



City of Virginia Beach

Senior Resource Guide



Mayor's Commission on Aging

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

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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.



Meyera Oberndorf and Dr. Lanny Hampel

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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.

"3-1-1" is a simple, easy-to-remember telephone number that connects callers with a Citizen Services Call-Taker who can assist them with city information, services, news, and events in Virginia Beach

Abuse, Neglect, and/or Exploitation

Abuse Alternatives 423-764-2287
 Adult Protective Services (VB) 385-3550
 Adult Protective Services State Hotline
 888-832-3858
 Anger Management Classes 533-5217
 Citizens' Committee to Protect the Elderly
 518-8500
 Department for Aging and Rehabilitative
 Services – Eastern Region – APS Unit
 491-3983
 Disability Law Center of Virginia
 800-552-3962
 National Center on Elder Abuse
 855-500-3537
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
 Virginia Sexual & Domestic Violence
 Hotline 800-838-8238

Adaptive Equipment/Medical Equipment

Access Partnership 502-7400
www.accesspartnership.org
 Accessible Remodeling 897-0639
 American Ramp Systems 800-649-5215

Assistive Technology Loan Fund Authority
 866-835-5976
www.atlfa.org
 Bayside Special Services Library 385-2684
 ChatterVox Voice Amplification System
 800-286-3481
 Independence Center, Inc. 461-8007
 FREE www.free-foundation.org
 Housing and Neighborhood Pres. 385-5750
 International Center for Disability Resources
 on the Internet 919-349-6661
www.icdri.org
 JM Froehler Construction 481-5801
 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
 PLS Remodelers 761-0000
www.plsremodelers.com
 Portsmouth Naval Hospital Central Supply
 (FREE Incontinence Supplies) 953-0000
 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 Phone Resource (amplified phones,
 large button phones) 866-222-9344
 Tycon Medical 640-1709
 U-Step walking Stabilizer 800-558-7837
 VA Assistive Technology System
 800-435-8490
 WHRO (Services for the blind)
 889-9400

Adult Day Care

M. E. Cox Center	340-4388
Out & About, LLC – Personalized Day Respite	577-2147
Sentara PACE	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

Atria	496-8001
Bay Lake	460-8868
Brookdale Virginia Beach	493-9535
Cedar Manor (Ches)	548-4192
Chesapeake Place (Ches)	548-4795
Churchland House* (Ports)	483-1780
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
Georgian Manor* (Ches)	436-9618
Greenfield Senior Living (Ches)	436-2109
Harbor's Edge (Norfolk)	616-7950
Lake Prince Woods (Suffolk)	923-5500
Leigh Hall (Norfolk)	461-5956

Kings Grant House	431-8825
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 (Norfolk)	451-2400
Province Place of Maryview (Ports)	686-9100
Terrace at Beth Sholom Village	282-2384
The Ballentine (Norfolk)	440-7400
The Memory Center	412-1180
*Indicates acceptance of Alzheimer's Waiver	

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
Bay Lake Retirement Community	460-8868
Bell's Residential* (Portsmouth)	397-5586
Churchland House* (Portsmouth)	483-1780
Deep Creek Manor* (Ches)	487-9073
First Colonial Inn	428-2884
Georgian Manor* (Ches)	436-9618
Harbor Way – Atlantic Shores	716-2150
Hills Home for Adults* (Ches)	545-8797
Indian River Residential* (Ches)	523-4659
Kings Grant House*	431-8825
Lav'm Adult Residence* (Ches)	546-2810
Leigh Hall* (Norfolk)	461-5956
Lillian Loving Care* (Portsmouth)	393-9241
Living Options* (Ches)	488-5488
Madonna Home* (Norfolk)	623-6662
Marion Manor*	456-5018
Our Lady of Perpetual Help	495-4211
Pacifica Senior Living	490-6672
Pruden Place* (Portsmouth)	398-0605
Sentara Village* Virginia Beach	736-4677
Shepherd's Village* (Norfolk)	625-1877
Tabernacle Gardens* (Suffolk)	809-1970
Terrace at Beth Sholom Village	282-2384
The Ballentine	440-7400
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) 482-3128
 (female only)

