AREA AGENCY ON AGING

HEALTHY GENERATIONS

# Senior Resources Directory

Published by
Healthy Generations Area Agency on Aging

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# Healthy Generations Area Agency on Aging

460 Lendall Lane
Fredericksburg, VA 22405
540-371-3375
540-371-3384 fax
info@healthygenerations.org

Find us online
www.healthygenerations.org

Like Us On facebook

www.facebook.com/RappahannockAreaAgencyonAging

# Healthy Generations Area Agency on Aging

**Created as a not-for-profit corporation in July of 1976, Healthy Generations serves Planning District Sixteen, comprising the City of Fredericksburg and the surrounding counties of Caroline, King George, Spotsylvania, and Stafford.**

**The Older Americans Act, as amended, stipulates that each state establish Area Agencies on Aging to be responsible for the development of services for senior citizens. Area Agencies on Aging have the responsibility for developing such services so that available programs remain responsive to the needs of the elderly.**

***The mission of Healthy Generations Area Agency on Aging is to enhance the quality of life for all older citizens.***

***Its vision is: To promote and assure the highest level of service attainable for every older person in Planning District 16, which will provide the opportunity to live a more dignified and meaningful life.***

**This directory of programs and services for senior adults was prepared for the use of our older citizens, their friends, families, caregivers, and the individuals, agencies and businesses who work with them.**

**The information provided in this directory was gathered from many sources. Every effort has been made to ensure accuracy. While the information herein is believed to be reliable and up-to-date, Healthy Generations does not guarantee the accuracy of information or claim it to be free from errors, omissions, or unintentional inclusions. Healthy Generations welcomes your comments. Please feel free to call the Healthy Generations office at 540-371-3375, or write:**

**Healthy Generations Area Agency on Aging (HGAAA)**
**460 Lendall Lane**
**Fredericksburg, Virginia 22405**

**Visit Healthy Generations' Web Site at**
**www.healthygenerations.org**

HGAAA does not discriminate based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance programs, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program of activity funded by USDA Rural Development.

***June 10, 2026***

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**Local Area Agency on Aging:**

## Healthy Generations Area Agency on Aging

540-371-3375

460 Lendall Lane
Fredericksburg, VA 22405

The Healthy Generations Area Agency on Aging is a private, non-profit organization established by local governments to administer programs under the Older Americans Act. Serving the needs and acting on behalf of persons age 60 and older in the City of Fredericksburg and the surrounding counties of Caroline, King George, Spotsylvania, and Stafford. Healthy Generations offers a wide array of supportive services to assist the frail elderly to remain at home with dignity and in safety for as long as possible.

Services include, but are not limited to the following:

Caregiver Services
Communication, Referral, Information & Assistance
Disease Prevention & Health Promotion
Elder Abuse Prevention & Intervention
Emergency Service - Financial Assistance
Home Delivered Meals
Homemaker Services
Information & Referral Services
Legal Assistance (Referral)
Long-Term Care Ombudsman Program
Nutrition Education and Counseling
Options Counseling
Respite Reimbursement Program
Senior Cafes/Congregate Meals
Senior Cool Care
Senior Medicare Patrol
Senior Resources Directory
Telephone Reassurance/Checking
Transportation: Information and Resources
Virginia Insurance Counseling/Advocacy
Wellness Programs
Volunteer Opportunities

**For more information, Healthy Generations encourages you to call 540-371-3375**
**or**
**visit the web site at www. healthygenerations.org**

# AREA AGENCIES ON AGING IN VIRGINIA

Virginia's Aging Network is committed to enhancing the quality of life for all older Virginians. The network reaches out to every city and county in Virginia, with special emphasis on programs and services for those older citizens who are in the greatest economic and/or social need.

PSA 1
**MOUNTAIN EMPIRE OLDER CITIZENS, INC.**
1501 Third Avenue East, P.O. Box 888, Big Stone Gap, VA 24219
Phone: 276-523-4202
Serves: Counties of Lee, Wise, Scott, & the City of Norton

PSA 2
**APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.**
216 College Ridge Road, P.O. Box 765, Cedar Bluff, VA 24609
Phone: 276-964-4915
Serves: Counties of Dickerson, Buchanan, Tazewell, & Russell

PSA 3
**DISTRICT THREE SENIOR SERVICES**
4453 Lee Highway, Marion, VA 24354
Phone: 276-783-8157
Serves: Counties of Wythe, Washington, Smyth, Bland, Carroll, & Grayson & the Cities of Galax & Bristol

PSA 4
**NEW RIVER VALLEY AGENCY ON AGING**
6226 University Park Drive, Suite 3100
Fairlawn, Virginia 24141
Phone: 540-980-7720
Serves: Counties of Giles, Floyd, Pulaski, & Montgomery & the City of Radford

PSA 5
**LOA-AREA AGENCY ON AGING, INC.**
4932 Frontage Rd NW, Roanoke, VA 24019
Phone: 540-345-0451
Serves: Counties of Roanoke, Craig, Botetourt, & Allegheny & the Cities of Salem, Roanoke, Clifton Forge & Covington

PSA 6
**VALLEY PROGRAM FOR AGING SERVICES, INC.**
P.O. Box 817, Waynesboro, VA 22980
Phone: 540-949-7141
Serves: Counties of Augusta, Rockingham, Rockbridge, Highland & Bath & the Cities of Buena Vista, Lexington, Staunton, Waynesboro, & Harrisonburg

PSA 7
**SHENANDOAH AREA AGENCY ON AGING, INC.**
207 Mosby Lane, Front Royal, VA 22630
Phone: 540-635-7141
Serves: Counties of Shenandoah, Page, Warren, Clarke, & Frederick & the City of Winchester

PSA 8A
**ALEXANDRIA OFFICE OF AGING & ADULT SERVICES**
2525 Mount Vernon Avenue, Unit 5, Alexandria, VA 22301
Phone: 703-746-5999
Serves: City of Alexandria

PSA 8B
**ARLINGTON AGENCY ON AGING**
2100 Washington Blvd. 4th Floor, Arlington, VA 22204
Phone: 703-228-1700
Serves: County of Arlington

PSA 8C
**FAIRFAX AREA AGENCY ON AGING**
12011 Government Center Parkway, #708, Fairfax, VA 22035
Phone: 703-324-7948
Serves: County of Fairfax & Cities of Fairfax & Falls Church

PSA 8D
**LOUDOUN COUNTY AREA AGENCY ON AGING**
742 Miller Drive, SE, Leesburg, VA 20175, P.O. Box 7800, Leesburg, VA 20177
Phone: 703-777-0257
Serves: County of Loudoun

PSA 8E
**PRINCE WILLIAM AREA AGENCY ON AGING**
5 County Complex Court, Suite 240, Woodbridge, VA 22192
Phone: 703-792-6374
Serves County of Prince William & Cities of Manassas & Manassas Park

PSA 9
**ENCOMPASS COMMUNITY SUPPORTS**
15361 Bradford Road, Culpeper, VA 22701
Phone: 540-825-3100
Serves: Counties of Orange, Madison, Culpeper, Fauquier & Rappahannock

PSA 10
**JEFFERSON AREA BOARD FOR AGING**
674 Hillsdale Drive, Charlottesville, VA 22901
Phone: 434-817-5222
Serves: Counties of Nelson, Albemarle, Louisa, Fluvanna, Greene & City of Charlottesville

PSA 11
**CENTRAL VIRGINIA AREA AGENCY ON AGING, INC.**
501 12th Street, Lynchburg, VA 24505
Phone: 434-385-9070
Serves: Counties of Bedford, Amherst, Campbell, Appomattox & Cities of Bedford & Lynchburg

