



City of Virginia Beach

Senior Resource Guide



Mayor's Commission on Aging

2401 Courthouse Drive, Suite 234
Virginia Beach, Virginia 23456
757-385-4581

It is the intention of the Mayor's Commission on Aging to provide an up-to-date and accurate listing of available senior resources in Virginia Beach. Inclusion in this resource guide should in no way be considered an endorsement of the organization; nor should exclusion from the list be considered a lack of endorsement.

Please contact the Mayor's Commission on Aging to add resources or make corrections at 757-385-4581.

Table of Contents

Abuse, Neglect, and/or Exploitation.....	1
Adaptive Equipment/Medical Equipment.....	1
Adult Day Care	1
Alzheimer’s and Dementia	2
Alzheimer’s Care Communities.....	2
Assisted Living	2
Care Giving.....	2
Care Management	3
Clothing Resources	3
Community Services.....	3
Consumer Information/Complaints	3
Consumer Protection.....	3
Credit Counseling.....	3
Crime Prevention.....	3
Developmental Services.....	3
Diabetes.....	3
Disability Services	3
Driving	3
Emergency Preparedness.....	4
Employment.....	4
Financial Services	4
Fraud/Consumer Protection	4

Funeral Homes and Funeral Planning.....	5
Geriatric Care Managers.....	5
Grandparents Raising Grandchildren.....	5
Health / Disorder Information.....	5
Home Health Care / Caregiving.....	6
Homeless Services / Shelters	7
Hospice Programs	7
Hospitals	7
Hospital Services and Programs	8
Housing Assistance.....	8
Independent Living / Retirement & Senior Communities	8
Information and Referral Services	8
Insurance / Long Term Care Insurance.....	9
Legal Services and Referrals	9
Long Term Care.....	9
Meals / Food	9
Medicaid and Medicare.....	9
Medical Equipment.....	10
Medication / Prescription and Supply Delivery.....	10
Medication / Prescription Assistance.....	10
Mental Health / Substance Abuse Services	10
Nursing Homes and Rehabilitation Centers.....	11
Nutrition Programs (Meals and/or Food).....	11

Personal Emergency Response Services.....	11
Prescription Delivery	12
Recreation	12
Respite Care	12
Retirement.....	12
Retirement Housing (Independent Living)	12
Senior Newsletters/Newspapers.....	12
Senior Rights.....	12
Special Needs Registry	13
Substance Abuse	13
Support Groups	13
Tax Information	13
Transportation Services	13
Utility Assistance	14
Veteran’s Affairs.....	14
Virginia Beach Department of Human Services (Programs).....	14
Volunteering	14
Voting	14

When you dial 2-1-1 in Virginia, you will be connected to a trained professional, who can provide fast, free, confidential referrals to a wide variety of health and human services.

Abuse, Neglect, and/or Exploitation

Abuse Alternatives 423-764-2287
 Adult Protective Services (VB) 437-3550
 Adult Protective Services State Hotline
 888-832-3858
 Anger Management Classes 533-5217
 Citizens' Committee to Protect the Elderly
 518-8500
 National Center on Elder Abuse
 888-832-3858
www.ncea.aoa.gov
 Samaritan House 631-0710
 Senior Services of Va. (SSSEVA) 461-9481
www.ssseva.org
 Prevention of Elder Abuse – Chesapeake
 Sheriff's Victim Witness Protection Agency
 382-6883
 VA Family Violence Hotline 800-838-8238
 VA Coalition for Prevention of Elder Abuse
www.vcpea.org
 VA Office on Protection and Advocacy
 800-552-3962
 Virginia Sexual & Domestic Violence
 Hotline 800-838-8238

Adaptive Equipment/Medical Equipment

Accessible Remodeling 897-0639
 American Ramp Systems 800-649-5215
 Assistive Technology Loan Fund Authority
 866-835-5976
www.atlfa.org
 Housing and Neighborhood Pres. 385-5750
 Endependence Center, Inc. 461-8007
 International Center for Disability Resources
 on the Internet 919-349-6661
www.icdri.org

Lions Club 416-3587
 (Glasses, Hearing Aids, Special Needs
 Equipment)
 Med Emporium 428-0787
 Medical Equipment Distributors 498-8225
 Mobility Supercenter 201-7495
www.mobilityva.com
 National Mobility Equipment Dealers
 800-833-0427
www.nmeda.org
 Ramps Across America 327-0696
www.rampscrossamerica.org
 National Seating and Mobility 466-1553
 Renovations for Life 650-4457
 Ride-Away 888-743-3292
www.Ride-Away.com
 Roberts Home Medical 622-0908
 Sentara Home Medical Equipment 553-3000
 Shirley Confino-Rehder, CID 625-0969
www.univdesign.com
 The Rascal Company (scooters)
 Toll-Free 800-662-4548
 Hampton Roads 343-4805
 VA Support 800878-3855
www.therascalcompany.com
 The Phone Resource (amplified phones,
 large button phones) 866-222-9344
 VA Assistive Technology System
 800-435-8490
 WHRO (Services for the blind)
 889-9400
 Woodrow Wilson (Home Modification)
 540-332-7117

