- 7 out of 12 Alzheimer's disease individuals live at home alone.
-

- Seniors with cognitive limitations are more susceptible to exploitation and abuse because of diminished capacity to make rational decisions
- Willful abuse, neglect, and exploitation of older adults is a crime!

If you know of someone who may be at risk, contact Adult Protective Services (toll-free) at 1-888-277-8366 (use option 1) or the National Center on Elder Abuse at 1-202-898-2586 (on the web at www.elderabusecenter.org).

What is Elder Abuse?

It's the mistreatment or neglect of an older person, usually by a relative or other caregiver.

There are many kinds of elder abuse:

- **Physical abuse:** Anything that hurts you physically—for example, hitting, kicking, and pinching.
- **Sexual abuse:** Any kind of sexual contact that is non-consensual.
- **Verbal and mental abuse:** Anything that frightens you and/or is threatening, such as name calling, yelling, and keeping you away from family and friends.
- **Financial abuse:** Taking your money, possessions, property, bank accounts or asking you to sign things you do not understand. Manipulation of any kind using deceptive, intimidating, coercive, and emotional tactics to gain your financial properties.
- **Emotional abuse:** Older people may be intentionally isolated or denied companionship. Abusers may threaten or verbally attack them.
- **Neglect:** Not giving your medications to you, someone else taking your medicine, not giving you enough to eat, and not helping with your personal care.
- **Abandonment:** Desertion by one who has assumed responsibility for provision of care.

Report suspicions to Adult Protective Service 1 888-277-8366. You can report your suspicions anonymously.

If someone contacts you in any manner and asks for any of the following:

- **Social Security** number
- **Driver's License** number
- **Credit Card** number
- **Savings Account** number
- **Checking Account** number
- **Medicare** number
- **PIN (Personal Identification)** number
- Or any other number or information that would give access to financial, medical, or personal record...

Tell them that the information they requested is private, and immediately discontinue the contact and notify your local police department. The only time you should give out personal information is when **YOU** initiate the contact and the information is required.

Help in dealing with elder abuse also is available from the following agencies:

ADULT PROTECTIVE SERVICES (APS)

(865) 594-5685 or 1-888-277-8366 www.state.tn.us/humanserv

Call APS to report suspected abuse, neglect, exploitation, or self-neglect of an older adult who is unable to protect self. Your call is confidential.

LEGAL AID OF EAST TENNESSEE

www.laet.org

(865) 637-0484

502 S. Gay Street, #404, Knoxville, TN 37902-3604

Legal Aid of East Tennessee

1001 W 2nd North Street, Morristown, TN 37814

Legal assistance for elderly persons who are victims of abuse or exploitation by anyone—for example, a neighbor, relative, caregiver, home repair company, sales company, etc. Services may be requested by victim, caregiver, relative, or friend. No charge for services.

FAMILY VIOLENCE HELP LINE – Legal Aid www.lact.org

(423) 587-4850

1001 West 2nd North Street, Morristown, TN 37814

A 24-hour help line. Assist in providing a coordinated, comprehensive approach to ending the cycle of family violence by ensuring a victims' safety. **8:30AM-5:00PM M-F**

NATIONAL CENTER FOR ELDER ABUSE (NCEA)

Website: www.ncea.acoa.gov

SAFE SPACE

1-800-244-5968 (24-hour crisis line)

(865) 453-9254

636 Middle Creek Road, Suite 3, Sevierville, TN 37862

Provides help for victims of domestic violence, including a 24-hour crisis line, shelter, emotional support, resource information, and legal, medical, social service advocacy.

SAMARITAN PLACE

(865) 684-1880

Website: www.samaritanplace.com

3009 Lakebrook Boulevard, Knoxville, TN 37909

A program sponsored by Catholic Charities of East TN Inc.

Provide temporary short-term emergency housing for people age 55+. Adult day care services and overnight respite care also available on a fee-for-services basis.

**TENNESSEE DEPARTMENT OF HUMAN SERVICES –
COCKE COUNTY**

(423) 623-1291

1-800-277-8366

330 Heritage Blvd, Suite 4, Newport. TN 37821

FirstCall Ambulance Service

(423) 613-4363

503 Jones Circle

Newport, TN 37821

FRAUD

Everyone is vulnerable to fraud, including seniors. The most common types of fraud – identity theft, fraudulent telemarketing, home frauds, predatory lending and phishing and spoofing – are described below.

IDENTITY THEFT

Identity theft is one of the fastest growing crimes in the United States. Skilled identity thieves use a variety of methods to steal your personal information: (1) rummaging through your trash (dumpster diving); (2) stealing credit and debit card numbers as they are processed by use of a special information storage device (skimming); (3) stealing wallets, purses, and mail; and (4) posing as a legitimate business person or government official.

Prevention Tips

Secure your mailbox or retrieve your mail quickly to limit the risk of stolen mail. All outgoing mail dealing with finances should be placed into a secure Post Office mail box. If your mail has been tampered with or stolen, contact Postal authorities and consider yourself at risk. **Only carry your Social Security Card, Birth Certificate, or Passport when you need them.** Minimize the number of credit cards you carry. Keep a list of your credit and bank accounts in a secure place. Keep a copy of the contents of your wallet.

Never give personal information over the phone or the Internet unless you are certain of the caller's and web site's identity. If you did not initiate the call...hang up immediately!

Immediately shred pre-approved credit offers that you don't use. To request these offers to be stopped, call 1-888/567-8688.

Never have your Social Security or Driver's License number printed on your checks. Consider listing only your name and number in the telephone book.

If your identity is stolen, take the following steps immediately:

1. Follow up all calls in writing, reiterating your requests, and make a log of all dates and time spent solving the problem.
2. Place fraud alerts on your credit reports and review them by calling the fraud units of the three credit reporting bureaus. Add a victim's statement to your report that requests they contact you to verify future credit applications.

Equifax Credit Information Services – Consumer Fraud Division

1-800-525-6285

Website: www.equifax.com

P.O. Box 105496, Atlanta, GA 30348-5496

Experian

1-888-397-3742

Website: www.experian.com

P.O. Box 2104, Allen, TX 75013-2104

Trans Union Fraud Victim Assistance

1-800-680-7289

Website: www.transunion.com

P.O. Box 390, Springfield, PA 19064-0390

3. Close any accounts that have been tampered with or opened fraudulently. These accounts include those with banks, credit card companies and other lenders, phone companies, utilities, ISPs, and other service providers. Be sure to use a new PIN number when opening new accounts and ask your company's representative about fraud dispute forms.
4. File a report with the local police in the community where the identity theft took place. Obtain a copy of the report. If you are unable to get a copy, at least be sure to have the report number.
5. File a complaint with the Federal Trade Commission (FTC). This will help in tracking down identity thieves and stopping them.

By Phone:

(877) 382-4357 TDD: (202) 326-2502

By Mail:

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

On the Web:

www.ftc.gov/ftc/complaint.htm

www.ftc.gov/ftc/consumer.htm

FRAUDULENT TELEMARKETING

Some people who call you are **CRIMINALS!** Never send money if they:

- Refuse to take “no” for an answer;
- Seem overly friendly for a stranger; talk about personal matters and seem very concerned about your life and problems;
- Congratulate you for being lucky;
- Ask for money for a prize that they insist you “won”;
- Want to send a courier for your check;
- Claim the company you “won” a prize from is out of business, but you can claim your prize for a fee;
- Tell you that they are investigators and - for a fee - will recover money you lost in a previous scam;
- Urge you to act now because their offer won’t wait;
- Claim there is no time to send anything in writing;
- Guarantee that their proposed investment will work.

NEVER buy anything over the phone from a stranger, and **NEVER** buy on impulse. **ALL** offers can wait! Tell them to put you on their “Do Not Call” list, hang up on them and immediately report the call to your local law enforcement agency and/or your State Attorney General’s office.

HOME FRAUDS

Many crimes against older adults involve home repairs or diversions where a person asks to use the phone or bathroom or to “check into” an unreported problem, and then steals personal belongings and affects.

Typical home frauds:

- Driveway and roof sealing
- Repair or replacement of brick or shingles
- Power washing and painting
- Landscaping
- Exterminating
- Seasonal heating and cooling system maintenance

Observe these guidelines:

- There is no such thing as “something for nothing” or a “deal that’s too good to pass up.”
- Never allow a stranger access to your home.
- All legitimate Public Service/Works employees have badges. Check them!
- Never enter into a contract initiated “cold” by phone or in person.
- Don’t be pressured into signing anything on the spot.
- Always get firm quotes in writing with detailed explanations of scope of work to be performed.
- Wait at least three days. Talk with someone you trust if you have any questions.
- Call local law enforcement immediately if you suspect that someone is trying to defraud and/or rob you.

PREDATORY LENDING

Protect yourself and your home:

- Beware of home improvement contractors who finance the work
- Avoid loans with high interest rates, fees or closing costs
- Avoid loans with “balloon” payments (where a large sum of money is due at the end of the term of the loan)
- Do not purchase credit insurance with your loan

Know your rights:

- Have all your questions answered about the loan
- Read and understand each and every document. Do not be pressured into signing anything
- Say no to any loan you do not want or understand (even if you are at closing)

Get help:

- Talk to someone you trust—your attorney, financial adviser, or local non-profit housing organization.
- If you are a victim of a scam lender, find an attorney, or advocate who is knowledgeable about lending laws.

Gather the following documents:

- Mortgage application
- Letters you received from the bank
- Copies of letters you mailed to the bank
- Closing documents

After you sign:

Illegal loans can be rescinded if predatory conditions can be proven. Get help if you think you have an unfair loan. Contact your County Office of Consumer Affairs or your state Attorney General's Office (listed in the blue government pages of the phone book).

PHISHING & SPOOFING

What is phishing or spoofing?

“Phishing” or “spoofing” emails are made to look like they are sent from reputable companies but are actually sent by cyber-criminals. These types of emails are sent to trick consumers into divulging sensitive information so that unlawful charges can be made on the consumers’ accounts.

Responding to “phishing” or “spoofing” emails will put your accounts and personal information at risk. They will link you to an imitation copy of a legitimate web page to trick you into providing sensitive personal information including passwords.

Phishing emails will usually urge you to “update” or “validate” your account information and will often threaten some dire consequence for not responding to them. Be on the lookout for poor grammar or typographical errors. Many phishing emails are translated from other languages or are sent without being proofread, and as a result may contain bad grammar or typographical errors.

What do I do if I get a phishing email?

If you get an email that asks for sensitive information, **do not reply or click on the link** in the message. When possible, you should avoid clicking links in the email. Instead of clicking the link, type the URL into the address area of your internet browser. **At no time should you cut and paste the link included in the message.**

If you have responded to a scam message and given out your details, you should report it immediately to the legitimate company that you do business with. If you have given out any bank or credit card information, you should contact those companies as well. To learn more about what to do if you have given out your personal financial information, please visit:

Anti-Phishing Working Group

<http://www.consumer.gov/idtheft/index.html>

AARP – Consumer Affairs Division

1-800-424-3410

<http://www.aarp.org>

Federal Trade Commission – Office of Consumer & Business Education

1-877-382-4357

www.ftc.gov/bcp/memu-lending.htm

The Community Reinvestment Association of NC

(919) 667-1557

[www.cra-nc.org/consumer ed.htm](http://www.cra-nc.org/consumer_ed.htm)

National Consumers League

(202) 835-3323

Website:

www.nclnet.org

Federal Citizen Information Center

1-800- 333-4636

Website:

www.pueblo.gsa.gov

National Center on Elder Abuse

(202) 898-2586

www.elderabusecenter.org

Better Business Bureau – Wise Giving Alliance

(703) 276-0100

www.give.org

Hoax – Scam - Phishing Information

www.snopes.com/inboxer/scams/phishing.asp

<http://www.phishinginfo.org>

General Crime - Scam/Safety – Security Tips & Information

(951) 461-8950

Website: www.crimedoctor.com

Security Consulting Reviews

ACTIVITIES & RECREATION

The following list, while not complete, is a place to begin when looking for a variety of activities for older persons. Some activities are free, and some are not; costs vary. The health and fitness clubs

listed offer organized programs designed for seniors. Some charge both an initial enrollment fee and a monthly fee; others have an annual fee or charge by the class. Some offer senior discounts. Some churches offer senior fitness classes and activities for people living in the community. Some elderly-only public housing units also have activity centers that welcome members of the community as well as residents of the complexes. They offer a variety of activities, including occasional suppers, special classes and educational trips, and communal volunteer opportunities.

COCKE COUNTY OFFICE ON AGING & SENIOR CENTER

386 East Main Street, Newport 37821

ETHRA

(423) 623-7296 ext. 4

Offer a variety of weekly activities, educational programs, special events, and field trips. Most activities are free or low cost. Please call for a schedule with locations of activities and events.

COCKE COUNTY RECREATION DEPARTMENT

(423) 623-6769

466 Learning Road, Newport, TN 37821

NATIONAL PARK PASSES

1-888-275-8747

www.USGS.gov

www.nps.gov/fees_passes.htm

www.recreation.gov

For seniors and persons with disabilities, Federal Recreation Passes offer lifetime entrance passes to most national parks and TVA campgrounds, and other recreational areas that require entrance fees. Also a 50% discount on park fees for facilities and services such as swimming, parking, boat launching, and tours (some restrictions apply). Disabled persons are eligible for a free Access Pass; must present proof of medically determined permanent disability. Persons age 62+ can get the Senior Pass for \$10 and must present proof of age and residency. Passes must be purchased in person. Call or check web site for a list of locations.

ADULT DAY SERVICES

Licensed adult day services provide planned physical and mental stimulation, health screenings, therapeutic activities, nutritional snacks, and hot meals. A program staff designs an individual plan of care for each participant. Programs may provide some of the following: transportation, personal care services (bathing, hair care),

medication reminders, social services, and nursing services. The program services vary. Ask to know what specific services each program offers, in order to fit your need.

Rates vary. Private pay, Medicaid waiver, VA, and some long-term-care insurance may cover adult day services. Many programs have some kind of financial help available for participants who need it. Most programs have an admission assessment procedure. Hours for each facility is listed, but be aware that all offer flexible hours and will try to accommodate your family's need.

Adult day programs, because they are a safe place for older persons, can provide respite for caregivers. Most require that participants have some minimum physical abilities to be eligible to participate; for example, they must be mobile (able to walk, with or without the aid of a walker or cane; or must be able to use a wheelchair and transfer without help); be capable of self-care (able to feed self and take care of personal hygiene with minimal assistance); and be able to adapt to a group setting. Most programs will accept adults with dementia or other physical or mental impairments. Most will also accept seniors who are frail, socially isolated, and who need daily supervision. Some will accept adults of any age, some have minimum age requirements.

Please note that the above are general criteria that do not necessarily apply to all programs: eligibility criteria vary among programs, and seniors and their caregivers are strongly encouraged to talk to staff and visit the programs to choose the one that meets their needs.

Most facilities use devices that set off an alarm when someone leaves the unit without authorization. If your loved one has a tendency to wander, ask the facility staff about other security options.

