

SENIOR CONNECTION

**YORK COUNTY COMMUNITY SERVICES
DIVISION OF SPECIAL PROGRAMS
SENIOR INFORMATION & REFERRAL GUIDE
224 BALLARD STREET
YORKTOWN, VA 23690
757-890-3883**



WELCOME TO THE “SENIOR CONNECTION”

The “Senior Connection” is a directory of services designed to assist York County Senior Citizens, and the disabled with many services that are needed in everyday living. If you do not find what you are looking for here, you can call the "Senior Connection" hotline number at **890-3883**. Although this directory was developed primarily for senior citizens, some of the services are available to all citizens. Please check with individual agencies for more detailed information or any age and/or income requirements to qualify for some of these services.

The Senior Connection is accessible at the York County website, www.yorkcounty.gov/comser/, click on Special Programs and the link for the Senior Connection

DISCLAIMER

This publication is designed to provide a resource referral in the areas of aging, health and disabilities services for the citizens of York County. While every effort has been made to include a broad range of services that are available, we assume no responsibility for errors or omissions or for damages resulting from the use of the information in this publication. Inclusion in this publication in no way promotes endorsement of agencies or services.

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APARTMENT/RETIREMENT COMMUNITIES
 (Independent, but may include buy-in options and assisted living units)

NEWPORT NEWS		
<i>Chesapeake, The</i> 955 Harpersville Road	757-223-1600	Independent & assisted living. Apartment, cottage homes. www.vbh.org
<i>Governor's Inn Estate</i> 741 Thimble Shoals Blvd.	757-873-1701	Retirement buy-in facility with life care. Planned activities. Assisted living.
<i>Hiddenwood, The</i> 50 Wellesley Drive	757-930-1075	A retirement community with three levels of accommodations; Independent, Assisted, and Skilled Nursing. www.rui.net
<i>Lexington Commons</i> 14534 Old Courthouse Way	757-724-0780	Independent living senior community. One and two bedrooms. www.artcraftcos.com
<i>Mennowood Retirement Community</i> 13030 Warwick Blvd.	757-249-0355	Independent & assisted living. www.mennowood.com
<i>Warwick Forest</i> 866 Denbigh Blvd.	757-886-2000	Independent plus the advantage of multi-levels of assisted living care. Spacious apartments. Cottages.
HAMPTON		
<i>Devonshire, The</i> 2220 Executive Drive	757-827-7100	A retirement community with three levels of accommodations; Independent with full size apartments, Assisted, and Skilled Nursing.
<i>Langley Square</i> 130 Doolittle Road	757-722-4894	Independent living. Subsidized.
<i>Seton Manor</i> 215 Marcella Road	757-827-6512	A caring retirement community for ages 62 and over, and disabled. Planned activities and transportation coordinated through PAA. Generally 6-8 month waiting period.
<i>Shelton on the Bay</i> 1300 N. Mallory Street	757-723-6669	Intermediate care. Must be able to perform basic activities of daily living. Planned activities. Private and non-private bedrooms.
<i>Sinclair Commons</i> 232 Gilbert Street	757-728-0007	Senior living apartment community for age 62 and over. www.sinclaircommons.com

WILLIAMSBURG		
<i>Bennington on the Park</i> 4808 Courthouse Street	757-565-0565	Carefree condominium living. Pedestrian oriented community with parks, paths, shopping, and dining. www.benningtononthepark.com
<i>Brandon House at Chambrel</i> 3800 Treyburn Drive	757-220-1839	A retirement community with independent/assisted living. Private apartments, 24-hour private licensed staff. www.chambrel.com
<i>Colonial Manor</i> 8679 Pocahontas Trail	757-476-6721	Single-story garden style apartments. Chef prepared meals. Fully equipped kitchens. 24 hour security. www.colonialmanorwilliamsburg.com
<i>Heritage Commons</i>	757-652-4269	Opening in 2008. Amenities will include large one and two bedroom apartments. www.heritagecommonsofwilliamsburg.com
<i>Patriots Colony at Williamsburg</i> 6000 Patriots Colony Drive	757-220-9000	Premier life care retirement community for retired officers of the seven uniformed services, their spouses or widowers, and retired employees of federal government agencies. www.patriotscolony.com
<i>Spring Arbor</i> 935 Capitol Landing Road	757-565-3583	Independent & assisted living facility. www.springaborliving.com
<i>Williamsburg Landing</i> 5700 Wmsbg. Landing Dr.	757-565-6505	Upscale buy-in retirement community w/guarded gate entrance. Varied amenities and activities. www.williamsburglanding.com
<i>WindsorMeade of Williamsburg</i> 453 McLaws Circle	757-565-9670	Gated community with site patrols. www.windsormeade.org
YORKTOWN		
<i>Colonial Harbor</i> 2405 Ft. Eustis Blvd.	757-369-8305	Gracious retirement living community. Studio, one bedroom, and two-bedrooms. www.colonial-harbor.com
<i>Villas at Five Forks Villas at Yorktown</i>	757-867-7800	Luxury ranch condominiums. Coming Spring/Summer 2007. www.villa-communities.com
GLOUCESTER		
<i>Sanders Retirement Village</i> 7385 Walker Avenue	804-693-0199	Independent living.

MISCELLANEOUS INFO		
<i>a la Maison Senior Relocation Services</i>	757-729-3929	Provides comprehensive moving services through transition to independent or assisted living facility while maintaining client dignity and independence. e-mail: pparker18@cox.net

INCOME BASED HOUSING

Local Redevelopment and Housing Authorities offer subsidized housing for the elderly. Some have apartment communities specifically designed for seniors and the disabled. There is generally a waiting list.

NEWPORT NEWS		
<i>Newport News Redevelopment & Housing Authority</i> 227 27 th Street	757-928-2620	Rent based on income.
<i>Section 8 Office</i>	757-928-6060	
<i>Denbigh Trace</i> 13211 Ridgeview Drive	757-874-4844	
<i>Great Oak</i> One Great Oak Circle	757-599-0395	One bedroom apartments for elderly and handicap. Located off Thimble Shoals Blvd.
<i>Phoenix Village</i> 316 Charles St.	757-599-0395	Young adult handicapped community off Warwick Blvd. near Ft. Eustis.
<i>Pineroft</i> 75 Wellesley	757-269-4300	One bedroom apartments for elderly and handicap. Located in Hidenwood area.
<i>Spratley House</i> 651 25 th Street	757-928-2680	High-rise, 50-apartment complex located downtown.
HAMPTON		
<i>Berkeley Village</i> 900 Daphia Drive	757-826-5175	Located in the Langley area. Section 8 housing for the elderly.
<i>Hampton Redevelopment & Housing Authority</i> 1 S. Armistead Avenue	757-727-1111	Rent based on income.
<i>Langley Square Apartments</i> 130 Doolittle Road	757-722-4894	
GLOUCESTER		
<i>Daffodil Gardens</i> 5954 Garden Grove Lane	804-695-9294	64 units. Site Manager: Jan Stellwagon Max income limits: 50% area median income.
YORKTOWN		
<i>York County Housing Assistance</i> 224 Ballard Street	757-890-3885	Rent based on income
<i>Williamsburg Housing Authority</i> 412 N. Boundary St.	757-220-3477	Rent based on income.
<i>Blayton Building, The</i> 613 Scotland Street		Housing for elderly and disabled. 38 units located in Colonial Williamsburg.