Adult Day Care

M. E. Cox Center 340-4388
 Out & About, LLC – Personalized Day
 Respite 577-2147
 Senior Services of Va. (SSSEVA) 461-9481
www.ssseva.org
 Sentara PACE 502-7800
 Sentara Adult Day 736-4677

Alzheimer's and Dementia

AARP	888-687-2277 www.aarp.org
ADEAR	www.alzheimers.org
Alzheimer's Association	800-272-3900
Alzheimer's Association of Southeastern VA	459-2405
Alzheimer's Disease Education & Referral Center	800-438-4380 www.alzheimers.org
Alzheimer's Foundation of America	866-232-8484 www.alzfdn.org
Dementia Advocacy and Support Network Glennan Center (EVMS)	446-7040
Family Caregiver's Alliance	800-445-8106 www.caregiver.org
National Institute on Aging	800-222-2225 www.nia.nih.gov

Alzheimer's Care Communities

Allzwell Assisted Living(Ches)	436-2109
Atria	496-8001
Bay Lake	460-8868
Cedar Manor (Ches)	548-4192
Chesapeake Place (Ches)	548-4795
Churchland House (Ports)	483-1780
Claire Bridge	493-9535
Commonwealth Memory Care at Norfolk	588-4663
Dominion Village of Chesapeake	487-9400
Dominion Village at Poquoson	868-0335
Dominion Village at Williamsburg	258-3444
Harbor's Edge (Norfolk)	616-7950
Lake Prince Woods (Suffolk)	923-5500
Morningside of Newport News	890-0905
Morningside of Williamsburg	221-0018
Our Lady of Perpetual Help	495-4211
Pacifica Senior Living	490-6672
Province Place of Depaul	451-2400
Province Place of Maryview	686-9100
Terrace at Beth Sholom Village	282-2384
The Memory Center	412-1180

Assisted Living

Abundant Care Assisted Living*	519-9100
Acredale Assisted Living	962-7218
Assisted Living at Prichard Rd.* (female only)	340-8509
Atria Virginia Beach	496-8001
Ballentine Manor* (Norfolk)	627-1155
Bay Lake Retirement Community	460-8868
Claire Bridge	493-9535
First Colonial Inn	428-2884
Golden Living Center	498-0187
Harbor's Edge (Norfolk)	616-7950
Harbor Way – Atlantic Shores	716-2150
Hills Home for Adults* (Ches)	545-8797
Hope Haven Adult Home*	427-3809
Indian River Residential* (Ches)	523-4659
Kings Grant House	431-8825
Madonna Home* (Norfolk)	623-6662
Marion Manor*	456-5018
Our Lady of Perpetual Help	495-4211
Pacifica Senior Living	490-6672
Parsons Residential Care* (Ches)	487-0487
Sentara Village* Virginia Beach	306-2800
Shepherd's Village* (Norfolk)	625-1877
Terrace at Beth Sholom Village	282-2384
The Gardens of Virginia Beach	499-4800
Thornton Hall* (Norfolk)	853-6281
Virginia Department of Social Services Eastern Regional Office (Questions/Concerns)	491-3990 www.dss.virginia.gov
Virginia Home for Adults*(Ches)	545-6219
Westhaven Manor* (Portsmouth)	399-2754
Westminster Canterbury	496-1100
Whitehurst Manor* (Ches) (female only)	482-3128

*Indicates acceptance of Auxillary Grant

Care Giving (*See Home Health Care and Support Groups*)

Care Management*(See Senior Citizens Services and Health Organizations in the Yellow Pages)***Clothing Resources**

Catholic Charities HELP Project
 CARES Program 490-4931
 Open Door Chapel 340-1441
 Princess Anne Plaza UMC 340-5775
 St. Gregory's Catholic Church 497-8330
 Food Pantry & Thrift Store

Community Services

Better Business Bureau 531-1300
 Crisis/Suicide Prevention 622-1126
 Fire Department (non-emergency) 385-5000
 Fire Department (Administration) 385-4228
 "Operation Smoke Detector"
 -Fire Alarms 471-5826
 Mayor's Commission on Aging 385-4581
 Mental Health of VB (CSB) 385-0888
 United Way 853-8500
 Lions Club (See Adaptive Equipment)

Consumer Information/Complaints

Federal Trade Commission 877-382-4357
www.ftc.gov
 Office of the Attorney General
 (Consumer Complaints) 804-786-2042
www.oag.state.va.us
 Telemarketing Calls 888-382-1222
www.donotcall.gov
 VA Office of Consumer Protection
 800-552-9963
www.oag.state.va.us/consumerprotection
 VB Office of Consumer Affairs 385-6373

Consumer Protection*(See Fraud/Consumer Protection)***Credit Counseling**

Catholic Charities 456-2366
 UP Center 622-7017

Crime Prevention

National Crime Prevention Council
 202-466-6272
www.ncpc.org
 Police, Non-Emergency 385-5000
 Police Precincts:
 First Precinct 385-4377
 Second Precinct 385-2700
 Third Precinct 385-2703
 Fourth Precinct 385-2800
 TRIAD 385-1068
 VA Crime Prevention Association
 804-318-1270
www.vcpa.org
 VB Police Dept. Crime Prevention Unit
 385-1006

Developmental Services

VB Developmental Services Division 385-0600

Diabetes *(See Health Information)***Disability Services***(See also Adaptive Equipment)*

