

**SENIOR SERVICES  
INFORMATION**



APRIL 2011

OAK RIDGE SENIOR CENTER  
P.O. BOX 1  
OAK RIDGE, TN 37831-0001  
(423) 425-3999

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# EMERGENCY ASSISTANCE

Aid to Distressed Families (ADFAC)	483-6028
Affordable Housing and Home Repair	481-3837
Ambulance Service <b>(Emergency)</b> (Medical Transportation)	<b>911</b> 457-2520
American Automobile Association 100 5th Avenue, Knoxville	1-800-234-1222 637-1910
Anderson County Department of Human Services P.O. Box 357, Dixie Plaza, Clinton	457-3660
Anderson County Office on Aging Information and programs for low-income assistance	457-3259
Better Business Bureau	692-1600
Consumer Affairs, Tenn. Div. of	1-800-342-8385
<b>CONTACT</b> 24 - Hour Counseling/Listening service, Senior assurance program, referral, and suicide prevention <a href="http://www.contact-helpline.org">www.contact-helpline.org</a>	482-4949
County Executive, Anderson County (Medical and Utilities assistance)	457-5400
Ecumenical Store House 321 Brisbane Road	481-0274
<b>Fire Departments:</b>	<b>EMERGENCIES</b> <b>NON-EMERGENCIES</b>
Clinton	457-2131
Lake City	426-7402
Marlow	435-1050
Norris	494-0881/0880
<b>Oak Ridge</b>	425-3521
Oliver Springs	435-7777
<b>Garbage Pickup</b> (Oak Ridge):   Waste Connections <a href="http://www.wasteconnectionstn.com">www.wasteconnectionstn.com</a> Hours: 7:30 – 6:00 Monday - Saturday	482-3656

# EMERGENCY ASSISTANCE (CON'T)

Elder Care Services Locator: 1-800-677-1116  
 (Nationwide service to locate community services for elder people)

Methodist Medical Center (**Emergency**) 835-4909  
 (Other) 835-1000

Poison Control Center (24hr) 1-800-222-1222

**Police Department: EMERGENCIES 911**

Clinton 457-3112  
 Lake City 426-7402  
 Norris 494-0881/0880  
**Oak Ridge** 425-4399  
 Oliver Springs 435-7777/7778

Rape Crisis Center 1-423-755-2891

Red Cross, American (Appalachian Chapter):  
 Oak Ridge 483-5641

Rescue Squad **EMERGENCIES 911**  
 Clinton 457-7121

Ridgeview Psychiatric Hospital and Center 482-1076  
 (24-hr. counseling) 1-800-870-5481

**Sheriff: EMERGENCIES 911**

Anderson County 457-2414  
 Knox County 215-2432  
 Roane County 376-5582  
 Morgan County 346-6262

Suicide Prevention (24hr) (Contact) 482-4949

Tennessee State Highway Patrol Emergency #'s 594-5800  
 (\*THP (847) Highway Patrol via Mobile) 1-800-490-3490  
 Non-Emergency 594-5793  
 Road Conditions- **Weather** 594-5779

Choices Resources Center (24hr Hot Line) 483-0099

## **ADULT PROTECTIVE SERVICES/GUARDIANSHIP**

East Tennessee Human Resource Agency 9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923	691-2551 1-800-552-0127
Dept. of Human Services, Tennessee 182 Frank L. Diggs Drive, Clinton, TN	457-3660
Office on Aging 125 Leinart Street, Clinton, TN	457-3259
YWCA of Oak Ridge (Support for Battered Women)	482-0005
Choices Resources Center	483-0099

## **ALCOHOL & CHEMICAL DEPENDENCY SERVICES**

AA Hot Line (24 hrs.)	522-9667
Al-Anon Family Groups	525-9040
Alcoholics Anonymous (Serenity Club) Monday through Friday, 11 a.m. and 8 p.m. - 170 North Jefferson Circle, Oak Ridge	482-5200
CONTACT of Oak Ridge 24-hour confidential counseling	482-4949 Office 482-5040
Hope of East Tennessee P.O. Box 4342, Oak Ridge	482-4826

# ALZHEIMER'S DISEASE & RELATED DISORDERS

Alzheimer's Association: (24 Hour Helpline) 1-800-272-3900  
East TN Chapter -Knoxville 544-6464  
[www.alz.org](http://www.alz.org)

Continuum Court Yard 482-9295

Keystone EDC Support Group 483-6631

# ARTHRITIS

Arthritis Foundation (Smoky Mountain Branch) 470-7909  
212 South Peters Road  
Knoxville