WHAT IS ASSISTED LIVING?

Assisted living is a combination of housing, personalized supportive services, and health care designed to respond to the individual needs of those who require help with activities of daily living.

Assisted living care promotes maximum independence and dignity and may also be called residential care facilities, homes for adults, personal care homes, congregate living facilities or retirement homes.

Assisted living residences generally provide more health-related services than an independent living retirement home. They offer a less expensive, more residential approach to delivering many of the same services available in a skilled nursing facility, by forming alliances on an as needed basis with home health agencies and other outside professionals. Services in assisted living usually include

- ◆ Three meals a day served in a common dining area
- ◆ Housekeeping services
- ◆ Transportation
- ◆ Assistance with activities of daily living-eating, bathing, dressing, and mobility
- ◆ Access to health and medical services
- ◆ 24-hour security and staff availability
- ◆ Emergency call systems for each residents unit
- ◆ Health promotion and exercise programs
- ◆ Medication management
- ◆ Personal laundry services
- ◆ Social and recreational activities

Costs vary with the residence, unit size, and the types of services needed by the residents. The basic rate may cover all services or there may be additional charges for special services. Most assisted living residences charge month-to-month rates, but a few residences require long term arrangements. Some assisted living provider's request security deposits or other types of entry fees. Residents or their families generally pay the cost of care from their own financial resources. Depending on the nature of an individual's health insurance program or long-term care insurance policy, some costs may be reimbursable. In addition, some residences have their own financial assistance programs. Some state and local governments offer subsidies for rent or services for income eligible seniors. Others may provide subsidies in the form of an additional payment for those who receive Supplemental Security Income (SSI) or Medicaid.

For additional information on Assisted Living you can contact the:

Assisted Living Federation of America
1650 King Street, Suite 602
Alexandria, VA 22314-2747
703-894-1805
www.alfa.org

ASSISTED LIVING FACILITIES/ADULT HOMES

NEWPORT NEWS		
<i>Caring & Sharing Home For Adults</i> 6008 Jefferson Ave.	757-245-0902	46 bed semi-private. Daily activities
<i>Cote de Neige</i> 13635 Warwick Blvd.	757-877-6406	Ranch style home with semi-private rooms for 11 residents.
<i>Heart and Soul Home for Adults I</i> 1147 27 th St.	757-245-0011	6-bed facility in residential neighborhood. Specialize in mentally retarded.
<i>Heart and Soul Home for Adults II</i> 1021 24 th St.	757-245-0104	9-bed facility in residential neighborhood. Specialize in mentally retarded.
<i>Hilton Plaza Inc.</i> 311 Main St.	757-596-6010	71-bed private/semi-private two-story facility.
<i>Morningside Assisted Living</i> 655 Denbigh Blvd.	757-890-0905	24-hr. personal assisted living care. Short term respite-care. www.5sqc.com
<i>Open Arms Adult Home</i> 918 27 th St.	757-247-0063	5-bed private/semi-private in residential neighborhood.
HAMPTON		
<i>Eden Pines</i> 1034 Topping Lane	757-826-5415	Assisted living.
<i>Mayfair House</i> 1030 Topping Lane	757-826-3728	Assisted living.
<i>Rest Haven Manor</i> 40 Hunt Club Blvd.	757-827-0000	100-bed semi-private rooms.
WILLIAMSBURG		
<i>Dominion Village</i> 4132 Longhill Road	757-258-3444	Planned activities, 24-hour trained staff. www.5sqc.com
<i>Morningside Assisted Living</i> 440 McLaws Circle	757-221-0018	State of the art living community. Multi-level care which includes independent living. www.5sqc.com
<i>Patriot's Colony Assisted Living, The Berkley</i> 6000 Patriots Colony Dr.	757-220-9000	Private apartments, 24-hour supervision. Multi-level care including <i>Springhouse</i> for those with dementia. www.patriotscolony.com
GLOUCESTER		
<i>Cary Ave. Adult Home</i> 7336 Cary Ave.	804-693-7035	Semi-private. Residential only.
<i>Gloucester House</i> 7657 Meredith Drive	804-693-3116	Planned activities, 24-hour trained staff. www.commonwealthal.com
POQUOSON		
<i>Dominion Village</i> 531 Wythe Creek Road	757-868-0335	48-beds. Residents can be independently mobile, semi-mobile, or non-ambulatory. www.5sqc.com

NURSING HOMES

A nursing home is designed for people who need less care than provided by a hospital, but for whom adequate services are not reasonably available at home or in the community. It is designed for those needing long-term nursing or convalescent care due to prolonged illness or injury.

Nursing homes are licensed by the State Department of Health and are staffed and equipped to assist each resident to achieve and maintain the highest level of self-care and independence possible. General housing care includes assistance with bathing, dressing, eating and preparation of special diets, administration of medicines, application of surgical dressings and bandages, and the administration of care and treatments prescribed by a physician.

SELECTING A NURSING HOME

When faced with the possibility that you, or someone you care about, might require nursing home care, the best advice is this: PLAN. And don't do it alone. On the web, visit www.medicare.gov for up to date detailed information about the past performance of every Medicare and Medicaid approved nursing home in the country.

Determine, along with the physician, the level of care needed.

Telephone each home and ask questions and ask for a tour of the facility.

Be sure that the home is certified to participate in the Medicare or Medicaid programs.

What are the admission requirements?

Is there a waiting list?

On your tour of the facility: How does the physical condition of the home look? Is it clean, well maintained and free from odors?

How concerned and caring is the staff toward residents?

Are residents dressed and out of bed if their medical condition permits them to be? Do they appear content and well cared for? Are they involved in activities?

Talk to residents and their families. Ask them about the care the facility provides.

Trust your instincts, your "sixth sense". How do you feel about the place?

At the point of making a choice: Review the admission contract carefully. Understand how much money you must pay each day or month to live at the home, and that you also understand the cost of things not included in basic monthly or daily rate.

