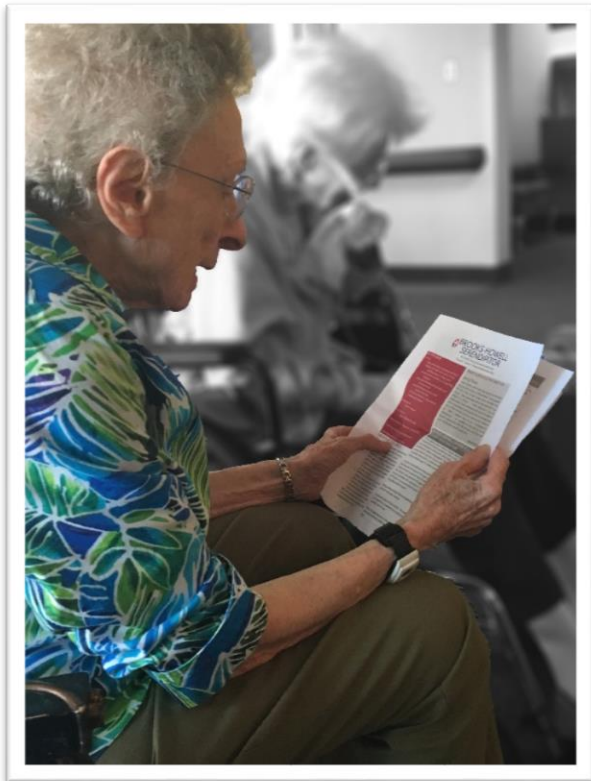


BROOKS-HOWELL

a retirement community called, served, and serving still



GUEST INFORMATION



Welcome to our home~

We hope you enjoy your visit here at Brooks-Howell. We want to make sure you are comfortable so if you have any concerns, please stop by the front desk in the lobby and let them know.

This home is not a commercial hotel so our amenities may be different than other establishments. If you have any questions about where things are located or where you can access particular items, please reference this booklet or ask someone at the front desk.

If you are interested in receiving our newsletter or being on our email list, please complete the enclosed card and drop at the front desk or in the box outside the office of our Director of Marketing, main building, 2nd floor, Suite 205.

Again, we are so glad you are here with us~

The Staff and Residents of Brooks-Howell Home

Brooks-Howell phone number: 828-253-6712 (7am-9pm)

828-273-7814 (9pm-7am)

Mailing and physical address: 266 Merrimon Ave. Asheville, NC 28801

Website: www.brooks-howell.org

Facebook: @BrooksHowellHome

Instagram: BrooksHowellHome



OUR STORY

TIMELINE

- 1956 Property purchased
- 1957 First residents
- 1961 Main building completed
- 1965 1st apartment building Chandler-Burriss
- 1970 2nd apartment building Jones-Cadwallander
- 1977 Cummings Health Unit
- 1988 Main building named Bethea Building
- 1993 Additional property purchased
- 1995 Outreach resident ministry begins
- 1998 Village apartments and activity building
- 1999 Aqua therapy pool
- 2003 Chapel and four apartments adjoining main building

Brooks-Howell is a non-profit, charitable continuing care retirement community owned and supported by the United Methodist Women of The United Methodist Church. It was established to provide a retirement facility for deaconesses, missionaries, and others approved by United Methodist Women.

At the 1954 Fourth Assembly of the Woman's Society of Christian Service and Wesleyan Service Guild, an offering was taken was to be used "in some way for retired deaconesses and missionaries."

In April 1955, the Committee for a New Home for Retired Workers was named to study the location for a new retirement home.

Questionnaires sent to active and retired deaconesses and missionaries indicated a preference for the Southeastern Jurisdiction and ultimately Asheville was chosen.

The name *Brooks-Howell* honors Mrs. Frank G. Brooks, then president of Woman's Division of Christian Service, and Miss Mabel K. Howell, former professor of missions at Scarritt College. Miss Howell was said to have taught more missionaries and deaconesses than any other person.

Over the years, buildings have been constructed to provide more residential opportunities and to enrich the lives of those who live here. Independent living in apartments and suites as well as a skilled health care health unit meet the desires and concerns of our residents and their families.

Our community is enhanced by a new chapel, an indoor aqua therapy pool, onsite therapy services/gym (speech, physical, and occupational), and an activities building. Our community is grateful to United Methodist Women, from local units to the global office, for providing us with this opportunity to be called, served, and serving still.