The state of Tennessee requires adult day programs to be licensed if they have 10 or more adults in their care.

Sitter services, or "day-stay" programs, can also offer respite for caregivers and a safe place for elders, but they are not licensed as adult day services and most do not offer the range of activities provided by licensed programs.

Some housing facilities allow nonresidents to come for a day-stay program that provides structured activities in a safe environment. These programs are often not licensed adult day services. For more information, see Housing and Respite sections. For a listing of adult day programs in other counties, call the Office on Aging.

Adult Day Care/Treatment

Brookdale of Newport	(423) 613-4585
Chandler House of Dandridge	(865) 471-1400
ALP (Alzheimer's Lakeway Program)	(423) 587-9149

ALCOHOL & DRUG PROBLEMS

The following agencies and programs provide information, assessment, or referral to treatment programs for people with substance-abuse problems. There are many alcohol and drug addiction treatment programs in other counties. For additional information check these topics: Alcoholism and Drug Abuse Treatment in the phone book's yellow pages.

ALCOHOL ABUSE HOTLINE

1-800-252-6465

ALCOHOL & DRUG PROBLEMS

1-800-889-9789

Provide information, referral, and a supportive listening phone line about drug abuse support groups.

AL-ANON

(865) 525-9040

Website: www.discoverET.org/alanon

1409 Magnolia Avenue, Suite 4, Knoxville, TN 37917

Provide information about meetings for anyone affected by alcoholism or drug problems.

ALCOHOLICS ANONYMOUS (AA)

24-hour hotline (865) 522-9667

Website: www.discoverET.org/etaa

1409 Magnolia Avenue, Knoxville, TN 37917

FIRST UNITED METHODIST CHURCH – NEWPORT (AA)

212 Washington Avenue, Newport 37821

AA meets M-W-F at 12:00 Noon

[fumenewport@bellsouth.net](mailto:fumnewport@bellsouth.net)

First Baptist (AA)

261 E. Broadway, Newport, TN 37821

www.fbcnewport.org

Across from National Bank downtown Newport

Phone: (423) 623-3034

AA meets Sun-Sat. 8pm

NARCOTICS ANONYMOUS

1-866-617-1710 (24-hour help-line)

Website: www.knoxvillena.org

Call for a list of local meeting places.

ALZHEIMER'S RESOURCES

For additional information about services that can benefit Alzheimer's patients and their families or caregivers, check these sections: Adult Day Services, Assessment, Family Caregiver Support, Homemakers, Sitters & In-Home Services, Housing, and Nursing Homes.

ALZHEIMER'S TENNESSEE INC

(865-544-6288)

Website: www.ALZTENNESSEE.org

5801 Kingston Pike, Knoxville, TN 37919

Agency provides information about the disease, its diagnosis, and treatment; professional and family care giving classes; support groups (including by telephone) and referral to support groups; referral to community agencies that offer assistance and political advocacy. The Safe Return Program helps to identify, locate, and return people with memory impairments to safety. To apply for a Safe Return Bracelet, call (865) 544-6288.

ALZHEIMER'S EAST TENNESSEE SUPPORT GROUP

(423) 623-0929

Newport Health & Rehab to Home Center

135 Generation Drive, Newport 37821

Support for family members & caregivers providing information; discuss concerns to lift each other up. Meet the first Tuesday of each month, 6:00 pm.

Brookdale Senior Living of Newport

(423) 613-4585

www.brookdale.com

375 Hedrick Drive, Newport 37821

Respite care programs are designed to provide families with that needed break from their care giving responsibilities.

ASSESSMENT

An assessment is a multidisciplinary evaluation of a person's mental (memory), physical and psychological health in order to develop the best treatment plan for that individual. The team of health-care professionals performs assessments that include physicians, psychologists, social workers, and nurses. If ongoing treatment is required, these programs provide treatment or referrals to appropriate facilities. Accepted insurance: Medicare, TennCare, and private insurance or private pay. Patients can be referred for outpatient assessment by self, family, physician, or community agency.

COLE NEUROSCIENCE CENTER

(865) 305-6740

University of Tennessee Medical Center

1928 Alcoa Highway, Medical Bldg. B,

Suite 102, Knoxville, TN 37920

Provide evaluation, treatment and planning. Offer assistance with treatment for persons with memory problems or seizures, movement disorders, and multiple sclerosis.

www.utmedicalcenter.org

GERIATRIC ASSESSMENT PROGRAM (GAP)

(865) 632-5058

Tennova Medical Tower, 137 Blount Avenue, Suite 650,

Knoxville, TN 37920

Assessment, diagnosis, and treatment of persons 55+ who have memory loss, depression, anxiety, or other conditions that decrease functioning. All services offered in an office setting.

www.tennova.com

HIGHER GROUND INTENSIVE INPATIENT PROGRAM

(865) 545-7220

24-hour emergency access (865) 545-7863

A member of CHS

900 E. Oak Hill Avenue, Knoxville, TN 37917

Free assessment. Call for an appointment, M-F, 9 AM-3 PM.

Lunch provided; transportation, if needed.

Inpatient Geriatric Assessment Units

In-hospital evaluation of older adults who have medical, behavioral, mood, or memory problems. Short-term inpatient treatment. Physician referral.

RIVERSTONE SENIOR BEHAVIORAL CENTER

(865) 373-1745

(A member of Covenant Health)

Parkwest Medical Center

9352 Park West Blvd., Knoxville, TN 37923

www.treatedwell.com

SENIOR BEHAVIORAL HEALTH

(865) 373-1745

A member of Physicians Regional Medical Center

9352 Park West Boulevard, Knoxville, TN 37923

ASSISTED LIVING

Assisted living facilities offer a range of assistance and support to senior citizens. Services available to residents in assisted living units usually include dining-room meals, housekeeping, some transportation, activities, some laundry service, and access to mental health services, and temporary assistance from home health care agencies. Assisted living facilities also usually include help, as needed, in bathing, dressing, and remembering to take medications. All have nursing care available—some have nurses on staff while others have nurses on call. For a list of assisted living facilities, see Housing.

Brookdale Senior Living of Newport

www.brookdale.com

(423) 464-4083

www.senioradvisor.com

Assisted Living Facility

375 Hedrick Dr., Newport, TN 37821

ATTORNEYS AT LAW

Attorneys provide a variety of legal advice on Advance Directives, Living Wills, Durable Power of Attorney for Finances and Long-Term Care, Property Transfers, Wills and Trust in the State of Tennessee. Tennessee Commission on Continuing Legal Education and Specialization provides a list of lawyers that meet the requirements, have received positive references from clients, and carry malpractice insurance. Call (615) 741-3096 in Nashville, Tennessee, for a list.

TERRY E. HURST, ATTORNEY AT LAW (423) 623-1573
CYNTHIA J. KING, ATTORNEY AT LAW (423) 623-9166
McSWEEN & McSWEEN, ATTORNEYS AT LAW (423) 623-7271
See local phone book for other area attorneys.

LEGAL AID OF EAST TENNESSEE www.laet.org
(423) 587-4850

1001 W 2nd North Street, Morristown, TN 37814

Reviews consumer contracts (home repair, landlord-tenant, buying car, etc.) before they are signed. Consultation for persons age 60+ and legal representation for low-income clients in consumer fraud claims. Call for appointment.

CARE MANAGEMENT

Care management provides a professional, usually a social worker or a nurse, who evaluates an older person's situation to determine what services are needed and to identify agencies that offer the appropriate services. The care manager sometimes also makes arrangements for the client to receive those services and checks regularly to be sure that the services are being reliably delivered. Some care managers work for seniors or their families, some work for service providers and primarily determine eligibility for service, and some represent insurance companies and must be concerned with keeping costs low. Some social workers provide care management for a fee. Some care managers are certified as geriatric care managers by the National Association of Professional Geriatric Care Managers. Listings in this section are limited to agencies that have a certified geriatric care manager on staff, although there are also social workers who provide care

management for a fee but who are not certified geriatric care managers. Call Senior Citizens' Information & Referral Service, (423) 623-1400, for listings of both.

PROJECT LIVE – LIVING INDEPENDENTLY THROUGH VOLUNTEER EFFORTS (CAC)

Office on Aging (865) 524-2786

2247 Western Avenue, Knoxville, TN 37921

Mail: PO Box 51650, Knoxville, TN 37950

In-home assessment, care management, and referral to services.

Volunteers do chore services and some minor home repairs and

safety modifications for seniors who meet eligibility requirements.

No fees; contributions accepted.

COMMUNITY CHURCHES

FIRST UNITED METHODIST CHURCH

(423) 623-6066

212 Washington Avenue, Newport, TN 37821

www.firstunitedmethodistofnewport.org

LINCOLN AVENUE BAPTIST CHURCH

(423) 623-2903 or (423) 625-1218

234 Lincoln Avenue, Newport, TN 37821

<http://hlabconline.org>

Newport Presbyterian Church

(423) 620-0052

399 Hedrick Drive-safety P. O. Box 606

Newport TN, 37821

www.newportpresbyterian.com

SEVENTH DAY ADVENTIST CHURCH

(423) 623-8929

125 Hedrick Drive, Newport, TN 37821

SOUTH SIDE BAPTIST CHURCH

(423) 623-4060

232 Southside Circle, Newport, TN 37821

TRINITY BAPTIST CHURCH

(423) 487-3440

1995 Hartford Rd., Cosby, TN 37722

COMPUTER SERVICES

The following are nonprofit agencies or organizations that offer computer training designed specifically for senior citizens, or that offer other computer-related services free to qualifying individuals or organizations. Many for-profit organizations also provide computer training or other computer-related services. (See yellow pages in phone book, under Computers-Training.)

A wealth of information is available from the Internet, including information about a variety of topics relevant to senior citizens. This Senior Service Directory includes e-mail or web addresses when available.

STOKELY MEMORIAL LIBRARY

tngenweb.org

(423) 623-3832

383 East Broadway, Newport, TN 37821

CONSUMER INFORMATION

Many organizations protect consumers' rights and give consumers an opportunity to be informed about businesses and charities before they use their services or give money to them.

AARP – TENNESSEE OFFICE

www.aarp.org

1-866-295-7274

150 Fourth Avenue N., #180, Nashville, TN 37219

Provide information and referral on services offered by AARP, including volunteer opportunities and advocacy on state and national issues. For publications on a wide variety of subjects, including crime prevention, finances, home modification, reverse mortgages, widowhood, more, write to AARP Fulfillment Unit, 601 E. Street NW, Washington, D.C., 20049. Mail Orders only. Call for titles and order numbers.

BETTER BUSINESS BUREAU

(865) 692-1600

Website: www.Knoxville.BBB.org

255 N. Peters Road, Suite A, Knoxville, TN 37923

Call for your credit report or find out if there are complaints on file about area businesses; check on charitable organizations. Offers option of mediation and arbitration to resolve credit issues. Also provides information regarding scams and other topics of consumer

interest, including how to obtain information about out-of-area businesses (if you know the ZIP code).

BUSINESS TAX OFFICE – COCKE COUNTY

(423-613-4041)

www.cockecounty.net

111 Court Avenues, Newport, TN 37821

This organization provides consumers with information on businesses with a valid business license – or not.

Check with the local city AND county offices before doing business with a provider, particularly with companies that initiate contact.

CREDABILTY

(CONSUMER CREDIT COUNSELING OF EAST TENNESSEE)

(865) 584-5222

www.cccsatl.org

531 Callahan Drive, Suite 101, Knoxville, TN 37912

A non-profit center that offers help to regain control of ones finances through financial counseling on budgeting, debt management, and housing. Education in money management and consumerism is also available. **Sliding fee scale available.**

DO NOT CALL REGISTER

Residential: 1-877-872-7030

Cell: 1-888-382-1222

Email: www.e-mps.org

National: 1-888-382-1222

TTY: 1-866-290-4236

www.donotcall.gov

Pre-approved credit offers: 1-888-567-8688

Tennessee Regulatory Authority

The register is a list of the residential and/or telephone subscribers who do not wish to be contacted by telemarketers. Call to enroll. Effective within 60 days after you enroll, telemarketers are prohibited from calling your telephone number, unless exempted by law. You must call from the telephone you want to register on the Do Not Call List.

ELDERCARE LOCATOR

www.eldercare.gov

1 (800)-677-1116

The Eldercare Locator is a public service of the Administration on aging, an agency of the U.S. Department of Health and Human Services. The Eldercare Locator is designed to link older adults and their caregivers to unbiased information and assistance resources at the state and community level.

NATIONAL COUNCIL ON AGING (NOCA) www.ncoa.org

1(571) 527-3900

NOCA is a nonprofit service and advocacy organization that improves the lives of all older adults by partnering with community organizations to help people 60+ meet the challenges of aging.

NON-DRIVER IDENTIFICATION www.DMV.org

www.dmv.org/tn-tennessee/id

(423) 623-6176

111 Court Ave., Newport, TN 37821

(423) 587-7044

2567 Buffalo Trail Morristown, TN 37814

Hours M-F 8am-5pm

Photo ID for non-drivers. Proof of name and identity required, including Social Security ID and certified birth certificate (or other certified document with a birth date on it) and marriage certificate (if applicable). Cost varies. Must be renewed like driver's license until age 65, after which, card is permanent. Call for details on locations, hours, and ID required. Disabled persons who cannot drive may qualify for a free permanent ID.

OPT OUT

1-888-567-8688

www.optoutprescreen.com

This toll-free line offered by credit bureaus enables consumers to opt out of having pre-approved credit offers sent to their address for five years. Online enrollment is available.

TENNESSEE DIVISION OF CONSUMER AFFAIRS

1-800-342-8385

www.TN.GOV/consume_r

Agency protects consumers and businesses from unfair business practices. Contact office to file a complaint regarding unfair trade practices, deception, fraud, or illegal practices.

TENNESSEE HUMAN RIGHTS COMMISSION

1-800-594-6500

www.state.tn.us/humanrights

531 Henley Street, Suite 701, Knoxville, TN 37902

This office conducts investigations regarding complaints of employment and housing discrimination. Accepts public accommodation complaints and forwards to state office.

TENNESSEE REGULATORY AUTHORITY (TRA)

1-800-342-8359

www.state.tn.us/tra

502 Deaderick Street, Nashville, TN 37243

Monitors quality of services provided by regulated, private, for-profit public utilities (local and long-distance phone companies and some

natural gas companies, (gas and water utilities not included), TVA, and cell phone or cable TV companies). Investigates and mediates unresolved consumer complaints against these regulated utilities. Information on a variety of utility-related topics, such as energy-saving tips, money-saving tips on your long-distance bill, unauthorized switching of your phone service and billing for services or products never ordered, understanding your phone bill, and more.