# CANCER SUPPORT

American Cancer Society 1-800-227-2345  
[www.cancer.org](http://www.cancer.org)  
Knoxville Location 584-1668

Cancer Fund of America; financial assistance 938-5281  
[www.cofa.org](http://www.cofa.org)

Online [www.cancer.com](http://www.cancer.com)

## COMMUNITY CENTERS

Clinton Recreation Center	457-0642
Oak Ridge Civic Center	425-3450
Oak Ridge Senior Center P.O. Box 1, Oak Ridge, TN 37831	425-3999
Scarboro Community Center	425-3950

## DAY CARE FOR ADULTS

Keystone Elder Day Care First United Methodist Church	483-6631
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## DENTAL CARE

Anderson County Health Council Dental Services Clinics usually held once a month and there is a waiting list. Call and leave a detailed message.	425-8725
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## DISABILITY SERVICES

American Council for the Blind	1-800-424-8666	
Handicapped license/placard (Court Clerk: Vehicle Registration)	Clinton Oak Ridge	457-5400 483-0541
Form can also be printed from website at <a href="http://www.andersoncountyclerk.info">www.andersoncountyclerk.info</a>		

## **EDUCATION OPPORTUNITIES**

Literacy Council of Clinch Valley (Anderson County Adult Basic Education) 457-7323

Drivers Training, AARP's "55-Alive" 425-3999

## **EMPLOYMENT OPPORTUNITIES**

JTPA Office, Older Worker Program 207-4890

Tennessee Career Center, Anderson County 483-7474

## **EQUIPMENT LOANS (Medical)**

Glennwood Baptist Church Loan Closet 483-7436  
Call and leave message with church secretary

Masonic Lodge Loan Closet 483-9285

## **EYE CARE**

Eye Care America (low income, 65 & older) (Eye diseases only, no glasses)		1-800-222-3937
Oak Ridge Visual Support Group		483-6081
Lion's Club (Information at Recording for the Blind)	Oak Ridge	482-3496
Recording for the Blind		482-3496

## **FINANCIAL ASSISTANCE**

Consumer Credit Counseling		522-2661
Property Tax Relief		457-5400

## **GERIATRIC SCREENING**

Ridgeview Psychiatric Hospital		482-1076
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## **HEALTH CARE AGENCIES (General)**

Anderson County Health Council		457-4300
Anderson Co. Public Health Dept.		425-8800
Red Cross, American	Oak Ridge	483-5641

## HEART CARE

American Heart Association  
[www.americanheart.org](http://www.americanheart.org)

212-6500

## HOME REPAIR

Aid to Distressed Families (ADFAC)  
(Home Repair/Utility Assistance/Emergency Relief)

483-6028

Affordable Housing and Home Repair

481-3837

USDA – Rural Development

523-3338  
Ext. 257

Weatherization Assistance Program (ETHRA)

691-2551  
Ext. 4825

# HOSPITALS

## AREA HOSPITALS MAILING ADDRESSES

Keep this listing in your address book so that you can send a bit of cheer to friends in the hospital. Add the patient's name, and room number if known, to the hospital mailing address. If you put the patient's name and home address in the return address section of the envelope, the card will be sent on to the patient's home if they have left the hospital before the card arrives. Otherwise, the card will probably be returned to you.

Mercy Riverside 137 Blount Ave. Knoxville, TN 37920	632-5011	Lakeshore Mental Health Institute 5908 Lyons View Drive Knoxville, TN 37919	584-1561
Blount Memorial 907 East Lamar Alexander Pkwy. Maryville, TN 37804	983-7211	Methodist Medical Center 990 Oak Ridge Turnpike Oak Ridge, TN 37831	835-1000
Children's Hospital 2018 West Clinch Avenue Knoxville, TN 37916	541-8000	Peninsula Psychiatric 2347 Jones Bend Road Louisville, TN 37777	970-9800
Ft. Sanders <b>Loudon Medical Center</b> 550 Fort Loudoun Medical Center Drive Lenoir City, TN 37772	271-6000	Ridgeview Psychiatric Hospital 240 W. Tyrone Avenue Oak Ridge, TN 37830	482-1076
Ft. Sanders <b>Park West Medical Center</b> 9352 Park West Blvd. Knoxville, TN 37923	373-1000	UT Medical Center 1924 Alcoa Highway Knoxville, TN 37920	544-9000
Ft. Sanders <b>Regional Medical Center</b> 1901 Clinch Ave. Knoxville, TN 37916	541-1111		