NURSING HOMES /CONVALESCENT CENTERS

NEWPORT NEWS		
<i>James River Convalescent Center</i> 540 Aberthaw Avenue	757-595-2273	195-bed facility. www.vahs.com
<i>Newport News Nursing & Rehabilitation Center</i> 12997 Nettles Drive	757-249-8880	www.tandemhealthcare.com
<i>Newport, The</i> 11141 Warwick Blvd.	757-595-3733	49 bed facility. www.vahs.com
<i>Riverside Convalescent Center</i> 1000 Old Denbigh Blvd.	757-875-2000	www.riversideonline.com
<i>St. Francis Nursing Center</i> 4 Ridgewood Parkway	757-886-6500	Assoc.w/Mary Immaculate Hospital. www.bshr.com
HAMPTON		
<i>Coliseum Park Nursing Home</i> 305 Marcella Rd.	757-827-8953	
<i>Northampton Convalescent Center</i> 1028 Topping Lane	757-826-4922	50 bed facility. www.vahs.com
<i>Riverside Convalescent Center</i> 414 Algonquin Road	757-722-9881	www.riversideonline.com
<i>Sentara Nursing Center</i> 2230 Executive Drive	757-224-2230	www.sentara.com
YORK COUNTY		
<i>Regency Healthcare Center</i> 112 North Constitution Drive	757-890-0675	www.mfa.net
<i>York Convalescent Center</i> 113 Battle Road	757-898-1491	www.vahs.com
POQUOSON		
<i>Bayside Convalescent Center</i> 1 Vantage Drive	757-868-9960	www.goldenlivingcenters.com
WILLIAMSBURG		
<i>Patriots Colony Convalescent Center</i> 6000 Patriots Colony Dr.	757-220-9000	60-bed. Private pay. www.patriotscolony.com
<i>Williamsburg Landing</i> 5500 Williamsburg Landing Drive	757-253-8801	www.williamsburglanding.com
GLOUCESTER		
<i>Walter Reed Convalescent Center</i> 7602 Meredith Drive	804-693-6503	161-bed facility. www.vahs.com

HOME HEALTH AGENCIES

(Call agency for more detailed information on range of services provided)

NEWPORT NEWS		
<i>Beacon Health Care Services Inc.</i> 710 Denbigh Blvd., Bldg. 7, Suite A	757-833-0430	Home health, case management, private duty skilled nursing, staff relief.
<i>Concordia, Inc.</i> 729 Thimble Shoals Blvd., Suite 2C	757-873-1966	Health care and personal care in your home by the <i>Concordia Group</i> .
<i>Family Centered Resources Inc.</i> 11847 Canon Blvd., Suite 12	757-596-3941	Day & live-in companions, home health aids, RN/LPN visits and transportation. www.fcr-inc.com
<i>Home Instead Senior Care</i> 555 Denbigh Blvd., Suite B	757-886-1230	Companion and caregiver services to help you remain in your home. www.homeinstead.com
<i>Interim Health Care</i> 827 Diligence Drive	757-873-3313	24 hour home health care, nurses aids, live-ins, RN/LPN's, and therapists. www.interimhealthcare.com
<i>Kelly Home Care Services</i> 610 Thimble Shoals Blvd. Suite 201-C	757-827-1221	In home assistance with basic needs, driving to and from doctors, and long term illness care. www.kellyservices.com
<i>Marvina Home Health & Hospice</i> 728 Blue Crab Rd., Suite B	757-595-0675	In home intermittent part-time care, RN/LPN skilled care, physical, occupational and speech therapy.
<i>Personal Touch Home Care</i> 732 Thimble Shoals Blvd.	757-873-7386	Complete home care, companion services, and professional therapy services. www.pthomecare.com
<i>Professional Therapy Services Inc.</i> 1405 Kiln Creek Pkwy.	757-890-3103	Complete at home assessments and physical therapy.
<i>Riverside Home Health</i> 11833 Canon Blvd., Suite 120	757-594-5600	Skilled nursing, health management, therapy services, nursing assistants. www.riversideonline.com
<i>Tama Home Health Care Services</i> 600 Thimble Shoals Blvd.	757-873-3315	Free initial assessment. Companions, home health aids, homemakers, RN's/LPN's.
<i>Visiting Angels, Living Assistance Services</i> 12388 Warwick Blvd. Suite 206	757-599-4145	Providing compassionate companions and personal care attendants at your home or wherever you call home. www.visitingangels.com

HAMPTON		
<i>Sentara Home Care Services</i> 2713 Magruder Blvd., Suite G	757-766-2600 ext. 4826	www.sentara.com/homecare
<i>Tender Care Home Care Inc.</i> 2019 Cunningham Drive	757-838-3378	24-hour nurses, RN/LPN, aides, companions, therapy services.
WILLIAMSBURG/NEW KENT		
<i>At Home Care</i> 36 McLaws Circle	757-220-2112	Skilled nursing, home health aide, occupational and physical therapy, personal hygiene, light housekeeping. www.athomecare.com
<i>Brookside Home Health Care</i> 460 McLaws Circle Suite, 250	757-253-2536	Skilled nursing, home health aides, rehabilitative services in physical, occupational and speech therapy, medical social work.
<i>Comfort Keepers</i> 15441-A Pocahontas Trail Lenexa, VA 23089	804-966-1997	Affordable, non-medical in home care. Meal preparation, light housekeeping, errands, transportation, free in home consultation.
<i>Hand "N" Heart</i> 416 McLaws Circle	757-565-0216	Personal in-home care, companions, respite, skilled nursing, housekeeping, meals, initial assessment fee. www.handnheartva.com
<i>Sentara Williamsburg Regional Medical Center Home Care & Hospice</i> 1100 Professional Drive	757-259-6251	Skilled nursing, health aides, physical and occupational therapists, speech therapy.

MISCELLANEOUS MEDICAL INFO		
<i>PACE-Program of All-Inclusive Care for the Elderly</i>	757-351-7997	Comprehensive long-term care for the elderly at home and in the community. www.riversideonline.com/pace
<i>Patient Advocate Foundation</i> 700 Thimble Shoals Blvd.	757-873-8999 or 800-532-5274	Non-profit organization, serves as a liaison between patient and their insurer, employer and/or creditors to resolve, insurance, job discrimination, and/or debt crisis matters relative to their diagnosis.
<i>Peninsula Agency on Aging</i> 739 Thimble Shoals Blvd. Suite 1006	757-873-0541	Works on behalf of clients to locate needed services through care coordination www.paainc.org

CHOOSING HOME HEALTH CARE SERVICES

When you need health care services, you want the best. Following are key questions to ask when choosing a provider of home care.

Comprehensive Services

1. Do the services include coordination of medical equipment/supplies and community resources?
2. Does the staff include RN's, LPN's, home health aides, homemakers, live-in companions, physical, occupational and speech therapists, and medical social workers?
3. Does the agency have special programs, such as geriatric care, cardiac rehab, hi-tech nursing, and psychiatric support?
4. Are hospice services available for the terminally ill?
5. Is respite care offered to relieve caregivers?