COUNSELING

Many home health care agencies offer mental health services, including counseling. Some private counselors also offer in-home counseling. Call Senior Citizens Information & Referral Service at (865) 546-6262 for a list. Many nursing homes, retirement centers, and assisted living facilities may also help residents arrange counseling services. Costs are paid by the resident. (Medicare, TennCare, or private insurance may pay some costs.) For a list of other counseling resources, call the Mental Health Association of East TN, Inc., at (865) 584-9125, or see the phone book yellow pages under Counselors, Social Workers, or Mental Health Services. For information about TennCare coverage of mental health services, see Medical Insurance & Financing.

Helen Ross McNabb Center

(423) 613-5777

639 Cosby Hwy

Newport, TN 37821

www.mcnabbcenter.org

Cherokee Health Systems

(423) 623-4797

215 Hedrick Drive

Newport, TN 37821

(423) 586-5031 24-hour emergency

www.cherokeehealth.com

CRISIS & HARDSHIP ASSISTANCE

The following agencies may provide limited help with food, shelter, clothing, utilities, supplies, fuel and counseling on a limited basis. Hot meals are served at a variety of locations around town. Dial 2-1-1 for locations and times.

AMERICAN RED CROSS

www.redcross.org

(423) 623-6133
355 East Broadway, Newport, TN 37821

BREAD BASKET

(423) 623-8630

237 Murray Drive, Newport, TN 37821

DOUGLAS-CHEROKEE NEIGHBORHOOD CENTER

(423) 623-3066

353 Driskill Circle, Newport, TN 37821

Assistance provided is food pantry, utility/rental/mortgage assistance, and USDA commodity distribution.

FEED MY SHEEP MINISTRIES

(423) 625-3130

125 C Avenue, Newport, TN 37821

GOD’S STOREHOUSE

(423) 632-4855

601 West Broadway, Newport, TN 37821

HELEN ROSS McNABB CENTER

www.mcnabbcenter.org

(423) 613-5777

639 Cosby Highway, Newport, TN 37821

8am-5pm M-F

This organization provides mental health care, addiction and co-occurring treatment and recovery and social services for children, adults and families. The staff cares for the most vulnerable of our society, who have no resources or insurance coverage to pay for care.

EMPOWER COCKE COUNTY

(423) 532-1308

Email:info@empowercockecounty.com

Empower Cocke County by side in one accord, to accomplish what no one church can do alone, desires to see positive life change by helping individuals cease destructive behavior by following the teaching of Jesus Christ. We intend to do this by calling local bodies of Christ together, working side

LINCOLN AVENUE BAPTIST CHURCH MINISTRIES

(423) 623-2903 or (423) 625-1218

234 Lincoln Avenue, Newport, TN 37821

www.labconline.org

NEWPORT UTILITIES BOARD

(423) 625-2800

www.newportutilities.com

PO Box 519, Newport, TN 37821

Call for help in making a payment plan if you have overdue bills or a cutoff notice.

SAFE SPACE

www.safespace.org

1-800-244-5968 (24-hour crisis line)

Provides help for victims of domestic violence, including a 24-hour crisis line, shelter, emotional support, resource information, and legal, medical, social service advocacy.

SAMARITAN PLACE

www.ccetn.org/programs/housing

(865) 684-1880

3009 Lakebrook Boulevard, Knoxville, TN 37909

A program of Catholic Charities of East Tennessee, Inc.

SUNSET GAP COMMUNITY CENTER

(423) 623-4313

www.sunsegap.org

1300 Sunset Gap Road, Cosby, TN 37722

Sunset Gap Community Center is a Christian-based organization uniting people of all faiths and providing programs that contribute to the physical, social, economic and spiritual growth of the people of Cocke and Sevier Counties.

DENTAL CARE

AFFORDABLE DENTURES www.dailydentures-knoxville.com

(865) 280-1139

4608 Greenway Dr., Knoxville, TN

ASPEN DENTAL

www.aspendental.com/dentures

(865) 282-4017

7731 Kingston Pike, Knoxville, TN

COCKE COUNTY HEALTH DEPARTMENT

(423) 623-8733

www.cockecounty.net

430 College Street, Newport, TN 37821

Hours of Operation: Monday - Friday, 8 AM - 4:30 PM.

NEWPORT FAMILY DENTAL CARE, P.C.

(423) 623-1307 www.NewportFamilyDentalCare.com

164 Old Cosby Road, Newport, TN 37821

Mail: PO Box 721, Newport, TN 37821

A dental office providing the senior community with full service dental needs including emergency care, cleaning checkups, full denture services.

DIALYSIS CLINICS

FMC NEWPORT

119 Hedrick Dr., Newport, TN 37821

(423) 613-9000

FMC MORRISTOWN

(423) 587-8395

420 W. Morris Blvd., Suite 110, Morristown, TN 37813

DCI SEVIERVILLE

(865) 453-4068

765 Sunrise Cir. Sevierville, TN 37862-2934

FMC EAST TENNESSEE

(423) 638-1201

100 Serral Drive, Greenville, TN 37745

MORRISTOWN DIALYSIS CENTER

(423) 587-3537

120 Pearce Drive, Morristown, TN 37814

TENNESSEE VALLEY DIALYSIS CENTER

1-866-889-6019

107 Woodlawn Dr., Suite 2, Johnson City, TN 37604-6287

DISABILITY SERVICES

The Americans with Disabilities Act (ADA) is designed to protect the civil rights of persons with disabilities. Five areas of life are covered: state and local government operations, transportation, public accommodations, employment, and telecommunications. For a list of resources that provide accessible housing, transportation, assistive or adaptive equipment, or offer other similar services or products for persons with disabilities, call the Disability Resource Center at (865) 637-3666. For information about housing for older persons with disabilities, see Housing section.

AMERICAN COUNCIL OF THE BLIND

1-800-424-8666

Website: www.acb.org

National information, referral, and consumer advocacy group. Staff answers phone, M-F, 2-5 PM.

AMERICAN FOUNDATION FOR THE BLIND

1-800-232-5463

AMERICAN SPEECH-LANGUAGE-HEARING ASSOCIATION

1-800-638-8255

Website: www.asha.org

AMPUTEE COALITION OF AMERICA

(865) 524-8772

Website: www.amputee-coalition.org

900 E. Hill Avenue, Suite 290, Knoxville, TN 37915-2568

Outreach, education, advocacy, and empowerment of amputees. National Limb Loss Information Center is a comprehensive source of information for people living with limb differences. Provide information and help to all amputees, caregivers, and professionals.

ASSOCIATION FOR MACULAR DISEASES, INC.

(212) 605-3719

Website: www.macula.org

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.

DEAF-BLIND SERVICES

TN Dept. of Human Services, Deaf-Blind Specialist

1-800-628-7818

TTY (for deaf only): 1-800-270-1349

Find Information and technical help for the legally blind or those who have progressive visual loss leading to blindness and have a chronic or progressive hearing loss that interferes with communication. Numbers are for Tennessee only.

DEPARTMENT OF MOTOR VEHICLES

(423) 623-6176

Website: dmv.us.org/official

111 Court Avenues, Newport, TN 37821

To apply for a handicapped license or placard, call, pick up, or download form for physician to complete. Call for information on application process and costs.

DISABILITY LAW & ADVOCACY CENTER OF TN

1-800-342-1660

Website: www.dlactn.org

3115 Essary Drive, Suite A, Knoxville, TN 37918

TTY (for deaf only) 1-888-852-2852

Promote the legal rights of individuals with disabilities. Agency investigates allegations of abuse and neglect within institutions, discrimination in employment, housing, and transportation. Assist with client access to services, obtaining assistive technology services and devices, and applying for vocational rehabilitation and employment training.

EAST TENNESSEE TECHNOLOGY ACCESS CENTER

(ETTAC)

Website: www.discoverET.org/ettac

(865) 219-0130

www.discoveret.org

4918 N. Broadway, Knoxville, TN 37918

Provide information and access, through loan and donation, to assistive equipment, including items for people with hearing, visual, and physical disabilities. Sliding fee scale.

LEARNING ALLY - OAK RIDGE STUDIO

(800) 221-4792

Website: www.rfbd.org

205 Badger Road, Oak Ridge, TN 37830

Textbooks and other print materials on CD for people who have difficulty reading print because of dyslexia or other learning disabilities or impaired vision; also for people who cannot turn book pages because of physical disabilities. Eligibility requirements and registration fee apply.

NATIONAL COUNCIL FOR SIGHT

1-800-221-3004

Prevent blindness

NATIONAL LIBRARY SERVICES FOR THE DEAF & HARD OF HEARING

1-800-342-3262

615 Church Street, Nashville, TN 37219-2314

Has a directory of organizations, programs, and agencies throughout TN that serve the deaf and hard of hearing.

Library service, free to TN residents, is a statewide center that provides access to traditional library services for deaf and hard of hearing patrons; information and referral services; book and video lending library; reference periodicals related to deafness; public awareness programs; and loans of TTY and assistive listening devices. Telephone number is voice/TTY.

NATIONAL MS SOCIETY

1-800-344-4867

NONDRIVER IDENTIFICATION

(865) 429-7016

www.tennessee.gov/safety/driverlicense/dllocationmain.htm

1220 Graduate Drive, Sevierville, TN 37862

Persons with a mental or physical disability who cannot drive can obtain a permanent photo ID. Those who qualify can receive ID at no charge. Proof of name and identity required, including Social Security ID and certified birth certificate (or other certified document with birth date on it) and marriage certificate (if applicable), and certified statement from doctor stating that applicant is unable to operate a vehicle.

SENIORS EYE CARE PROGRAM

1-800-222-3937

www.eyecareamerica.org

Free care 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.

TELECOMMUNICATIONS DEVICES ACCESS PROGRAM

TN Regulatory Authority

www.tn.us/tra

1-800-342-8359

TTY (for deaf only): 1-888-276-0677

Distributes appropriate telephone equipment, on a first-come basis, to people with disabilities such as significant hearing, hearing and visual, speech, or mobility impairments.

Note: Some telephone service providers offer information on equipment, services, and calling features for people with visual,

*hearing, physical, or speech impairments. Some also offer free or discounted Directory Assistance to people who, because of a disability, are unable to read or use the phone book. Companies that offer this service often require a letter from a physician and may require additional proof of disability. Some companies may extend these services to non-disabled seniors as well. Some long-distance providers also offer special services for persons with disabilities. **Call your phone service or long-distance providers for information about the services they offer to senior citizens or persons with disabilities.***

TELL ME!

1-800-555-8355

www.tellme.com

Voice-activated prerecorded messages on topics such as local and U.S. weather, movie listings, time, restaurants, taxis, and sports. Also includes stock quotes, shop talk, driving instructions, travel, news, and much more.

TENNESSEE DISABILITY PATHFINDER

1-800-640-4636

www.familypathfinders.org

This is a service provider offering phone, print, and Internet resources in English and Spanish to people who have a disability.

TENNESSEE LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED

1-800-342-3308

Website: www.tennessee.gov/tsla/lbph/index.htm

403 Seventh Avenue North, Nashville, TN 37243

Recorded books and loaned equipment for listening. Large-print and Braille materials are available and free to eligible persons.

TENNESSEE RELAY CENTER (TRC) 711

For hearing callers 1-800-848-0299

TTY (for deaf only) 1-800-848-0298

Spanish (Español) 1-866-503-0263

Speech-to-speech service 1-866-503-0264

Customer service 1-866-503-0262

Website: www.tennessee.gov/tra/relaycenter.htm

Provides free, statewide assisted telephone service to those who have speech, hearing, and visual impairments. Relays telephone calls between voice and TTY customers. Speech-to-speech service allows speech-disabled persons to use their own voice synthesizers rather than a TDD/TTY.

TENNESSEE SERVICES FOR THE BLIND
Tennessee Department of Human Services

(865) 594-6060

<http://www.tn.gov/humanserv/rehab/bvis.html>

531 Henley Street, Suite 520, Knoxville, TN 37902

Rehabilitation Teaching Program provides, for people who are visually impaired or blind, independent-living-skills training, including counseling and instruction in coping with vision loss, communication skills, home and personal management, orientation and mobility, and other activities. Also available: training and employment opportunities for the severely visually impaired.

TICKET TO WORK

1-866-968-7842

TTY (Deaf Only) 1-866-833-2967

Website: www.yourtickettowork.org

Website: www.dol.gov>ODEP

Website: www.choosework.net

8530 Kingston Pike, Knoxville, TN 37919

Social Security Administration (Administered by Maximus, Inc provides work opportunities for individuals with disabilities who are receiving Social Security or SSI benefits and are between the ages of 18 and 64 years.

ETHRA TRANSPORTATION

www.ethra.org

1-800-232-1565

386 East Main Street, Newport, TN 37821

U.S. POSTAL SERVICE

1-800-275-8777

Website: www.usps.com

The postal service will deliver mail directly to the front door of people with disabilities whom are physically challenged from collecting mail from their centralized mailbox. To request front door delivery, submit a letter to the post office that delivers your mail, requesting this service and a statement from your doctor indicating why you are unable to collect your own mail. The postmaster will make the final determination. Send request to Postmaster, US Postal Service, followed by your city, your state, your ZIP code.

VOCATIONAL REHABILITATION

(423) 625-3929

www.state.tn.us/humanserv/rehab/vrs.htm

210 Hedrick Drive, Newport, TN 37821

Job screenings and referrals are available for individuals with disabilities.

DRIVER SAFETY

ACCESSIBLE MOBILITY SPECIALIST

(865) 687-5601

www.accessiblemobility.com

1810 N. Broadway, Knoxville, TN 37917

The service provided is vehicle modifications and adaptive equipment.

ADAPTIVE DRIVING PROGRAM

www.covenant.com

(865) 541-1446

Patricia Neal Rehabilitation Center

1901 Clinch Avenue, Knoxville, TN 37916

Offers objective evaluation of driving skills of people with physical and cognitive problems and, if possible, trains them to safely drive with adaptive equipment or an alternative method. Service provided requires a doctor's prescription. Private pay.

DRIVER SAFETY PROGRAM – AARP

(877) 846-3299

www.aarpdriversafety.org

Eight-hour driver-safety course offered periodically. Graduates entitled to insurance discounts. Fee based on membership and non membership.

PHOENIX CONVERSIONS

www.phoenixconversions.com

(865) 670-4060

5915 Casey Dr, Knoxville, TN 37922

Phoenix Conversions provide vehicle modifications and adaptive equipment.

SAFE DRIVING FOR MATURE OPERATORS CLASS AAA

East Tennessee

(865) 862-9250

(423) 623-1400 for local classes

100 W. Fifth Avenue, Knoxville, TN 37917

Eight-hour driver-safety course offered periodically. Graduates entitled to insurance discounts. Fee required to take classes.

WORLD OF INDEPENDENCE

(865) 932-2880

www.woidc.com

8742 Asheville Highway, Knoxville, TN 37924

This service provides vehicle modifications and adaptive equipment. handicap lifts for homes.

EDUCATION

Tennessee state law requires that all state-funded educational institutions (like the University of Tennessee and community colleges) allow all persons age 60+ or persons of any age who are permanently and totally disabled to audit courses for free on a space-available basis. (Physician certification or affidavit of disability may be required.) When these persons take courses for credit, the fees are sometimes reduced.