# HOUSING SERVICES

## ASSISTED LIVING FOR THE ELDERLY (ANDERSON COUNTY)

**Residents Must Be Ambulatory.** Service is not covered by Medicaid. Prices are as of January 2011.

FACILITY	PHONE	CONTACT	COST PER MONTH*	NOTES	
Meadow View Senior Living  111 Acuff Lane Clinton, TN 37716	494-5400	Pam Forgety	Level 1	Studio-\$2,600	
				Alcove-\$2,800	
				1 Bedroom-\$2,950	
			Level 2	Studio-\$2,850	
				Alcove-\$3,050	
				1 Bedroom-\$3,250	
			Level 3	Studio-\$3,100	
				Alcove-\$3,300	
				1 Bedroom-\$3450	
Morning Pointe Assisted Living of Clinton  960 S. Charles Seivers Blvd. Clinton, TN 37716  www.morningpointe.com	457-4005	Vickie Walker	Please call for more detailed pricing information.		Resident must be ambulatory. All meals are included in monthly rate.
Greenfield of Oak Ridge  360 Laboratory Road Oak Ridge, TN 37830  www.oakridgeretire.com	483-1314	Janice Bond	Prices vary depending on size of room and levels of care. Please call for more detailed pricing information.		Resident must be ambulatory. Meals served in the dining room. 24 hour nursing staff available at all times, assisting with medication, hygiene, etc.  <u>NOTE:</u> There is a one-time maintenance fee for all levels of service.
The Estates of Oak Ridge  734 Emory Valley Road Oak Ridge, TN 37830  www.emeritus.com	481-3900	Kathy	Studio -\$3,100	*Cost Includes all meals.  Special secured unit for Dementia Patients. All studios priced at \$3,600.  Prices do not cover cable, phone and beautian services.	
			Large Studio-\$3,600		
			1 Bedroom-\$4,600		
Court Yards Senior Living  209 Gum Hollow Road Oak Ridge, TN 37830  www.courtyardseniorliving.com	482-9295	Tonya Alexander	Private w/ shared bath-\$2,600	Resident must be ambulatory. Price includes meals, laundry, assistance bathing, etc. Nurse available from 7 a.m. to 7 p.m.  Dementia care available. Price will vary.	
			Private w/ private bath-\$2, 800		

**IT IS SUGGESTED THAT YOU CALL FOR AN APPOINTMENT TO VIEW ANY OF THESE FACILITIES.**

## HOUSING SERVICES (CON'T)

### LOW-INCOME HOUSING

Auburn Hills Apartments 180 Tusculum Drive, Oak Ridge, TN 37830	483-5772
(Frank) Callaghan Towers 115 Fairbanks Rd., Oak Ridge, TN 37830	482-6098
Clinton Housing Authority 825 McAdoo Street, Clinton, TN 37716	457-9692
Clinton Towers 150 Charles Seviars Blvd., Clinton, TN 37716	457-7499
Fairview Apartments 100 Utica Circle, Oak Ridge, TN 37830	482-3800
Harriman Housing Authority 1725 Bennett Circle, Harriman, TN 37748	882-8898
Karaday Terrace Apartments P.O. Box 6378, 99 Wilberforce Avenue, Oak Ridge, TN 37831	483-3780
La Follette Housing Authority (Lake City Public Housing) P.O. Box 392, La Follette, TN 37766	562-2261 426-2829
Oak Ridge Housing Authority (Hendrix Creek Apartments) 10 Van Hicks Lane, Oak Ridge, TN 37830	482-1006
Oliver Springs Housing Authority 131 Britain Village, (Office: 113 Wagner Ct.), Oliver Springs, TN 37840	435-1711
Rockwood Housing Authority 320 Evans Heights, W, Rockwood, TN 37854	354-9841
The Village at Carriage Hills 1101 McAdoo Street, Clinton, TN 37716	457-6724