PSA 12
**SOUTHERN AREA AGENCY ON AGING, INC.**
204 Cleveland Avenue, Martinsville, VA 24112
Phone: 276-632-6442
Serves: Counties of Patrick, Henry, Franklin, Pittsylvania & the Cities of Martinsville & Danville

PSA 13
**LAKE COUNTRY AREA AGENCY ON AGING**
1105 West Danville Street, South Hill, VA 23970
Phone: 434-447-7661
Serves: Counties of Mecklenburg, Halifax, Brunswick & City of South Boston

PSA 14
**PIEDMONT SENIOR RESOURCES AREA AGENCY ON AGING, INC.**
1413 South Main Street, Farmville, VA 23901
Phone: 434-767-5588
Serves: Counties of Nottoway, Prince Edward, Charlotte, Lunenburg, Cumberland, Amelia, & Buckingham

PSA 15
**THE SPAN CENTER**
24 East Cary Street, Richmond, VA 23219
Phone: 804-343-3000
Serves: Counties of Goochland, Powhatan, Henrico, Chesterfield, New Kent, Hanover, Charles City & the City of Richmond

PSA 16
**HEALTHY GENERATIONS AREA AGENCY ON AGING**
460 Lendall Lane, Fredericksburg, VA 22405
Phone: 540-371-3375
Serves: Counties of Caroline, King George, Spotsylvania, Stafford & City of Fredericksburg

PSA 17 & 18
**BAY AGENCY ON AGING, INC.**
5306 Old Virginia Street, P.O. Box 610, Urbanna, VA 23175
Phone: 804-758-2386
Serves: Town of Colonial Beach & counties of Westmoreland, Northumberland, Richmond, Lancaster, Middlesex, Essex, Mathews, King & Queen, King William & Gloucester

PSA 19
**CRATER DISTRICT AREA AGENCY ON AGING**
23 Seyler Drive, Petersburg, VA 23805
Phone: 804-732-7020
Serves: Counties of Dinwiddie, Sussex, Greensville, Surry, Prince George & the Cities of Petersburg, Hopewell, Emporia, & Colonial Heights

PSA 20
**SENIOR SERVICES OF SOUTHEASTERN VIRGINIA**
2551 Eltham Avenue, Suite Q, Norfolk, VA 23513
Phone: 757-461-9481
Serves: Counties of Southampton, Isle of Wright & Cities of Franklin, Suffolk, Portsmouth, Chesapeake, Virginia Beach, & Norfolk

PSA 21
**PENINSULA AGENCY ON AGING, INC.**
739 Thimble Shoals Blvd, Blg. 1000, #1006, Newport News, VA 23606
Phone: 757-873-0541
Serves: Counties of James City, York & Cities of Williamsburg, Newport News, Hampton & Poquoson

PSA 22
**EASTERN SHORE AREA AGENCY ON AGING**
5432 Bayside Road, Exmore, VA 23350
Phone: 757-442-9652
Serves: Counties of Accomack & Northampton

**VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING (V4A)**
24 E. Cary Street, Suite 100
Richmond, VA 23219
Phone: 804-545-1644
www.vaaaa.org




People do not really decide their future.....
they decide their habits --- then their
habits decide their future.

## LOCAL GOVERNMENT SERVICES

***City of Fredericksburg:***

| | |
|---|---|
| 540-372-1010 | City Manager |
| 540-372-1004 | Commissioner of Revenue |
| 540-372-1040 | Commonwealth's Attorney |
| 540-372-1066 | Circuit Court |
| 540-372-1001 | Treasurer |
| 540-372-1038 | Victim/Witness Assistance Program |
| 540-372-1030 | Voter Registration |
| 540-373-3122 | Non-Emergency Police Number |

***County of Caroline:***

| | |
|---|---|
| 804-633-5380 | County Administrator |
| 804-633-4531 | Commissioner of Revenue |
| 804-633-7170 | Commonwealth's Attorney |
| 804-633-5800 | Circuit Court |
| 804-633-5291 | Treasurer |
| 804-633-8037 | Victim/Witness Assistance Program |
| 804-633-9083 | Voter Registration |
| 804-633-5400 | Non-Emergency Sheriff Number |

***County of King George:***

| | |
|---|---|
| 540-775-9181 | County Administrator |
| 540-775-4664 | Commissioner of Revenue |
| 540-775-4442 | Commonwealth's Attorney |
| 540-775-3322 | Circuit Court |
| 540-775-2571 | Treasurer |
| 540-775-0896 | Victim/Witness Assistance Program |
| 540-775-9186 | Voter Registration |
| 540-775-2049 | Non-Emergency Sheriff Number |

***County of Spotsylvania:***

| | |
|---|---|
| 540-507-7010 | County Administrator |
| 540-507-7052 | Commissioner of Revenue |
| 540-507-7650 | Commonwealth's Attorney |
| 540-507-7600 | Circuit Court |
| 540-507-7058 | Treasurer |
| 540-507-7650 | Victim/Witness Assistance Program |
| 540-507-7380 | Voter Registration |
| 540-507-7200 | Non-Emergency Sheriff Number |

***County of Stafford:***

| | |
|---|---|
| 540-658-4541 | County Administrator |
| 540-658-4133 | Commissioner of Revenue |
| 540-658-8780 | Commonwealth's Attorney |
| 540-658-8750 | Circuit Court |
| 540-658-8700 | Treasurer |
| 540-658-4301 | Victim Witness/Assistance Program |
| 540-658-4000 | Voter Registration |
| 540-658-4400 | Non-Emergency Sheriff Number |

# ORGANIZATIONS

**American Automobile Association (AAA)** 540-785-0282
2871 Plank Road, Fredericksburg, VA 22401

**AARP**
AARP is the nation's largest organization of Americans age 50 and older. A non-profit, non-partisan organization offering a wide range of membership benefits, legislative representation, educational, and community service programs.
**National Office:** 601 E. Street, N.W., Washington, D.C. 20049 888-687-2277
**Virginia Office:** 707 East Main Street, Suite 910, Richmond, VA 23219 866-542-8164

**Fredericksburg AARP Chapter #3396**
Meets the 1st Tuesday of each month at 9:30 am usually at Chancellor's Village
12100 Chancellor's Village Lane, Fredericksburg, VA 22407
Check the website at aarp3396.org to confirm location

**King George AARP Chapter #3195**
Meets the 1st Monday of each month at the King George Parks and Recreation Building
8076 Kings Highway, King George, VA 22485
12:00 Potluck Lunch

**American Society on Aging (ASA)** 800-537-9728
71 Stevenson Street, Suite 1450, San Francisco, CA 94105-2938
ASA is a non-profit national organization that informs the public and health professionals about issues affecting an older person's quality of life.

**Better Business Bureau of Central Virginia, Inc.** 540-373-9872

**Civil Rights Hotline** 800-368-1019
Information regarding race, national origin, handicap, and age discrimination occurring in Health & Human Service programs, e.g. in admission centers or state health care assistance.

**Equal Employment Opportunity Commission** 800-669-4000
Investigates charges of discrimination in private sector employment.

**Fredericksburg Regional Chamber of Commerce** 540-373-9400
1701 Fall Hill Ave., Unit 106, Fredericksburg, VA 22401

**Gray Panthers** 800-280-5362
1612 K Street, NW, Suite 300, Washington, DC 20006
The Gray Panthers is an advocacy and education group that works to eliminate ageism & discrimination against older people on the basis of chronological age.