Endeppence Center 461-8007
www.endeppence.org
 VA Board for People with Disabilities
 800-846-4464
www.vaboard.org
 VA Department of Rehabilitative Services
 800-552-5019
www.vadors.org
 VA Disability Services www.vadsa.org

Driving

AARP Driver Safety Prog. 888-227-7669
www.aarp.org/drive
 Department of Motor Vehicles (DMV)
 804-497-7100
www.dmvnow.com
 Glennan Center / Driver Evaluation Program
 446-7040

GrandDriver.net 800-552-3402
www.granddriver.net

Emergency Preparedness

FEMA 800-621-3362
www.ready.gov
 Red Cross www.redcross.org
 Southeastern Virginia Chapter
 Special Needs Registry for Hampton Roads
 Region 420-8300 or 390-2578 (TTY)
<http://hrspecialneeds.org>
 email: specialneeds@hrpdcva.gov
 VB Emergency Management 385-8466
www.vbgov.com/residents/emergency-preparedness/pages/default.aspx
 Virginia VDEM www.vaemergency.com

Employment

AARP Senior Employment Service
 625-7001
 Independence Center 461-8007
www.independence.org
 Equal Employment Opportunity
 Commission (EEOC) 800-669-4000
 Ticket to Work Program in VA
 866-968-7842
www.yourtickettowork.com
 Employment Commission 455-3960
www.vec.virginia.gov

Financial Services

AARP Home Loans 888-687-2277
www.aarp.org
 AARP Tax Aide 888-227-7669
www.aarp.org/taxaide
 Communities Against Senior Exploitation
 (CASE – Educational Seminars)
 437-3550
 Catholic Charities 456-2366
www.cceva.org
 Consumer Mortgage and Investment Corp.
 552-7000
www.consumermtg.com

Federal Deposit Insurance Corporation
 (FDIC) 877-275-3342
www.fdic.gov

Financial Planning Association
 800-282-7526
www.fpanet.org
 IRS Tax Assistance 800-829-1040
www.irs.gov
 IRS Tax Forms and Material 800-829-3676
 IRS Refund Hotline 800-829-1954
 Jewish Family Services 459-4640
www.jfshamptonroads.org
 National Association of Personal Financial
 Advisors 888-333-6659
www.napfa.org
 National Credit Union 800-827-9650
www.ncua.gov
 Real Estate Tax Exemption Prog. 385-5727
 Securities and Exchange Commission
 800-732-0330
www.sec.gov
 Senior Services of Va. (SSSEVA) 461-9481
www.ssseva.org
 Star of the Sea Catholic Church 428-8547
www.staroftheseeparish.com
 State Corporation Commission
 800-552-7945
www.scc.virginia.gov
 UP Center 622-7017
www.theupcenter.org
 TowneBank Mortgage 687-5000
www.townebankmortgage.com
 Waddell & Reed 431-2929 ext. 108
www.waddell.com

Fraud/Consumer Protection

Call for Action www.callforaction.org
 Driver's License Number Misuse
 804-497-7100
www.dmv.state.va.us
 FBI 455-0100
 Federal Trade Commission 877-438-4338
www.consumer.gov/idtheft
 IRS Income Tax Fraud 800-829-0433
www.irs.gov
 Medicaid Fraud (MCFU) 800-371-0824

Office of the Attorney General Hotline
804-786-2042
Office of Consumer Affairs (VB) 385-6373
Office of Inspector General
Medicare Fraud 800-447-8477
Social Security Fraud 800-269-0271
State Office of Consumer Protection
800-552-9963
US Postal Service Fraud 800-372-8347
www.upsp.gov
VA Dept. for the Aging 800-552-3402
www.aging.state.va.us

Funeral Homes and Funeral Planning

(See Funeral in the Yellow Pages)

Board of Funeral Directors and Embalmers
804-367-4479
Cremation Society of Virginia
804-355-3360
www.virginiacremate.com
State Anatomical Gift Program
800-447-1706

Email: OCME.Anatomical@vdh.virginia.gov

VB Dept. Human Services - Medicaid
Indigent Burial Fund 437-3200
Veterans' Assistance Service 800-827-1000

Geriatric Care Managers

Peg Neejer Duffy, AS, BA, RN*
Virginia Geriatric Care 460-5885
Marilyn Fall, MS, RN, BC, CMC
ElderCare at Home and the Caregivers
464-4800

Carey Raleigh Kalvig, MSW, CMC
VDSS Adult Services Consultant 491-3983

Clare Krell, LSW*
Jewish Family Services of Tidewater
321-2222

Sharon Rosenbaum, MSW, CMC 321-2222
Christine Warfel, BA, CSA, CMC*
Family Care Senior Solutions 223-9480
Angela Whitlock, BS, CSA, CMC*
Family Care Senior Solutions 399-9700

*Member, National Association of Professional
Geriatric Care Managers

Grandparents Raising Grandchildren

AARP 888-687-2277
www.aarp.org/grandparents
www.grandsactsheets.org

Catholic Charities 533-5217
(Grandparents as Parents Support)
Generations United 202-289-3979
www.gu.org

Grand Parent Again
www.grandparentagain.com

GrandsPlace www.grandsplace.com
IRS 800-829-1040

National Committee of Grandparents for
Children's Rights 866-624-9900
www.grandparentsforchildren.org