Quality of Care

1. Does the agency hold Medicare and Medicaid certification?
2. Is a plan of care written by a LPN with the help of patient and family?
3. Is there case management and supervision by a RN of all caregivers?
4. Is there a local physician Medical Director to review patient care, and see that professional standards are met?
5. Is the agency a member of the National Association for Home Care and does it obtain evaluations of service from patients?
6. Is there a Patient Bill of Rights and Grievance Policy?

Staff Selection and Training

1. Are clinical staff applicants tested on job knowledge and skills before hiring?
2. Are staff skills and experience matched to clients "specific needs"?
3. Are there on-going professional education and training programs?
4. Is staff trained in CPR and other emergency procedures?
5. Are there training programs for intravenous therapy administration, ventilator care, chemotherapy and hospice care?

Cost, Location & Convenience

1. Are agency offices accessible, with local staff and supervision?
2. Does a RN assess home health needs at no charge?
3. Are fees competitive? Does the agency inform clients of all charges?
4. Is a sliding fee scale based on income available when insurance does not cover costs?
5. Are agency staff on call 24 hours/day, 7days/week?
6. Does the agency act as a client advocate, verify insurance and submit claims?

Reputation

1. Is there a local management team of experience health care professionals?
2. Are there letters of recommendation from physicians and clients?
3. Does the agency work with area colleges/universities in education and research?

If the answer to most of these questions is yes, you probably have selected a high quality provider of home health care. It is important that you ask questions to find out which home care agency near you is most capable of dealing with your specific needs.

CERTIFIED NURSING ASSISTANT TRAINING PROGRAMS

<i>Riverside Convalescent Center</i>	757-875-2051	Edna Garcia (Scholarship Program available)
<i>Patriots Colony in Williamsburg</i>	757-220-9000	Sandy Wagner
<i>Youth Workforce Center at New Horizons Regional Education Center</i>	757-766-1100 ext. 389	Stephanie Krom--- Must be between the ages of 18 and 21, high school graduate or hold a GED, income eligible by federal guidelines and live in Hampton, Newport News, Poquoson, York County, James City County, Williamsburg or Gloucester.

HEALTH DEPARTMENTS

Provides medical educational materials, counseling, environmental protection, food handler's classes, immunizations for childhood diseases, WIC vouchers for pregnant mothers, venereal disease treatment and follow up, health clinics and public health nursing.

<i>Hampton</i>	757-727-1172
<i>Newport News</i>	757-594-7414
<i>Williamsburg</i>	757-253-4740
<i>York County</i> (Served by The Peninsula Health District)	757-594-7414

HOSPITALS

<i>Mary Immaculate Hospital</i> 2 Bernardine Drive Newport News	757-886-6000 www.bonsecourshamptonroads.com
<i>Riverside Regional Medical Center</i> 500 J. Clyde Morris Blvd. Newport News	757-594-2000 www.riversideonline.com
<i>Sentara CarePlex Hospital</i> 3000 Coliseum Drive Hampton	757-736-1000 www.sentara.com/Sentara
<i>Sentara Williamsburg</i> 100 Sentara Circle Williamsburg	757-984-6000 www.sentara.com/Sentara

MEDICAL CLINICS

<p>Lackey Free Family Medicine Clinic 1620 Old Williamsburg Rd. Yorktown</p>	<p>757-886-0608</p>	<p>Hours of Operation: Monday & Wednesday 8:30-4:30 p.m. Thursday 1-9 p.m. Eligibility screenings are held: Monday Evening 4-7 p.m. Proof of income required. Dental Practice (Appointment ONLY) Tuesday & Friday 8:30-5:00 www.lackeyfreeclinic.com</p>
<p>Peninsula Health Department 416 J. Clyde Morris Blvd. Newport News</p>	<p>757-594-7300</p>	<p>Serves Newport News, Poquoson, Williamsburg, York and James City County.</p>
<p>Old Towne Medical Center 5249 Old Towne Rd. Williamsburg</p>	<p>757-259-3258</p>	<p>Sliding scale fee, mobile unit.</p>
<p>Peninsula Institute for Community Health (PICH) 4714 Marshall Avenue and 15425-H Warwick Blvd. Newport News</p>	<p>757-380-8709 757-874-8400</p>	<p>Discounted fees based on income</p>

MENTAL HEALTH

<p>Colonial Services Board 1657 Merrimac Trail Williamsburg</p> <p>3804 Geo. Wash. Mem. Hwy. Grafton</p>	<p>757-220-3200</p> <p>757-898-7926</p>	<p>Provide outpatient services, crisis intervention, case management, & counseling. Fee based on ability to pay. www.colonialcsb.org</p>
<p>People's Place 111 Warwick Ct. Williamsburg</p>	<p>757-253-4382</p>	<p>Services include social skill building, personal skill building and community involvement www.colonialcsb.org</p>
<p>Eastern State Hospital 4601 Ironbound Road Williamsburg</p>	<p>757-253-5161</p>	<p>State mental facility, which has a geriatric division.</p>
<p>Peninsula Behavioral Center 2244 Executive Drive Hampton</p>	<p>757-827-1001</p>	<p>Inpatient & day treatment programs, for children and adults</p>
<p>Hampton/Newport News Community Services Board</p>	<p>757-873-9347</p>	<p>Mental rehab. Case management, psychological testing, day support</p>

MEDICAL EQUIPMENT & SUPPLIES

ABC Health Care 28-A Research Drive Hampton	757-826-2600	
Burlington Medical Supplies 3 Elmhurst St. Newport News	757-888-8994	
Goodwill Industries 5565 Virginia Beach Blvd Virginia Beach	757-248-9405 ext. 319 (ask for Ceasar)	Refurbished free medical and adaptive equipment to older adults and people with disabilities.
Glendale Pharmacy 12444 Warwick Blvd. Newport News	757-595-3355	www.glendalepharmacy.net
Mission Daystar Liberty Baptist Church Hampton	757-826-2110	Beds, wheelchairs, walkers, etc. for loan. www.lbcmin.com
Paradapt Equipment Services Inc. 1927 Pembroke Ave. Hampton	757-722-7700	Sales, rentals, repairs, beds, wheelchairs, walkers scooters, bathroom safety equipment
Riverside Home Care Center 658 J. Clyde Morris Blvd. Newport News 2169 Cunningham Dr. Hampton	757-594-2958 757-594-3400	Beds, wheelchairs & walk aids, medical supplies, incontinence, prosthesis forms, respiratory & oxygen services
Roberts Home Medical 700 Thimble Shoals Blvd. Newport News	800-322-4679	Beds, wheelchairs & walk aides. Respiratory & oxygen services.
Scottish Rite Masonic Temple 65 Saunders Rd. Newport News	757-599-6617	Can borrow wheel chairs, crutches, walkers, shower seat etc. No fee
Tidewater Medical Sales Newport News	757-599-3269	
The Van House 2002 Pembroke Ave Hampton	757-851-8000	Wheelchair lifts, hand controls, stair and porch lifts, van conversions, electronic scooters.
VA Home Medical 11842 Canon Blvd. Newport News	757-873-1700	Call for information on services.