**Internal Revenue Service**
Federal Tax Forms Only: 800-829-3676
Federal Tax Information & Assistance: 800-829-1040
**Local IRS Office:** 540-899-9450
1320 Central Park Blvd, Suite 400, Fredericksburg, VA 22401

**Jewish Council for the Aging** 703-425-0999
12320 Parklawn Drive, Rockville, MD 20852 301-881-5263

**National Association of Retired Federal Employees (NARFE)** 703-838-7760
606 N. Washington St., Alexandria, VA 22314

**LOCAL NARFE CHAPTERS:**

**Fredericksburg #90**
Maureen Nolet 540-370-0036

**Caroline Chapter #2113**
Myrna Satterwhite 804-633-6876

**Colonial Beach (to include King George) Chapter #595**
Leslie Ravenell 804-224-3069

**National Association of State Units on Aging (NASUA)** 202-898-2578
1201 15th Street, NW, Suite 350, Washington, D.C. 20005
A public interest organization that provides information, technical assistance, and professional development support to State Units on Aging. NASUA works to promote social policy response to the needs of older Americans at the federal and state level.

**National Caucus & Center on Black Aged** 202-637-8400
1220 L Street, N.W., Suite 800, Washington, D.C. 20005
An organization with a mission to improve living conditions for low income and minority older persons. Programs include housing, employment training, transportation, and advocacy.

**National Consumers League** 202-835-3323
1701 K Street NW, Suite 1200, Washington DC 20006
This private non-profit organization educates consumers and brings consumer concerns to the attention of government and industry decision makers. Material available on Medicare and supplement health insurance for older adults.

**National Retired Teachers Association** 703-838-7760
606 N. Washington Street, Alexandria, VA 22314

**Road Scholar** (formerly Elderhostel) 800-454-5768

An educational program for those aged 60 and over, within a unique vacation opportunity. Participants live for a week or more at one of the 1,500 host institutions throughout the U.S., Canada, and in other countries. Elderhostelers live and eat on campus, take advantage of numerous sports and social activities, and select from liberal arts and science subjects.

**Social Security Administration** 800-772-1213
or TDD Users Call 800-325-0778

**Local Social Security Administration Office** 888-759-3919
9915 Jefferson Davis Hwy, Fredericksburg, VA 22407

**State Corporation Commission Bureau of Insurance (Virginia)** 800-552-7945
P. O. Box 1157, Richmond, VA 23218

**USAging (formerly n4a)** 202-872-0888
1100 New Jersey Avenue, SE, Suite 350, Washington, DC 20005

USAging is a private, non-profit organization representing the interests of Area Agencies on Aging across the country.

**Virginia Department for Aging and Rehabilitative Services** 804-662-9333
**Division for the Aging**
5620 Cox Road, Glen Allen, VA 23060

The Virginia Division for the Aging fosters the independence and well-being of older Virginians and supports their caregivers through leadership, advocacy and oversight of state and community programs, and guides the Commonwealth in preparing for an aging population.

# NATIONAL MINORITY RESOURCE INFORMATION

**Asociación Nacional Pro Personas Mayores** 626-564-1988
**National Association for Hispanic Elderly**
234 East Colorado Boulevard, Suite 300, Pasadena CA 91101

**Japanese American Citizens League** 202-223-1240
Aging & Retirement Concerns Committee
1730 Rhode Island Avenue, NW, #204, Washington, D.C. 20036

**National Center & Caucus on the Black Aged, Inc.** 202-387-4022
2801 14th Street NW, Washington, D.C. 20009

A private, non-profit organization that works to improve the quality of life for older black Americans.

**National Hispanic Council on Aging** 202-347-9733
734 15th Street NW, Washington, D.C. 20005
A private, non-profit organization that works to promote the well-being of older Hispanics.

**National Asian Pacific Center on Aging** 206-322-5272
1025 S. King Street, Seattle, WA 98104
A private organization that works to improve the delivery of health care and social services to older members of the Pacific/Asian community across the country.

# Eldercare Locator
# 800-677-1116
# eldercare.acl.gov

The Eldercare Locator is a nationwide directory assistance service designed to help caregivers & older persons locate supportive resources for aging family members & friends.

## WHITE HOUSE GREETING CARDS

The White House has a policy through its Greetings Office to honor citizens on their 80th or subsequent birthdays and to honor couples celebrating their 50th or subsequent wedding anniversaries. Each request should include the individual's or couple's name, titles (the options are: Mr., Mrs., or Miss), complete address, and full date of birth or marriage (month, day, and year), as well as the requestor's name and daytime phone number.

To ensure adequate time for processing, requests should be sent six (6) weeks prior to the birthday or anniversary. There are three (3) ways to request a card:

1. Directly online at: https://www.whitehouse.gov/contact/.
2. Through the "Constituent Services" function of the office of one of your state's Senators or Representatives.
3. Mailed directly to the White House: White House, Attn: Greetings Office 1600 Pennsylvania Avenue, Washington, D.C. 20500.

# VETERANS AFFAIRS

**U.S. Department of Veterans Affairs**

Access and manage your VA benefits and health care

**www.va.gov**

**Central Virginia VA Health Care System - Veterans Affairs Outpatient Clinics Fredericksburg Locations**

Massaponax VA Clinic
4830 Southpoint Drive
Fredericksburg, VA 22407-2606
540-370-4468

Fredericksburg VA Clinic
130 Executive Center Parkway
Fredericksburg, VA 22401-3100
540-684-9040

Fredericksburg 2 VA Clinic
10401 Spotsylvania Ave., Suite 300
Fredericksburg, VA 22408
540-693-3140

Fredericksburg 3 VA Clinic
10432 Patriot Highway
Fredericksburg, VA 22408-2628
540-735-9398

**Virginia Department of Veterans Services**

The Virginia Department of Veterans Services (DVS) connects Virginia's veterans and their families to federal and state benefits, support, quality care, and recognition they have earned.

**Quantico Benefits Field Office** 703-630-2810
Education Ctr., 3089 Roan Street, Quantico, VA 22134

**Fredericksburg Benefits Office** 540-376-7298
10300 Spotsylvania Avenue, Suite 290, Fredericksburg, VA 22408

# PROJECT LIFESAVER

Project Lifesaver is the premier search and rescue program operated internationally by public safety agencies and is strategically designed for "at risk" individuals who are prone to the life threatening behavior of wandering. The primary mission of Project Lifesaver is to provide timely response to save lives and reduce potential injury for adults and children with the propensity to wander due to a cognitive condition.

| | |
|---|---|
| **Project Lifesaver Caroline - Caroline Sheriff's Office** | 804-633-1126 |
| **Project Lifesaver Fredericksburg - Fredericksburg City Police** | 540-373-3122 |
| **Project Lifesaver King George - King George Sheriff's Office** | 540-775-2049 |
| **Project Lifesaver Stafford County - Stafford Sheriff's Office** | 540-658-4450 |
| **Project Lifesaver Spotsylvania County - Spotsylvania Sheriff's Office** | 540-582-7200 x284 |

# HEALTH RELATED AGENCIES & ORGANIZATIONS

**Alcohol Abuse Hotline (Local)** 888-491-1165

**Alzheimer's Association** (***Greater Richmond Chapter)*** 804-967-2580
4600 Cox Rd, # 130, Glen Allen, VA 23069

**Alzheimer's Disease Education & Referral Center** 800-438-4380

**Alzheimer's Foundation of America** 866-232-8484

**American Cancer Society - Virginia** 804-527-3702

**American Diabetes Association** 800-342-2383

**American Heart Association** 877-242-4277

**American Kidney Fund** 800-638-8299

**American Parkinson's Disease Association** 800-223-2732

**American Red Cross** 540-735-0500
2217 Princess Anne Street, Unit B26, Fredericksburg, VA 22401

**American Speech, Language, & Hearing Association** 800-638-8255
Consumer Division
TTY 301-296-8580

**Arthritis Foundation, Mid-Atlantic Region** 303-652-4900

**Arthritis Caring Together** 859-272-6099

**American Lung Association Lung HelpLine** 800-548-8252

**Cancer Information Service** 800-4-CANCER
The toll-free Cancer Information (CIS) can provide accurate, up-to-date information about cancer & cancer related resources.

