City of Virginia Beach

Senior Resource Guide

Mayor’s Commission on Aging

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

Rev: 05/2013
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.
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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](http://www.ncea.aoa.gov)
- Samaritan House 631-0710
- Senior Services of Va. (SSSEVA) 461-9481
  - [www.ssseva.org](http://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.vcpae.org](http://www.vcpae.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](http://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](http://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](http://www.mobilityva.com)
- National Mobility Equipment Dealers 800-833-0427
  - [www.nmeda.org](http://www.nmeda.org)
- Ramps Across America 327-0696
  - [www.rampsacrossamerica.org](http://www.rampsacrossamerica.org)
- National Seating and Mobility 466-1553
- Renovations for Life 650-4457
- Ride-Away 888-743-3292
- Roberts Home Medical 622-0908
- Sentara Home Medical Equipment 553-3000
- Shirley Confino-Rehder, CID 625-0969
  - [www.univdesign.com](http://www.univdesign.com)
- The Rascal Company (scooters)
  - Toll-Free 800-662-4548
  - Hampton Roads 343-4805
  - VA Support 800878-3855
  - [www.therascalcompany.com](http://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](http://www.ssseva.org)
- Sentara PACE 502-7800
- Sentara Adult Day 736-4677
### Alzheimer’s and Dementia

<table>
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<th>Organization</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
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<tr>
<td>AARP</td>
<td>888-687-2277</td>
<td><a href="http://www.aarp.org">www.aarp.org</a></td>
</tr>
<tr>
<td>ADEAR</td>
<td></td>
<td><a href="http://www.alzheimers.org">www.alzheimers.org</a></td>
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<tr>
<td>Alzheimer’s Association</td>
<td>800-272-3900</td>
<td></td>
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<tr>
<td>Alzheimer’s Association of Southeastern VA</td>
<td>459-2405</td>
<td></td>
</tr>
<tr>
<td>Alzheimer’s Disease Education &amp; Referral Center</td>
<td>800-438-4380</td>
<td><a href="http://www.alzheimers.org">www.alzheimers.org</a></td>
</tr>
<tr>
<td>Alzheimer’s Foundation of America</td>
<td>866-232-8484</td>
<td><a href="http://www.alzfdn.org">www.alzfdn.org</a></td>
</tr>
<tr>
<td>Dementia Advocacy and Support Network</td>
<td>446-7040</td>
<td></td>
</tr>
<tr>
<td>Family Caregiver’s Alliance</td>
<td>800-445-8106</td>
<td><a href="http://www.caregiver.org">www.caregiver.org</a></td>
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### Assisted Living