ADULT DAY CARE

<i>Gloucester Adult Day Care</i> 7694 Meredith Drive Gloucester	804-642-6005	Adult day care. www.bayaging.org
<i>Riverside Adult Day Care</i> 1010 Old Denbigh Blvd. Newport News 3435 John Tyler Highway, Bldg. B-1 Williamsburg	757-875-2032 757-565-5305	Therapeutic recreation, socialization, health and nutrition monitoring. Supervision and assistance with activities of daily living. www.riversideonline.com
<i>Sunrise House</i> 1310 Todds Ln. Hampton	757-896-0800	Monday-Friday 7 a.m. - 6 p.m. Personal care, activities, morning & afternoon snack, hot lunch, hourly & daily rates.

RESPITE AND HOUSEKEEPING SERVICES

<i>Colonial Services Board</i>	757-220-3200	Support for family caregivers.
<i>Faith In Action</i>	757-258-5890	Coalition of volunteers to assist elderly & disable homebound persons to remain in their homes.
<i>Partners Plus</i>	757-220-1168	Recruit caregivers for families with children with disabilities.
<i>Peninsula Agency on Aging</i>	757-873-0541	Relief for caregivers and information on housekeeping.
<i>Respite Care</i>	757-229-1771	Williamsburg United Methodist Church. Daily activities designed to include arts & crafts, gardening, pet therapy, etc.

NUTRITIONAL HELP

<i>Cooperative Extension</i>	757-890-4940	Nutrition Education
<i>Meals on Wheels</i>	757-873-0541	Meals packaged and delivered M-F for disabled and elderly through the PAA for residents in Newport News, Hampton, & Poquoson.
<i>York County Meals on Wheels</i>	757-898-4252	
<i>Williamsburg Meals on Wheels</i>	757-229-9250	
<i>PAA-Group Dining Locations</i> Senior Center of York Co. 5314 George Wash. Mem. Hwy. Tue-Wed-Fri Historic Triangle Senior Ctr. 5301 Longhill Road Wed-Thur-Fri	757-873-0541	Healthy noonday meal sponsored by PAA. Call for registration and more information.
<i>SHARE</i> <i>(Self Help & Resource Exchange)</i>	800-253-7842	Pay money towards groceries purchased wholesale and do 2-hours community service per package purchased.

TRANSPORTATION

<i>Colonial Transit</i>	757-565-1966	An affiliate of Hand 'n Heart Home Health in Williamsburg-Private pay and Medicaid approved. Ambulatory and wheelchair rates.
<i>Commonwealth Transportation</i>	757-244-9441	Medical insurance claims and Medicaid.
<i>Disabled American Veterans Hospital</i>	757-728-3148	Transportation Program to VA Hospitals for veterans.
<i>Golden Care Plus</i> Riverside Regional Medical Center	757-594-3500	Free membership to age 65 & up-for medical appointments.
<i>James City County Handi-Rides</i> Williamsburg Area Transit	757-220-5493	Scheduling made through WATs.
<i>Mar-Mac PSI</i>	804-694-8148	Special transportation in Gloucester
<i>MEDTRAN/PAA</i>	757-873-0541	Non-emergency medical transportation to doctor appointments, provided by volunteers. No fee.
<i>PAA</i>	757-873-0541	Medical appointments and Adult Day Care.
<i>RIDES</i> Historic Triangle Senior Center	757-345-6166	Medical escort for Williamsburg, James City County and upper York County senior citizens and disabled. Donations.
<i>SeniorHealth</i> Mary Immaculate Foundation	757-889-5976	Free medical transportation for Seniors via 14 passenger handicap accessible bus. Free Senior Health membership required.

SOCIAL SERVICES

Social Services determines eligibility for Temporary Assistance for Needy Families (TANF), food stamps, Medicaid, General Relief, Auxiliary Grants, state and local hospitalization, and heating and cooling assistance.

Other services offered through area Social Services include:

- **Adult Services** - Chore, companion, adult day care, and homemaker services help aged and disabled individuals remain in their own homes rather than move to institutions.
- **Adult Protective Services** - These services protect vulnerable adults from abuse, neglect, or exploitation.
- **Adoption Services** - Efforts are made to bring adoptable children together with approved families
- **Child Protective Services** - Reports of child abuse and neglect are investigated. Services are provided to prevent child abuse and neglect.
- **Court Services** - assessments for child custody and/or visitation by court order only. Additionally, mediation services are provided for child custody and/or visitation disputes.
- **Day Care** - Day care is subsidized so parents can work or train for employment.
- **Emergency Assistance** - Services to provide for temporary emergency needs such as food, rent or utilities.
- **Employment Services** - Services provided to help those receiving public assistance become employed and self-sufficient.
- **Family Assessment & Preservation Services** - Provides family assessment and preservation services to at risk families.
- **Foster Care** - Temporary care is arranged for children who cannot be in their own homes.

York County	757-890-3787
Newport News	757-926-6300
Hampton	757-727-1800
Williamsburg	757-220-6161

ADULT PROTECTIVE SERVICES

(To Report Senior Abuse)

Hampton	757-727-1996
James City County	757-259-3100
Newport News	757-926-6329
Poquoson	757-890-3930
Williamsburg	757-220-6161
York County	757-890-3988

What is Senior Abuse?

Senior abuse is the mistreatment, neglect or exploitation of an elderly person, usually by a relative or caregiver.

Senior Abuse May Include:

- Physical violence
- Threats of assault
- Verbal abuse
- Financial exploitation
- Emotional abuse
- Neglect
- Violation of an elderly person's rights
- Self neglect

Why Should I know about Senior Abuse?

Senior abuse happens with alarming frequency. Each of us has the potential for living in a setting that puts us at risk of being mistreated, neglected, abused or for becoming an abuser.

No one wants to believe that adult children abuse their parents or other senior relatives or that other caregivers abuse seniors.

Senior abuse may go unreported because many victims are ashamed, afraid or unable to report abuse.

