

AREA AGENCY ON AGING



HEALTHY
GENERATIONS

Senior Resources Directory

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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



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.

December 1, 2023

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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
Consumables
Disease Prevention & Health Promotion
Elder Abuse Prevention & Intervention
Emergency Service-Financial Assistance
Employment Training Program
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
Senior's Voice Newsletter
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](http://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

(formerly Rappahannock-Rapidan Community Services)

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

CAPITAL AREA AGENCY ON AGING, INC.

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, Bldg. 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
2300 Fall Hill Ave., Suite 240, 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, 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
1610 Forest Avenue, Suite 100, Henrico, VA 23229
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

www.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).

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/presidential-greeting/>.
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

Hunter Holmes McGuire Veterans Affairs Outpatient Clinics Fredericksburg Locations

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

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

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

Tracking program for Alzheimer's patients and persons with Down's syndrome and/or Autism.

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 (<i>Greater Richmond Chapter</i>) 4600 Cox Rd, # 130, Glen Allen, VA 23069	804-967-2580
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 2217 Princess Anne Street, Unit B26, Fredericksburg, VA 22401	540-735-0500
American Speech, Language, & Hearing Association Consumer Division	800-638-8255
	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 The toll-free Cancer Information (CIS) can provide accurate, up-to-date information about cancer & cancer related resources.	800-4-CANCER
*Caroline Family Practice 102 W. Broaddus Avenue, Bowling Green, VA 22427	804-632-1030
*Community Health Center of the Rappahannock Region 1965 Jefferson Davis Highway, Fredericksburg, VA 22401	540-735-0560
*Community Pharmacy 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1061

disAbility Law Center of Virginia 1910 Byrd Avenue, Suite 5, Richmond, VA 23230	804-225-2042
disAbility Resource Center 409 Progress Street, Fredericksburg, VA 22401	540-373-2559
Equipment Connection 1503 Princess Anne Street, Fredericksburg, VA 22401	540-373-2559
*Fredericksburg Christian Health Center 1129 Heatherstone Drive, Fredericksburg, VA 22407	540-785-8500
Encompass Health Rehabilitation Hospital of Fredericksburg 300 Park Hill Drive, Fredericksburg, VA 22401	540-368-7300
Kenny's Closet Ostomy Supply Closet 1301 Hospital Drive, Fredericksburg, VA 22401 Receive or donate ostomy equipment Thursday 10 am – 12 pm	540-741-1751
*Lloyd F. Moss Free Clinic 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1061
Mary Washington Hospital 1001 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1100
National Council on Alcoholism	800-622-2255
National Headache Foundation Offers information about all types of headaches and treatments	888-643-5552
National Kidney Foundation	800- 622-9010
National Library Services for the Blind & Physically Handicapped TDD	202-707-5100 or 202-707-0744
National Osteoporosis Foundation	800-231-4222
Pulmonary Pals Support group for patients and/or families of patients with lung disease.	540-741-1441
Spotsylvania Regional Medical Center 4600 Spotsylvania Parkway, Fredericksburg, VA 22408	540-498-4000

Stafford Hospital Center 101 Hospital Center Blvd., Stafford VA 22555	540-741-9000
Virginia Assistive Technology System 4900 Fitzhugh Avenue, Richmond, VA 23230	800-435-8490
Virginia Department for the Deaf & Hard of Hearing Video Phone: (FOR USE ONLY BY CALLERS WHO ARE DEAF)	804-662-9502 804-325-1290
Virginia Department of Rehabilitative Services 10300 Spotsylvania Avenue, Fredericksburg, VA 22408	540-899-4161
VHQC 9830 Mayland Drive, Suite J, Richmond, VA 23233	804-289-5320
Westwood Clubhouse (Brain Injury Services, Inc.) 927 Maple Grove Drive, Suite 107, Fredericksburg, VA 22407	540-785-8836

* 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.



540-373-6464

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.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

Empowerhouse
Empowerhouse – Crisis Hotline

540-373-9372
540-373-9373

Rappahannock Council Against Sexual Assault
Rappahannock Council Against Sexual Assault - Crisis Hotline

540-371-6771
540-371-1666

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.

Rappahannock Area Mental Health Resources

Supportive Services

Mental Health America of Fredericksburg

540-371-2704

HelpLine – Free, confidential referral and information on mental health practitioners, treatment services, community resources and educational literature; available weekdays.

Provider Listing – A listing of licensed mental health practitioners in the private sector and mental health agencies with quarterly updates is **available online at www.mhafred.org**.

Senior Visitors – Program provides trained volunteers to visit seniors who are isolated and lonely.

Support Groups – Free non-therapeutic, professionally facilitated groups including Mental Wellness, Live Life/Love Life Teen Support, and Survivors of Suicide Loss (for those who have lost a loved one to suicide).