VA Dept of Human Services
Food Stamps 437-3200
TANF 437-3200

Health / Disorder Information

AIDS/HIV Resource Center
www.healingwell.com/AIDS

AIDS National Hotline 800-448-0440
ALS Association 800-782-4747
www.alsa.org

Alzheimer's Disease
(See Alzheimer's and Dementia)
American Cancer Society 800-227-2345
www.cancer.org

American Council of the Blind
800-424-8666

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

American Heart Association 800-242-8721
www.americanheart.org

American Lung Association 804-955-4910
www.lungsusa.org

American Parkinson Disease Association
www.apdaparkinson.org

American Speech, Language, and Hearing
Association 800-638-8255

American Stroke Association
www.strokeassociation.org

Arthritis Foundation 456-1119

Beach Health Clinic 428-5601
 Better Hearing Institute 800-327-9355
 Blind and Vision Impaired 800-622-2155
 Brain Injury Association 800-444-6443
www.biausa.org
 Brain Injury Association of VA
 800-334-8443
 Cancer Care 800-813-4673
www.cancercare.org
 Cerebral Palsy of Southern and Central
 Virginia 497-7474
 Center for Disease Control 800-232-4636
www.cdc.gov
 Deaf and Hard of Hearing 800-552-7917
 Epilepsy Foundation of VA 434-924-8669
 Epilepsy Foundation 800-332-1000
www.epilepsyfoundation.org
 Health Finder www.healthfinder.gov
 Lee's Friends (Cancer) 440-7501
www.leesfriends.org
 Lupus Foundation of America 490-2793
www.lupus.org
 Melvin Weinstein Parkinsons Foundation
 313-9729
www.mwpcf.org
 Multiple Sclerosis Foundation
 800-225-6495
www.msfacts.org
 Multiple Sclerosis Society 490-9627
www.nmss.org
 Muscular Dystrophy Association 420-3172
www.mdausa.org
 National Coalition for Cancer Survivorship
 888-650-9127
www.canceradvocacy.org
 National Institute of Health (Center for
 Complementary & Alternative Medicine)
 888-644-6226
www.nccam.nih.gov
 National Institute of Neurological Disorders
 and Stroke 800-352-9424
 National Kidney Foundation of Virginia
 888-543-6398
www.kidney.org
 National Parkinson Foundation
 800-327-4545

www.parkinson.org
 National Stroke Association 800-787-6537
www.stroke.org
 Parkinson's Disease Foundation
 800-457-6676
www.pdf.org
 Patient Advocate Foundation 800-532-5274
 Sentara Physician Referral 800-736-8272
 Sickle Cell Association 466-0332
www.sicklecellhrva.org
 Tidewater AIDS Community 583-1317
www.aidsfund.com
 United Cerebral Palsy 800-872-5827
www.ucp.org
 United Way of South Hampton Roads
 853-8500
 VB Dept. of Health
 Information 518-2700
 Vital Records 518-2671
 Home Safety Inspections 518-2763
 Hotline (HIV/AIDS/STD/HEP C)
 800-533-4148
 VA Dept. of Medical Assistance Services
 Provider Helpline 800-552-8627
 Managed Care Helpline 800-643-2273
www.dmas.virginia.gov

Home Health Care / Caregiving

Always Best Care 802-4080
 Amedisys - Chesapeake 465-1400
 Amedisys – Norfolk 466-1340
 Americare Plus 499-6477
 Angel Care Private Duty Nursing Services
 480-2929
www.angelcare-llc.com
 Arcadia Home Care 497-6459
www.arcadiahomecare.com
 A.T. Home Care 747-0785
 Best and Dependable 363-7542
 Bon Secours Home Care 889-4663
www.bonsecourshamptonroads.com
 BrightStar Healthcare 227-4047
www.BrightStarCare.com
 Care Advantage 436-1711
 Community Direct Services (respite & home
 care for intellectually disabled) 965-4899

Chesapeake Home Health/Hospice 312-6460
 Comfort Keepers Virginia Beach 689-8189
 Comfort Keepers North VB 431-3730

www.comfortkeepers.com/northvirginia-beach

Community Personal Care 625-2220
 Dailey's Healthcare 523-5207
 Direct Home Health Care 405-6320
 Division of Licensing (Complaints/Reports)
 800-533-1560

Elder Care at Home, Inc and The Caregivers
 464-4800

Family Care Senior Solutions 673-6981
 Genesys Home Health Care 961-5243
 Gentiva Health Services 499-2303
 Hand' n Heart 490-1223
 Health Horizons 518-2800

Heartland Home Health & Hospice
 490-9323

Home Instead Senior Care 631-7744
 Hope In-Home Care 455-0030

Immanuel Care 547-8400
 Interim HealthCare 466-1401

Intrepid USA Homehealth 800-254-9090
 Jewish Family Services 489-3111

Karya Home Care 705-6743
 Or 1-877-452-7928

ResCare Home Care 459-2360
 Labor of Love Total Healthcare 689-4205

Maxim Healthcare Services 490-3009
 Medi Home Health Palliative Care and
 Hospice Care 420-7192

www.medicalservicesofamerica.com

Personal Touch Home Care & Hospice
 595-2813

Or 1-800-659-0205
 Seniorcorp 640-0557

www.seniorcorp.com

Senior Navigator
www.seniornavigator.org

Sentara Home Care Services 553-3000
www.sentara.com/homecare

Stay at Home Personal Care 392-1001
 Virginia Healthcare Services 233-7088
www.va-hcs.com