APPALACHIAN EDUCATIONAL OPPORTUNITY CENTER

(423) 613-1291

Offers educational counseling, advice and aids to adults about Pell grant information and GED practice tests.

COCKE COUNTY ADULT EDUCATION

(423) 623-0032

241 Hedrick Drive, Newport, TN 37821

Adult Education provides a variety of educational opportunities, GED and vocational classes.

COCKE COUNTY VOCATIONAL REHABILITATION

(423) 625-3929

Vocational rehab provides job screenings, referrals, and placement services for adults with disabilities.

ELDERHOSTEL

www.elderhostel.org

1-800-454-5768

11 Avenue De Lafayette, Boston, MA, 02111

Write or call for catalog of low-cost, weeklong programs of education and recreation for those age 55+ on college campuses (including University of Tennessee, Knoxville) and at resort parks throughout the world. Scholarships are available.

CARSON-NEWMAN UNIVERSITY

www.cn.edu

(865) 471-4652

Graduate classes only

1646 Russell Ave, Jefferson City, TN 37604

EAST TENNESSEE STATE UNIVERSITY

www.etsu.edu

(423) 439-1000

PO Box 70367, Johnson City, TN 37614

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY

(865) 546-5567

www.tcatknoxville.TDU.

821 W. Louise Ave, Morristown, TN 37814

UNIVERSITY OF TENNESSEE

www.utk.edu

(865) 974-6087

Office of University Registry

209 Student Services Building, Knoxville, TN 37996

Disability Services

2227 Dunford Hall, Knoxville, TN 37996

TUSCULUM COLLEGE

www.tusculum.edu

1-800-729-0256 or (423) 636-7300

60 Shiloh Road, Greenville, TN 37745

UNIVERSITY OF TENNESSEE – EXTENSION SERVICE

(423) 623-7531

www.utk.edu

360 Main Street, Room 110, Newport, TN 37821

Provides information related to food & nutrition, financial management, parenting, healthy home environments, lawn care & gardening, and much more.

VETERANS UPWARD BOUND PROGRAM – UNIVERSITY OF TENNESSEE

(865) 974-4466

1914 Andy Holt, 25 HPER, Knoxville, TN 37996-2745

WALTERS STATE COMMUNITY COLLEGE

1-800-224-4770 or (423) 585-2600

500 South Davy Crockett Parkway, Morristown, TN 37814

EMPLOYMENT

Help with the extra difficulty of finding part-time or full-time employment at an older age.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

(865) 691-2551 ext. 4252

www.ethra.org

The Senior Community Service Employment Program (SCSEP) is the largest federally funded program specifically targeting older adults seeking employment and training assistance. Authorized by Title V of the Older American Act (OAA), SCSEP

started in 1965 as a demonstration program funded by the Office of Economic Opportunity. SCSEP provides jobs, promotes well-being, and meets community needs. Most SCSEP participants work part-time at minimum wage in a local nonprofit or public agency serving their communities. SCSEP participants must be 55 or older and meet the income guidelines. This program is administrated through the East Tennessee Human Resource Agency (ETHRA).

GOODWILL INDUSTRIES

www.gwiktn.org

(423) 613-0815

452 Eastern Plaza Way, Newport, TN 37821

A comprehensive rehabilitation organization that provide employment, training, rehabilitation services and job opportunities for people with barriers to employment.

ETHRA TRANSPORTATION

www.ethra.org

1-800-232-1565

Lift-equipped minibus transport Cocke County residents for employment related business that allow side trips for delivery of children to day care. Sliding scale fare. Evening and weekend trips may be arranged. Space is limited.

TICKET TO WORK

1-866-968-7842

TTY (Deaf Only)

1-866-833-2967

www.yourtickettowork.com

Social Security Administration //(Administered by Maximus, Inc.)

8530 Kingston Pike, Knoxville, TN 37919

Work opportunities for individuals with disabilities who are receiving Social Security or SSI benefits and are between the ages of 18 and 64 years.

ERRAND SERVICES

Errand services provide transportation, grocery or other shopping, meal delivery, and other essential errands. Some agencies provide for low or no cost, but there may be eligibility requirements. For additional information, please check these sections: Food & Nutrition, Homemakers, Sitters & In-Home Services, and Transportation.

Private companies also provide these services for a fee. Prices vary. For meal delivery, many restaurants and caterers deliver, as well as independent companies that will deliver from a wide variety

of restaurants. See Caterers and Restaurants in the phone book yellow pages. For a list of errand services, call Senior Citizens Information & Referral Service at (865) 546-6262.

SENIOR CITIZENS HOME ASSISTANCE SERVICE

(865) 940-1545

www.schas.org

428 E Meeting St. Dandridge, TN 37725

A non-medical Homemaker Agency dedicated to providing the highest quality of life to seniors and persons with disabilities. Sliding scale fees are available. SCHAS is licensed, accredited and bonded. This is a non-profit organization serving eighteen counties in East Tennessee.

HOME INSTEAD SENIOR CARE

www.homeinstead.com/428

(423) 587-5800 or (865) 453-4488

When you want to stay in the place you call home. Trusted care for the senior you care for with services we provide: Companionship, meals preparation, shopping & errands, medication reminders, light housekeeping, personal care and incidental transportation. Call for a free, no-obligation appointment. Caregivers are trained, bonded and insured.

EYE SERVICES

DRS. FOSTER STEELE, & STONE OPTOMETRISTS

(423) 623-3875

www.visionsource-drsfosterandsteele.com

115 Hedrick Drive, Newport, TN 37821

A tradition of innovative personalized vision care.

MORRISTOWN REGIONAL EYE CENTER

(423) 581-0360 or 1-800-523-4464

735 McFarland Street, Morristown, TN 37814

Eye center specializes in diseases and surgery of the eye, cataract surgery, glaucoma, and cosmetic lid surgery.

SENIORS EYECARE PROGRAM

www.eyecareamerica.org

1-800-222-3937

Free care from participating ophthalmologists for U.S. citizens age 65+ with medical eye problems (not eyeglasses) who have not seen an eye doctor in the last three years and who do not have insurance or VA coverage.

LOW VISION SERVICES

**EAST TENNESSEE TECHNOLOGY ACCESS CENTER
(ETTAC)**

www.discoverET.org/ettac

(865)-687-1232

4918 N. Broadway, Knoxville, TN 37918

Provide information and access, through loan and donation, to assistive equipment and products for people with visual (and other) disabilities. Sliding fee scale.

LOW VISION CENTER

(865) 687-1232

Southeastern Retina Associates, P.C.

2106 Terrace Avenue, Knoxville, TN 37909

Provide rehabilitation for patients with visual impairments. People with moderate to severe vision loss can retain independence and quality of life through training on assistive devices, skills training, and referrals to other types of support.

LOW VISION SUPPORT GROUP

(865) 523-1135

611 Winona Street, Knoxville, TN 37917

Jointly sponsored by the O'Connor Senior Center and TN Services for the Blind meets monthly at O'Connor Senior Center. Resource information and social support for senior adults with any degree of vision loss is available. Free.

FAMILY CAREGIVER SUPPORT

The federally funded National Family Caregiver Support Program offers information and referrals, as well as supportive services to qualifying family caregivers (relatives or friends who are caring for seniors). The program supports family caregivers as they help frail older persons to remain in their homes rather than enter a long-term-care facility. The program provides in-home and community-based services. For help in the 16-county region served by the East Tennessee Area Agency on Aging & Disability, call (865) 691-2551. For additional information about services that can benefit family caregivers, see Adult Day Services, Assessment, Homemakers, Sitters, & In-Home Services, Housing, Nursing Homes, and Respite.

**ALZHEIMER'S ASSOCIATION – EAST TENNESSEE
CHAPTER**

www.alztennessee.org

(865) 544-6288

5801 Kingston Pike, Knoxville, TN 37919

Agency provides information concerning the disease, its diagnosis, and possible treatment options. In addition, agency offers professional and family care-giving classes; support groups (including by telephone) and referral to 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.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM (CAC) (865) 691-2551

East Tennessee Human Resource Agency (ETHRA)
9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923
Program provides information and referrals to qualifying family caregivers.

FITNESS PROGRAMS

See Activities & Recreation for organizations that offer fitness and wellness programs designed especially for senior citizens. See Health Clubs in the phone book yellow pages for clubs that offer workout programs tailored to individuals but that do not offer organized senior citizens' programs. Consult your physician before you begin an exercise program.

FOOD & NUTRITION

For information about privately run meal-delivery services, see Errand Services. For a list of food pantries and other emergency sources of food, see Crisis & Hardship Assistance. Hot meals are served at a variety of locations around town. Dial 2-1-1 for times and locations. When being discharged from the hospital, ask to speak with the dietitian for nutritional counseling.

APPALACHIAN HELPING HANDS

3220 St. James Road, Greenville, TN 37743
Open Thursday & Saturday 9:00 AM -Noon
Clothing and food give-away - third Thursday of each month

BREADBASKET

(423) 623-8630
237 Murray Drive, Newport, TN 37821
Monday, Wednesday, & Friday

9:30 AM - Noon

CENTRAL CHARITIES

(423) 623-1291

Offers emergency food, supplies, and referrals

Hours: 8am - 4pm M-F

COMMUNITY GARDENS

www.douglascherokee.org

(423) 623-3066

Douglas Cherokee Neighborhood Center

353 Driskill Circle, Newport, TN 37821

Free vegetable seeds, plants, and fertilizer for those with low income. Apply February thru early May. Provide emergency food to those that qualify; Quarterly commodity food distribution. Income requirement applies

DOUGLAS-CHEROKEE NEIGHBORHOOD CENTER

(423) 623-3066

www.douglascherokee.org

353 Driskill Circle, Newport, TN 37821

Food Pantry, USDA Commodity distribution M-F, 9 AM-4 PM

FEED MY SHEEP

(423) 625-3130

125 C Ave, Newport, TN 37821

Soup kitchen serving hot meals M-F, 11 AM-1 PM; Sunday, 12:15-1 PM: 4 free meals a week

FOOD STAMPS (SNAP)

(423) 623-1291

Tennessee Department of Human Services

330 Heritage Blvd., Newport, TN 37821

Formerly called the Food Stamp Program is now called the Supplemental Nutrition Assistance Program (SNAP).

MUSTARD SEED HEALTH FOOD STORE

(423) 623-4091

331 Cosby Highway, Newport, TN 37821

www.wellness.com/mustard-seed-health-food-

[store/newport/tn](#) The Mustard Seed Health Food Store is a dietitian/Nutritionist store.

GOD’S STOREHOUSE

(423) 623-4855

601 West Broadway, Newport, TN 37821

Provide emergency food, furniture, and clothing at a reduced rate.

Pastor Steve Spears

GOD’S WILLING VESSEL FOOD PANTRY

(865) 397-9502

MILK FUND PROGRAM (CAC)

www.knoxcac.org

(865) 546-3500

2247 Western Avenue, Knoxville, TN 37921

Program provides dietary supplements for qualified individuals with a medical need. Call for an application.

MEALS ON WHEELS – Senior Nutrition

1-800-637-2656 or MELISSA

(423) 623-3711

You can get a FREE meal each day Mon-Fri at Noon at the Jones Building located in the Bryant Town Housing apartments. Meals are provided for seniors’ 60 and older.

SUNSET GAP COMMUNITY CENTER

www.sunsetgap.org

1300 Sunset Gap Rd Cosby, TN, 37726

(423) 623-4313

Provide an emergency food pantry serving the southern and eastern areas of Cocke and Sevier County. Mission camps perform safety related home repairs.

Thrift store fax (423) 623-2393

US DEPARTMENT OF AGRICULTURE 1-865-523-3338

www.rdusda.gov/tn

Distributes commodities every three months

Notice in the newspaper

GOVERNMENT INFORMATION

CITY OF NEWPORT

cityofnewport-tn.com

(423) 623-1063

Mayor Connie Ball

mayorconnieball@newporttn.org

COCKE COUNTY GOVERNMENT

www.cockecounty.net

(423) 623-8791

360 E Main Street, Newport, TN 37821

Mayor Crystal Ottinger

cottinger@cockecounty.net

COCKE COUNTY ELECTION COMMISSION

(423) 623-2042

360 E Main Street, Newport, TN 37821

A person with a disability who is unable to get to polls may write to Election Commission, include personal statement of disability and doctor's statement, and be put on permanent absentee list to receive and return ballot by mail. Notarization no longer required. If

over age 65, may request absentee ballot by mail (for each

election). All requests for absentee ballots must include voter's

name, address, birth date, Social Security number, and an original

signature. Early voting begins 20 days prior to an election; call for information.

STATE SENATOR STEVE SOUTHERLAND

(615) 741-3854 or 1-800-449-8366 ext. 13851

Fax (615) 253-0330

322 West Hillcrest Drive, Morristown, TN 37813

STATE REPRESENTATIVE JEREMY FAISON

(615) 741-6871

1009 Country Mountain Road, Cosby, TN 37722

U.S. SENATOR LAMAR ALEXANDER

(202) 224-4944 Washington, DC

(423) 752-5337 District Office

E-mail: <http://alexander.senate.gov> / www.cockecounty.net

455 Dirksen Office Building, Washington, DC 20510

U.S. SENATOR BOB CORKER

(202) 224-3344 Washington, DC

(423) 323-1252 District Office

E-mail: <http://corker.senate.gov/>

Dirksen Senate Building SD-185, Washington, DC 20510

U.S. REPRESENTATIVE PHIL ROE E-mail: <http://roe.house.gov/>

(202) 225-6356 Washington, DC

(423) 247-8161

419 Cannon House Office Building, Washington, DC 20515

SOCIAL SECURITY ADMINISTRATION

www.ssa.gov

1-800-772-1213

TTY Deaf Only: 1-800-325-0778

2438 East Andrew Johnson Hwy, Morristown, TN 37814

3112 Millers Point Drive, Morristown, TN 37813

Supplemental Security Income (SSI), disability, survivors' and retirement benefits are available, based on eligibility determination. If an appointment at the local office is necessary, you can schedule by calling this number. Call between 7 a.m. - 7 p.m., M-F. Busiest time is first few days of each month.

TENNESSEE GENERAL ASSEMBLY

1-800-449-8366

www.legislature.state.tn.us

To contact state legislators regarding matters going before the Tennessee Legislature. Press "2" for a listing of legislators by last name or call your county election commission for names of your state representatives or senators.

TENNESSEE GOVERNOR'S OFFICE

www.tn.gov

(615) 741-2001

First Floor, Governor's Office, State Capitol Building, 600 Charlotte Avenue, Nashville, TN 37243

Mission is to serve citizens who have questions or problems involving all State departments (such as TennCare, legislation, veteran's affairs, retired state employees, etc).

GRANDPARENTS RAISING GRANDCHILDREN

AARP GRANDPARENT INFORMATION CENTER

1-888-687-2277

www.aarp.org://grandparent

601 E. Street NW, Washington, D.C., 20049

Provide information regarding the services and programs that can improve the lives of grandparent-headed households.