***Caroline Family Practice** 804-632-1030
102 W. Broaddus Avenue, Suite 200, Bowling Green, VA 22427

***Community Health Center of the Rappahannock Region** 540-735-0560
1965 Jefferson Davis Highway, Suite 100, Fredericksburg, VA 22401

**disAbility Law Center of Virginia** 804-225-2042
1910 Byrd Avenue, Suite 5, Richmond, VA 23230

**disAbility Resource Center** 540-373-2559
409 Progress Street, Fredericksburg, VA 22401

**Equipment Connection** 540-373-2559
1503 Princess Anne Street, Fredericksburg, VA 22401

***Fredericksburg Christian Health Center** 540-785-8500
1129 Heatherstone Drive, Unit 101, Fredericksburg, VA 22407
4107 Lafayette Blvd, Suite 1, Fredericksburg, VA 22408

**Encompass Health Rehabilitation Hospital of Fredericksburg** 540-368-7300
300 Park Hill Drive, Fredericksburg, VA 22401

**Kenny's Closet Ostomy Supply Closet** 540-741-1751
1301 Hospital Drive, Fredericksburg, VA 22401
Receive or donate ostomy equipment
Thursday 10 am – 12 pm

**Mary Washington Hospital** 540-741-1100
1001 Sam Perry Boulevard, Fredericksburg, VA 22401

**Mental Health America of Fredericksburg** 540-371-2704
150 Olde Greenwich Drive, Fredericksburg, Virginia 22408
MHAfred HELPLINE: A searchable database with the most up-to-date listing of local mental health providers. Available 24/7 on MHAfred's website, www.mhafred.org
Search by your personal needs such as insurance, treatment, age group, and if they are accepting new clients.

**National Council on Alcoholism** 800-622-2255

**National Headache Foundation** 888-643-5552
Offers information about all types of headaches and treatments

**National Kidney Foundation** 800- 622-9010

**National Library Services for the Blind & Physically Handicapped** 202-707-5100 or 202-707-0744
TDD

**National Osteoporosis Foundation** 800-231-4222

**Pulmonary Pals** 540-741-1441
Support group for patients and/or families of patients with lung disease.

**Spotsylvania Regional Medical Center** 540-498-4000
4600 Spotsylvania Parkway, Fredericksburg, VA 22408

**Stafford Hospital Center** 540-741-9000
101 Hospital Center Blvd., Stafford VA 22555

**Virginia Assistive Technology System** 800-435-8490
4900 Fitzhugh Avenue, Richmond, VA 23230

**Virginia Department for the Deaf & Hard of Hearing** 804-662-9502
Video Phone: (FOR USE ONLY BY CALLERS WHO ARE DEAF) 804-325-1290

**Virginia Department of Rehabilitative Services** 540-899-4161
10300 Spotsylvania Avenue, Fredericksburg, VA 22408

**VHQC** 804-289-5320
9830 Mayland Drive, Suite J, Richmond, VA 23233

**Westwood Clubhouse (Brain Injury Services, Inc.)** 540-785-8836
927 Maple Grove Drive, Suite 107, Fredericksburg, VA 22407

* These are health clinics that provide care and/or medications to persons who have insurance, are underinsured, or have no insurance. Some accept insurance and payment on a sliding scale. Please contact the clinic for specifics.

dRC

**540-373-2559**

**The Equipment Connection** is **the disAbility Resource Center**'s adaptive medical equipment reuse program. The Equipment Connection accepts new and gently used equipment, cleans and repairs it, and then returns it to those in the community who would not otherwise be able to obtain it.

The Equipment Connection is located at 1503 Princess Anne St., Fredericksburg, VA, 22401, and is open, generally, from 9 a.m. to 3 p.m. Monday through Friday. Although an appointment is not necessary, it is best to call ahead of time to ensure there is staff available to assist you.

# Virginia Easy Access
# easyaccess.virginia.gov




Many people find locating information about available long-term services and supports a daunting task. The mission of **Virginia Easy Access** is to make this search easier. The Virginia Easy Access website connects older adults, adults with disabilities, veterans, and families to information about a wide range of public programs and supports in a way that is accessible and easy to navigate.

## DOMESTIC VIOLENCE & SEXUAL ASSAULT

| | |
|---|---|
| **Empowerhouse** | 540-373-9372 |
| **Empowerhouse – Crisis Hotline** | 540-373-9373 |
| | |
| **Rappahannock Council Against Sexual Assault** | 540-371-6771 |
| **Rappahannock Council Against Sexual Assault - Crisis Hotline** | 540-371-1666 |

# EMERGENCY SERVICE ORGANIZATIONS

**Information and Referral Hotline** 211

**American Red Cross** 540-735-0500

**Central Virginia Housing** 540-604-9943

**Caroline Emergency Relief through Volunteer Efforts (CERVE)** 540-842-0102

Emergency lodging, fuel, utilities, rent, and prescription assistance.

**Fredericksburg Area Food Bank** 540-371-7666

Go to www.fredfood.org for information on pantry locations

**Fredericksburg Regional Homelessness Helpline** 540-358-5801

Anyone experiencing or at risk of experiencing homelessness in the immediate future should call and be assessed for the community's homeless and prevention services.

**Legal Aid Works - Intake Hotline** 703-778-6800

**Micah Ecumenical Ministries** 540-479-4116

**St. Vincent de Paul Society** 540-898-9066

**St. William of York (Stafford Only)** 540-659-1102

**Salvation Army** 540-373-3431

**SERVE** 540-288-9603

**Spotsylvania Emergency Concerns Association (SECA)** 540-582-2465

**Thurman Brisben Homeless Shelter** 540-899-9853




If you or someone you know needs mental health support now:

**call or text 988 or chat 988lifeline.org**

# FOR THE VISUALLY IMPAIRED

**American Council of the Blind (ACB)** 202-467-5081

**Better Vision Institute** 703-243-1528
Individuals can contact the Institute for information about the prevention, detection, & treatment of eye diseases.

**disAbility Resource Center (dRC)** 540-373-2559

**Lighthouse for the Visually Impaired** 800-334-5497

**National Library Services for the Blind & Physically Handicapped** 202-707-5100 or 202-707-0744
TDD

**Senior Eye Care Program** 800-222-3937
Puts eligible callers in touch with a local ophthalmologist who has volunteered to provide medical eye care at no out-of-pocket expense. Individuals must be U.S. citizens or legal residents, be 65 or older, and not have access to an ophthalmologist.

**The Retina Group of Washington** 540-654-5333
1500 Dixon Street, Suite 204, Fredericksburg, VA 22401

**Virginia Assistive Technology System** 804-662-9990
2001 Maywill Street, Suite 202, Richmond, VA 23230

**Virginia Department for the Blind and Vision Impaired** 800-622-2155

**Virginia Department of Rehabilitative Services** 540-899-4161
10300 Spotsylvania Avenue, Fredericksburg, VA 22408

**Volunteers for the Blind** 540-899-8847
13 Lafayette Station, Fredericksburg, VA 22401

# TRANSPORTATION PROVIDERS

For our most up-to-date listing of area transportation providers, please follow the link to

Mobility Options

or call

**Mobility Options at**
**540-656-2985**

# Deaf and Hard of Hearing Resources

**Better Hearing Institute** 800-327-9355

The Better Hearing Institute works to empower individuals of every age to enjoy their fullest possible ability to hear and hear well.