Typical Victims of Abuse

- Typical victims live with a family member and depend on relatives for daily care
- Others live alone and are unable to care for themselves or their affairs
- More women than men are abused
- Victims depend on the abuser for basic needs in the home or in the long-term care facility.
- Emotional problems between a senior, relative or caregiver may lead to abuse
- Victims are often over 75
- Victims may not be allowed to go outside or have visitors
- Victims may have one or more disabilities, including mental impairment

Typical Senior Abusers

- Are usually a family member who acts in a care giving role
- Often do not understand the care needs of the senior
- May misuse drugs or alcohol
- May have a history of mental problems
- May depend upon the victim for money or shelter
- May have a history of spouse or child abuse
- May be unable to care for an aging person due to employment, poor health or advanced age
- May have stress problems other than the care giving role (financial difficulty, unemployment, marital problems)

How are Seniors Abused?

For all too many seniors, violence by a family member is a cruel and constant part of daily life. Abuse may take the form of:

- ❑ Physical abuse---Beating, slapping, kicking, welts, sprains, burns, bruises, dislocations or broken bones. Any abusive act leading to injury or death
- ❑ Financial exploitation---Mismanaging money, stealing property, savings, credit cards or checks. Transferring assets such as stocks, bonds, or home. Pressure to sign legal documents.
- ❑ Violation of rights---Confining an Senior unreasonably and against their will, forcing a senior out of the home or controlling his/her behavior
- ❑ Neglect---Failure to give food, medicine or personal care
- ❑ Psychological abuse---Verbal harassment, threats, isolation or withholding companionship

Signs of Abuse

- ❑ Social isolation
- ❑ Signs of physical restraint
- ❑ Inability to talk with older person in absence of caregiver
- ❑ Vague health complaints
- ❑ Non-treatment of medical problems
- ❑ Over sedation
- ❑ Presence of bed sores

Signs of Self-Neglect

- ❑ Change in reasoning ability
- ❑ Abuse of alcohol or drugs
- ❑ Decline in cleanliness of self and home
- ❑ Remaining in unsafe living environment
- ❑ Confusion or forgetfulness

There are many other signs and symptoms, and not all those listed by themselves indicate abuse, neglect or mistreatment. But if any seem to increase in frequency or severity, it may indicate a problem.

What Can You Do To Stop Senior Abuse?

Caregivers

- ❑ Talk out problems if you have a conflict with an elderly relative
- ❑ Plan free time for you to do something you enjoy
- ❑ Seek help from other family members or friends when you need respite or help
- ❑ Contact organizations such as Social Services or Peninsula Agency on Aging that are set up to help the elderly
- ❑ Join a support group for caregivers

Concerned Citizens

- ❑ Be a friend to an elderly person. Help provide transportation, home repairs and your understanding
- ❑ Report suspected cases of senior abuse to your local Department of Social Services. Physicians, nurses, health care professionals, persons providing care for adults for pay, mental health professionals, social workers and law enforcement officers are mandated reporters of senior abuse. Anonymous reports are also accepted and investigated.

PRESCRIPTION RESOURCES

<p>Caremark, Inc. Prescription Discount Card</p>	<p>877-321-2652</p>	<p><i>York County Prescription Discount Card.</i> Free to York County residents. Average savings of 20%. Prescription Savings cards available at these York County Offices: Community Services, Public Information, Parks & Rec, the Senior Center, Children’s Services, and the Public Library. www.caremark.com</p>
<p><i>Greater Williamsburg Medication Access Program</i></p>	<p>757-259-3256</p>	<p>Designed to connect uninsured and underinsured residents of the region with free drug programs already provided by private drug companies.</p>
<p><i>Helping Patients</i></p>	<p>Web-based info</p>	<p>www.helpingpatients.org</p>
<p><i>Medicine Program, The</i></p>	<p>573-996-3333</p>	<p>www.themedicineprogram.com</p>
<p><i>Needy Meds</i></p>	<p>Web-based info</p>	<p>Information on pharmaceutical companies that offer free medications through their indigent drug programs. www.needymeds.com</p>
<p><i>Partnership for Prescription Assistance</i></p>	<p>Web-based info</p>	<p>Single point of access to more than 475 public and private patient assistance programs. www.pparx.org</p>
<p><i>Pharmaceutical Research and Manufacturers of America</i></p>	<p>202-835-3400</p>	<p>Directory of Prescription Drug Patient Assistance Programs www.phrma.org</p>
<p><i>Pharmacy Connection, The</i></p>	<p>757-875-0060</p>	<p>A medication assistance program of the Virginia Health Foundation. www.vhcf.org/medication</p>
<p><i>Peninsula Agency on Aging</i></p>	<p>757-873-0541</p>	<p>Assistance to obtain certain medications for persons who may not have sufficient income or prescription coverage.</p>
<p><i>RxHope</i></p>	<p>Web-based info</p>	<p>Helps healthcare providers apply for, obtain and track requests for no cost medications for their patients. www.rxhope.com</p>

DISABILITY SERVICES

Access 1st	757-592-0247	Remodeling solutions for independent living.
Accessible Environment Inc. 1911 Geo. Washington Mem. Hwy.	757-596-4161	Renovate to make accessible, bathrooms, kitchens, lifts, ramps.
Charlton's Mobility Center 1911 Geo. Washington Mem. Hwy.	757-595-4405	Handicap van conversions, wheelchair-van rentals, home elevators, lifts, 3-wheel scooters.
Denbigh House, The 12725 McManus Blvd., Suite 2E	757-833-7845	Services and programs for persons with brain injuries.
Medical Equipment Distributors 2605 Virginia Beach Blvd., #110 Virginia Beach	757-498-8225	Walkers, oxygen systems, power chairs, mobile scooters.
Partners Plus Child Development Resources 1490 Government Road Williamsburg	757-220-1168	Helps families recruit caregivers and plan training specific to their children's special needs.
Peninsula Aging and Disability Resource Network (www.padrm.org)	757-345-6277	An online directory of aging & disability service providers on the Peninsula.
Peninsula Center for Independent Living 2021 Cunningham Drive-Suite2 Hampton	757-827-0275 757-827-8800 TDD Users Only	Advocacy counseling and other support services to persons with disabilities.
Peninsula Disability Services Board	757-890-3883	Partnership of consumer, local government, and business members.
VA Division of Motor Vehicles 8109 Roanoke Ave., Hampton 12730 Patrick Henry Drive-NN 952 Capital Landing Rd.-Wmsbg.	866-368-5463	Placards and plates for persons with temporary and permanent disabilities. Application and physician certification required.
VA. Dept. of Rehabilitative Services, Hampton Field Office Hampton North Office Park II 303 Butler Farm Rd., Ste. 105 Hampton	757-865-4863 or 800-552-5019	Provides vocational rehabilitative services including medical, psychological, and vocational assessments, counseling, and training.
Van House, The 2002 Pembroke Ave. Hampton	757-851-8000	Wheelchair lifts, hand controls, stair and porch lifts, van conversions, electronic scooters.
Virginia Assistive Technology Systems	804-662-9995	A statewide system of assistive technology to assist Virginians with disabilities in accessing assistive and information technology (IT) devices and services. www.vats.org
Wright Choices Employment Services 2017 Cunningham Drive	757-825-8175	Employment training for persons with disabilities.
York County Public Library-Tabb 100 Long Green Blvd, Yorktown	757-890-5120	Offers resources for visually impaired, large print, books on tape.