*Indicates acceptance of Auxillary Grant

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

Clothing Resources

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
 Fire Department (non-emergency) 385-5000
 Fire Department (Administration) 385-8882
 "Operation Smoke Detector" 471-5826
 Home Safety Assessments 385-1006
 Let's Open Doors 774-7935
www.letsopendoors.net
 Mayor's Commission on Aging 385-4581
 Medical House Calls – Retro Medical
 279-7090
 Medication Disposal
 (24 hours/day, 7 days/week)
 Police Precincts:
 First Precinct 385-4377
 Second Precinct 385-2700
 Third Precinct 385-2703
 Fourth Precinct 385-2800
 Mental Health of VB (CSB) 385-0888
 Project Lifesaver 385-2742
 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- Do Not Call Requests
 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 385-3111

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
 Operation Lookout Expanded 385-1006
 Large View Peepholes Or 385-6757
 Police, Non-Emergency 385-5000
 Police Precincts:
 First Precinct 385-4377
 Second Precinct 385-2700
 Third Precinct 385-2703
 Fourth Precinct 385-2800
 TRIAD 385-6757
 VA Crime Prevention Association
 804-318-1270
www.vcpa.org
 VB Police Dept. Crime Prevention Unit
 385-1006
 VB Sheriff's Office Senior Coordinator
 385-6757

Developmental Services

VB Developmental Services Division 385-0600

Diabetes *(See Health Information)***Disability Services**

(See also Adaptive Equipment)

Independence Center 461-8007

www.independence.org

VA Board for People with Disabilities

800-846-4464

www.vaboard.org

VA Department for Aging & Rehabilitative Services

800-552-5019

www.vadr.org

VA Disability Services www.vadsa.org

Downsizing/Relocation

Arrange 567-4443

www.arrange.org

Berkshire Hathaway Home Service

Nancy Souldourian – Senior Residential

Specialist 486-4500

www.nancysold1.com

BHHS Towne Realty – Cindy Caskey

Senior Residential Specialist 642-1001

www.cindycaskey.com

Downsize Designers 553-6879

Mark Rusnak – Senior Residential Specialist

718-8865

www.markrusnak.sell4.com

Moving On 393-1622

PLS Remodelers 761-0000

www.plsremodelers.com

TLC Moving Assistance 333-4140

Towne Real Estate Group – Douglas Wolfe

Senior Residential Specialist 515-4728

www.seniorspecialistva.com

Two Men and a Truck 464-2280

William E. Wood – Linda Farlow-Bell

Senior Residential Specialist 481-3710

www.lindafarlowbell.com

Driving

Department of Motor Vehicles (DMV)

804-497-7100

www.dmvnow.com

GrandDriver.net 800-552-3402

www.granddriver.net

Matt Pagels Safe Driving Evaluations

692-0973

Sentara Rehab Safe Driving Evaluations

252-5340

Emergency Preparedness

FEMA 800-621-3362

www.ready.gov

Red Cross www.redcross.org

Southeastern Virginia Chapter

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

Department for Aging & Rehabilitative

Services – (DRS Norfolk Office) 451-7101

Independence Center 461-8007

www.independence.org

Equal Employment Opportunity

Commission (EEOC) 800-669-4000

Opportunity Inc 461-7537

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

Adult Protective Services –
 Financial Exploitation 385-3550
 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
 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 Service 321-2222
www.jfshamptonroads.org
 National Association of Personal Financial
 Advisors 888-333-6659
www.napfa.org
 Real Estate Tax Exemption Program
 385-4385
 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.dmvnow.com
 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
 National Credit Union 800-827-9650
www.ncua.gov
 Office of the Attorney General Hotline
 804-786-2042
 Office of Consumer Affairs (VB) 385-3111
 Office of Inspector General
 Medicare Fraud 800-447-8477
 Social Security Fraud 800-269-0271
 State Office of Consumer Protection
 800-552-9963
 TRIAD 385-6757
 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 Homes in the Yellow Pages or
 Internet Search)*

Board of Funeral Directors and Embalmers
 804-367-4479
 Cremation Society of Virginia
 474-9409
www.virginiacremate.com
 State Anatomical Gift Program
 800-447-1706
 Email: OCME.Anatomical@vdh.virginia.gov
 VB Dept. Human Services - Medicaid
 Indigent Burial Fund 385-3200
www.dsf.virginia.gov
 Veterans' Assistance Service 800-827-1000

Geriatric Care Managers(Certified)