INFORMATION ON ACCOMODATIONS

ANNOUNCEMENTS AND INTERCOM SYSTEM

- Brooks-Howell makes announcements through a campus-wide intercom system that is located in hallways and in some of the apartments. Announcements are limited to daytime/early evening hours.

DINING SERVICES, MEALS, AND COOKING

- All accommodations have refrigerators. Most also have microwaves and/or kitchens.
- Vending machines are located on the ground floor of the main building near the emergency entrance.
- A full kitchen is available in the Activities Building.
- There are three grocery stores less than a mile south of Brooks-Howell. The ART bus stops in front of Brooks-Howell and at the corner of 2 grocery stores.
- If you wish to eat in the Dining Room, you may do so at your cost. Sign up for the meal at least 2 hours prior to the meal time. Sign in at the front desk before entering the dining room. All meals must be paid for prior to leaving Brooks-Howell. Please pay with a check or cash.

Breakfast \$6 Lunch \$9 Dinner \$7

ENTRY/EXIT

- Our main entrance is on Merrimon Avenue. Please follow the one-way signs through the campus.
- Exiting left onto Merrimon Avenue can be challenging with the blind hill on the left and the amount of traffic. An alternative is to circle around to the front of the building and go out our back entrance. From there you will take a LEFT onto Spears Avenue, then a LEFT on Mont Clare, then a LEFT onto Hillside. Hillside is the crossroad with the stop light.

FIRE SAFETY and CANDLES/INCENSE

- We ask that you do not light candles or incense in your room/apartment or in the Activities Building.
- We do have a fire safety policy which is included in this booklet. There is also an evacuation map on the back of the main door in each apartment/suite.

FRAGRANCES and ALLERGIES

- We do have individuals on campus who have allergies to fragrance. Please be aware of your personal care products and making the environment healthy for everyone.

GARBAGE and RECYCLING

- Garbage and recycling are picked up by Environmental Services when they clean your rooms.
- Larger garbage and recycling cans are also available in the activities and main buildings.

KEY PADS

- In order to protect the safety of our residents, most doors, with the exception of the front lobby door, have a key pad for entry. If you did not receive the pad code at registration, please request it from the front desk.

LAUNDRY

- Linens are provided and will be changed on the third day of your stay.
- Extra towels are available upon request.
- If you need to use laundry facilities while at Brooks-Howell, please use the laundry on the ground floor (below the main entry floor) or on the 2nd floor of the main building (resident laundry). You will need your own detergent. We ask that you wait until after daytime work hours so resident laundry can be completed.
- Ironing boards and irons are located in resident laundry rooms on each floor of the main building.

LIBRARY

- The library is located near the lobby area. You may read the local newspaper and New York Times at the table there, but please do not remove them or the magazines from the library. Our residents enjoy these sources of media on a daily basis.

MAIL/MESSAGES

- The front desk will be happy to take and deliver phone messages since we do not have public phones in our rooms. There is a public phone located on the ground floor near the therapy gym to be used for local calls or collect long distance calls.
- Outgoing mail may be placed in the mail box kept behind the front desk. Incoming mail will be received at that desk as well and held for guests until requested.

POOL

- There is a pool on the ground floor of the main building. You are invited to use it when it is open and available. If you are unsure about the schedule for routine pool cleaning, please check with the front desk. We do ask that you sign the pool waiver located at the front desk.

TOBACCO/ALCOHOL/ILLEGAL DRUGS

- We are a smoke-free campus. Please refrain from smoking in any facilities or on our grounds. No possession or consumption of alcohol or illegal drugs is allowed on the premises.

WIRELESS ACCESS

- There is wireless access in the main building and in the activities building. A laminated card is located in your room., please request it from the front desk.



OUR CAMPUS

We call the **Bethea Building** our “main building” as it houses the dining room, administrative office, and both health care rooms and independent living suites.