LOCAL COMMUNITY RESOURCES

AARP	757-851-1703	Information and referral services.
American Red Cross	757-898-3090	Emergency assistance, CPR classes and volunteers.
Ask –A-Nurse	757-595-6363	Through Riverside.
CARES Community Assistance and Resources	757-875-0060	Volunteers provide yard work, shopping & errands, minor home repairs, transportation to medical appointments. No fee.
Community Action Williamsburg	757-259-9332	Assist low income families.
CONTACT	757-245-0041	Crisis intervention and daily communication in cases where disabled or elderly live alone.
ElderCare Resources	757-253-0188	Help to find resources.
Golden Care	757-594-3500	Membership program through RRMC for Seniors.
HEADS UP	757-890-3600	York County emergency response system for those with medical problems whose care could depend on the response team having prior information.
Household Document Organization Williamsburg	757-220-9285	Helps identify, locate, review and summarize and securely file your critical family documents.
Lifeline	757-856-7030	Home medical emergency coverage for those with medical problems that live alone. Installation & monthly fee.
LINK (Living Interfaith Network)	757-595-1953	Non-profit volunteer group that offers financial Assistance, food pantry, winter homeless shelter, life skills, job training and more.
Meals on Wheels	757-873-0541 757-229-9250 757-898-4252	Newport News & Hampton Williamsburg York County
Memory Assessment Clinic	220-4751	Provides physician evaluations concentrating on dementia syndromes, neuropsychological testing to determine strengths and weaknesses in cognition, strategies for families and caregivers, and referral resources
Peninsula Agency on Aging	757-873-0541	Offers case management, home delivered meals, resource and referral information, support groups, etc.
Rescue Mission	757-380-6909	Provides food, shelter, & clothing to the homeless.

<i>Salvation Army</i> Williamsburg Hampton Newport News	757-229-6651 757-827-6741 757-875-1969	Assist low-income families with medicine, food, electric, & fuel.
<i>Senior Advocate, LLC</i>	757-897-3075	A geriatric care management company. www.senioradvocate.net
<i>Sentara Living</i>	757-259-6777	Free membership program for older adults. Offers health education, screenings, discounts, social opportunities, ect.
<i>United Way</i>	757-873-9328 757-253-2264	Newport News & Hampton Williamsburg-Offers Helpline for information and referral.
<i>Virginia Cooperative Extension</i>	757-890-4940	Consumer education, special clothing for the disabled, kitchen aides for the disabled; nutrition, gardening, cooking & economic education.
<i>York County Food Closet</i>	757-898-9057	Food in an emergency.

RECREATION & ACTIVITIES

<i>Foster Grandparents Program</i>	757-727-1858	Volunteer program that provides seniors and children with interaction.
<i>Hampton Senior Citizen's Center</i>	757-727-1601	Planned programs and activities, dining program.
<i>Hilton Senior Center</i> Newport News	757-247-2453	
<i>Historic Triangle Senior Center</i> Williamsburg	757-259-4187	
<i>James City/Williamsburg Community Center</i> 5301 Longhill Rd.	757-220-4700	Gym with basketball and volleyball courts, indoor track, swimming pool w/wheelchair accessibility, whirlpool, & fitness area.
<i>Newport News Mature Adult Program</i>	757-926-1400	Mature adult program with various programs and activities.
<i>PAA</i>	757-873-0541	
<i>Poquoson Parks & Recreation</i>	757-868-3540	
<i>Williamsburg Parks & Recreation</i>	757-220-6170	
<i>YMCA</i> Newport News Hampton York County	757-245-0047 757-722-9044 757-865-9622	Aerobics & Aquatics.
<i>York County Parks & Recreation</i>	757-890-3500	
<i>York County Senior Center</i>	757-898-3807	Planned activities for seniors, AARP Driver Safety Program (a 2-day, 8 hr. driving class that reduces insurance rates).

TRAVEL DISCOUNTS & TOURS

<i>Bay World Wide</i>	757-865-3600	
<i>CI Travel</i>	757-591-0447	Golden Adventure Senior Club
<i>Creative Travel & Cruise Inc.</i>	757-898-4006	
<i>Elder Hostels</i>	617-426-7788	Educational and cultural program for over 60 within a vacation. Live a week or more at one of 1500 host institutions in the U.S., Canada and 40 other countries.
<i>Uniglobe</i>	757-873-2280	Senior Discounts & Travel Agency
<i>Renaissance Travel, LLC</i>	757-969-1010	Senior/Disable travel and tour coordination.

VOLUNTEER PROGRAMS

<i>American Red Cross</i>	757-898-3090	
<i>Catholic Charities of Hampton Roads</i> Newport News Williamsburg	757-875-0060 757-253-2847	
<i>United Way</i>	757-873-9328 Ext. 30	
<i>York County Volunteer Association</i>	757-898-8688	
<i>RSVP</i> Retired Senior Volunteer Program	757-595-9037	
<i>Foster Grand Parent Program</i>	757-727-1857	Work with young school children. Low income may qualify for stipend.

EDUCATIONAL OPPORTUNITIES

Senior Citizens Higher Education Act

An individual 60 or older may be eligible for tuition-free credit or non-credit courses under the provisions of the Senior Citizens Act of 1974.

LOCAL COLLEGES & UNIVERSITIES

<i>Christopher Newport University</i>	757-594-7000
<i>Hampton University</i>	757-727-5000
<i>Norfolk State University</i>	757-683-8600
<i>Old Dominion University</i>	757-683-3000
<i>Thomas Nelson Community College</i>	757-825-2700
<i>College of William & Mary</i>	757-221-4000

CULTURAL & OTHER EDUCATIONAL OPPORTUNITIES

<i>Christopher Wren Association</i> College of William & Mary	757-221-1079	Part of a Life Long Learning adventure, courses, lectures, trips, and tours. Membership fee.
<i>Hampton Arts Council</i>	757-722-2787	Classes in dance, photography, & arts.
<i>Peninsula READS</i> (Adult Literacy Council)	757-838-5300	Tutoring in reading and writing
<i>LifeLong Learning Society</i> Christopher Newport College	757-594-7568	Lectures, courses, study groups, field trips and special programs for those of retirement age. Membership fee.