Angela Whitlock, BS, CSA, CMC*
 Family Care Senior Solutions 399-9700
 Carey Raleigh, MSW, CMC
 DARS Adult Services Consultant 491-3983
 Marilyn Fall, MS, RN, BC, CMC
 ElderCare at Home and the Caregivers
 464-4800

*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

VB Dept of Human Services
 Food Stamps 385-3200
 TANF 385-3200

Health / Disorder Information

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
 495-3062
www.apdaparkinson.org

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

American Stroke Association 628-2610
www.strokeassociation.org

Arthritis Foundation 804-665-9950
www.arthritis.org

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
 800-444-6443
www.biav.net

Cancer Care 800-813-4673
www.cancercare.org

Cerebral Palsy of Virginia 497-7474

Center for Disease Control 800-232-4636
www.cdc.gov

Chronic Illness Resource Center
www.healingwell.com

Deaf and Hard of Hearing 800-552-7917

East West Advocates 805-630-5454

Epilepsy Foundation of VA 434-924-8669

Epilepsy Foundation Helpline 800-332-1000
www.epilepsyfoundation.org

Health Finder www.healthfinder.gov

Lee's Friends (Cancer) 440-7501
www.leesfriends.org

Lupus Foundation of America 888-787-5380
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 668-7000

www.mdausa.org
 Music for Wellness 563-3488

www.music4wellness.net
 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 Stroke Association 800-787-6537
www.stroke.org

Parkinson's of Hampton Roads 495-3062
Patient Advocate Foundation 800-532-5274
Sentara Physician Referral 800-736-8272
Sickle Cell Association 466-0332
www.sicklecellhrva.org

Tidewater AIDS Community
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
Hotline (HIV/AIDS/STD/HEP C)
800-533-4148

VA Dept. of Medical Assistance Services
Managed Care Helpline 800-643-2273
www.dmas.virginia.gov
Recipient Helpline 804-786-6145

Home Health Care / Caregiving

Accessible Home Health Care 934-3935
Always Best Care 802-4080
Amedisys - Chesapeake 465-1400
Amedisys – Norfolk 466-1340
Americare Plus 499-6477
Arcadia Home Care 480-2929
www.arcadiahomecare.com

Attentive Home Health Care 963-0021
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

Comfort Care Home Health/Hospice 312-6460
Comfort Keepers Virginia Beach 689-8189
Comfort Keepers North VB 431-3730
[www.comfortkeepers.com/northvirginia
beach](http://www.comfortkeepers.com/northvirginia
beach)

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

Elder Care at Home VB
464-4800
[www.geriatriccaremanagement.net
www.eldercareathomevb.com](http://www.geriatriccaremanagement.net
www.eldercareathomevb.com)

Encompass Home Care 226-7560
www.ehhi.com

Everette Mason Home Care 918-8972
www.emhc73.org

Family Care Senior Solutions 673-6981
www.forfamilycare.com

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
Home Helpers 689-5966
Hope In-Home Care 455-0030
Immanuel Care 547-8400
Interim HealthCare 466-1401
Intrepid USA Homehealth 800-254-9090
JenCare 473-3969
www.jencaremed.com

Jewish Family Service 489-3111
Karya Home Care 259-7411
Labor of Love Total Healthcare 689-4205
M & L Care 456-2273
Maxim Healthcare Services 490-3009
Medical House Calls – Retro Medical
Dr. Jennifer Fellman 279-7090

Medi Home Health Palliative Care and
Hospice Care 420-7192
www.medicalservicesofamerica.com

Montero Home Care 490-0124
Personal Touch Home Care & Hospice
800-659-0205

Preferred Care at Home 355-5080
www.preferhome.com

Quality Hands and Hearts Home Care
 271-6022

ResCare Home Care 459-2360

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

Visiting Physicians 853-1380

VB Dept. of Human Services 385-3550
 Companion Services
 Long Term Care Screenings

Westminster-Canterbury at Home 496-1653

Homeless Services / Shelters

Domestic Violence Hotline 723-7774

Genieve Battered Women's Shelter 925-4365

Lighthouse Center (VOA/ Oct-April)
 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 385-3205