HOME HEALTH CARE

Home health care agencies can provide skilled nursing; nurses' aides; physical, speech, respiratory, and occupational therapy; social services; and other health services while you are homebound. Many provide psychiatric nursing services, including medication monitoring, family education in behavior management, and some counseling. Some agencies provide "high-tech" nursing: home infusion (intravenous nutrition, blood products, re-hydration, medications and TPN, and pain management) and, in some cases, ventilators or other types of respiratory therapy. Some offer specialized cardiac nursing. Many agencies offer hospice programs for persons who are in the last stages of terminal illness; some, but not all, hospice programs are Medicare-certified.

A physician must prescribe these services, but the patient has the right to choose the provider. Before making arrangements, be sure that an agency provides the services that the patient needs. Medicare, TennCare, private insurance or private pay; some long-term-care insurance pays for services.

Call Medicare, 1-800-633-4227, if you have questions about or problems with Medicare's coverage of home health care.

Medicare reports information on the quality of home health care to help you choose high-quality health care. Visit www.medicare.gov or call **1-800-633-4227** for a comparison chart of these services.

Many of these agencies also provide private-duty nurses, sitters, light housekeeping, and, in some cases, live-in help or 24-hour care. (See Live-In Help for description.) These services do not require a physician's order, and most are private pay. Some long-term-care insurance covers the cost for patients who have a medical diagnosis that requires the service. Some agencies offer personal care (bathing, hair care, more).

Amedisys Home Health and Hospice

(423) 623-6540

www.amedisys.com

611 West Broadway, Newport, TN 37821

Named: 2014 Home Care Elite. Agency provides a comprehensive continuum of health care. Services: skilled nursing, physical occupational and speech therapy, disease management programs, behavioral health and hospice.

Caris Healthcare

(865) 453-0321
 816 Middle Creek Rd.
 Sevierville, TN 37862

www.carishhealthcare.com

Hospice 1 800 467-7423

SMOKY MOUNTAIN HOME HEALTH & HOSPICE

(423) 623-0233

www.smokeyhhc.com

222 Heritage Blvd., Newport, TN 37821

Provide certified diabetic educators, skilled nurses & personal care givers, as well as physical & speech therapy.

NEWPORT

(423) 623-0233

GREENEVILLE

(823) 636-8006

MORRISTOWN

(423) 581-8140

KINGSPORT

(423) 246-1005

KNOXVILLE

(865) 673-5877

UT MEDICAL CENTER HOME CARE SERVICES

(423) 623-4100 or 1-800-273-8720 www.utmedicalcenter.org/home

413 West Broadway, Newport, TN 37821

Home Care Services cover a wide range of medical, social and therapeutic treatments that help patients return to living healthy and active lives.

HOMEMAKERS, SITTERS & IN-HOME SERVICES

These agencies can provide some of the following: sitters, escorted transportation, grocery shopping, meal preparation, companionship, and light housekeeping. Some of these agencies provide 24-hour care or live-in sitters. (See Live-In Help.) Most of these agencies offer personal care (bathing, dressing, changing beds, hair care, and more); some offer personal care packages for a flat rate, others charge an hourly fee. Many home health care agencies also provide personal care. These services can help frail older persons remain in their homes instead of entering a long-term-care facility. Agencies that provide these services must now be licensed as personal support service agencies with the Tennessee Department of Mental Health. To be listed in this directory, these agencies must be licensed as well as meet other criteria. Some agencies will perform an in-home assessment to determine a client's needs. After completing assessment, recommendations are presented to the client and their family regarding referrals to community agencies

and businesses that provide the needed services. Some agencies provide assessment and referrals for free, others may apply a charge. Some of the agencies listed provide services such as sitters, bill-paying, money management, in-home counseling, care coordination, pet care, foot care, and other tasks that seniors might need help with.

HOME INSTEAD SENIOR CARE 1 (855) 236-4730
(423) 587-5800 or (423) 200-3510 www.homeinstead.com/428
2412 W Andrew Johnson Hwy, Morristown, TN 37814
Agency offers companionship, meal preparation, medication reminders, light housekeeping, laundry, errands & shopping, and personal care.

AID & ASSIST AT HOME, INC.
1-800-344-0074 or (423) 929-0004 www.AssistAtHome.net
904 N State of Franklin, Johnson City, TN 37604
Provide services of non-medical, non-skilled personal care administered by caring, compassionate, multi-phased trained care givers. Available 24/7. Provide homemaking, personal care, recreation, light housekeeping, and transportation services.

CHOICES 1-866-836-6678
East Tennessee Area Agency on Aging & Disability
9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923
Provide services in private home as an alternative to a nursing home. Approve admission for adults who meet financial and medical eligibility for Medicaid long-term care. Individuals must receive services at less than the cost of nursing home care.

MEDI HOME www.MedicalServicesofAmerica.com
1-866-483-6334
Provides you with as much or as little assistance you need to maintain your independent lifestyle.

NATIONAL ASSOCIATION FOR HOME CARE
(202) 547-7454 Website: www.nahc.org
228 Seventh Street SE, Washington, DC 20003

SENIOR CITIZENS HOME ASSISTANCE SERVICE, INC. Website: www.schas.org
(423) 623-5231 (865) 940-1545
131 Court Avenue, Newport, TN 37821

A non-medical Homemaker Agency dedicated to providing the highest quality of life to seniors and persons with disabilities. Licensed, accredited, and bonded. Limited hours on sliding fee scale.

HOME REPAIRS & IMPROVEMENTS

EAST TENNESSEE HUMAN RESOURCE AGENCY (ETHRA)

(865) 691-2551

www.ethra.org

9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

Agency provides home repairs to owner occupied houses. It does not have to be paid back unless the home is sold. Also offers **weatherization program**, including installation of methods for more energy efficient. Call the Ethra Office in Knoxville for an application at (865) 691-2551.

For other applications for home repairs call the following places:

Sunset Gap Ministries (423) 623-4313

Appalachia Service Project (423) 854-8800

USDA Rural Development Home Repair (865) 523-3338 est. 257

Appalachian Outreach Home Repair (865) 475-5611

CRIME & FIRE PREVENTION

Free, noncommercial assessment of your home's crime or fire risks inside the city limits of Newport.

COCKE COUNTY SHERIFF'S OFFICE

(423) 623-6004

www.cockecounty.net

Dispatch: (423) 623-3064

NEWPORT POLICE DEPARTMENT www.cityofnewport-tn.com

SAFETY EDUCATION D.A.R.E. UNIT

(423) 623-5556 or (423) 623-8777

Unit offers speakers and educational materials to the public regarding preventing crime or avoiding being a victim of a crime. Free home surveys by appointment on M-Th, for city residents; suggestions on ways to increase security.

NEWPORT FIRE DEPARTMENT

www.cityofnewport-tn.com

(423) 613-4048

Provide fire safety information, home inspections, and public education. Don't forget to change your fire alarm batteries in April & October.

HOSPICE

This organization offers nursing care and emotional support for those in the last six months of life, in the patient's home or in a facility. Primary focus is patient- and family-centered care, with attention to pain and symptom management. Medicare, TennCare, private insurance. Many terminally ill patients prefer to spend their last days at home, surrounded by familiar people and things. Many home health care agencies also offer in-home hospice services. Call your choice of home health care agency to find out if it has a hospice program. Hospice is also available to nursing home residents and hospital patients. Some nursing homes offer hospice by contract with a home health care agency; in others, the resident or family members may contact a home health care agency themselves to establish the service. Ask the nursing home staff about those arrangements. Hospice patients who meet admission criteria can be admitted to a hospital transitional care unit, on doctor's orders, if care of a dying patient is more than a family can manage.

AMEDISYS HOME HEALTH & HOSPICE

(423) 623-6540

www.amedisys.com

611 West Broadway, Newport, TN 37821

Caris Healthcare

(865) 453-0321

www.carishhealthcare.com

or Hospice 1 800 467-7423

816 Middle Creek Rd., Sevierville, TN 37862

UT MEDICAL CENTER HOME CARE SERVICES

(423) 623-4100

www.utmedicalcenter.org/home

413 West Broadway, Newport, TN 37821

SMOKY MOUNTAIN HOME HEALTH AND HOSPICE

(423) 623-0233 or 1-800-358-7844

www.smokyhhc.com

222 Heritage Blvd, Newport, TN 37821

NEWPORT	(423) 623-0233
GREENEVILLE	(823) 636-8006
MORRISTOWN	(423) 581-8140
KINGSPORT	(423) 246-1005
KNOXVILLE	(865) 673-5877

HOSPITALS

Modern hospitals offer a wide variety of services and levels of care. Hospital-run programs range from traditional health care and related services to fitness programs, counseling services, transitional housing, and more. These services and programs are listed throughout this directory in their appropriate sections.

TENNOVA HEALTHCARE www.tennova.com/newport-medical **NEWPORT MEDICAL CENTER**

Formerly Baptist Hospital

(423) 625-2200

432 2nd Street, Newport, TN 37821

Convalescent Center www.skillednursingfacilities.org/newport

(423) 625-2196

Serving the Citizens of Cocke County with a commitment of caring

RURAL MEDICAL SERVICES www.ruralmedicalservices.org

(423) 623-1057

229 Hedrick Drive, Newport, TN 37821

Service: Family Practice; Pharmacy; Obstetrics; Gynecology; Special referrals; Adult Acute & Chronic Care; Immunizations; Pediatrics; Patient Health Education; Family Planning; Laboratory Testing. Bilingual Staff available.

(423) 487-2222 – Cosby Center

(865) 509-6611 – Chestnut Hill Center

(423) 487-2249 – Grassy Fork Center

(423) 623-1057 – Newport Center

(423) 625-1170 – Parrottsville Center

(423) 613-1360 – Mobile Center

JEFFERSON MEMORIAL HOSPITAL

(865) 471-2500

www.tennova.com/jefferson-memorial-hospital

110 Hospital Drive, Jefferson City, TN 37760

LAKEWAY REGIONAL HOSPITAL

(423) 522-6000

www.lakewayregionalhospital.com

726 McFarland, Morristown, TN 37814

LAUGHLIN MEMORIAL HOSPITAL

(423) 787-5000

www.laughlinmemorial.org

1420 Tusculum Blvd, Greenville, TN 37745

MORRISTOWN-HAMBLEN HEALTH CARE SYSTEM

(423)492-9000

mhhs1.org

908 West 4th North St., Morristown, TN 37814

PARKWEST MEDICAL CENTER

www.treatedwell.com/

(865) 373-1000

9352 Park West Blvd., Knoxville, TN 37923

TAKOMA ADVENTIST HOSPITAL

www.takoma.org

(423) 639-3151

401 Takoma Avenue, Greenville, TN 37745

UT MEDICAL CENTER

www.utmedicalcenter.org/

(865)305-8761 or (865) 305-8000

1924 Alcoa Hwy, Knoxville, TN 37920

HOUSING

Facilities in this section are divided into two main categories: Senior Housing with Support Services and Government-Subsidized Housing. Each of these two categories includes several types of housing, as follows.

Senior Housing with Support Services

Many seniors are healthy and active and want to live in a place that offers special services or amenities for seniors, requires little maintenance on their part, and offers complete independence so that they may pursue their activities and interests with no interference or home-care responsibilities. There are a variety of facilities in and around Cocke County that offer this combination of

independence and services. There are five basic groups of housing with special services for seniors.

1. Independent Living: Residents are able to take care of themselves often called Retirement Centers.
2. Residential Home for the Aged (RHA): Residents are independently ambulatory with a cane or wheelchair. Residents must be physically and mentally able to safely exit in an emergency.
3. Assisted Care Living Facility (ACLF) is for those who need more care but are not ready for a Nursing Home. Residents must be able in an emergency to evacuate to a “safe place” with minimal assistance of one caregiver.
4. Nursing Home
5. Continuing Care Retirement Community (CCRC)

MOUNTAIN BROOK VILLAGE RETIREMENT COMMUNITY

(865) 428-2445

www.MountainBrookVillageTN.com

700 Markhill Drive, Sevierville, TN 37862

Offers day stays, respite care, memory care, independent and assisted living.

THE TERRACE ESTATES

www.emeritus.com

(423) 585-0544

2131 Walters Drive, Morristown, TN 37814

Executive Director: Tami Hux

Adult short term stays. Respite assisted living.

Brookdale of Newport

www.brookdaleliving.com

(423) 613-4585

375 Hedrick Drive, Newport, TN 37821

Day care, night care, and respite care programs are designed to provide families with a needed rest from their care-giving responsibilities.

Government-Subsidized Housing

The apartments listed below are designated for Elderly Only, Elderly/Disabled Only, or Elderly/Mobility Impaired Only. Rent and utilities at any of these complexes is 30 percent of the tenant's adjusted gross income. Eligibility is based on annual gross income and other factors. Some government-subsidized housing units offer weekday congregate lunches, case management, and some recreational activities.

BICENTENNIAL APARTMENTS

(423) 623-4951

1430 Nottingham Drive, Newport, TN 37821

BLUE RIDGE APARTMENTS

(423) 623-0079

800 Blue Ridge Way, Newport, TN 37821

MOUNTAIN VIEW VILLAGE APARTMENTS

(423) 623-4084

270 Senior Way, Newport, TN 37821

**NEWPORT HOUSING AUTHORITY
& HUD APARTMENTS**

(423) 623-1575

440 Lennon Circle, Newport, TN 37821

Income-based housing. The Newport Housing Authority (NHA) takes applications for 1, 2, 3 and 4-bedroom units. We offer amenities such as central heat & air, electric range, refrigerator, washer/dryer connections, utility allowance (with no utility deposit required), free routine maintenance, social programs for all residents, city police and fire protection, trash collection and a pet provision. Rent is based on household income.

MOUNTAIN VIEW APARTMENTS

(423) 623-4084

www.mountainviewapts@charter.net

270 Senior Way, Newport, TN 37821

NEWPORT MANOR APARTMENTS

(423) 625-4913

299 Dykes Street, Newport, TN 37821

NEWPORT VILLAGE APARTMENTS

(423) 623-9959

421 Appalachian Way, Newport, TN 37821

RIVER REST APARTMENTS

(423) 623-5369

330 River Rest Way, Newport, TN 37821

SUNCREST APARTMENTS

(423) 625-0411

261 Suncrest Way, Newport, TN 37821

VIEWMONT APARTMENTS (423) 623-3101

462 Viewmont Circle, Newport, TN 37821

VILLAGE EAST APARTMENTS

(423) 625-4951

1430 Nottingham Way, Newport, TN 37821

INFORMATION & REFERRAL

ALLIANCE FOR RETIRED AMERICANS

1-888-373-6497 or (202) 637-5399 www.retiredamericans.org
815 16th Street NW, 4th floor, Washington, DC 20006

COCKE COUNTY OFFICE ON AGING, SENIOR CENTER, SENIOR CITIZENS INFORMATION & REFERRAL SERVICE

(423) 623-7296 (ext. 4) www.ethra.org

ETHRA, 386 E Main Street, Newport, TN 37821

The Office on Aging administers a wide variety of programs to improve the quality of life for older people, including services to help them remain independent in their own homes for as long as possible. Provide information for older people, their family members, and professionals who provide services for seniors.