VB Dept. of Human Services 437-3550
 Companion Services
 Long Term Care Screenings

Homeless Services / Shelters

Domestic Violence Hotline 723-7774
 Dwelling Place 624-9879
 Genieve Battered Women's Shelter 925-4365
 Lighthouse Center (VOA) 437-4911
 Judeo Christian Outreach Center/Shelter
 491-2846

Salvation Army Men's Shelters 543-8100
 Salvation Army Women's Shelter 543-8100

Samaritan House 430-2120
 The Haven 622-6400

Union Mission 623-0642
 VB Dept. of Human Services 437-3205

Vet's House, Inc. 724-8614
 Volunteers of America (VOA) 437-4911

Day Support (showers, laundry, food)
 Winter Shelter (October – April)

YWCA of South Hampton Roads 625-4248

Hospice Programs

American Hospice Foundation
www.americanhospice.org

Bon Secours Hospice 889-4663
 Chesapeake Regional Homecare & Hospice
 312-6464

Compassionate Care Hospice 405-3203
 Five Wishes 888-594-7437

www.agingwithdignity.org

Heartland Home Health & Hospice
 490-9323

Hospice Association of America
www.nahc.org

Medi Home Health & Hospice 420-7192
 National Hospice Organization
 800-658-8898

www.nho.org

Odyssey Healthcare 461-0600
www.odshealth.com

Personal Touch Home Care & Hospice
 855-1355

Sentara Hospice Services 553-3000

Hospitals

Bon Secours – DePaul	886-6633
Bon Secours – Maryview	398-2200
Chesapeake Regional Medical Center	312-8121
Portsmouth Naval Hospital	953-5000
Sentara Heart Hospital	388-8000
Sentara Independence Hospital	363-6100
Sentara Leigh Hospital	261-6000
Sentara Norfolk General Hospital	388-3000
Sentara OBICI Hospital	934-4000
Sentara Princess Anne Hospital	507-0000
Sentara VB General Hospital	395-8000
Veterans Administration Medical Center (VAMC)	722-9961

Hospital Services and Programs

Bon Secours Occupational Medicine	622-8633
Sentara Community Support Groups and Outreach Programs	800-736-8272

Housing Assistance

Dept. of Housing and Urban Development	800-569-4287
VB Housing & Neighborhood Preservation	385-5750
	www.vbgov.com
VA Association of Nonprofit Homes for the Aging	804-965-5500
VA Dept. of Aging	800-552-3402
VA Housing Development Authority	877-843-2123
VB Dept. of Human Services Resource Development	437-3205

**Independent Living / Retirement &
Senior Communities**

Atlantic Shores	716-2000
Chesapeake Crossing	494-0941
Cogic Highrise Apts. (Norfolk)	622-2513
Colonial Harbor	369-8305
Colony Pines Apartments	340-1251
Commons at Chesapeake	436-2699

Commons at Greenwood (Ports)	465-9007
Commons at Princess Anne	490-7001
First Colonial Inn	428-2884
Harbor's Edge	616-7950
Hiddenwood (Newport News)	930-1075
Holland House	498-9225
Jamestown Commons	361-6900
John Knox Towers (Norfolk)	622-5443
Lake Prince Woods Retirement Community (Suffolk)	923-5529
Lighthouse Pointe (Chesapeake)	382-4911
Luther Manor	463-3510
Lynnhaven Cove	467-4000
Province Place of DePaul(Norfolk)	451-2400
Province Place of Maryview(Ports)	686-9100
Russell House	481-0770
Silver Hill at Great Neck	481-0055
Silver Hill at Town Center	431-2290
Stonebridge Manor (Norfolk)	857-1351
Sullivan House	563-9955
The Sands	420-0891
The Talbot on Granby (Norfolk)	451-5100
Tidewater Senior Apartments (Newport News)	265-1472
Victoria Place	313-2323
Wesleyan Place	473-1490
Westminster-Canterbury	496-1100

Information and Referral Services

AARP	888-687-2277
	www.aarp.org
A Place for Mom (free eldercare advice and referrals)	857-0796
	www.aplaceformom.com
Citizens Committee to Protect the Elderly	518-8500
Elder Care Locator	800-677-1116
	www.eldercare.gov
Independence Center	461-8007
	www.independence.org
Fire Department Smoke Detectors Information Center	471-5826 Dial 2-1-1
Mayor's Commission on Aging	385-4581
Public Information	311
Senior Navigator	866-393-0957
	www.seniornavigator.org

Senior Services of Va. (SSSEVA) 461-9481
 VA Dept. for Social Services 800-230-6977
www.dss.state.va.us
 VA Dept. for the Aging 800-552-3402
 VB Dept. Human Services/Adult Services
 437-3550
 VA Dept. of Public Health 518-2700
www.vda.state.va.us
 VA Office for Protection and Advocacy
 800-552-3962
www.vopa.state.va.us
 VB Public Information Office 311