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td>Abundant Care Assisted Living*</td>
<td>519-9100</td>
<td></td>
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<tr>
<td>Acredale Assisted Living</td>
<td>962-7218</td>
<td></td>
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<tr>
<td>Assisted Living at Prichard Rd.*</td>
<td>340-8509</td>
<td>(female only)</td>
</tr>
<tr>
<td>Atria Virginia Beach</td>
<td>496-8001</td>
<td></td>
</tr>
<tr>
<td>Ballentine Manor* (Norfolk)</td>
<td>627-1155</td>
<td></td>
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<tr>
<td>Bay Lake Retirement Community</td>
<td>460-8868</td>
<td></td>
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<tr>
<td>Claire Bridge</td>
<td>493-9535</td>
<td></td>
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<tr>
<td>First Colonial Inn</td>
<td>428-2884</td>
<td></td>
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<tr>
<td>Golden Living Center</td>
<td>498-0187</td>
<td></td>
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<tr>
<td>Harbor’s Edge (Norfolk)</td>
<td>616-7950</td>
<td></td>
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<tr>
<td>Harbor Way – Atlantic Shores</td>
<td>716-2150</td>
<td></td>
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<tr>
<td>Hills Home for Adults* (Ches)</td>
<td>545-8797</td>
<td></td>
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<tr>
<td>Hope Haven Adult Home*</td>
<td>427-3809</td>
<td></td>
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<tr>
<td>Indian River Residential* (Ches)</td>
<td>523-4659</td>
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<tr>
<td>Kings Grant House</td>
<td>431-8825</td>
<td></td>
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<tr>
<td>Madonna Home* (Norfolk)</td>
<td>623-6662</td>
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<tr>
<td>Marion Manor*</td>
<td>456-5018</td>
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<tr>
<td>Our Lady of Perpetual Help</td>
<td>495-4211</td>
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<tr>
<td>Pacifica Senior Living</td>
<td>490-6672</td>
<td></td>
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<tr>
<td>Parsons Residential Care* (Ches)</td>
<td>487-0487</td>
<td></td>
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<tr>
<td>Sentara Village* Virginia Beach</td>
<td>306-2800</td>
<td></td>
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<tr>
<td>Shepherd’s Village* (Norfolk)</td>
<td>625-1877</td>
<td></td>
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<tr>
<td>Terrace at Beth Sholom Village</td>
<td>282-2384</td>
<td></td>
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<tr>
<td>The Gardens of Virginia Beach</td>
<td>499-4800</td>
<td></td>
</tr>
<tr>
<td>Thornton Hall* (Norfolk)</td>
<td>853-6281</td>
<td></td>
</tr>
<tr>
<td>Virginia Department of Social Services Eastern Regional Office (Questions/Concerns)</td>
<td>491-3990</td>
<td><a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a></td>
</tr>
<tr>
<td>Virginia Home for Adults* (Ches)</td>
<td>545-6219</td>
<td></td>
</tr>
<tr>
<td>Westhaven Manor* (Portsmouth)</td>
<td>399-2754</td>
<td></td>
</tr>
<tr>
<td>Westminster Canterbury</td>
<td>496-1100</td>
<td></td>
</tr>
<tr>
<td>Whitehurst Manor* (Ches)</td>
<td>482-3128</td>
<td>(female only)</td>
</tr>
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*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)*
Endependece Center: 461-8007  
www.endependence.org
VA Board for People with Disabilities: 800-846-4464  
www.vaboard.org
VA Department of Rehabilitative Services: 800-552-5019  
www.vadrs.org
VA Disability Services: www.vadsa.org

**Driving**
AARP Driver Safety Program: 888-227-7669  
www.aarp.org/drive
Department of Motor Vehicles (DMV): 804-497-7100  
www.dmvinnow.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
       www.aarp.org
Endependence Center  461-8007
       www.endependence.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 Program  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.staroftheseaparish.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 Neeger 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.apdadparkinson.org
American Speech, Language, and Hearing Association  800-638-8255
American Stroke Association
  www.strokeassociation.org
Arthritis Foundation  456-1119
Beach Health Clinic  
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.mwpf.org

Multiple Sclerosis Foundation  800-225-6495
www.msfacts.org

Multiple Sclerosis Society  490-9627
www.nmss.org

Muscular Dystrophy Association  420-3172
www.mdaua.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

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.medicalservicessofamerica.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.odsyhealth.com
Personal Touch Home Care & Hospice 855-1355
Sentara Hospice Services 553-3000

Day Support (showers, laundry, food)
Winter Shelter (October – April)
YWCA of South Hampton Roads 625-4248
**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](http://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  
Hidenwood (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](http://www.aarp.org)  
A Place for Mom  857-0796  
[www.aplaceformom.com](http://www.aplaceformom.com)  
Citizens Committee to Protect the Elderly  518-8500  
Elder Care Locator  800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)  
Endependence Center  461-8007  
[www.endependence.org](http://www.endependence.org)  
Fire Department Smoke Detectors  471-5826  
Information Center Dial 2-1-1  
Mayor’s Commission on Aging  385-4581  
Public Information  311  
Senior Navigator  866-393-0957  
[www.seniornavigator.org](http://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.vhqconference.org
**Medicare/Medicaid Fraud**  800-938-8885  
[www.stopmedicarefraud.gov/fraud/](http://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](http://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](http://www.medva.net)

Universal Drugstore  866-291-5551  
[www.universaldrugstore.com](http://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](http://www.aarp.org/prescriptiondrugs)