EAST TENNESSEE AREA AGENCY ON AGING & DISABILITY – EAST TENNESSEE HUMAN RESOURCE AGENCY (ETHRA)

www.ethra.org

(865) 691-2551

9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

ETHRA Agency on Aging and Disability is responsible for developing an advocacy and service delivery system in East Tennessee for persons age 60 and over and for persons with disabilities. The majority of services provided through the Area Agency on Aging and Disability are for persons over age 60 who are in greatest economic and social need. With the new Options for Community Living Project the ETHRA agency may serve persons with disabilities 18 years of age and older based on functional needs and assessment. Counties Served: Anderson; Blount; Campbell; Claiborne; Cocke; Grainger; Hamblen; Jefferson; Knox; Loudon; Morgan; Monroe; Roane; Scott; Sevier; and Union. For more agency program information see the website or call (865) 691-2551.

COUNTY OFFICES ON AGING

COCKE COUNTY OFFICE ON AGING/SENIOR CENTER

(423) 623-7296 (ext 4)
386 E Main Street, Newport, TN 37821

HAMBLEN COUNTY OFFICE ON AGING

(423) 581-5166
Senior Center, 841 Lincoln Avenue, Morristown, TN 37813

JEFFERSON COUNTY OFFICE ON AGING

(865) 397-3197
931 Industrial Park Rd, lower level, Jefferson City, TN 37760

SEVIER COUNTY OFFICE ON AGING

(865) 453-8080
1220 W Main Street, Sevierville, TN 37862
Mail: PO Box 4157, Sevierville, TN 37864

INFORMATION ABOUT AGING SERVICES IN TENNESSEE

TENNESSEE COMMISSION ON AGING & DISABILITY

(615) 741-2056 www.state.tn.us/comaging
500 Deaderick Street, Andrew Jackson Building,
Suite 825, Nashville, 37243-0860

INFORMATION ABOUT AGING SERVICES IN OTHER PARTS OF THE UNITED STATES

AGING COMMISSION OF THE MID-SOUTH

(901) 222-4100 www.agingcommission.org
2670 Union Avenue Extended, #1000, Memphis, TN 38112

ELDERCARE LOCATOR

1-800-677-1116 www.eldercare.gov
Provide telephone numbers of appropriate state or local agencies,
M-F, 9 AM-8 PM. Know the name and address (city, county, state,
and zip code) of the older person you are assisting. You will be
given phone numbers for two or three local, county, or state
agencies in the older person's area that should be able to help you.

A PLACE FOR MOM

1-866 344-8005 www.aplaceformom.com

A Place for Mom connect moms, dads, seniors and families like yours to the right elder care so you can have peace of mind and focus on your loved ones. From finding the right nursing home, dementia care or assisted living to researching Veterans benefits and how to pay for senior care, we'll be with you each step of the way. <http://locate.aplaceformom.com>

LEGAL SERVICES

LEGAL AID OF EAST TENNESSEE

www.laet.org

(865) 637-0484

Morristown, TN 37814 (423) 587-4850

502 South Gay Street, Suite 404, Knoxville, TN 37902

Free consultation and referral for Cocke County residents age 60+.

More services for low-income clients. Call for appointment between 9 AM-11 AM, M-F.

LEGAL ASSISTANCE FOR THE ELDERLY

www.ethra.org

(865) 691-2551

9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

Any person age 60 + may be eligible to receive services from this program if they live within one of the designated counties and meet the necessary criteria.

PUBLIC GUARDIANSHIP SERVICES

www.ethra.org

(865) 691-2551

ETHRA, 9111 Cross Park Drive, Suite D-100, 37923

Assists adults age 60+ who are determined by the courts to be unable to care for their own affairs and have no family, friends, or agency willing or able to serve as conservator.

CONSERVATORSHIP

www.ethra.org

Tennessee law uses the term “conservatorship” for adults and “guardianship” for minors. A conservatorship is a legal tool by which the court declares persons unable to handle their affairs and, therefore, appoints a conservator. The court can transfer to the conservator the responsibility for making decisions about any or all of the following: financial affairs, living arrangements, and medical care. If someone needs a conservator but no appropriate person is available, a Public Guardian can be appointed.

REPRESENTATIVE PAYEE

www.socialsecurity.gov

The authority of a power of attorney does not extend to Social Security, SSI, SSDI, the Department of Veterans Affairs (VA), or the Railroad Retirement Board (RRB) these arrangements must be made with the Social Security Administration, the VA, or the RRB. If you are helping an older person who can no longer manage his or her own financial affairs, report this to Social Security. You can request an appointment as Representative Payee. If a person needs a “Rep Payee” and there is no obvious person to take the role, the Social Security Administration will try to find the best person or assign an agency to provide one.

LIBRARIES

For materials on tape for persons who have difficulty reading because of learning or physical disabilities, see Disability Services.

COSBY COMMUNITY LIBRARY

(423) 487-5885

3292 Cosby Hwy, Cosby, TN 37722

Open M-W-F, Noon - 7 PM

MARIE ELLISON MEMORIAL LIBRARY

(423) 487-5929

480 South Hwy 107, Del Rio, TN 37727

Open M-W-F, Noon - 7 PM

PARROTTSVILLE COMMUNITY LIBRARY

(423) 625-8990

2058 Canary Road, Parrottsville, TN 37843

Open M-W-F, 12:30 - 6 PM

STOKELY MEMORIAL LIBRARY

(423) 623-3832

www.tngenweb.org/cocke/libraries

383 East Broadway, Newport, TN 37821

Open Monday – Saturday, 10 AM - 5 PM

Book sale first Saturday of the month

LIVE-IN HELP

Sometimes a sitter is needed around-the-clock to assist a frail senior. In this book, “live-in help” refers to a sitter (one person) who resides full-time in the home of an older person to provide day-to-day care. However, there is a shortage of staff to provide this kind of service. More often, agencies provide 24-hour care, which, in this book, refers to different people who work in shifts to provide 24/7 coverage. There are advantages and disadvantages to each kind of service, depending on what the needs are. Not all agencies will use the same terminology that is used in this book; know what kind of care you want, and ask specific questions when shopping for round-the-clock sitters. Private pay is a form of payment for in-home care not covered by Medicare, Medicaid, TennCare, or private insurance. Some long-term-care insurance will cover patients who have a medical diagnosis that requires live-in help.

MEDICAL CARE

The following clinics and health centers offer medical care especially for seniors or for low-income persons. The directory does not list individual practitioners. For a list of doctors knowledgeable about geriatric medicine, and those who accept Medicare assignment, call Senior Citizens Information & Referral Service at (865) 546-6262. For information about Medicare, TennCare, and other insurance, see Medical Insurance & Financing section.

VETERANS AFFAIRS OUTPATIENT CLINIC

1-800-827-1000

www.mountainhome.va.gov/visitors.asp

P.O. Box 4000, Mountain Home, TN 37684

Veteran services include medical and psychiatric treatment, counseling, and medications for veterans.

MEDICAL EQUIPMENT & SUPPLIES

Medical equipment and supplies are sold by local retail outlets and are also may be purchased online are through an agency you are enrolled with. Ask your physician or discharge planner (hospital, nursing home, or rehab center about companies that sell home medical equipment (HME), or durable medical equipment (DME), or visit <http://health.state.tn.us/HCF/Facilities>. You can also call Senior Citizens Information & Referral Service, (865) 546-6262.

Smoky Mountain Home Health and Hospice (423) 623-0233
Plumcare Home Medical Equipment (423) 613-8722
Lincare (423) 623-3230

LOAN CLOSET

Listed below are organizations that loan home medical equipment for those unable to buy or rent.

ETTAC Equipment Reuse & Loan Program (865) 219-0130
Scottish Rite (865) 524-3459
Cherokee Health Systems (865) 525-2104

MAIL ORDER PERSONAL CARE SUPPLIES

www.HDIS.com

1 800-489-4506

MEDICAL INFORMATION

The following organizations provide individual and community education, informative information, support group referrals, and other assistance to the public.

ALZHEIMER'S ASSOCIATION

www.alz.tennessee.org

East Tennessee Chapter

(865) 544-6288 or 1-888-326-9888

5801 Kingston Pike, Knoxville, TN 37919

This is the leading voluntary health organization in Alzheimer's disease care, support, and research.

AMERICAN CANCER SOCIETY

www.cancer.org

1-800-227-2345 or (865) 584-1668

871 N. Weisgarber Road, Knoxville, TN 37909

Support programs. Callers can talk to an oncology nurse and cancer information specialists. Phones answered 24 hours/day, seven days/week.

AMERICAN DIABETES ASSOCIATION

www.diabetes.org

1-800-229-2559 or 1-888-342-2383

211 Center Park Drive, Suite 3010, Knoxville, TN 37922

This association provides advocacy, information and referrals, research, and education for people affected by diabetes.

AMERICAN HEART ASSOCIATION

www.americanheart.org

1-800-242-8721 or (865) 212-6500

4708 Papermill Drive, Knoxville, TN 37909

**AMERICAN LUNG ASSOCIATION
OF TENNESSEE**

www.lungtn.org

1-800-432-5864 or (423) 629-1098

1466 Riverside Dr Ste 406, Chattanooga, TN, 37408

Provide information on asthma, emphysema, TB, and other lung diseases; air quality, radon, and related issues. They also offer a self-help guide and stop-smoking programs.

AMERICAN PARKINSON DISEASE ASSOCIATION

1-800-908-2732

www.apdaparkinson.org

AMERICAN STROKE ASSOCIATION

1-888-478-7653

www.strokeassociation.org

Division of American Heart Association

7272 Greenville Avenue, Dallas, TX 75231

Provide information regarding strokes and the supportive services available for stroke survivors, their families and friends.

AMPUTEE COALITION OF AMERICA

(865) 524-8772

www.amputee-coalition.org

900 E. Hill Avenue, Suite 205, Knoxville, TN 37915-2568

Services provided or outreach, education, advocacy and empowerment of amputees. National Limb Loss Information Center is a comprehensive source of information for people with limb differences. Provide information and help to all amputees, caregivers, and professionals.

ANATOMY BEQUEST PROGRAM

www.uthsc.edu/anatomy

Contact: (901) 448-5978 after hours: (901) 448-2640

M-F, 8:00 AM - 5 PM, Central Time)

24-hour number for off hours: (901) 448-2640

855 Monroe Avenue, UT Memphis, Memphis, TN 38163

Contact their office for information regarding body donations.

ARTHRITIS FOUNDATION

www.arthritis.org

(865) 470-7909 or 1-800-283-7800

6504 Deane Hill Drive, Suite C, Knoxville, TN 37919

CONSUMER & PATIENT HEALTH INFORMATION SERVICE

(865) 305-9525

www.utmedicalcenter.org.health/healthinformationcenter

Preston Medical Library,

University of Tennessee Graduate School of Medicine

1924 Alcoa Highway, Knoxville, TN 37920

Medical librarians help find information on disease, diagnosis, and treatments. Free service; information can be mailed.

LUPUS FOUNDATION OF AMERICA, INC.

1-877-865-8787

www.lupusmidsouth.org

4004 Hillsboro Road, Suite 216-B, Nashville, TN 37215

Provides telephone peer counseling, support groups, education, and information and referral for those with lupus. Provide information and education about chronic kidney disease and organ donations. This voluntary health agency is seeking the total answer to diseases of the kidney - prevention, treatment, and cure. Activities such as the **Organ Donor Program** are made possible by voluntary contributions of a concerned and generous public.

NATIONAL MS SOCIETY

www.NATIONALMSSOCIETY.org

1-800-344-4867

NATIONAL OSTEOPOROSIS FOUNDATION

www.nof.org

1-800-231-9222

1-202-223-2237

1150 17th St NW Suite 850, Washington, DC 20036

NATIONAL PARKINSON FOUNDATION

www.parkinson.org

1-800-473-4636

NATIONAL KIDNEY FOUNDATION OF EAST TENNESSEE

1-800-444-8173

www.kidneyetn.org

(865) 688-5481

2911 Tazewell Pike, Suite 108, Knoxville, TN 37918

1501 NW 9TH Avenue, Miami, FL 33136

Provide information and referral on Parkinson's disease.

NATIONAL STROKE ASSOCIATION

www.stroke.org

1-800-787-6537

(303) 649-9299

9707 E Easter Lane, Englewood, CO 80112

RYAN WHITE HIV/AIDS PROGRAM

www.ethra.org

(865) 691-2551 ext.4233

The Ryan White HIV/Aids Program provides HIV-related services in the United States for those who do not have sufficient health

care coverage or financial resources for coping with HIV disease. The program fills gaps in care not met by other payers.

POSITIVELY LIVING

(865) 525-1540

1501 E Fifth Avenue, Knoxville, TN 37917

HIV/AIDS information and support assistance.

TENNESSEE DONOR SERVICES

(865) 588-1031

7015 Middlebrook Pike, Knoxville, TN 37909

Tennessee Donor Services (TDS) is the nonprofit, federally designated transplant donor network serving nearly five and a half million people in Tennessee. Signing up to share your life with others takes just seconds, but can mean years of life for some else.

www.tds.dcids.org
www.donatelifetn.org

MEDICAL INSURANCE & FINANCING

Agencies and organizations related to paying for medical care are listed here. Most, but not all, are associated with public insurance (Medicare and TennCare). TennCare Managed Care Organizations (MCOs) are listed. To receive your prescription medicines by mail, or to apply for a program that helps low-income seniors with medication costs, call Affordable Medicine Options for Seniors (AMOS), (865) 524-2786, or Senior Citizens Information & Referral Service, (865) 546-6262.

BLUE CROSS – BLUE SHIELD OF TENNESSEE

www.bcbst-medicare.com

1-800-614-8220

TTY: 1-877-664-6422

COVER TENNESSEE

1-866-268-3786

Cover Tennessee includes two health insurance programs for adults: Cover TN, basic, low-cost health coverage that targets the needs of small business and uninsured working adults; and Access TN, comprehensive health insurance for the uninsurable.

www.covertn.gov

LEGAL AID OF EAST TENNESSEE

(423) 587-4850

1001 W 2ND North Street, Morristown, TN 37814

www.laet.org

Counseling services on medical insurance issues, including Medicaid/TennCare and Medicare. Call for appointment.

MEDICAID/TENNCARE

www.tn.gov/humanserv/Newport

(423) 623-1291 (Application)

FAX (423) 623-625-4548

Tennessee Dept. of Human Services

330 Heritage Blvd, Newport, TN 37821

Apply here for nursing home coverage for persons with disabilities and persons age 65+ who qualify by income, resources, and medical condition.