# HOUSING SERVICES (CON'T)

## AREA NURSING HOMES

Prices are as of January 2011

FACILITY	PHONE	CONTACT	LEVEL OF CARE	ROOM COST	
				SEMI-PRIVATE	PRIVATE
NHC of Oak Ridge 300 Laboratory Road Oak Ridge, TN 37830	482-7698	<u>Admin.:</u> Kerry Trammell <u>Soc. Serv.:</u> Susan Asbury	Intermediate	\$172 per day	\$197 per day
			Skilled	\$207 per day	\$247 per day
Golden Living Center - Windwood 220 Longmire Road Clinton, TN 37830	457-6925	<u>Admin.:</u> Nancy Chitwood <u>Soc. Serv.:</u> Meagan Clark	All levels	\$5,284 per month	\$5,535 per month
Norris Health and Rehabilitation Center 3382 Andersonville Highway Andersonville, TN 37705	494-0986	<u>Admin.:</u> Gina Harris <u>Soc. Serv.:</u> Linda Overton	Intermediate and Skilled	Call for price	
Summit View of Lake City 204 Industrial Park Road Lake City, TN 37769	426-2147	<u>Admin.:</u> Brandon Whiteside <u>Soc. Serv.:</u> Becky Rudd	Intermediate and Skilled	\$160 per day regular unit	N/A
				\$165 per day secured unit	N/A
Braircliff Health Care Center 100 Elmhurst Drive Oak Ridge, TN 37830	481-3367	<u>Admin.:</u> Jody Jones <u>Soc. Serv.:</u> Rachel Caudill	Intermediate and Skilled	Call for price	

**IT IS SUGGESTED THAT YOU CALL FOR AN APPOINTMENT TO VIEW ANY OF THESE FACILITIES.**

## LEGAL SERVICES

Legal Aid Society 483-8454  
P.O. Box 5209, Jackson Square, Oak Ridge

Tennessee Legal Assistance Program 691-2551

## LIVING WILLS

Office on Aging 457-3259

## LOW-INCOME ASSISTANCE

Anderson County Office on Aging 457-3259  
Assistance in obtaining eyeglasses, hearing aids, dental work for low-income individuals, age 60+.

## MEDICARE/MEDICAID

Medicare Hotline 1-800-MEDICARE  
(1-800-633-4227)

Website: [www.medicare.gov](http://www.medicare.gov) – for general information  
[www.MyMedicare.gov](http://www.MyMedicare.gov) – for specific information on claims,  
medical records or expenses

Medicaid & TN Care Numbers 1-866-311-4287  
Family Assistance Service Center  
(Call this number for general information regarding TennCare,  
including applying, reporting a change, etc.)

TennCare Solutions 1-800-878-3192  
(Call this number to file an appeal about medical or  
prescription problems.)

TennCare Advocacy Program 1-800-758-1638  
(Call this number if you need help with health care, mental  
health care, or drug or alcohol treatment or other  
TennCare problems.)

Medicaid Application: Qualified Medicare Beneficiary Program 457-3660  
(Low income Medicare Part A & B premium payment assistance)

Medicare Complaint Line for Tennessee 1-800-489-4633

Social Security Administration 1-800-772-1213  
Local Office: 170 Oak Ridge Turnpike, OR, TN 37830

Tennessee Department of Commerce and Insurance 1-800-342-4029  
(Info on Medicare Supplemental Insurance)

## MEMORIAL SOCIETY

East Tennessee Memorial Society 523-4176  
(Reasonably priced funerals, organ donations, and other arrangements)

## NUTRITION SERVICES

Anderson County Agricultural Extension Service 457-5400  
ext.246

Anderson County Health Council 457-4300

Anderson County Public Health Dept. Clinton 425-8802

Community Action Commission 457-5500  
Commodities Distribution/Family Support Program (non  
USDA food distribution) for low income people

Senior Nutrition Program Oak Ridge 425-3996  
Clinton 457-3259  
Knoxville 691-2551

## OFFICES ON AGING

ANDERSON COUNTY	457-3259
BLOUNT COUNTY	983-8411
CAMPBELL COUNTY	(423) 562-2948
KNOX COUNTY	524-2786
LOUDON COUNTY	458-5445
MORGAN COUNTY	(423) 346-6651
ROANE COUNTY	354-0450
SCOTT COUNTY	(423) 663-3212

## SENIOR CENTERS

EVERETT PARK ADULT CENTER 373 ELLIS AVENUE, MARYVILLE	983-9422
CAMPBELL COUNTY SENIOR CITIZENS CENTER LAFOLLETTE	562-6672
FRANK STRANG SENIOR CENTER 109 LOVELL HEIGHTS ROAD, <b>FARRAGUT</b>	670-6693
JOHN T. O'CONNOR SENIOR CENTER 611 WINONA STREET, KNOXVILLE	523-1135
MORGAN COUNTY SENIOR CENTER WARTBURG	346-6651
OAK RIDGE SENIOR CENTER 102 ROBERTSVILLE ROAD, OAK RIDGE	425-3999
ROANE COUNTY SENIOR CENTER ROCKWOOD	354-0450

# SENIOR CITIZENS CLUBS

**AARP** ( American Association of Retired Persons):  
**NATIONAL CHAPTER:**

**By E-mail:** member@aarp.org

**By Postal Mail:**

AARP  
601 E Street, NW  
Washington DC 20049

**By Phone:**

Toll-Free Nationwide: 888-OUR-AARP (888-687-2277)  
Toll-Free TTY: 877-434-7598  
Toll-Free Spanish: 877-MAS-DE50 (877-627-3350)  
International Calls: +1-202-434-3525

**WEB SITE:** <http://www.aarp.org>

**LOCAL CHAPTER: Chapter 625**

PROGRAM INFO: President: Shirley Levenhagen      ???-????