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

Homeopathy/Natural Resources

ARE Edgar Cayce Foundation 428-3588

Bioceutica (vitamins) 675-0561
www.bioceutica.com/lucyfyfe

Buy Local Hampton Roads
www.buylocalhamptonroads.org

East West Advocates 805-630-5454

Health Nut (herbs/vitamins) 644-6452

Heritage Natural Market 428-0500

Holistic Alternative Medicine 687-8173

Holistic Family Practice – Dr. Erika Steele
 685-4325
www.vabeachwellness.com

Holistic Touch 448-7445

Kangen Water 615-7405

Music for Wellness 563-3488
www.music4wellness.net

Naturopathic Associates 510-6864

The Natural Path 478-4455

Tidewater Acupuncture and Wellness
 428-4286

Virginia Beach Farmers Market 385-4388

Hospice Programs

All Heart Home Health & Hospice 961-0049

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

Gentiva Hospice 461-0600
www.gentiva.com

Heartland Home Health & Hospice
 490-9323

Hospice Association of America
www.nahc.org

Hospice and Palliative Care 321-2242
www.hpctidewater.com

Intrepid Hospice 499-0872
www.intrepidusa.com

Medi Home Health & Hospice 420-7192

Personal Touch Home Care & Hospice
 855-1355

Sentara Hospice Services 553-3000

Westminster-Canterbury at Home 496-1653

Hospitals

Bon Secours – DePaul	889-5000
Bon Secours – Maryview	398-2200
Chesapeake Regional Medical Center	312-8121
Hampton VA Medical Center	722-9961
Portsmouth Naval Hospital	953-5000
Sentara Heart Hospital	388-8000
Sentara Independence Hospital (ER only)	363-6100
Sentara Leigh Hospital	261-6000
Sentara Norfolk General Hospital	388-3000
Sentara OBICI Hospital	934-4000
Sentara Princess Anne Hospital	507-1000
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
VB Psychiatric Center	496-6000

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	385-3205

**Independent Living / Retirement &
Senior Communities**

900 Aqua	(855) 411-2700
Atlantic Shores	716-2000

Chesapeake Crossing	494-0941
Cogic Highrise Apts. (Norfolk)	622-2513
Colonial Harbor	369-8305
Colony Pines Apartments	486-7363
Commons at Chesapeake	436-2699
Commons at Churchland (Ches)	484-8697
Commons at Greenwood (Ports)	465-9007
Commons at Princess Anne	490-7001
Commons at Centerbrooke (Suffolk)	925-7955
Cromwell House (Norfolk)	480-4444
First Colonial Inn	428-2884
Harbor's Edge	616-7900
Haygood Halls	499-3788
Hiddenwood (Newport News)	596-5306
Holland House	498-9225
Jamestown Commons	361-6900
John Knox Towers (Norfolk)	622-5443
Lake Prince Woods Retirement Community (Suffolk)	923-5529
Lakewood Plaza (Norfolk)	857-5445
Lighthouse Pointe (Chesapeake)	382-4911
Luther Manor	463-3510
Lynnhaven Cove	467-4000
Meadow Woods (Norfolk)	(866) 284-5014
Old Donation Apartments	460-0921
River House (Norfolk)	305-9296
Russell House	481-0770
Shorewood Cove (Norfolk)	(866) 873-8544
Silver Hill at Great Neck	481-0055
Stonebridge Manor (Norfolk)	857-1351
Sullivan House	563-9955
Sunstone Apartments (Ches)	488-3165
The Cottages and Silver Hill at Town Center (formerly Silver Hill)	431-2290
The Reserve at Greenbrier (Ches)	361-0066
The Sands	420-0891
The Talbot on Granby (Norfolk)	451-5100
Tidewater Senior Apartments (Newport News)	265-1472
Victoria Place	313-2323
Victory Square (Portsmouth)	397-9991
Wesleyan Place	473-1490
Westminster-Canterbury	496-1100

Information and Referral Services

AARP 888-687-2277
www.aarp.org

A Place for Mom 866-921-6098
 (free eldercare advice and referrals)
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 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

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
 385-3550

VA Dept. of Public Health 518-2700
www.vda.state.va.us

VA Office for Protection and Advocacy
 800-552-3962
<http://www.vadsa.org/rightsandadvocacy.htm>

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 804-552-7945
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
 or Internet Search)*