Suicide Prevention – “Signs of Suicide” – suicide prevention education for local teens.

www.mhafred.org

Mental Health America of Virginia Warm Line

886-400-MHAV (6428)

Friendly, compassionate, non-judgmental peer-run support service for individuals residing in Virginia who just need to talk or need a referral to mental health resources. (M - F 9am – 5pm)

www.mhav.org

National Alliance on Mental Illness- Rappahannock

540-724-6393

Monthly Meetings – Free education programs and support groups for family members and individuals with mental illness.

Family-to-Family – Free 12-week course providing education and support for family members, led by trained family members.

In Our Own Voice – Free 60-90-minute presentation by individuals telling their stories of recovery, interspersed with video; available upon request; incorporated as part of Family-to-Family curriculum.

Peer-to-Peer – Free 10-week course for individuals with mental illness, taught by individuals with mental illness, providing education and support.

www.nami.org

Virginia 2-1-1

Dial 2-1-1

Free, confidential referral and information on health services, financial assistance, housing, senior services, childcare and more!

www.211.org

Virginia Veteran and Family Support

540-840-3003 (Central Region)

540-471-4804 (Stafford, North Region)

(formerly the Virginia Wounded Warrior Program)

VVFS provides peer and family support and care coordination services to Virginia veterans and their families with a special emphasis on those affected by stress related conditions or traumatic brain injuries resulting from military service.

www.dvs.virginia.gov/virginia-veteran-and-family-support-2

In case of a Mental Health Emergency:

Rappahannock Area Community Services Board 24-hour Emergency Services

Fredericksburg, Spotsylvania, & Stafford Counties

540-373-6876

Caroline County

804-633-4148

King George County

540-775-5064

Snowden at Fredericksburg / Mary Washington Hospital

800-362-5005

Spotsylvania Regional Medical Center

540-498-4000

Suicide Lifeline

800-273-TALK (8255)

Please provide revisions to Mental Health America of Fredericksburg at 540-371-2704 or mhafred@mhafred.org
(updated August 2019)

Rappahannock Area Mental Health Resources

Service Providers

Community Health Center of the Rappahannock Region	540-735-0560
Caroline Family Practice	804-632-1030
Staff includes a MD and clinical psychologist; dental, health and counseling services.	www.cvhsinc.org
Compass Counseling Services	NOVA: 703-496-7804 or Fredericksburg: 540-339-3640
Intensive in-home, therapeutic day treatment, mental health support services, Autism behavioral support, outpatient services, psychological testing, play therapy.	www.compassnova.com
Dominion Day Services	540-371-8750
Mental Health support services.	www.dominionyouthservices.com
Empowerhouse	540-373-9373
Supporting survivors of domestic violence to move beyond victimization to healing and empowerment. Crisis intervention, 24-hour hotline, shelter, free support groups.	www.empowerhouseva.org
Family Preservation Services (Pathways)	540-710-6085
Comprehensive service planning for people receiving government assistance.	www.pathways.com
Family Solutions	877-582-6363
Crisis intervention, mental health support services, intensive family services.	www.familysolution.net
Fredericksburg Counseling Services	540-373-6876
Free mental health clinic provides counseling for uninsured, low-income individuals and families. INFO – online listing of community support groups.	www.fcsagency.org
Intercept	804-440-3700
Mental health support services, intensive in-home counseling, therapeutic day treatment.	www.intercepthealth.com
Lloyd F. Moss Free Clinic	540-741-1061
Psychiatric evaluation with medication management and therapy support for persons eligible for services at the Moss Free Clinic.	www.mossfreeclinic.org
National Counseling Group	540-446-0007
Outpatient, intensive in-home, mental health support, therapeutic day treatment, co-parenting, mental health and substance abuse outpatient, substance abuse education, in-home counseling, psychological evaluations, parenting competency evaluations, drug testing.	www.ncgcommunity.com
Pinnacle Treatment Centers	540-735-9350
Services for individuals with chemical dependency and their families: assessment & intervention; intensive outpatient programs; ambulatory detoxification; alternative therapies; family intervention.	
Rappahannock Area Community Services Board – Administrative Offices and Fredericksburg Clinic	540-373-3223
Mental health, intellectual disability, substance abuse, prevention and early intervention services, outpatient services, psychiatric care, medication management, individual and group therapy, case management (all ages), emergency services, crisis stabilization, specialized services for women, day support, residential.	www.rappahannockareacsb.org
Rappahannock Council Against Sexual Assault	540-371-6771 office / 540-371-1666 hotline
Sexual abuse & rape crisis services - 24-hour crisis support; free support groups for children, teens, women and men; free case management/legal advocacy; trauma-informed counseling; art therapy; long-term counseling available.	www.rcasa.org
Snowden at Fredericksburg	540-741-3900 or 800-362-5005
Free assessments and referrals; intensive outpatient treatment for adults with substance abuse; mental health day treatment for adolescents and adults; inpatient services. A department of Mary Washington Healthcare.	www.snowdenmentalhealth.com
Spotsylvania Regional Medical Center Behavioral Health Services	540-498-4000
Free assessments and referrals; inpatient services, partial hospitalization program.	www.spotsrmc.com

You are not alone! Help is available.