Insurance / Long Term Care Insurance

AARP 888-687-2277
www.aarp.org
 Bureau of Insurance 804-371-9741
www.scc.virginia.gov/boi/
 Consolidated Omnibus Reconciliation Act
 (COBRA) 877-279-7959
www.cobrainsurance.com
 Office of the Managed Care Ombudsman
 877-310-6560
 National Association of Insurance
 Commissioners 816-783-8300
www.naic.org
 Samaritan Insurance Group 652-3820
 VA SCC Bureau of Insurance 800-552-7945
www.scc.virginia.gov
 VICAP Insurance Counseling Assistance
 Program 800-552-3402
 Waddell & Reed 431-2929 ext. 108

Legal Services and Referrals

(See Lawyers/Elder Law in the Yellow Pages)

Legal Aid Hotline 866-534-5243
 Legal Aid Society of VA 627-3232
 National Academy of Elder Law Attorneys
 703-942-5711
www.naela.com
 National Senior Citizens Law Center
 202-289-6976
www.nsclc.org

Senior Legal Services 340-6100
 Senior Services of Va. (SSSEVA) 461-9481
www.ssseva.org
 Legal Aid Society of Eastern VA 552-0026
 VA Lawyer Referral Service 800-552-7977

Long Term Care

(See also Nursing & Rehabilitation; See also Home Health Care / Caregiving Services)

AARP 888-681-2277
www.aarp.org
 Citizen's Committee to Protect the Elderly
 (CCPE) 518-8500
www.citizenscommittee.org
 Medicaid (DMAS) 804-786-7933
www.dmas.virginia.gov

National Association of Professional
 Geriatric Care Managers 520-881-8008
www.caremanager.org
 VA Dept. of Medical Assistance (DMAS)
 (Medicaid) 804-786-7933
www.dmas.virginia.gov
 VB Dept. of Human Services
 Nursing Home Screenings 437-3550
 Medicaid applications 437-3200

Meals / Food

(See Nutrition Programs)

Medicaid and Medicare

Centers for Medicare and Medicaid Services
 Baltimore Headquarters 877-267-2323
 Medicare Service Center 800-633-4227
 Report Medicare Fraud 800-447-8477
www.cms.hhs.gov
 Logisticare (Medicaid transportation)
 866-386-8331 (opt. #1)
www.logisticare.com/
 Medicaid Providers Hotline 800-552-8627
 Medicare Quality Improvement
 800-633-4227
www.vhqc.org

Medicare/Medicaid Fraud 800-938-8885
www.stopmedicarefraud.gov/fraud/
 VA Managed Care Hotline 800-643-2273
 VB Dept. of Human Services 437-3200

Medical Equipment (*See Adaptive Equipment*)

Medication / Prescription and Supply

Delivery

Bayview Plaza Pharmacy 583-7466
 Home Care Delivered, Inc. 800-565-5644
www.homecaredelivered.com

Kmart

Constitution Drive 497-0389
 First Colonial 437-2681
 Liberty Medical 866-342-2383
 Medical Equipment Distributors of Virginia
 498-8225
www.medva.net

Universal Drugstore 866-291-5551
www.universaldrugstore.com

Walgreens

Centerville Tpke 479-5583
 Holland Road 306-9255
 Independence Blvd 519-9877
 Indian River Road 467-0953
 Lynnhaven Pkwy 471-4998
 Nimmo Pkwy 427-1655
 Shore Drive 460-1290
 Virginia Beach Blvd 340-8013
 Wesleyan Drive 557-0205

Medication / Prescription Assistance

AARP Medication Benefits 888-687-2277
www.aarp.org/prescriptiondrugs

AARP/Medicare Rx Plans 866-255-4835
www.aarp.medicarerx.com

Discount Meds Network 888-334-0144

Drug Discount Cards 800-633-4227
www.medicare.gov

Financial Assistance for Prescriptions
<http://www.disabilityresources.org>

Free Medication Foundation
www.freemedicinefoundation.com
 Medication/Prescription Assistance
 437-3214

Medicine Program

<http://www.themedicineprogram.com/>
 Novartis Patient Assistance Program
www.NovartisCarePlan.com

Pharmaceutical Research and Manufacturers
 of America www.phrma.org

Prescription Drug Assist
www.ssa.gov/prescriptionhelp/

Rx America www.rxamerica.com

Senior Services of Va. (SSSEVA) 461-4981

Together Rx Card 800-865-7211
www.Together-Rx.com

US Rx Card www.us.rxcad.com

Volunteers in Health Care www.rxassist.org

Mental Health / Substance Abuse Services

American Psychological Association
 800-374-2721
www.apa.org

Coalition of Preventing Elder Suicide
 (COPEs) 437-3550

Depression and Bipolar Support Alliance
 800-826-3632
www.dbsalliance.org

Detox Services / Recovery Center 385-3111
 Emergency Services (Dept. of MH/SA)
 385-0888

I Need A Lighthouse
 (Depression and Suicide) 496-9775
 800-273-8255
 800-784-2433
www.ineedalighthouse.org