MEDICARE

www.medicare.gov

1-800-633-4227

TTY (Deaf Only): 1-877-486-2048

Health insurance for people age 65+ who are drawing Social Security or paying monthly premiums. Also, persons under 65 who have drawn disability benefits for two years, or in some cases, who have a diagnosis of a terminal illness. Cocke County Medicare Information Assistance the first Friday of the month at the Senior Center. Call (423) 623-1400 for an appointment.

MEDICARE BENEFICIARY PROGRAMS (QMB)

(423) 623-7296 ext.4

www.medicare.gov

Cocke County Office on Aging

386 East Main Street., Newport, TN 37821

Qualified Medicare Beneficiaries (QMB), Specified Low-income Medicare Beneficiaries (SLMB), and Qualifying Individuals 1 (QI1) programs help low-income seniors pay for Medicare coverage. Call to check income eligibility.

MEDICARE HEALTH PLANS

www.medicare.gov

1-800-633-4227

A number of Medicare Health Plans are available in our area. The number of plans and the companies that offer them may change from year to year. For information about the plans currently available in our area, consult the Medicare & You handbook, contact Medicare at the toll-free number listed above or go to www.medicare.gov. For additional help, call Senior Citizens Information & Referral Service at (865) 546-6262.

QSOURCE, CENTER FOR HEALTHCARE QUALITY

1-800-528-2655

www.qsource.org

3175 Lenox Park Boulevard, Suite 309, Memphis, TN 38115

A health care quality improvement organization that answers questions, explains rights, and makes appropriate referrals regarding Medicare. This office responds to written complaints about quality of medical care received in hospitals, outpatient and skilled nursing facilities, and home health services. They will work with providers to improve quality of care.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM

(SHIP) www.healthcare.gov/state-health-insurance-assistance

1-877-801-0044

East Tennessee Area Agency on Aging & Disability

9111 Cross Park Drive, Suite D-100, Knoxville, TN 37923

State Health Insurance Assistance Program (SHIP) provides free counseling and advocacy on health insurance issues, including Medicare, Medicare Health Plans, and Medicare supplemental (Medigap) insurance.

TENNCARE

www.state.tn.us/tenncare

Cocke County Dept. of Human Services

(423) 623-1291

Contact for TennCare questions and applications.

TENNCARE BEHAVIORAL HEALTH PROGRAM

1-800-758-1633

TTY (Deaf Only) 1-800-779-3103

Health Assist Tennessee

PO Box 281858, Nashville, TN 37728

To help those covered by TennCare get the medical care they need, protect patient rights under TennCare. Not part of TennCare.

Hours: M-F, 9 AM - 7 PM.

TENNCARE CHOICES

www.ethra.org

TennCare CHOICES is a Long –Term Care Program that allows those who are eligible for nursing home care to receive services at home or in a community setting. Eligibility requirement: Live in Tennessee, be 65 and older or an adult 21 or older with a physical disability, qualify for Medicaid through DHS, need the level of care received in a nursing home, have a safe home environment to receive services and have your needs met there, and the total cost of that care would not be more than nursing home care. For a detailed list of available CHOICES services please see ETHRA’s website are call **1-866-836-6678**.

TENNCARE INFORMATION LINE/FAMILY ASSISTANCE CENTER

1-866-311-4287
TTY (for deaf only) 1-800-772-7647
PO Box 820, Nashville, TN 37202-9968

This service provides answers to questions about services; such as food stamps and Medicaid to individuals with TennCare insurance.

TENNCARE MANAGED-CARE ORGANIZATIONS

AmeriChoice TennCare 1-800-690-1606
2033 Meadowview Lane, Suite 300, Kingsport, TN 37660

Blue Cross Shield of TN /Blue - BlueCare Division
1-800-468-9698
801 Pine Street, Chattanooga, TN 37402-2555

TennCare Select 1-800-263-5479
801 Pine Street, Chattanooga, TN 37402-2555

TENNCARE PARTNERS ADVOCACY LINE

1-800-758-1638 www.tenncareadvocacy.org

Mental Health Association of Middle Tennessee
Statewide program helps consumers of behavioral-health and substance-abuse services navigate and understand TennCare. Advocacy counselors assist with application process, benefit information, accessing services; and filing complaints, grievances, and appeals. Free presentations on TennCare’s behavioral-health services offered. Monthly reports identify trends and problems with TennCare’s behavioral-health services for the state and other key stakeholders. Not part of TennCare.

TENNCARE SOLUTIONS UNIT

www.tn.gov

1-800-878-3192
To file appeals on TennCare claims or to change TennCare Managed Care Organizations (MCOs).

TENNESSEE HEALTH CARE CAMPAIGN

www.THCCS.org

1-877-431-7083
1103 Chapel Avenue, Nashville, TN 37206
Work toward affordable, continuous, and high-quality health care for all Tennesseans through research, education, public and individual advocacy.

FUNERAL HOMES/INFORMATION

COSTNER – MALOY’S FUNERAL HOME

(423) 623-7311

www.costnermaloyfuneralhome.com

322 East Main Street, Newport, TN 37821

MANES FUNERAL HOME INC

(423) 623-6952

www.manesfuneralhome.com

363 E Main Street, Newport, TN 37821

FUNERAL CONSUMERS ALLIANCE OF EAST TN

www.funerals.org/affiliates-directory

P.O. BOX 10507, Knoxville, TN 37939 (865) 483-4843

Nonprofit organization provides information on reasonably priced funerals, preplanning, organ donation, cremation and other arrangements. Service does not provide financial assistance.

MENTAL HEALTH

Call the Mental Health Association of East Tennessee, Inc., if you have problems or questions concerning TennCare’s coverage of mental health services.

Crisis Mental Health Services

MOBILE CRISIS UNIT www.mcnabbcenter.org/service/mobile

1-800-826-6881

For anyone needing emergency mental health assistance, call 24 hours/day. This unit provides in-home assessments and can assist with an emergency commitment to the hospital.

Information and Advocacy

CHEROKEE HEALTH SYSTEMS

www.cherokeehhealth.com

(423) 623-5301

215 Hedrick Drive, Newport, TN 37821

Cherokee Health Systems offers a full range of services for adults.

DISABILITY LAW & ADVOCACY CENTER OF TENNESSEE

www.tals.org/node/172/disability-law-advocacy-center

<http://www.dlactn.org/>

1-800-342-1660

50 Vantage Way, Suite 250, Nashville TN, 37228

Disability Law & Advocacy Center of Tennessee (DLAC) advocates for the rights of Tennesseans' with disabilities to ensure that they have an equal opportunity to be productive and respected members of our society.

MENTAL HEALTH ASSOCIATION OF EAST TENNESSEE, INC.

www.mhaeadm.brinkster.net/mheaet/default.asp

(865) 584-9125

9050 Executive Park Drive, Suite 104-A, Knoxville, TN 37923

Mail: PO Box 32731, Knoxville, TN 37930-2731

Specializes in mental health education, information, screenings, referrals to support groups and services, as well as family and consumer advocacy. Specific assistance includes support group referrals, free mental illness screenings, and client access to care advocacy. Web site includes many resources concerning seniors and stress, dementia, depression, and more; also offers a free and anonymous Geriatric Depression Rating Scale. Call also to report problems with TennCare Partners (TennCare's mental health services) or Safety Net Services.

HELEN ROSS MCNABB CENTER www.mcnabbcenter.org

639 Cosby Highway, Newport, TN 37821 (423) 613-5777

A 24-7 program for adults 18 and older with mental illness or substance abuse problems and who are a threat to self, threat to others, or have significantly impaired ability to carry out day to day functions. Insurance: Commercial, TennCare, Medicare, private pay.

Ongoing Mental Health Treatment and Counseling

Many home health care agencies and nursing homes provide mental health services, including monitoring of medication levels, education in behavior management, and counseling (in home or facility). Call Senior Citizens Information & Referral Service, (865) 546-6262 for a list.

NURSING HOMES

TENNOVA CONVALESCENT CENTER

(423) 625-2195

www.tennova.com/tennova-neport-convalescent-center

450 College Street, Newport, TN 37821

NEWPORT HEALTH & REHAB TO HOME CENTER

(423) 623-0929

www.savaseniorcare.com

135 Generation Drive, Newport 37821

Brookdale Senior Living of Newport www.brookdaleliving.com

(423) 613-4585

375 Hedrick Drive, Newport, TN 37821

Nursing Home Assistance

The following agencies provide nursing homes information; assist with selecting and completing applications, and problem resolution. For assistance with a person who wishes to stay in their home who might otherwise have to enter a nursing home, see the introductions to Family Caregiver Support, and Homemakers, Sitters & In-Home Services.

A PLACE FOR MOM

1 800 249-4403

www.aplaceformom.com

LONG-TERM CARE OMBUDSMAN PROGRAM

(865) 691-2551

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. In East Tennessee, the volunteer Ombudsman team is trained and certified to assist nursing home residents and their families resolve problems and get answers to questions and concerns.

The local Ombudsman for the Newport- Cocke County is Jane Smith. Contact through the Cocke County Office on Aging at (423) 623-7296 ext.4.

PERSONAL RESPONSE SYSTEMS

& REMINDERS

Personal response systems enable seniors to remain independent in their own homes and provide 24-hour contact in case of accidents and emergencies (medical or non-medical). Help is available at the press of a button by person wearing device at all times. Styles vary; some offer buttons on necklace, wristband, or belt clip; all are waterproof. Installation and monthly fee apply. Systems can be used for 24-hour reassurance as well. Security systems companies also offer personal response systems. Compare prices, maintenance, and quality of response.

Some offer a service that provides, at extra cost, reminders about taking medications, going to doctors' appointments, checking blood sugar, exercising, eating properly, etc. Some of these services use personalized recorded messages; some use 24-hour attendants.

HELP – PERSONAL MEDICAL CONNECTION

1-866-672-4852

www.helpforyou.com

Help's mobile pendant can be worn comfortably around the neck or wrist. Provides 24-hour emergency contact from anywhere in the home.

LIFE ALARM – PERSONAL EMERGENCY CALL SERVICE

1-800-780-5433

www.lifealarm.com

114 Shartom Drive, Augusta, GA 30907-4748

MEDICAL ALERT

1-800-800-2537

www.medicalalert.com

PHILIPS LIFELINE

1-800-543-3546 (ext. 3050) or 1-800-380-3111

111 Laurence St Framingham, MA, 01702

www.lifesys.com

PET SERVICES

COCKE COUNTY ANIMAL SHELTER

(423) 623-1010 Fax (423)625-2449

420 Humane Way, Newport, TN 37821

Places adoptable animals from the animal center with low-income Cocke County Seniors age 60 + who live in pet-friendly environments.

www.newportanimalshelter.petfinder.com

POLITICAL ORGANIZATIONS

COCKE COUNTY DEMOCRATIC WOMEN'S CLUB

(423) 623-6112

Contact: Marjorie Ramsey

COCKE COUNTY REPUBLICAN WOMEN

Region 7 Tennessee Federation

President: Claire Crouch

PRESCRIPTION DRUG ASSISTANCE

PERSCRIPTION MANAGEMENT PROGRAM

EAST TENN DISCOUNT DRUGS (865) 988-0000

For information about receiving prescription medicines by mail, or help in lowering prescription medication costs, call the **Senior Citizens Information & Referral Service, (865) 546-6262.**

CAREMARK RxSAVINGS PLUS www.RxSavingsPlan.com

1-800-238-2623

This is not insurance and only accepted at participating pharmacies.

MEDICARE PART D www.medicare.gov

1-800-633-4227

The optional Medicare Prescription Drug benefit (Medicare Part D) is available to all Medicare beneficiaries enrolled in Part A or B.

NATIONAL COUNCIL ON AGING (NCOA) www.ncoa.org

1-888-268-6706

Council offers an Internet search engine that provides information on assistance with prescription drugs and other expenses.

NEEDY MEDS.COM www.myrxadvocate.com

Needy Meds is a not-for-profit agency that assists the uninsured and underinsured find patient assistance programs to aid with purchasing medication. They do not supply medication or financial assistance; however they provide information to refer you to other agencies that can help with needed medications.

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE

1-888-477-2669

www.pparx.org

Offering information about free and discounted medicines through Patient Assistance Programs sponsored by pharmaceutical companies of name-brand medicines. PPARx program assist eligible inquirers with the application process.

PHARMACEUTICAL COMPANY PATIENT ASSISTANCE

(PAPS) 1-800-762-4636

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 financial ability).

www.rxassist.org

www.phrma.org

www.pfizerhelpfulanswers.com

www.benefitscheckup.org

www.institutedc.org

Assist low-income patients obtain assistance from pharmaceutical manufacturers to obtain medications at minimal or no cost.

LOCAL PHARMACIES

TOWN & COUNTRY DRUGS

(423) 623-1500

771 Cosby Hwy

Newport, TN 37821

WILSON SAV-MOR DRUGS

(423) 623-3456

243 E Main Street, Newport, TN 3782

WALMART PHARMACY

(423) 623-9958

1075 Cosby Hwy, Newport, TN 37821

REHABILITATION SERVICES

Rehabilitation services include physical, occupational, respiratory, cardio, and other types of therapy. These services are for people suffering from stroke, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or surgical procedures that may require rehabilitation services. There are many providers of inpatient and outpatient rehabilitation services. Therapy can be provided on an inpatient basis in nursing homes and hospitals. Outpatient rehabilitation services are also available from home health care agencies, nursing homes, and private therapists. A doctor must prescribe; patient may choose provider. Medicare, TennCare, private insurance, private pay.

NEWPORT HEALTH & REHAB TO HOME CENTER

(423) 623-0929

www.savaseniorcare.com

135 Generation Drive, Newport, TN 37821

This company offers rehabilitation and therapy for sufferers of stroke, neurological, arthritis, orthopedic and debilitation conditions utilizing intermediate and skilled nursing care.

RESPITE

Respite care offers short-term relief for the family caregiver by providing a trained substitute caregiver, either in or outside the home. Adult day services and homemakers, sitters and in-home services provide care for an older person and time off for a caretaker. Some nursing homes, retirement centers, assisted care living facilities and residential homes for the elderly offer weekend and vacation respite, provided space is available. Private pay; some long-term-care insurance policies cover respite.

Brookdale of Newport

www.brookdaleliving.com

(423) 613-4585

375 Hedrick Drive, Newport, TN 37821

RETIREMENT BENEFITS

For information about retirement benefits for veterans, see Veterans Assistance.

RAILROAD RETIREMENT BOARD

www.rrb.gov

1-877-772-5772

(865) 545-4500

233 Cumberland Bend, Suite 104, Nashville, TN 37228

Board provides information for railroad retirees and their survivors. Local number accesses Nashville office. Phone answered 10 AM - 4:30 PM, Eastern Time.

SOCIAL SECURITY ADMINISTRATION www.ssa.gov

1-800-772-1213 TTY (Deaf Only): 1-800-325-0778
Supplemental Security Income (SSI), disability, survivors', and retirement benefits are available, based on eligibility. If appointment at local office is necessary, you can schedule by calling this number between 7 AM and 7:00 PM, M-F. Busiest time is first few days of each month.