**ClearCaptions** 804 292-5677

ClearCaptions enables anyone with hearing loss to communicate easier with the most advanced captioning phone system available.

**disAbility Resource Center (dRC)** 540-373-2559

409 Progress Street, Fredericksburg, VA 22401 Video Phone 800- 645-5419

Deaf & Hard of Hearing 540-373-5890

**Hearing Aid Helpline** 800-521-5247

The Hearing Aid Hotline offers information to the public on hearing loss, hearing aids, and how to locate a qualified hearing aid specialist.

**Hearing Helpline** 800-527-9355

Provides information on hearing loss and hearing help to callers across the country.

**Hearing Loss Association of America** 301-657-2248

7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814 TTY 301-657-2249

**Hearing Loss Association of America – Rappahannock Chapter** 540-373-2559

540-373-5890

CAPTEL/TTY

**International Hearing Society** 734-522-7200

The International Hearing Society (IHS) is a membership association that represents hearing healthcare professionals worldwide. IHS members are engaged in the practice of testing human hearing and selecting, fitting and dispensing hearing instruments and counseling patients.

**National Association of the Deaf, Inc.** 301-587-1788

Users Call 301-597-1789

**National Institute on Deafness and Other Communication Disorders** 800-241-1044

TTY 800-241-1055

**TDIforAccess, Inc** https://tdiforaccess.org

**Virginia Department for the Deaf and Hard of Hearing** 804-662-9502

1602 Rolling Hills Drive, Suite 203, Henrico, Virginia 23229-5012

# DENTAL ASSISTANCE

**Central Virginia Health Services - Caroline** 804-632-1030
102 W. Broaddus Ave., Suite 200, Bowling Green Virginia 22427

**Central Virginia Health Services - Fredericksburg** 540-735-0560
1965 Jefferson Davis Highway, Suite 100, Fredericksburg, VA 22401-3353

**Germanna Community College Dental Program**
germanna.edu/programs/dental

**Virginia Commonwealth University Dental Care** 804-828-9190
www.vcudentalcare.com

# HOME HEALTH CARE AGENCIES

**Amedisys Home Health Care** 540-371-7422
200 Executive Center Parkway, Suite 100, Fredericksburg, VA 22401

**AT Home Care** 540-370-1588
1121 Heatherstone Drive, Fredericksburg, VA 22407

**BrightStar Care** 540-376-3131
4820 Southpoint Drive, Suite 101, Fredericksburg, VA 22407

**Cuidado Casero Home Care of Virginia** 540-898-2999
4547 Empire Court, Fredericksburg, VA 22408

**Encompass Home Health** 540-656-2660
10712 Ballantraye Drive, Suite 306, Fredericksburg, VA 22407

**Home & Heart Health, Inc.** 540-899-3666
701 Kenmore Ave., Suite 101A, Fredericksburg, VA 22401

**Human Touch Home Health** 540-310-0042
1701 Fall Hill Ave., Suite 101, Fredericksburg, VA 22401

**iCare Health Solutions** 540-940-6967
150 Riverside Pkwy., Suite 213, Fredericksburg, VA 22406

**Interim Home Health Care** 540-785-1577
3920 Plank Road, Suite 210, Fredericksburg, VA 22407

**Mary Washington Home Health** 540-741-1667
2300 Fall Hill Ave., Suite 401, Fredericksburg, VA 22401

**Medi Home Health and Hospice** 540-684-3130
4820 Southpoint Drive, Suite 103, Fredericksburg, VA 22407

**Nayar Health Care** 804-330-5433
5000 Southpoint Parkway, Fredericksburg, VA 22407

## HOSPICE & PALLIATIVE CARE AGENCIES

**Affinity Care of Virginia** 540-210-6001
450 Solomon Drive, Suite 105, Fredericksburg, VA 22405

**AT Home Care & Hospice** 540-322-2981
1121 Heatherstone Drive, Fredericksburg, VA 22407

**Compassus** 540-645-6465
1440 Central Park Blvd., Suite 100C Fredericksburg, VA 22401

**Legacy Hospice** 540-299-8440
150 Riverside Pkwy., Suite 111, Fredericksburg, VA 22406

**Mary Washington Hospice, Palliative, and Grief Support Services** 540-741-3580
2300 Fall Hill Avenue, Suite 401, Fredericksburg, VA 22401

## END OF LIFE CARE RESOURCES

| | |
|---|---|
| Coda Alliance | https://codaalliance.org/ |
| Advance Care Planning | www.nia.nih.gov/health/advance-care-planning-health-care-directives |
| Five Wishes | www.fivewishes.org |
| Funerals Consumers Alliance | www.funerals.org |
| National Hospice and Palliative Care Organization | www.nhpco.org |
| National Institute for Jewish Hospice | www.nijh.org |
| Palliative Care | www.getpalliativecare.org |
| The Conversation Project | www.theconversationproject.org |

# IN-HOME CARE ASSISTANCE AND SUPPORT

## Healthy Generations Area Agency on Aging 540-371-3375

- **Home Delivered Meals -** Meals are delivered in the City of Fredericksburg and the four surrounding Counties of Caroline, King George, Spotsylvania, and Stafford to home-bound frail elderly persons 60 years of age or older, who have no one to prepare a meal for them.
- **Homemaker -** Non-Medical Homemaker Aides are provided to assist frail elderly persons with shopping, errands and light housekeeping chores.

**Health Link** 540-741-1404

Representatives are available Monday – Friday, 8:30 am to 5 pm for class registration and physician and health service referrals. A 24-hour automated information library is also available.

A service of Mary Washington Health Care

**ElderCare Connections** 540-419-4387

Post Office Box 7283, Fredericksburg, VA 22404

Geriatric Case Management

**Senior Visitor Program** 540-371-2704

Provides weekly friendly visits

**Acti-Kare of Fredericksburg** 540-684-1598

1320 Central Park Blvd., Suite 201 Fredericksburg, VA 22401

Licensed personal care services and non-medical assistance

**Active Home Healthcare LLC** 703-855-7193

3 Justin Court, Stafford, VA 22554

Licensed personal care services and non-medical assistance

**Addus Homecare** 703-497-2273

411 Chatham Square Office Park, Fredericksburg, VA 22405

Licensed personal care services and non-medical assistance

**At Home Care Staffing** 540-735-0944

1701 Fall Hill Avenue, Suite 110, Fredericksburg, VA 22401

Licensed personal care services and non-medical assistance

**Care Advantage Fredericksburg** 703-436-4767

10653 Spotsylvania Ave., Fredericksburg, VA 22408

Licensed personal care services and non-medical assistance

**Caring Hands Healthcare Solutions, LLC** 540-656-2468

225 Industrial Court, Suite 100, Fredericksburg, VA 22408

Licensed personal care services and non-medical assistance

**Comfort Homecare Services, LLC** 540-658-9266
2066 Richmond Hwy., Suite 209, Stafford, VA 2254
Licensed personal care services and non-medical assistance

**Comfort Keepers** 540-205-8743
304 Westwood Office Park, Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

**EvermoreCare Home Health** 540-210-2201
9 Center Street, Suite 101, Stafford, VA 22556
Licensed personal care services and non-medical assistance

**Glamour Homecare, LLC** 571-662-1064
1320 Central Park Blvd., Suite 200, Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

**Glory Days Healthcare, LLC** 540-930-4061
800 Corporate Drive, Suite 362, Stafford, VA 22554
Licensed personal care services and non-medical assistance

**Home Instead** 540-899-1422
107 Olde Greenwich Drive, Suite 101, Fredericksburg, VA 22408
Licensed personal care services and non-medical assistance