The Bethea Building has 4 floors:

Basement (B): Environmental services and commercial laundry, storage

Ground (G): Cummings Health Unit (CHU), Therapy Gym, Aqua Therapy Pool, Media Room, Beauty Salon, Vending Machines

Main (1): Front Entrance: Lobby, Dining Room, Library/International Room

Front Hall: Resident Services, Gift Shop, Bancroft-Taylor Health Unit (BTU), BTU Livingroom and Patio

Back Hall: BTU rooms, BTU Side Wing, BTU Dining Area, Door to Back Campus

Terrace/Chapel Wing: Resident Mailboxes, Terrace Apartments (4), Resident Laundry Chapel, Chaplain’s Office, Terrace Patio

Second (2): Independent Living Suites, Second Floor Lounge, Resident Laundry, Admin Offices

The independent living options in back of the main building and near our main entrance include:

The Quad: Four duplex homes located near the Merrimon Avenue entrance; separate parking area

The Apartments:

Chandler-Burris Building: 10 apartments to accommodate up to 12 persons

Jones-Cadwallader Building: 14 apartments to accommodate up to 22 persons

An elevator is located at the joining point of the 2 buildings

Parking is located in the large lot outside the buildings or in a smaller back lot that can be accessed from Hillside St.

The Village: Eleven two-bedroom duplex homes located near the activity building with a separate parking area

The Cottage: A small home located between the greenhouse and the Village

CAMPUS AMENITIES AVAILABLE TO OUR GUESTS:

Prayer Trail: Located just off the sidewalk that leads to the Quad units. Short, woodsy trail with benches for quiet opportunities to connect with God and creation. Located near the trail around the parking lot area are our Peace Flag and Peace Pole indicating our commitment to social justice, local and global peace.

Greenhouse: Located outside the back door of the main building, it houses plants, flowers, and herbs raised by residents and staff.

Gardens: Gardens are located throughout the campus and include plants, trees, and vegetation from residents and staff. Landscaped for sustainability, our gardens are cared for with environmentally safe and healthy practices.

Aqua Therapy Pool: Located on the ground floor near the therapy gym, our heated indoor saltwater pool is open to our guests as well. There are changing rooms to the left in the entry of the pool area.

Activities Building: Located in the back of campus near the Village duplexes, this building serves as a large gathering space for meetings, events, meals, and educational opportunities.

Little Library: Located on Hillside St. at the back of the campus beyond the independent living apartments. Started by our staff and residents as a community outreach project for the Five Points neighborhood.

Library and International Room: Quiet space to spend time reading, working on our puzzles, or just studying the displayed archives donated to Brooks-Howell by current and former residents.

Patios: Located by the Chapel and off of BTU Lounge, we have two patios that overlook the fruit and flower gardens behind the main building. The patio outside of the BTU lounge also has canopy that can be activated by the button located on the door frame on the right hand side.

OUR NEIGHBORHOOD

GROCERY STORES

Exiting the main entrance onto Merrimon Avenue,
South (take a right): Trader Joe's, Harris Teeter, Greenlife (all less than a mile)
North (take a left): Ingles and Fresh Market (1.5 miles)

PHARMACIES

CVS: left out of the main entrance, just under 1 mile north on left side
Walgreens: left out of the main entrance, 1.25 miles north on right side

BANKS

Exiting the main entrance onto Merrimon Avenue,
South (take a right): Home Trust, First Citizens, Asheville Savings
North (take a left): Wells Fargo, Capital, First Citizens, TD, BB&T

UNITED METHODIST CHURCH CONNECTIONS AND OTHER SITES OF INTEREST

CHURCHES

- St. Paul's United Methodist Church—223 Hillside Street | ½ blocks from Brooks-Howell
 - Exit through main entrance onto Merrimon Ave. by turning right
 - Take immediate left at the first light onto Hillside St.
 - St. Paul's is located across from the parking lot of Claxton Elementary school
 - Easy walking distance
 - www.stpaulsumcasheville.org
- Central United Methodist Church—27 Church St. | 1 mile south of Brooks-Howell in downtown
 - www.centralumc.org
- Haywood Street Congregation—297 Haywood St. | 1.5 miles south of Brooks-Howell in downtown
 - a fully inclusive ministry/church that began as a ministry to people who are marginalized and displaced and has grown into a community church
 - www.haywoodstreet.org
- For other suggestions, please ask at front desk

UNITED METHODIST FACILITIES IN THE AREA

- | | | |
|-------------------------------|----------------|--|
| • Brevard College | Brevard | www.brevard.edu |
| • Lake Junaluska SEJ Assembly | Waynesville | www.lakejunaluska.com |
| • Hinton Rural Life Center | Hayesville | www.hintoncenter.org |
| • Camp Tekoa | Hendersonville | www.camptekoa.org |