SENIOR ADVOCACY GROUPS

AARP

1-866-295-7274 www.aarp.org
Membership organization for people age 50+. AARP is a non-partisan advocacy at local, state, and national levels on issues affecting seniors. For a list of local AARP chapters, call Senior Citizens Information & Referral Service at (865) 546-6262.

SENIOR CENTERS

COCKE COUNTY SENIOR CENTER

(423) 623-7296 (ext. 205)
386 E Main Street, Newport, TN 37821
Offers a wide variety of activities especially designed for older persons 60+. Most activities are free or low cost. Activities include exercise and fitness programs; computer classes; arts and crafts; recreational, educational, and social activities; health screenings and services; special programs and speakers; and volunteer opportunities. For activities and recreational opportunities, see Activities & Recreation section.

FORT SANDERS SENIOR CENTER

(865) 453-8080 www.seviercountyseniors.org
1220 West Main Street, Sevierville, TN 37862

HAMBLÉN COUNTY SENIOR CENTER

(423) 581-5166 www.hamblenooa@lcs.net

DANDRIDGE SENIOR CENTER

(865) 397-7605 www.jefffoa@lcs.net

JEFFERSON COUNTY SENIOR CENTER

(865)475-4989

WHITE PINE SENIOR CENTER

(865) 674-2827

www.jeffooa@lcs.net

www.jeffooa@lcs.net

SUPPORT GROUPS

The Mental Health Association of East TN, Inc. (865) 584-9125, keeps a list of support groups, including those related to family care-giving, stroke, heart disease, arthritis, bereavement, low vision, and mental health, as well as a variety of support groups that might be helpful, but are not specific, to senior citizens and their caregivers. Call for additional information. This senior center is the leading voluntary health organization providing family members & caregivers support, research and education.

AMIGOS INTERNATIONAL (SPANISH ASSISTANCE)

(865) 933-4048

Mail: PO Box 6876, Sevierville, TN 37864

Company offers assistance with Latino and foreign community integration into the English speaking community and the American culture. They also offer assistance in language education, social services, legal issues, employment, family counseling, developing community projects, as well as financial and health services.

Caris Support Group for caregivers; meets the first Tuesday; at 10am at the East Tennessee Coffee Company, 238 Broadway, Newport, TN 37821 (865) 453-0321

ALPS ADULT DAY SERVICES meet each month; for all Lakeway area caregivers. All caregivers invited. For more information, call (423) 587-9149

REFORMERS UNANIMOUS is for those affected by addictions; every Friday; 7pm at Stokely's Chapel Baptist Church, 509 Industrial Rd. KIDZ Club and nursery care available. For more information, call (423) 608-2435

ALZHEIMER'S SUPPORT GROUP meets every 3rd Thursday of the month at 6p-7pm. Group meets at Brookdale of Newport, 375 Hedrick Drive, Newport, TN 37821 For more information call (423) 613-4585 RSVP to Gidget Dailey.

SMOKY MOUNTAIN HOME HEALTH & HOSPICE GRIEF SUPPORT GROUP meets every fourth Tuesday at 2pm and 6pm at Smoky Mountain Home Health & Hospice conference room. For more information call (423) 623-0233.

DAV (DISABLED AMERICAN VETERANS) meet every Wednesday from 9am until Noon at 148 Pine St., Newport, TN. For more information call (423) 532-8310.

EMPOWER COCKE COUNTY (423) 532-1308

CANCER SUPPORT GROUP (865) 453-8080
Sevier County Senior Center,
1220 W Main Street, Sevierville, TN 37862. Meets monthly.

CELEBRATE LIFE
(423) 623-3730 – Gail Sutton
Offers support to individuals, friends and family members affected by cancer. The group meets the fourth Thursday of the month at 7 PM, Episcopal Church of the Annunciation in Newport.

ALCOHOL ANONYMOUSLY (AA) NEWPORT
(423) 623-3034

FAMILY CAREGIVER ALLIANCE www.caregiver.org
(800) 445-8106

FIBROMYALGIA SUPPORT GROUP (865) 579-5632
Valley Grove Baptist Church Family Life Center
9000 Middle Creek Road, Sevierville, TN 37862

GRIEF SHARE SUPPORT GROUP (865) 453-9001
First Baptist Church of Sevierville
317 Parkway, Sevierville, TN 37862
The group meets every Monday in the church parking lot at 6:00 pm, in the Good News Bldg.

GRIEF SUPPORT GROUP (865-453-9355)
LeConte Medical Center
742 Middle Creek Road, Sevierville, TN 37862

Group meets the fourth Wednesday of the month from 3-4 pm.

MOMS REMEMBERED

(865) 981-2291

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

MS SELF HELP SUPPORT GROUP

(865) 429-6100

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

NATIONAL ALLIANCE FOR CAREGIVING

301-718-8444

www.caregiving.org

This is a non-profit coalition of national organizations focusing on issues of family caregiving.

NATIONAL FAMILY CAREGIVERS ASSOCIATION

301-718-8444

www.thefamilycaregiver.org

NATIONAL MS SOCIETY

(800) 344-4867

www.NationalMSsociety.org

PAIN-DEPRESSION SUPPORT GROUP

(865) 745-0196

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

PARKINSON'S SUPPORT GROUP

(865) 428-7197

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

STROKE SUPPORT GROUP

(865) 774-2221

Wellington Place of Sevierville
1020 Middle Creek Road, Sevierville, TN 37862
Meeting 1st Thursday of month at 5:30 pm.

SUICIDE GRIEVERS SUPPORT GROUP

865) 671-9631

1300 Highvue Drive, Knoxville, TN 37932

TAXES

LOCAL ASSISTANCE FOR FILING INCOME TAXES

(866) 631-4120

COCKE COUNTY OFFICE ON AGING

(423) 623-7296 EXT.4

Call for information about the IRS VITA Program in Newport. The office is always looking for volunteer tax preparers.

INTERNAL REVENUE SERVICE - IRS

www.irs.gov

1-800-829-1040

TTY (Deaf Only): 1-800-829-4059

Telephone tax assistance.

TAX COUNSELING FOR THE ELDERLY www.aarp.org/taxaid

1-888-227-7669

Trained AARP volunteers help in filling out federal income and Tennessee tax forms at sites throughout Tennessee. Call for an appointment early February - April 1 only, M-F, between hours of 9 AM - 3 PM.

VITA (VOLUNTEER INCOME TAX ASSISTANCE)

1-800-829-1040

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

Volunteers trained by the Internal Revenue Service. Call for places and times. No appointment necessary. Bring tax documents and last year's tax return. Call the Cocke County Office on Aging at (423) 623-7296 ext.4. Volunteer tax preparers needed.

TELEPHONE REASSURANCE

Personal response systems also provide a kind of 24-hour telephone reassurance.

CONTACT HELPLINE

Crisis help line: (865) 584-4424 Business: (865) 482-5040

Mail: P.O. Box 4641, Oak Ridge, Knoxville, TN 37831-4641

Daily telephone calls to check-in with the elderly or disabled persons who live alone or isolated. Will call persons registered for service every day between 10 AM - 11 PM to check on them. Call business office between 10:00 AM - 5 PM to establish service. No charge. Persons who are feeling lonely, afraid, isolated, or in need of reassurance can call the crisis help line between 10:00 AM - 11:00 PM, 7 days a week.

Volunteers receive 50 hours of training to make reassurance calls to elderly, homebound, isolated, and disabled. Also provide a listening ear to persons who may be depressed, mentally ill, victims of domestic violence, or who are hurting in other ways. Volunteers serve two shifts each month.

TELEPHONE SERVICE DISCOUNT

The following services are provided to help people with low incomes better afford telephone installation and service. For information about phone services for persons with disabilities, see the Disability Services section. Most local telephone providers offer the following discounted or free services for those who qualify. The TN Regulatory Authority (TRA) also has information about these programs.

ASSURANCE WIRELESS

1-888-898-4888

LINK-UP TENNESSEE

Link-up provides a discount for persons who cannot afford the entire installation and connection charges to have a telephone in their home. Cost of installation can also be spread over several months. No deposit for customers who request local service only when connecting through this program.

SAFELINK WIRELESS

1-800-977-3768

To qualify for these discounted services, persons must receive assistance from federal programs including but not limited to TennCare Medicaid, SSI, and Food Stamps. Some persons who do not receive federal public assistance might qualify based on gross monthly income. To qualify, proof of income and benefits are required. Contact your telephone provider or TRA for more information.

TRANSPORTATION

Many of the providers listed below offer non-emergency transportation for medical appointments, to and from nursing homes and hospitals, for holiday or special-occasion visits, and other trips. Will accept private pay; TennCare when applicable. Private companies and individuals also provide transportation for errands.

ETHRA TRANSPORTATION

www.ethra.org

(423) 623-7296 or 1-800-232-1565

Ethra transportation service is available to individuals with disabilities, as defined by ADA. Passengers must be certified before the service is provided. A service trip must be scheduled at least 48 hours before service ride is needed. Call to request application and handbook.

TRANSPORTATION NAVIGATOR (CAC)

(865) 524-2786

www.knoxseniors.org

Office on Aging

2247 Western Avenue, Knoxville, TN 37921

The Navigator offers assistance to seniors in selecting which local transportation service best suit their need and provide help to client access those services. A free service.

UTILITIES

JEFFERSON-COCKE COUNTY UTILITY DISTRICT

(423) 623-3069

www.JCCUD.com

122 Highway 25 East, Newport, TN 37821

Home heating, gas appliance sales and service, 24-hour emergency service, propane sales and delivery, LP cylinders filled.

NEWPORT UTILITIES

www.newportutilities.com

(423) 625-2800

Energy Saving Tips:

- Set thermostat to 68 degrees in the winter.
- Set hot water heater temperature to 120 degrees.
- Stop air leaks around doors and windows.
- Use compact fluorescent bulbs.
- Turn off appliances when not in use.

COCKE COUNTY VETERANS SERVICE OFFICE

(423) 623-7911

www.cockecounty.net

360 E Main Street, Suite 141, Newport, TN 37821

Advises local veterans and their dependents of their rights and entitlements under various Federal and State laws and actively assists them in filling out necessary forms and papers, obtaining documents and affidavits.

DISABLED AMERICAN VETERANS (DAV) CHAPTER 102

(423) 532-8130

148 Pine Street, Newport, TN 37821. All American Veterans

TENNESSEE DEPARTMENT OF VETERANS AFFAIRS

(865) 594-6158

www.state.tn.us/veteran

601 South Concord Steet, Suite 108, Knoxville, TN 37919-2581

Information about all VA benefits; help in filing claims and other paperwork.

U.S. DEPARTMENT OF VETERANS AFFAIRS

1-800-827-1000

www.va.gov

VA benefits including information about education programs; home loans; disability; VA medical care; burial, survivors', and insurance benefits; and more. Automated phone system; talk to a representative by pressing "0." Have Social Security or VA number available.

VA MEDICAL CENTER

(423) 926-1171

Website: www.mountainhome.va.gov/visitors/

James H. Quillen VAMC - Johnson City

Mail: PO Box 4000, Mountain Home, TN 37684-4000

VETERANS AFFAIRS OUTPATIENT CLINIC

(865) 545-4592 Website: www.mountainhome.va.gov/visitors/

9031 Cross Park Drive, Knoxville, TN 37923

Provide medical and psychiatric treatment, counseling, and medication.

VETERANS UPWARD BOUND PROGRAM

(865) 974-2132

utk.edu/vpc.shtme

The University of Tennessee

1914 Andy Holt, Room 29, Knoxville, TN, 37996-2745.

For veterans (low-income or first in family to go to college) interested in attending college, and without a GED. Free services

offered to people in preparation for enrollment in a post- secondary program at the vocational, technical, or college level. Applicants must have been discharged from the military on or after Jan. 31, 1955, with an honorable or medical discharge.

VETERANS OF FOREIGN WARS (VFW) POST 2372

465 Old Knoxville Hwy, Newport, TN 37821

VOLUNTEER OPPORTUNITIES

There are many opportunities for anyone in the community to volunteer. Almost every nonprofit organization has a need for volunteers. There are many venues for seniors to serve as volunteers or for people of any age to volunteer for an agency that serves seniors specifically. There are more organizations that need volunteers than there is room to list in this directory. Home health agencies are always looking for good volunteers. You could check at your local animal shelter; local library; Bread Basket; Douglas Cherokee is always looking for volunteer to help with commodity distribution and in Newport check with Empower Cocke County at (423) 532-1308. Volunteers receive 50 hours of training to make reassurance calls to elderly, homebound, isolated, and disabled. Also provide a listening ear to persons who may be depressed, mentally ill, victims of domestic violence, or who are hurting in other ways. Volunteers serve two shifts each month.

ALZHEIMER'S TENNESSEE

www.alztennessee.org

(865) 544-6288 or 888-326-9888

5801 Kingston Pike, Knoxville, TN 37919

Alzheimer's Tennessee Inc. is a 501c3 not for profit organization with a mission to serve those facing Alzheimer's and related dementia. Free local helpline and caregiver training. Family counseling and care planning, education and resource referral, support groups and adult day care services; advocacy and research.

BOYS & GIRLS CLUB OF NEWPORT-COCKE COUNTY

(423) 623-6536,

531 Bailey Street, Newport TN, 37821

EMPOWER COCKE COUNTY

(423) 532-1308

info@empowercockecounty.com

BREAD BASKET

(423) 623-8630

237 Murray Drive, Newport, TN 37821

CARIS HEALTHCARE

1-866-694-4848

www.carishealthcare.com

Amazing Grace Volunteers making a difference in someone’s life.

COCKE COUNTY OFFICE ON AGING & SENIOR CENTER

(423) 623-7296 (ext. 4)

Volunteers assisting with a variety of projects, programs, and office work.

CONTACT HELPLINE

www.discoveret.org/orhelp

(865) 251-5990

Mail: PO Box 11234, Knoxville, TN 37939

DOUGLAS-CHEROKEE NEIGHBORHOOD CENTER

(423) 623-3066

www.douglascherokee.org

353 Driskill Circle, Newport, TN 37821

HABITAT FOR HUMANITY

(423) 625-9748

(9-11 AM) or (423) 625-7568

1258 Green Acres Road, Newport, TN 37821

KEEP COCKE COUNTY BEAUTIFUL

(423) 623-984

www.keepcockecountybeautiful.com

433-B Prospect Avenue, Newport, TN 37821

Utilize volunteers to assist with a variety of “green” projects throughout Cocke County.

NEWPORT ANIMAL SHELTER

www.petfinder.com

(423) 623-1010

420 Humane Way, Newport, TN 37821

SMOKY MOUNTAIN HOME HEALTH & HOSPICE

(423) 623-0233

www.smokeyhhc.com

222 Heritage Blvd., Newport, TN 37821

UT MEDICAL CENTER HOME CARE SERVICES

(423) 623-4100 or 1-800-273-8720

www.lhcgroupp.com

466-A Eastern Plaza Shopping Center, Newport, TN 37821

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