Ginny Brown, PC 965-9210
www.vebrownpc.com

Hook Law Center 399-7506
www.hooklawcenter.com

Karen Fortier, PC 631-1900

Law Office of Angela Manz 271-6275

Legal Aid Hotline 866-534-5243

Legal Aid Society of Eastern VA 552-0026

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

Oast & Taylor 452-6200
www.oasttaylor.com

Rack & Olansen 605-5000
www.racklaw.com

Senior Legal Services 340-6100

Senior Services of Va. (SSSEVA) 461-9481
www.ssseva.org

VA Lawyer Referral Service 800-552-7977

Wolcott, Rivers & Gates 497-6633
www.wolcottriversgates.com

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

Aging Life Care Association
 (Geriatric Care Managers) 520-881-8008
www.aginglifecare.org

AARP 888-687-2277
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

VA Dept. of Medical Assistance (DMAS)
(Medicaid) 804-786-7933
www.dmas.virginia.gov

VB Dept. of Human Services
Nursing Home Screenings 385-3550
Medicaid applications 385-3200

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)
866-810-8305 (opt. #1)
www.logisticare.com/

Medicaid Providers Hotline 800-552-8627
Medicare Quality Improvement
804-289-5320
www.vhqc.org

Medicare/Medicaid Fraud 800-447-8477
www.stopmedicarefraud.gov/fraud/

VA Managed Care Hotline 800-643-2273
VB Dept. of Human Services 385-3200

Medical Equipment *(See Adaptive Equipment)*

Medication / Prescription and Supply

Delivery

CVS (formerly Bayview Plaza Pharmacy)
583-7466
Home Care Delivered, Inc. 800-565-5644

Kmart
Constitution Drive 497-0389
Liberty Medical 866-342-2383
Medical Equipment Distributors of Virginia
498-8225
www.medofva.net

Universal Drugstore 866-456-2456
www.universaldrugstore.com

Walgreens
Atlantic Ave 422-3721
Centerville Tpke 479-5583
First Colonial Rd 985-3631
Holland Road 306-9255
Independence Blvd 519-9877
Indian River Road 467-0953
Lynnhaven Pkwy 471-4998
Nimmo Pkwy 427-1655
Pembroke Mall 490-4651
Shore Drive 460-1290
Virginia Beach Blvd 340-8013
Wesleyan Drive 557-0205

Walmart
Lynnhaven Pkwy 416-3480
Nimmo Pkwy 430-1836
Phoenix Dr 498-9633
Virginia Beach Blvd 278-2004

Medication / Prescription Assistance

AARP Medication Benefits 888-687-2277
www.aarp.healthcare.com

AARP/Medicare Rx Plans 888-867-5512
www.aarp.medicarerx.com

Discount Drug Network 877-537-5537
Drug Discount Cards 800-633-4227
www.medicare.gov

Medication/Prescription Assistance
Pennies for Prescriptions 385-3214

Medicine Program
<http://www.themedicineprogram.com/>

Novartis Patient Assistance Program
800-245-5356

www.patientassistancenow.com
Pharmaceutical Research and Manufacturers
of America www.phrma.org

Prescription Drug Assist

www.ssa.gov/prescriptionhelp/
 Rx America 800-770-8014
www.rxamerica.com
 Senior Services of Va. (SSSEVA) 461-4981
 Volunteers in Health Care www.rxassist.org

Mental Health / Substance Abuse Services

American Psychological Association
 800-374-2721
www.apa.org
 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 Depressive Illness
www.behavenet.com
 Riverside Behavioral Health Center
 Geropsychiatric Services 827-3143
 Sentara Norfolk General Hospital
 Gero-Psych 388-3590
 Sentara Virginia Beach General Behavioral
 Health Unit 395-8000
 VB Dept. of MH/SA
 Emergency Services 385-0888
 Pre-Registration 385-0866
 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
 Princess Anne Health & Rehab Center
 821-7500
www.princessannehealthrehab.com
 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 385-5930
 Bow Creek Recreation Center 385-5960
 Great Neck Recreation Center 496-6766
 Jewish Community Center 489-1371
 Kempsville Recreation Center 474-8472
 Princess Anne Recreation Center 385-5950
 Seatack Recreation Center 437-4858
 Senior Services of Va. (SSSEVA) 461-9481
 Williams Farm Recreation Center 385-2950

Food Banks / Referrals:

Buy Local www.buylocalhamptonroads.org
 Compassion Center Freedom Ministries
 428-3277

Hope Lutheran Church	424-4848
(2 nd & 4 th Wed & Sat of each month – Wed 6pm-8pm & Sat 10am-12pm)	
Jewish Family Service	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 Home Delivered Meals	
	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)	385-3200
VB Dept. of Human Services	385-3205