**Innovatus Care** 855-411-2110
4020 Plank Road, Fredericksburg, Virginia 22407
Licensed personal care services and non-medical assistance

**One on One Care** 540-288-1300
300 Garrisonville Road, Suite 302, Stafford, VA 22554
Licensed personal care services and non-medical assistance

**Paradise Health Care** 844-525-1974
2 Martha Ct., Stafford, VA 22554
Licensed personal care services and non-medical assistance

**Right at Home** 540-720-0734
2124 Jefferson Davis Highway, Suite #101, Stafford, VA 22554
Licensed personal care services and non-medical assistance

**True Faith Home Health Care** 703-310-7221
2 Martha Ct., Stafford, VA 22554
Licensed personal care services and non-medical assistance

**Virginia Home Care Partners** 540-419-1615
10718 Ballantraye Dr. Suite 410, Fredericksburg VA 22407
Licensed personal care services and non-medical assistance

**Visiting Angels** 540-373-6906
1952 William Street, Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

**Bridges Senior Care Solutions, Inc.** 540-899-3404
P. O. Box 1310, Fredericksburg, VA 22402
Guardianship

**Caring Transitions** 540-368-6092
Provides support and physical assistance to seniors making changes in living arrangements.

**Downsizing VA** 540-834-8412
Provides support and physical assistance to seniors making changes in living arrangements.

**Smooth Transitions Fredericksburg** 540-847-2131
Provides support and physical assistance to seniors making changes in living arrangements.

## DURABLE MEDICAL EQUIPMENT

**All American Mobility** 540-361-1679
1273 Central Park Blvd., Fredericksburg, VA 22401
www.allamericanmobility.com

**Comfort Medical Supply** 540-785-3202
1273 Central Park Blvd, Fredericksburg, Virginia 22401
www.comfortmedicalstore.com

**Equipment Connection** 540-373-2559
1503 Princess Anne Street, Fredericksburg, VA 22401
www.cildrc.org/equipment-connection

**Lincare** 540-899-5521
305 Hanson Ave Suite 100, Fredericksburg, VA 22401
www.lincare.com

**Mobility Plus Fredericksburg** 540-693-1528
5132 Southpoint Parkway, Fredericksburg, VA 22407
www.mobilityplus.com/fredericksburgva/

**Roberts Home Medical, Inc.** 540-373-7400
211 Park Hill Dr, Fredericksburg, VA 22401
www.robertshomemedical.com

# SOCIAL SERVICE DEPARTMENTS

**Caroline County Social Services** 804-633-5071
Mailing: P.O. Box 430, Bowling Green, VA 22427
Physical: 17202 Richmond Turnpike Milford, VA 22514

**Fredericksburg Social Services** 540-372-1032
Mailing: P.O. Box 510, Fredericksburg, VA 22404
Physical: 608 Jackson Street, Fredericksburg, VA 22401

**King George County Social Services** 540-775-7181
Mailing: P.O. Box 130, King George, VA 22485
Physical: 10069 Kings Highway, King George, VA 22485

**Spotsylvania County Social Services** 540-507-7898
Mailing: P.O. Box 249, Spotsylvania, VA 22553
Physical: 9019 Old Battlefield Blvd., Spotsylvania, VA 22553

**Stafford County Social Services** 540-658-8720
Mailing: P.O. Box 7, Stafford, VA 22555
Physical: 1300 Courthouse Road, Stafford, VA 22554

# HEALTH DEPARTMENTS

**Caroline County** 804-633-5465
Mailing: P.O. Box 6, Bowling Green, VA 22427
Physical: 17202 Richmond Turnpike Milford, VA 22514

**City of Fredericksburg** 540-899-4142
Mailing & Physical: 608 Jackson Street, Fredericksburg, VA 22401

**King George County** 540-775-3111
Mailing: P.O. Box 130, King George, VA 22485
Physical: 10079 Kings Highway, King George, VA 22485

**Spotsylvania County** 540-582-7155
Mailing: P.O. Box 126, Spotsylvania, VA 22553
Physical: 9104 Courthouse Road, Spotsylvania, VA 22553

**Stafford County** 540-659-3101
Mailing: P.O. Box 27, Stafford, VA 22555
Physical: 1300 Courthouse Road, Stafford, VA 22554

# PARKS & RECREATION DEPARTMENTS

| | |
|---|---|
| **Caroline** | 804-633-7277 |
| **Fredericksburg** | 540-372-1086 |
| **King George** | 540-775-4386 |
| **Spotsylvania** | 540-507-7529 |
| **Stafford** | 540-658-4871 |

# SUBSIDIZED HOUSING

Individuals & families may qualify for subsidized housing based on income.
Rent is generally based on 30% of your adjusted income.

**Angelwood Apartments – Project Faith, Inc. / Project FAITH in Action** 540-775-3492
10073 Kings Highway, King George, Virginia 22485

**Asbury Manor** 540-710-1905
10235 Brittany Commons, Spotsylvania, VA 22553

**Caroline Manor, Courthouse Lane and Lee Townhouses** 804-633-9900
150 Courthouse Lane, Bowling Green, VA 22427

**Forest Village** 540-371-2200
1400 Forest Village Drive, Fredericksburg, VA 22401

**Garrison Woods** 540-659-6078
207 Garrison Woods Drive, Stafford, VA 22554

**Hazel Hill** 540-373-1422
100 Princess Anne Street, Fredericksburg, VA 22401

**Heritage Park** 540-371-9362
1003 Frederick Place, Fredericksburg, VA 22401

**McKendree Manor**
101 McKendree Court, Fredericksburg, VA 22406 540-373-1419

**Mill Park Terrace**
2216 Caroline Street, Fredericksburg, VA 22401 540-371-4430

**The Pines**
8835 Crismond Lane, Spotsylvania, VA 22551 540-582-2415

# SENIOR APARTMENT COMMUNITIES

**Acclaim at the Hill** 540-712-3430
10521 Spotsylvania Ave, Fredericksburg, VA 22408

**Alexander Heights** 540-548-0010
2704 Salem Church Road, Fredericksburg, VA 22407

**Chancellor's Village of Fredericksburg** 540-786-5000
12100 Chancellor's Village Lane, Fredericksburg, VA 22407

**English Oaks** 540-372-7797
11 Darlington Way, Fredericksburg, VA 22406

**Enoch George Manor** 540-710-9989
10231 Brittany Commons Blvd., Spotsylvania, VA 22553

**Harmony at Falls Run** 540-479-3788
60 Brimley Drive, Fredericksburg, VA 22406

**Jubilation By Silver Companies** 540-702-1111
2200 Carl D Silver Pkwy., Suite 100, Fredericksburg, VA 22401

**Keswick Senior Apartments** 540-805-5376
8700 Keswick Drive, Spotsylvania, VA 22551

**Kings Crest** 540-891-9278
11500 Kings Crest Court, Fredericksburg, VA 22407

**Madonna House at Belmont** 540-371-8212
2600 Cowan Blvd., Fredericksburg, VA 22401

**The Evergreens at Smith Run** 540-374-1544
2700 Cowan Blvd., Fredericksburg, VA 22401

**The Gardens of Stafford** 540-657-1002
2195 Mountain View Road, Stafford, VA 22556

**The Heights at Jackson Village** 540-372-4400
4811 Wildroot Lane, Fredericksburg, VA 22407

**The Meadows at Salem Run** 540-786-1733
5711 Castlebridge Road, Fredericksburg, VA 22407

# NEED ASSISTANCE WITH REAL ESTATE TAXES?

If you are 65 years or older, or disabled, call your Commissioner of Revenue to confirm the below information and apply for Real Estate Tax Relief

## Caroline 804-633-9834

If you meet the following criteria, you could possibly reduce your real estate taxes by up to 95% on the parcel of land where you reside:

- The owner of the dwelling must be at least 65 years of age and/or permanently or totally disabled. The definition of dwelling includes mobile homes.
- The total combined income during the immediately preceding calendar year from all sources of the owner and the spouse of the owner of the dwelling living therein and of all others living in the dwelling does not exceed $50,000. The first $6,500 of income of others living in the dwelling will be exempted.
- The combined financial worth, including equitable interests of the immediately preceding calendar year of the owner and of the spouse of the owner, excluding the value of the dwelling and land, not exceeding 10 acres, upon which it is situated does not exceed $100,000.
- The parcel shall be located in Caroline County and the principal residence of the owner.