SENIOR EMPLOYMENT

<i>National Council on Aging</i>	800-424-9046	
<i>Veteran's Affairs</i>	757-825-7893	
<i>Social Security</i>	800-772-1213	
<i>AARP Senior Community Service Employment Program</i>	757-595-8726	Low-income age 55 and older gain skills and paid work experience. www.aarp.org/scsep

LEGAL & FINANCIAL SERVICES

<i>Commonwealth Financial Engineering</i>	757-868-7130	Financial planning, estate, long-term care insurance.
<i>Consumer Credit Counseling Service</i>	757-827-8344	
<i>Dept. for Legal Rights of Disabled</i>	800-552-3962	
<i>ElderCare Resources</i>	757-253-0188	Provides quality services to professionals and persons facing eldercare concerns.
<i>Income Tax Information</i> Federal information Local information	800-829-1040 757-594-7482	
<i>Susan I. Jean & Associates, LLC</i> Yorktown Williamsburg	757-898-0898 757-345-5358	Senior and disability law, trusts, wills, probate process & estate managing.
<i>Joseph T. Buxton, III PC</i> Yorktown Urbanna	757-877-2248 804-758-2244	Advice on guardianships, revocable living trusts, living wills, powers of attorney.
<i>Peninsula Legal Aid Service</i>	800-944-6624	Advance medical directives, estate planning, wills, and general advice.
<i>Property Tax Help</i>	757-890-3382	Tax relief for over age 65.
<i>Virginia State Bar Association</i>	804-775-0576	Free handbook of laws and programs that affect seniors.
<i>Walter C. Zaremba, P.C</i>	757-259-0707	Estate planning with revocable living trusts & trust management, wills & probate, Medicaid planning for older and disabled clients.

PUBLIC SAFETY & EMERGENCY

<i>Emergency</i>	911	
<i>State Police</i>	800-582-8350	
NEWPORT NEWS		
<i>Fire</i>	757-926-8404	Non Emergency
<i>Sheriff Dispatch</i>	757-247-2500	Non Emergency
YORK COUNTY		
<i>Fire</i>	757-890-3603	Non Emergency
<i>Sheriff Dispatch</i>	757-890-3606	Non Emergency
HAMPTON		
<i>Fire</i>	757-727-6580	Non Emergency
<i>Sheriff Dispatch</i>	757-727-6111	Non Emergency
WILLIAMSBURG		
<i>Fire</i>	757-220-6220	Non-Emergency
<i>Sheriff Dispatch</i>	757-220-2331	Non-Emergency

WEBSITES

www.yorkcounty.gov	Access information on all York County government offices. Senior Center programs, Parks and Recreation and Special Programs.
www.seniornavigator.com	Database of Virginia health and aging information services. Includes more than 21,000 health and aging resources for seniors, caregivers, adults with disabilities, and their families.
www.benefitscheckup.org	A free easy to use service that identifies federal and state assistance programs for older Americans.
www.aarp.com	American Association for Retired People.
www.aging.state.va.us	Virginia Department for the Aging.
www.medicare.gov	Government site for people with Medicare.
www.padrn.org	An online directory of aging & disability service providers

LOCAL, STATE, NATIONAL ORGANIZATIONS/AGENCIES

<i>AIDS Hotline</i>	800-533-4148	
<i>Alzheimer's Association</i> <i>Williamsburg Chapter</i> <i>Southeastern Chapter (Norfolk)</i>	800-272-3900 757-221-7272 800-755-1129	Information, education and support.
<i>American Cancer Society</i>	800-227-2345	Information & rehab services.
<i>American Diabetes Association</i>	888-342-2383	Education & counseling.
<i>American Heart Association</i>	757-873-8703	Education & awareness programs.
<i>American Lung Association</i>	212-315-8700	Education & support groups.
<i>Arthritis Foundation</i>	800-283-7800	Education and information.

<i>Association of Retarded Citizens</i>	757-826-6461	Rehab, training & employment.
<i>Better Business Bureau of Greater Hampton Roads Norfolk VA 23505</i>	757-531-1300	Information on businesses. File a complaint. www.norfolk.bbb.org info@hamptonroadsbbb.org
<i>Bureau of Consumer Affairs</i>	800-952-5210	Investigates complaints of illegal, fraudulent, deceptive, or dangerous business practices.
<i>Cancer Information Service</i>	800-422-6237	1-800-4CANCER
<i>Complaints About Medical Care</i>	800-545-3814	
<i>Complaints Against Healthcare Providers</i>	800-552-1560	
<i>Consumer Product Safety Comm.</i>	800-638-2772	
<i>Department for the Aging</i>	800-552-3402	
<i>Department of Rehab. Services</i>	800-552-5019	
<i>Virginia Office of Protection & Advocacy (Disabilities)</i>	800-552-3962	Helps with disability-related problems like abuse, neglect, and discrimination. www.vopa.state.va.us
<i>Department of Veterans Affairs</i>	800-827-1000	
<i>Emergency Medical Services (EMS)</i>	800-523-6019	
<i>Epilepsy Foundation of America</i>	800-332-1000	Counseling & information.
<i>Food Stamps & Fuel Assistance</i>	800-552-3431	
<i>Health & Information Center</i>	800-336-4797	Information & referral service.
<i>Health Insurance Assn. of America</i>	800-635-1271	
<i>HIP (Incontinence)</i>	800-237-4666	Help for incontinent people.
<i>Hospice-Link</i>	757-253-1220	In home care for the terminally ill.
<i>Leukemia Society of America</i>	757-838-9351	Education & information.
<i>Lupus Foundation</i>	800-558-0121	Education, counseling & groups.
<i>Medicare</i>	800-888-1998	www.medicare.org
<i>Multiple Sclerosis Society</i>	800-344-4867	Support groups & education.
<i>Muscular Dystrophy Association</i>	800-572-1717	Education.
<i>National AIDS Hotline</i>	800-342-2437	
<i>National Eldercare Locator</i>	800-677-1116	
<i>Nat'l Health Information Center</i>	800-336-4797	
<i>National Kidney Foundation</i>	800-622-9010	Education and donor program.
<i>National Stroke Hotline</i>	800-787-6537	1-800-STROKES
<i>Office of Managed Care Ombudsman</i>	877-310-6560	Medical insurance mediators when claim for care or specific drugs is denied.
<i>Office of Vital Records (Birth & Death Certificates)</i>	804-225-5000	Births and deaths in Virginia are maintained by the VA Dept. of Health.
<i>Social Security</i>	800-772-1213	
<i>United Way</i>	757-873-9328	Information source for agencies
<i>Virginia Dept. for the Deaf</i>	800-552-7917	
<i>Virginia Department for the Visually Handicapped</i>	800-622-2155	Rehabilitation and training services

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