**Senior Citizens Club**      425-3999  
55 or older, meets at Oak Ridge Senior Center

# SERVICE LOCATOR

Elder Care Services Locator: 1-800-677-1116  
(Nationwide service to locate community services for elder people)

Tennessee Commission on Aging and Disability– State wide help obtaining home-delivered meals, Homemaker Services, and Personal Care (615) 741-2056

## SOCIAL SECURITY

Social Security Administration

1-800-772-1213

Local Office: 170 Oak Ridge Turnpike  
Oak Ridge, TN 37830

482-6908

## SUPPORT GROUPS

Alcoholics Anonymous (Serenity Club)  
Monday through Friday, 11 a.m. and 8 p.m.  
170 North Jefferson Circle, Oak Ridge

482-5200

Alzheimer's Association: East TN Chapter –Knoxville

544-6288

Cancer Support Group

546-4661

### **CONTACT**

24 - Hour Counseling/Listening service,  
information, referral, and suicide prevention

482-4949

Crohn's Colitis & Colostomy Support Group (C.C.O.)  
Email: mrose3@covhlth.com

541-1156

Diabetes Support Group

835-3790

Grief Support Group

541-4500

Narcotics Anonymous (Serenity Club)  
170 North Jefferson Circle, Oak Ridge

482-5200

Parkinson's Disease Support Group

Visual Support Group, Oak Ridge

482-4949

YWCA of Oak Ridge (Support for Battered Women)

482-0005

## TAX ASSISTANCE

### IRS Tax Information

Telephone Assistance for Individuals: 1-800-829-1040  
 Hours of Operation: Monday – Friday, 7:00 a.m. – 10:00 p.m.  
 your local time (Alaska & Hawaii follow Pacific Time).

Telephone Assistance for people with hearing impairments (TDD): 1-800-829-4059  
 Hours of Operation: Monday – Friday, 7:00 a.m. – 10:00 p.m.  
 your local time (Alaska & Hawaii follow Pacific Time).

Local Office for Walk In Assistance: 545-4794  
 Hours of Operation: Monday-Friday - 8:30 a.m.-4:30 p.m.  
 (Extra hours available in the last week before taxes are due)  
 Address:  
 710 Locust St.  
 Knoxville, TN 37902

Tax Assistance, Oak Ridge Senior Center (seasonal) 425-3999

Property Tax Relief: Anderson County Trustee's Office 457-5400  
 100 North Main Street, Clinton, TN 37716

## TELEPHONE REASSURANCE

Contact 482-4949

Office on Aging 457-3259

## TRANSPORTATION ASSISTANCE

**Demand Responsive Transit System** (City of Oak Ridge) **482-2785**

DIAL-A-RIDE (Anderson County HRA) 483-2875

TDOT	Inquires	(615) 741-2331
	Construction Division	(615) 741-3408
	Planning Division	(615) 741-3421
	Knoxville Regional Office (Harold "Hal" Clemmons	594-9384

**Transportation Assistance Program** (City of Oak Ridge) **425-3999**

## UTILITY BILL ASSISTANCE

Aid to Distressed Families 483-6028  
(Home Repair/Utility Assistance/Emergency Relief)

Community Action Commission 457-5500

## VETERANS INFORMATION

Tenn. State Veterans Affairs, 1-800-827-1000

Veterans Benefits Office, Knoxville 594-6158  
601 So. Concord St., Suite 108

Veteran's Office, Anderson County 463-6803  
Leon Jaquet, USN (Retired), Service Officer  
100 North Main Street, Room 114  
Clinton, TN 37716

### Hospitals:

Knoxville (Out-Patient Clinic) 545-4592

Memphis (901) 523-8990

Mountain Home (423) 926-1171

Murfreesboro (615) 867-6000

Nashville (615) 327-4751

## VISITOR INFORMATION

Oak Ridge Convention and Visitors Bureau 482-7821