AARP/Medicare Rx Plans  866-255-4835  
[www.aarp.medicarerx.com](http://www.aarp.medicarerx.com)

Discount Meds Network  888-334-0144  
Drug Discount Cards  800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

Financial Assistance for Prescriptions  
[http://www.disabilityresources.org](http://www.disabilityresources.org)

Free Medication Foundation  
[www.freemedicinefoundation.com](http://www.freemedicinefoundation.com)

Medication/Prescription Assistance  437-3214

**Medicine Program**  

Novartis Patient Assistance Program  
[www.NovartisCarePlan.com](http://www.NovartisCarePlan.com)

Pharmaceutical Research and Manufacturers of America  
[www.phrma.org](http://www.phrma.org)

Prescription Drug Assist  
[www.ssa.gov/prescriptionhelp/](http://www.ssa.gov/prescriptionhelp/)

Rx America  
[www.rxamerica.com](http://www.rxamerica.com)

Senior Services of Va. (SSSEVA)  461-4981  
Together Rx Card  800-865-7211  
[www.Together-Rx.com](http://www.Together-Rx.com)

US Rx Card  
[www.us.rxcard.com](http://www.us.rxcard.com)

Volunteers in Health Care  
[www.rxassist.org](http://www.rxassist.org)

**Mental Health / Substance Abuse Services**

American Psychological Association  800-374-2721  
[www.apa.org](http://www.apa.org)

Coalition of Preventing Elder Suicide (COPES)  437-3550

Depression and Bipolar Support Alliance  800-826-3632  
[www.dbsalliance.org](http://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](http://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](http://www.nami.org)

National Institute of Mental Health  800-421-4211  
[www.nimh.nih.gov](http://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

Food Banks / Referrals:

Compassion Center 428-3277
Home Delivered Meals 461-9481
Hope Lutheran Church 424-4848
(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
(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

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
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

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

Projects

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

Senior Services of Southeastern Virginia
Local Ombudsman 461-9481

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Projects
### Safe Return
888-572-8566

### Walgreens Ready Response
866-310-9061

### Prescription Delivery
*(See Medical Supplies / Prescriptions Delivery)*

### Recreation

<table>
<thead>
<tr>
<th>Facility</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td>AARP Active for Life</td>
<td>888-687-2277</td>
<td><a href="http://www.aarp.org/health">www.aarp.org/health</a></td>
</tr>
<tr>
<td>Bayside Recreation Center</td>
<td>460-7540</td>
<td></td>
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<tr>
<td>Bow Creek Recreation Center (closed until 2014 due to renovations)</td>
<td>431-3765</td>
<td></td>
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<tr>
<td>Lifelong Fitness Alliance</td>
<td>855-361-8282</td>
<td><a href="mailto:step@lifelongfitnessalliance.org">step@lifelongfitnessalliance.org</a></td>
</tr>
<tr>
<td></td>
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<td><a href="http://www.lifelongfitnessalliance.org">www.lifelongfitnessalliance.org</a></td>
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<tr>
<td>Great Neck Recreation Center</td>
<td>496-6766</td>
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<tr>
<td>Jewish Community Center (JCC)</td>
<td>489-1371</td>
<td><a href="http://www.simonfamilyj.org">www.simonfamilyj.org</a></td>
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<td>Kempsville Recreation Center</td>
<td>474-8492</td>
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<td>Princess Anne Recreation Center</td>
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<td>Seatack Recreation Center</td>
<td>437-4858</td>
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<tr>
<td>Senior Resource Center (Creeds)</td>
<td>385-2175</td>
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<tr>
<td>Sentara Living (Bayside Presbyterian)</td>
<td>800-736-8272</td>
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### VB Libraries