SITES TO VISIT

- | | |
|-------------------------------|--|
| • Biltmore House and Estate | www.biltmore.com |
| • Historic Biltmore Village | www.historicbiltmorevillage.com |
| • Downtown Asheville | www.ashevilledowntown.org |
| • Blue Ridge Parkway | www.blueridgeparkway.org |
| • North Carolina Arboretum | www.ncarboretum.org |
| • Botanical Gardens/UNCA | www.ashevillebotanicalgardens.org |
| • Thomas Wolfe Childhood Home | www.wolfememorial.com |
| • Grove Park Inn | www.omnihotels.com/hotels/asheville-grove-park |

TRANSPORTATION OPTIONS FOR ASHEVILLE, NC

ASHEVILLE REDEFINES TRANSIT (BUS SYSTEM)

- <http://www.ashevillenc.gov/Departments/Transit.aspx>
- Fares range from \$1.00 (1 ride) to \$9.00 (11 rides) to \$20.00 (monthly pass)
- Discount fares available to seniors age 65+, people with disabilities, Medicare recipients. The fares are half-price of fares listed above.
- The bus from Asheville Regional Airport is S1 Monday-Saturday (Light Yellow) and S3 on Sundays/Holidays (Light Pink)
- A change of bus would need to occur at the ART station in downtown Asheville to the N1 (Bright Green) or N2 (Purple) and exit at the Hillside St. Bus Stop which is just several yards from the Brooks-Howell entrance

TAXI CAB COMPANIES with AIRPORT SHUTTLES

- Asheville Taxi Co.
 - 828-333-1976 www.avltaxi.com
 - approx. \$45
- Asheville Airport Express
 - 828-407-0221 www.ashevilleairportexpress.com
 - approx. \$45

RENTAL CAR COMPANIES AT ASHEVILLE AIRPORT

- Avis
- Budget
- Enterprise
- Hertz
- National/Alamo
- Dollar Rent a Car/ Thrifty Car Rental

UBER

UBER.COM

Checklist for Visiting Groups Residing at Brooks-Howell

We look forward to hosting your event here at Brooks-Howell. Our community of residents and staff appreciates meeting visitors and sharing stories. We want to make sure that your time here is enjoyed by all and offers you the space and opportunity to learn, experience, and connect. We hope this checklist will support you as you plan and organize your event. If you have any questions or if we can assist you in any way, please feel free to contact us at 828-253-6712.

- Reserving Accommodations:** Please contact Brooks-Howell with the following information. We suggest a 6-week notice at minimum.
 - Number of people attending event
 - Number of people that will be residing at Brooks-Howell
 - Whether people will be residing as roommates or individually
 - Any food allergies, disabilities, or other pertinent health/medical issue
 - The dates people will be arriving and departing, including dates of early arrivals or later departures than before or after the group arrives
 - Type of room you would like to use for the event (Activities Building, Chapel, Media Room)
 - The dates you would like to reserve that room
- Accommodation Changes:** If someone will not be attending, or if another person will be joining the group, please contact Brooks-Howell as soon as possible so that we can update the reservation.
- Transportation:** Several forms of transportation serve the Asheville Airport: taxi, Uber, and the Asheville Regional Transportation bus line. Brooks-Howell will provide transportation to/from the airport for visitors staying at Brooks-Howell. Arrangements must be made in advance, and our vehicles cannot be in use for residents. We require a 2-week notice to reserve transportation, and transportation fees will be charged to the individual unless paid for by the organization. For each person, we will need:
 - Names of individual
 - Time of arrival and flight number
 - Time of departure and flight number
 - Cell phone contact number for the day of travel

We understand that flights may be delayed or canceled, and we will make every effort to meet the scheduling changes. We request that the individual contact Brooks-Howell with updated information so we can determine if a driver and transportation will be available.

- Contact Person:** We find it helpful to have one contact person who can serve as the central point of communication should changes need to be made by the group or Brooks-Howell. It is also helpful to have a contact person on stand-by (phone or in person) the day people are arriving for the event in case travel plans change or individuals have questions about scheduling, etc.
- Contact Cellphone Number for Each Visitor:** We request a contact phone number (if the person has a cell phone) so that we can contact if needed since we do not have phones in our rooms.