National Alliance for Research on
 Schizophrenia and Depression
 800-829-8289

National Alliance on Mental Illness (NAMI)
 800-950-6264
www.nami.org

National Institute of Mental Health
 800-421-4211
www.nimh.nih.gov

National Foundation for Depression Illness
www.depression.org
 Riverside Behavioral Health Center
 Geropsychiatric Services 827-3143
 Sentara Norfolk General Hospital
 Gero-Psych 388-3590
 VB Dept. of MH/SA
 Emergency Services 385-0888
 Pre-Registration 385-0866
 Southside Geriatric Services 385-4202
 Senior Outpatient Services 385-8222
 VB Psychiatric Center 496-6000

Nursing Homes and Rehabilitation

Centers

Atlantic Shores-Seaside 716-2060
 Bay Pointe Medical and Rehab 481-3321
 Bayside Health Care Center 464-4058
 Beacon Shores Rehab Center 340-6611
 Beth Sholom Home 420-2512
 Division of Licensing (Complaints)
 800-955-1819
 Heritage Hall 499-7029
 Kempsville Nursing & Rehab 420-3600
 Office of Licensure and Certification
 804-367-2106
 800-955-1819
 Ombudsman
 (Nursing Home Concerns) 804-726-6624
 Senior Services of Southeastern Virginia
 Local Ombudsman 461-9481
 Our Lady of Perpetual Help 495-4211
 River Pointe Rehab & Healthcare 340-0620
 Sentara Nursing Center VB 306-2700
 Sentara Windermere Nursing 496-3939
 Virginia Department of Health Professions
 Enforcement Division 800-533-1560
 VB Health Care & Rehab 481-3500
 Westminster-Canterbury 496-1100

Nutrition Programs (Meals and/or Food)

Bayside Recreation Center 460-7540
 Bow Creek Recreation Center (closed until
 2014 due to renovations) 431-3765

Great Neck Recreation Center 496-6766
 Jewish Community Center 489-1371
 Kempsville Recreation Center 474-8492
 Princess Anne Recreation Center 426-0022
 Seatack Recreation Center 437-4858
 Senior Services of Va. (SSSEVA) 461-9481

Food Banks / Referrals:

Compassion Center 428-3277
 Home Delivered Meals 461-9481
 Hope Lutheran Church 424-4848
 (2nd & 4th Wed & Sat of each month –
 Wed 6pm-8pm & Sat 10am-12pm)
 Jewish Family Services 321-2222
www.jfshamptonroads.org
 Judeo-Christian Outreach 491-2846
 Meals on Wheels 306-2721
 New Jerusalem C.O.G.I.C. 425-8431
 Open Door Chapel 340-1441
 (Mon –Fri 10-2 only)
 Potter's House 428-7727
 Senior Services of Va. (SSSEVA) 461-9481
 St. Gregory's Catholic Church 497-8330
 Star of the Sea Catholic Church 428-1244
 Supplemental Nutrition Assistance Program
 SNAP (FKA Food Stamps) 437-3200
 VB Dept. of Human Services 437-3205

Personal Emergency Response Services

Alert USA 800-789-6969
 Chesapeake General Hospital Comfort Care
 (Lifeline) 312-6470
 Comfort Keepers 431-3730
www.comfortkeepers.com/northvirginia
[beach](http://www.comfortkeepers.com/northvirginia)
 LifeFone 888-687-0451
 Life Station 800-884-8888
 MedicAlert 800-432-5378
<http://www.medicalert.org>
 Medical Alarm 800-722-7552
 Medical Guardian 800-322-0955
 Phillips Lifeline 800-380-3111
 Project Lifesaver (VB Police) 385-2742

Safe Return 888-572-8566
Walgreens Ready Response 866-310-9061

Prescription Delivery

(See *Medical Supplies / Prescriptions Delivery*)

Recreation

AARP Active for Life 888-687-2277
www.aarp.org/health
Bayside Recreation Center 460-7540
Bow Creek Recreation Center (closed until
2014 due to renovations) 431-3765
Lifelong Fitness Alliance 855-361-8282
Email step@lifelongfitnessalliance.org
www.lifelongfitnessalliance.org
Great Neck Recreation Center 496-6766
Jewish Community Center (JCC) 489-1371
www.simonfamilyj.org
Kempsville Recreation Center 474-8492
Princess Anne Recreation Center 426-0022
Seatack Recreation Center 437-4858
Senior Resource Center (Creeds) 385-2175
Sentara Living (Bayside Presbyterian)
800-736-8272

VB Libraries

Administration 385-4321
Central Library 385-0150
Bayside Library 385-2680
Bookmobile 385-2651
Great Neck Library 385-2606
Kempsville Library 385-2627
Oceanfront Library 385-2640
Princess Anne Library 385-2610
Pungo-Blackwater Library 385-7790
Special Services 385-2684
Wahab Public Law Library 385-4419
Windsor Woods Library 385-2630
VB Parks and Recreation 385-1100
VB Visitor Information 437-4919

Respite Care

Catholic Charities 456-5136
Out & About, LLC – Personalized Day
Respite Services 577-2147
www.alzway.com
VB Respite Care for the Elderly 385-4135

Retirement

AARP 888-687-2277
www.aarp.org
Institute for Learning in Retirement
(ODU classes for seniors) 368-4160
www.oduilr.com
Pension Benefit Guaranty Corporation
www.pbgc.gov
Social Security Administration
800-772-1213
www.ssa.gov
Veterans Benefits 800-827-1000
www.va.org