<table>
<thead>
<tr>
<th>Facility</th>
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<tbody>
<tr>
<td>Administration</td>
<td>385-4321</td>
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<tr>
<td>Central Library</td>
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<tr>
<td>Bayside Library</td>
<td>385-2680</td>
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<tr>
<td>Bookmobile</td>
<td>385-2651</td>
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<td>Great Neck Library</td>
<td>385-2606</td>
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<td>Kempsville Library</td>
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<tr>
<td>Oceanfront Library</td>
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<td>Princess Anne Library</td>
<td>385-2610</td>
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<tr>
<td>Pungo-Blackwater Library</td>
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<tr>
<td>Special Services</td>
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<td>Wahab Public Law Library</td>
<td>385-4419</td>
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<tr>
<td>Windsor Woods Library</td>
<td>385-2630</td>
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<td>VB Parks and Recreation</td>
<td>385-1100</td>
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<td>VB Visitor Information</td>
<td>437-4919</td>
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### Respite Care

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<tr>
<th>Facility</th>
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<tbody>
<tr>
<td>Catholic Charities</td>
<td>456-5136</td>
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<tr>
<td>Out &amp; About, LLC – Personalized Day</td>
<td>577-2147</td>
<td><a href="http://www.alzway.com">www.alzway.com</a></td>
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<tr>
<td>VB Respite Care for the Elderly</td>
<td>385-4135</td>
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### Retirement

<table>
<thead>
<tr>
<th>Facility</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td>AARP</td>
<td>888-687-2277</td>
<td><a href="http://www.aarp.org">www.aarp.org</a></td>
</tr>
<tr>
<td>Institute for Learning in Retirement</td>
<td>368-4160</td>
<td><a href="http://www.oduilr.com">www.oduilr.com</a></td>
</tr>
<tr>
<td>Pension Benefit Guaranty Corporation</td>
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<td><a href="http://www.pbgc.gov">www.pbgc.gov</a></td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>800-772-1213</td>
<td><a href="http://www.ssa.gov">www.ssa.gov</a></td>
</tr>
<tr>
<td>Veterans Benefits</td>
<td>800-827-1000</td>
<td><a href="http://www.va.org">www.va.org</a></td>
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### Retirement Housing (Independent Living)
*(see Independent Living/Retirement & Senior Communities)*

### Senior Newsletters/Newspapers

<table>
<thead>
<tr>
<th>Facility</th>
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<th>Website</th>
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<tbody>
<tr>
<td>Good Health Magazine</td>
<td>217-0330</td>
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<tr>
<td>Senior Advocate</td>
<td>897-3075</td>
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<tr>
<td>Seniority Magazine (VA Pilot)</td>
<td>222-5391</td>
<td></td>
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<tr>
<td>Senior Living Guide</td>
<td>800-765-4975</td>
<td><a href="http://www.seniorlivingguide.com">www.seniorlivingguide.com</a></td>
</tr>
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</table>

### Senior Rights

<table>
<thead>
<tr>
<th>Facility</th>
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<tr>
<td>Citizens’ Committee to Protect the Elderly</td>
<td>518-8500</td>
<td></td>
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<tr>
<td>Division for Aging (Elder Rights)</td>
<td>800-552-3402</td>
<td><a href="http://www.vda.virginia.gov">www.vda.virginia.gov</a></td>
</tr>
<tr>
<td>Medicare Rights Center</td>
<td>212-869-3850</td>
<td><a href="http://www.medicarerights.org">www.medicarerights.org</a></td>
</tr>
<tr>
<td>Poverty Law Center</td>
<td>804-782-9430</td>
<td>Ext. 14</td>
</tr>
<tr>
<td>VA Office for Protection and Advocacy</td>
<td>800-552-3962</td>
<td></td>
</tr>
</tbody>
</table>
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 Alcoholic 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
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
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
(Catholic Charities (H.E.L.P.) 456-2366
Dependable Transport 515-0936
Lee’s Friends (Cancer Patients) 440-7501
Logistic (Medicaid only) 866-386-8331
Medical Transport 671-8911
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

**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

**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](http://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**

- State Board of Elections: 800-552-9745
  - [www.sbe.virginia.gov](http://www.sbe.virginia.gov)
- VA registration and Voting Procedures: [www.fvap.gov/pubs/vag/vagchapter3](http://www.fvap.gov/pubs/vag/vagchapter3)
- VB Voting Information: 385-8683