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	
<u>beach</u>	
LifeFone	844-253-7939
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	553-3003
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	
Adult Learning Center	473-5091
ARE Edgar Cayce Foundation	437-7202
Bayside Recreation Center	385-5930
BEST for Seniors Program	395-8455
Bow Creek Recreation Center	385-5960
Contemporary Arts Center	425-1000
Dance Lessons (free)	340-7517
Fun Tours	800-528-8687
Heritage Center	428-0110
Great Neck Recreation Center	385-5940
Simon Family Jewish Community Center (JCC)	489-1371
www.simonfamilyj.org	
Kempsville Recreation Center	474-8492
Lifelong Fitness Alliance	650-361-8282
Lynnhaven Bingo	468-9154
Music for Wellness	563-3488
www.music4wellness.net	
Princess Anne Recreation Center	385-5950
Seatack Recreation Center	385-5920
Senior Resource Center (Creeds)	385-2175
Sentara Living (Bayside Presbyterian)	800-736-8272
Tidewater Arts Outreach	965-5155
www.tidewaterartsoutreach.org	
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
Williams Farm Recreation Center	385-2950
YMCA	456-9622

Respite Care

BrightStar Healthcare 227-4047
www.BrightStarCare.com
 Catholic Charities (CARES Program) 456-2366
 Everette Mason Home Care 918-8972
www.emhc73.org
 Out & About, LLC – Personalized Day Respite Services 577-2147
www.alzway.com
 The Lipton House Senior Care Home 639-4995
 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

After 55.com 222-5391
 Good Health Magazine 217-0330
 Senior Advocate 897-3075
 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 800-333-4114
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 – BANA VB Area 866-972-5055 or 800-777-1515
 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 Tax Relief 385-4385
 State Income 385-4483
 VB Real Estate Tax Assessor 385-4601

Transportation Services

Accent Transport Services
 (ambulatory, w/c, stretcher –
 medical appointments only) 605-0605
 Black & White Cabs (wheelchair) 855-7528
 BrightStar Healthcare 227-4047
 (errands or appointments)
www.BrightStarCare.com
 Catholic Charities (H.E.L.P.) 456-2366
 Colonial Transit 633-0786
 Dependable Transport 515-0936
 Eagle Medical Transports 273-7198
 EMR – Emergency Medical Response
 606-1950
 I-Ride (Senior Services) 222-4513
 Lee's Friends (Cancer Patients) 440-7501
 Logisticare (Medicaid only) 866-386-8331
 Medical Transport 671-8911
 (stretcher only)

Mid-Atlantic Regional Ambulance 273-7360
 Para Transit Services (formerly Handi Ride)
 Applications 222-6087
 Scheduling 455-8010
 Reliance Medical Transport 652-8682
 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
 Tidewater Medical Transportation
 (ambulatory, w/c, stretcher –
 doctor appointments, errands) 558-4050
 Yellow Cab (wheelchair) 460-0605

*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 385-3492

Veterans Resources

Care Connect of Hampton Roads 271-4270
 Department of Veterans Affairs
 804-786-0286
 Tidewater Field Office 455-0814
www.dvs.virginia.gov
 Hook Law Center 399-7506
www.hooklawcenter.com
 Honor Flight 655-4342
 Intrepid Hospice 499-0872
 Portsmouth Naval Hospital Central Supply
 (FREE Incontinence Supplies) 953-0000
 Oast & Taylor 452-6200
www.oasttaylor.com

VB Department of Human Services

Adult Protective Services	385-3550
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
Supplemental Nutrition Assistance Program (SNAP)	385-3200

Volunteering

Adipsy (serving cancer patients & their families)	436-0697
	www.adipsy.org
Bon Secours Volunteer Services	889-5000
Catholic Charities (H.E.L.P.)	456-2366

Citizen’s Committee to Protect the Elderly	518-8500
Honor Flight	655-4342
Intrepid Hospice	499-0872
Military Aviation Museum	721-7767
Office of Volunteer Resources	385-4722
Senior Services of Va. (SSSEVA)	461-9481
	www.ssseva.org
Sentara Hospice Volunteers	553-3051
VA Aquarium	385-0355
VBCERT (VB Community Emergency Response Team)	385-2914
VB Dept. of Human Services	385-3214

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