Retirement Housing (Independent Living)

(see *Independent Living/Retirement & Senior Communities*)

Senior Newsletters/Newspapers

Good Health Magazine 217-0330
Senior Advocate 897-3075
Seniority Magazine (VA Pilot) 222-5391
Senior Living Guide 800-765-4975
www.seniorlivingguide.com

Senior Rights

Citizens' Committee to Protect the Elderly
518-8500
Division for Aging (Elder Rights)
800-552-3402
www.vda.virginia.gov
Medicare Rights Center 212-869-3850
www.medicarerights.org
Poverty Law Center 804-782-9430
Ext. 14
VA Office for Protection and Advocacy
800-552-3962

Special Needs Registry

Special Needs Registry for Hampton Roads
Region 420-8300 or 390-2578 (TTY)

<http://hrspecialneeds.org>

email: specialneeds@hrpdcva.gov

*Emergency Preparedness Assistance

Substance Abuse

(See also Mental Health/Substance Abuse)

Detox Services / Recovery Center 385-6950

Narcotics Anonymous 459-8467

Suspected Drug Activity Hotline
800-553-3673

VB Alcoholics Anonymous 490-3980

VB Dept. of MH/SA 385-0888

Support Groups

Alzheimer's Caregiver Support Group
459-2405

American Cancer Society 800-227-2345

American Heart Association 800-242-8721

American Lung Association 800-586-4872

American Parkinson's Disease of Hampton
Roads 495-3062

Arthritis Foundation 800-456-4687

BonSecours Help Line 889-2273

Breast Cancer Support Group 552-7200

Breast Cancer Support Group
"Look Good Feel Better" 398-2447

Caregiver Action Network 800-896-3650
www.thefamilycaregiver.org

Catholic Charities (multiple) 456-2366

Children of Aging Parents 800-227-7294

Diabetes Support Group 363-6834

Grandparents as Parents 533-5217

Multiple Sclerosis 490-9627

VB Dept of Human Services Caregiver
Support Groups 385-4135

Well Spouse Foundation 800-838-0879
www.wellspouse.org

Widowed Persons 461-9457

Tax Information

IRS Refund Hotline 800-829-1954

IRS Tax Assistance 800-829-1040
www.irs.gov

IRS Tax Forms and Material 800-829-3676

VB Commissioner of Revenue
Personal Property/Car Tax Relief

385-4487

Real Estate 385-4385

State Income 385-4483

VB Real Estate Tax Assessor

Tax Relief 385-4601

Transportation Services

5 Star Medical Transport 558-4050

Accent Transportation Services 605-0605

Black & White Cabs of VB 855-1680
(wheelchair cabs)

Catholic Charities (H.E.L.P.) 456-2366

Dependable Transport 515-0936

Lee's Friends (Cancer Patients) 440-7501

Logisticare (Medicaid only) 866-386-8331

Medical Transport 671-8911
(stretcher only)

Para Transit Services (formerly Handi Ride)
Applications 222-6087

Scheduling 455-8010

Out & About, LLC – Personalized Day

Respite Services 577-2147

Senior Navigator 866-393-0957
www.seniornavigator.org

Senior Services of Southeastern VA
(SSSEVA) Reservations call 222-4513

www.ssseva.org

Tidewater Medical Transport 821-2080

*Anyone with a handicap/disabled parking
placard or license plate can park for free at
the metered spots at the oceanfront – 4 hour
limit

Utility Assistance

United Way	594-4636
Salvation Army	455-9677
STOP Organization	858-1368
VB Dept. of Human Services	
Energy Assistance Program	437-3492

Veterans Affairs

Department of Veterans Affairs	
	804-786-0286
Tidewater Field Office	455-0814
	www.dvs.virginia.gov

VB Department of Human Services

Adult Outpatient Services (MH/SA)	385-4269
Magic Hollow I	385-8222
Adult Protective Services	437-3550
Adult Foster Care	
ALF/LTC/Nursing Home Screening	
Companion Services	
Detox Services/Recovery Center	385-6950
Emergency Services (MH/SA)	385-0888
Intellectual Disabilities	385-6100
Mental Health Substance Abuse	385-0866
VB Respite Care for the Elderly	385-4135
Senior Adult Outpatient Services	
Magic Hollow I	385-8222

Senior Resource Center	385-2175
Southside Geropsychiatric Services	
	385-4202
Supplemental Nutrition Assistance Program (SNAP)	437-3200

Volunteering

Bon Secours Volunteer Services	889-5000
Citizen's Committee to Protect the Elderly	518-8500
Office of Volunteer Resources	385-4722
Senior Services of Va. (SSSEVA)	461-9481
	www.ssseva.org
Sentara Hospice Volunteers	553-3051
VA Aquarium	385-0273
VBCERT (VB Community Emergency Response Team)	385-2914
VB Dept. of Human Services	437-3214

Voting

Federal Post Card Application	
	www.fvap.gov/pubs/onlinefpcs.html
State Board of Elections	800-552-9745
	www.sbe.virginia.gov
VA registration and Voting Procedures	
	www.fvap.gov/pubs/vag/vagchapter3
VB Voting Information	385-8683