## Fredericksburg 540-372-1004

- The home must be at least partially owned by the tax relief applicant.
- The applicant must be age 65 or older by June 30 or rated 100% disabled by the Social Security Administration.
- Income from all sources (meaning from all related individuals living in the dwelling) must not exceed $60,000.
- The total net worth of owner(s) and spouse(s) cannot exceed $300,000. The value of the house in which the applicant resides is not included in this figure.

## King George 540-775-4664

- The age requirement is 65 years of age.
- The yearly combined gross income cannot exceed $40,000
- Maximum amount of assets being $60,000 excluding your dwelling and five acres of land.

## Spotsylvania 540-507-7052

- Age 65 years or older or totally disabled before January 1st
- Income of $50,000 or less
- Net worth less than $200,000 (excluding home and up to 10 acres)
- Reside in Spotsylvania County at the exempted home

## Stafford 540) 658-4132 Option #2

COMPLETE EXEMPTION (100%)

- Applicant has to be over 65 years of age or totally disabled as of January 1 of the current tax year.
- Applicant's income from all sources has to be less than $35,000. (This income includes all of the income of both husband and wife except the first $10,000 of any relative living in the home.f totally disabled $10,000 of income may be deducted from total income.)
- Applicants' net worth excluding the value of the dwelling and the land, not exceeding 20 acres, upon which it is situated shall not exceed $400,000.

PARTIAL EXEMPTION (50%)

- Applicant has to be over 65 or totally disabled as of January 1 of the current tax year.
- Applicant's income from all sources has to be between $35,001 to $40,000. (This income includes all of the income of both husband and wife except the first $10,000 of any relative living in the home. If totally disabled $10,000 of income may be deducted from total income.)
- Applicant's net worth excluding the value of the dwelling and the land, not exceeding 20 acres, upon which it is situated, shall not exceed $200,000.
- The above exemptions apply only to your home and one acre. Additional acreage does not qualify for tax relief.

# CHOOSING A LONG-TERM CARE FACILITY

Choosing a long-term care facility for yourself or a family member can be difficult, so it is important to allow yourself plenty of time, as your circumstance permits, to find a facility that best suits your needs. Selecting the appropriate placement and making an informed decision are very important. It is recommended that visits be made to several facilities with questions in mind so that the best choices can be made.

Below are some suggestions you may want to consider when making this important decision:

- **Geography:**

Is the facility located conveniently for visitors and preferred hospitals?

- **Financial Status:**

Is the facility receptive to accepting the financial status of the prospective resident?

- **Level of Care:**

Is the facility able to provide the appropriate level of care for the prospective resident?

- **Quality of Care:**

Focus attention on the residents' appearance; are they clean, neat and free of odor?

- **Staff to Resident Ratio:**

How many direct care staff do they schedule per resident, for each shift? Do they enlist the assistance of outside agencies for staffing needs?

- **Resident Attitude:**

Do most of the residents appear comfortable, pleasant and trusting?

- **Activities:**

Are group programs provided and well attended, at least twice per day? Is a monthly calendar of activities posted and does it have variety to address individual interests and preferences? Are there special events each month to include family participation? Is there an extra charge for activities or for being transported to outside activities? Is the facility vehicle equipped for wheelchair access?

- **Therapy:**

Is therapy available to the residents (physical, occupational and/or recreational)?

- **Housekeeping:**

Are housekeepers present and continuously keeping the facility neat and clean?

- **Dietary:**

Does the monthly menu show adequate variety? Request to have a meal at the facility (usually there is a fee).

- **Appearance and General Atmosphere:**

Is the facility inviting and comfortably furnished with a home-like warmth?

- **Contact the Long-Term Care Ombudsman:**

To check whether a facility is operating in compliance with the state and federal guidelines.

## WANT TO FIND AND COMPARE DIFFERENT TYPES OF MEDICARE PROVIDERS? (PHYSICIANS, HOSPITALS, NURSING HOMES, AND OTHERS)

**Look here: Medicare Find and Compare**

## WANT TO FIND INFORMATION ON VIRGINIA ASSISTED LIVING FACILITIES?

**Look here: VA Department of Social Services Assisted Living Compare**

# VIRGINIA OMBUDSMAN PROGRAM

**What is a Long-Term Care Ombudsman?**

An **ombudsman** is an advocate for residents' rights and is responsible for investigating complaints made by or on behalf of residents in Nursing Homes and Adult Care Residences. **Ombudsmen** work with residents, family members, concerned citizens, and facilities, as well as public and private agencies, to enhance the quality of care and quality of life for residents in long-term care facilities.

The Virginia Long-Term Care **Ombudsman** Program, as established by the Older American's Act, consists of individuals at the state and local levels. The State Long-Term Care **Ombudsman** is located within the Virginia Association of Area Agencies on Aging in Richmond. Local Long-Term Care **Ombudsmen** are in each Area Agency on Aging, located in lead regional organizations.

**Who may need an Ombudsman?**

- Residents of Nursing Homes, Adult Care Residences, Assisted Livings, and those persons receiving in-home health care services.

- Family and friends of the above.

- Long-Term Care facility staff.

- Government agencies and community groups.

- Anyone seeking information and education regarding long-term care or placement issues.

**What to do before contacting the Ombudsman regarding placement issues?**

- **Know your preferences.** Narrow your selection to 3-5 facilities and visit each one prior to contacting the **Ombudsman.**

- **Be prepared.** Be organized and have your concerns written down to help you be more effective and ask the right questions.

If you have questions or concerns regarding nursing facilities or Assisted Living facilities, contact the

**Office of the Local Long-Term Care Ombudsman**
**at Healthy Generations**
**540-371-3375**

**Office of the State Long Term Care Ombudsman**
**804-565-1600**

# ASSISTED LIVING FACILITIES

**Bickford of Spotsylvania** 540-898-1205
5000 Spotsylvania Parkway, Fredericksburg, VA 22407

**Cambridge Gardens Assisted Living** 540-891-5540
9300 Onyx Court, Fredericksburg, VA 22407

**Camellia Colony of Chancellor's Village** 540-786-5000
12100 Chancellor's Village Lane, Fredericksburg, VA 22407

**Charter Senior Living of Fredericksburg** 540-373-8800
20 HeartFields Lane, Fredericksburg, VA 22405

**Commonwealth Senior Living at Fredericksburg** 540-374-8200
1001 Northside Drive, Fredericksburg, VA 22405

**Commonwealth Senior Living at Stafford** 540-288-9353
30 Kings Crest Drive, Stafford, VA 22554

**Desired Living Home Care, LLC** 571-225-9860
603 Montrose Drive, Fredericksburg, VA 22407

**Fredericksburg Assisted Living** 540-786-5589
3902 Plank Road, Fredericksburg, VA 22407

**Harmony at Falls Run** 540-479-3788
60 Brimley Drive, Fredericksburg, VA 22406

**H. H. Riverhouse** 540-373-4100
100 Caroline Street, Fredericksburg, VA 22401

**Marian Manor** 540-659-6375
177 Old Potomac Church Road, Stafford, VA 22555

**Morningside of Fredericksburg** 540-370-8000
3020 Gordon W. Shelton Boulevard, Fredericksburg, VA 22401

**Morningside of Spotsylvania** 540-898-1900
4621 Spotsylvania Parkway, Fredericksburg, VA 22408

**Paramount Senior Living at Fredericksburg** 540-785-3600
3500 Meekins Drive, Fredericksburg, VA 22407

**Spring Arbor Cottage of Fredericksburg (Memory Care)** 540-870-7797
1804 Bragg Road, Fredericksburg, VA 22407

**Spring Arbor Living of Fredericksburg** 540-548-2133
5308 River Road, Fredericksburg, VA 22407

**Watercrest - Fredericksburg** 540-518-0843
4525 Spotsylvania Parkway Fredericksburg VA 22408

# HEALTH CARE FACILITIES

Health Care Facilities are described as facilities where 24-hour licensed nursing care services are provided on a continuous basis (8 hours of which must be rendered by a registered nurse). All Health Care Facilities are licensed by the Virginia Dept. of Health.

**Berea Health and Rehab** 540-701-9480
55 Brimley Drive, Fredericksburg, VA 22406

**Bowling Green Health Care Center** 804-633-4839
120 Anderson Avenue, Bowling Green, VA 22427

**Carriage Hill Health & Rehab Center** 540-785-1120
6106 Health Center Lane, Fredericksburg, VA 22407

**Falls Run Nursing and Rehabilitation Center** 540-752-0111
140 Brimley Drive, Fredericksburg, VA 22406

**Fredericksburg Health and Rehab** 540-786-8351
3900 Plank Road, Fredericksburg, VA 22407

**Heritage Hall Health Care** 540-775-4000
10051 Foxes Way, King George, VA 22485

**Woodmont Center** 540-371-9414
11 Dairy Lane, Fredericksburg, VA 22405

**Westmoreland Rehabilitation & Healthcare Center** 804-224-2222
2400 McKinney Blvd, Colonial Beach, VA 22443

# KNOW YOUR VICAP

A Part of SHIP (State Health Insurance Assistance Program)

## The Healthy Generations Area Agency on Aging

**has trained VICAP Counselors**

**(Virginia Insurance Counseling and Assistance Program)**

**to help you year round. Counselors provide:**

**-Assistance during Medicare annual open enrollment period**

**-Information for those who are new to Medicare, or who have moved to a new address**

**-Information on insurance coverage options such as Medigap And Long-Term Care**

**-Completion of Medicaid applications**

**-Submission of healthcare appeals**

**-Assistance finding financial help for Medicare premiums, deductibles, and co-payments**

**-Assistance with complex medical bills**

**- Understanding potential Medicare fraud and abuse**

**All counseling offered by VICAP Counselors is personalized, confidential, and free of charge.**

## Call 540-371-3375 to schedule your appointment

## ISSUES TO CONSIDER WHEN MOVING A LOVED ONE TO THE FREDERICKSBURG VIRGINIA AREA

There comes a time when the difficult conversation of moving our parents and loved ones to be closer to us must start. This decision may be due to a want to have our parents closer to our families, to have the ability to more closely monitor Mom and Dad's everyday living skills, or the need to provide adequate care for our elderly loved ones. One out of every four people is a caregiver for a family member or friend. In the absence of a spouse who is able to provide care, a daughter or daughter in law is most likely to assume the role of caregiver. Whatever the instance, there are numerous factors to be discussed in making this decision. Moves can be traumatic for anyone. This list of issues is by no means all-inclusive. Every situation will be different and therefore; must be looked at on a personal level. Take into consideration all the current services a person is receiving or could be receiving if needed. Now compare them to what is available in the area you are interested in moving your loved one to. Comparing costs is an important thing to do, but should not be the only factor that effects the decision. Emotional well-being is an important aspect of keeping us healthy. Take into effect the toll a move will have on ALL parties affected. Please do not hesitate to contact your local Agency on Aging for information.

| Issue | Information Sources |
|---|---|
| **Income:** Will income remain the same when move is complete? Consider food stamps, SLMB and QMB (Partial Medicaid) benefits, fuel assistance, etc. that may or may not transfer. | Benefits Coordinator, Local Social Services, Social Security. |
| **Housing Costs:** Compare what type of housing the person considering a move is currently living in and what is available in this area. Are you going to buy or rent? Is it rent subsidized? Are utilities included? What about maintenance? Are pets allowed? Are you considering an Assisted Living Facility? | Individual Housing Complexes, Real Estate Agents, Local Area Agency on Aging (AAA) |
| **Health Care/Health Insurance:** Can you find doctors and/or specialists to treat you? Will your doctor accept Medicare/Medicaid? Will current insurance transfer to new area? Will you be qualified for Medicaid (the State Health Insurance Program for the Low-Income and Disabled)? | Benefits Coordinator, Local Social Services, Doctor's Offices, AAA. |
| **Prescription Drug Coverage/Cost:** Do you currently have prescription drug coverage? Will it transfer with you? Are there programs in the new area to cover your prescription drugs at an affordable level? | Local Social Services, Medicare, MAP, Private Prescription Discount Cards, AAA. |
| **Transportation:** Is transportation easily found in your area? How will you get to church, the beauty parlor or barbershop, grocery store and doctor's appointments? | Fred Transportation System, Taxi Services, AAA. |
| **Activities:** Do various activities exist that you will be able to participant in? Are there senior centers compatible with your activity level? Are you looking for an adult day care facility? Will the cost of such programs be within your budget? | AAA, Local Senior Centers, AARP, Adult Day Care Facilities. |
| **Care Costs:** Are you receiving personal care and/or help with housework and errands currently? Will this continue? Costs? | AAA, In-Home Non- Medical Companies, Home Health Agencies. |
| **Caregiver Effect:** ***Prolonged caregiving can adversely affect one' s physical and psychological health, current and future employment status and earning capability, ability to balance the needs of older parents and younger family members, and the ability to meet personal needs.*** How will the move effect the future caregiver? Will he/she have time and energy to meet the needs of the loved one? Does the caregiver have a support system in place, someone to assist in the daily needs or one who can be trusted when the caregiver goes away for job training or takes a vacation? | AAA, Local Newspapers for Support Groups, In-Home Non-Medical Companies, Home Health Agencies. |

Information in ITALIC taken from the Administration on Aging website

NOTES

**GUIDE support for your dementia journey starts here.**

# Medicare's GUIDE Program offers no-cost Care Navigators for dementia patients and caregivers.

## GUIDE Goals:

Improve quality of life for people with dementia.
Strengthen support for unpaid caregivers.
Help people with dementia stay home longer.

## What GUIDE Includes:

Care Navigator supports patients, helps caregivers, and coordinates the care team.
No cost to patients (no copay or deductible).
Caregiver education and support, plus $2,563/year in respite services.
Personalized care plan with social services and medication recommendations.

## Who is Eligible for GUIDE?

Those diagnosed with dementia and have original Medicare (Parts A & B) as primary insurance.

GUIDE is **not** available for dementia patients with a Medicare Advantage, residing in a skilled nursing facility or enrolled in a PACE or hospice program

## CURIOUS? WANT MORE INFORMATION?

Call Healthy Generations Area Agency on Aging
540-371-3375

HEALTHY GENERATIONS
AREA AGENCY ON AGING

Embrace
Prevention Care

GUIDE Services made available by Bay Aging, a GUIDE Participant