Please provide revisions to Mental Health America of Fredericksburg at 540-371-2704 or mhafred@mhafred.org
(updated August 2019)

EMERGENCY SERVICE ORGANIZATIONS

Information and Referral Hotline	211
American Red Cross	540-735-0500
Central Virginia Housing Coalition	540-604-9943
Caroline Emergency Relief through Volunteer Efforts (CERVE) Emergency lodging, fuel, utilities, rent, and prescription assistance.	540-842-0102
Fredericksburg Area Food Bank Go to www.fredfood.org for information on pantry locations	540-371-7666
Fredericksburg Regional Homelessness Helpline 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.	540-358-5801
Legal Aid Works - Intake Hotline	703-778-6800
Micah Ecumenical Ministries	540-479-4116
Rappahannock United Way	540-373-0041
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 support now,
call or text 988 or chat [988lifeline.org](https://www.988lifeline.org)

FOR THE VISUALLY IMPAIRED

American Council of the Blind (ACB)	202-467-5081
Better Vision Institute Individuals can contact the Institute for information about the prevention, detection, & treatment of eye diseases.	703-243-1528
disAbility Resource Center (dRC)	540-373-2559
Lighthouse for the Visually Impaired	800-334-5497
National Library Services for the Blind & Physically Handicapped TDD	or 202-707-5100 202-707-0744
Senior Eye Care Program 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.	800-222-3937
The Retina Group of Washington 1500 Dixon Street, Suite 204, Fredericksburg, VA 22401	540-654-5333
Virginia Assistive Technology System 2001 Maywill Street, Suite 202, Richmond, VA 23230	804-662-9990
Virginia Department for the Blind and Vision Impaired	800-622-2155
Virginia Department of Rehabilitative Services 10300 Spotsylvania Avenue, Fredericksburg, VA 22408	540-899-4161
Volunteers for the Blind 13 Lafayette Station, Fredericksburg, VA 22401	540-899-8847

FOR THE HEARING IMPAIRED

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 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

Telecommunications for the Deaf and Hard of Hearing, Inc.

301-589-3786

Hearing Helpline

800-527-9355

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

DENTAL ASSISTANCE

Central Virginia Health Services - Caroline 804-632-1030
102 W. Broadus 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 Hygiene Program 540-741-1061
www.germanna.edu/dental/dental-hygiene/clinic-information
The Dental Hygiene Clinic of Germanna Community College offers supervised student-provided oral hygiene care to those qualifying for services at the Lloyd F. Moss Free Clinic.

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
510 Princess Anne Street, Suite 201, Fredericksburg, VA 22401

CC Home Health & Hospice of VA 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

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
Hospice, Caregiving, Bereavement, and Related Topics	www.hospicenet.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.

Meals on Wheels 540-242-8495

Contact: Meals on Wheels
(sponsored by The Interfaith Community Council - Fredericksburg)
Meals are delivered within a four-mile radius of Mary Washington Hospital
Monday – Friday Mid-Day and Dinner Meal: Weekly Fee
www.interfaithcommunitycouncil.org/meals-on-wheels

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

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

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.

TRANSPORTATION PROVIDERS

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

[Planning District 16 Senior Transportation Resources Guide](#)

or call

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

DURABLE MEDICAL EQUIPMENT

All American Mobility 1273 Central Park Blvd., Fredericksburg, VA 22401 www.allamericanmobility.com	540-361-1679
Comfort Medical Supply 1273 Central Park Blvd, Fredericksburg, Virginia 22401 www.comfortmedicalstore.com	540-785-3202
Equipment Connection 1503 Princess Anne Street, Fredericksburg, VA 22401 www.cildrc.org/equipment-connection	540-373-2559
Lincare 305 Hanson Ave Suite 100, Fredericksburg, VA 22401 www.lincare.com	540-899-5521
Med-Air Homecare - Fredericksburg 390 Kings Highway, Suite 103, Fredericksburg, VA 22405 www.medairhomecare.com	540-899-1996
Mobility Plus Fredericksburg 5132 Southpoint Parkway, Fredericksburg, VA 22407 www.mobilityplus.com/fredericksburgva/	540-693-1528
Roberts Home Medical, Inc. 211 Park Hill Dr, Fredericksburg, VA 22401 www.robertshomemedical.com	540-373-7400

To find a supplier of durable medical equipment or to ask questions regarding equipment, you may contact Medicare at 800-633-4227 or www.medicare.gov.

SOCIAL SERVICE DEPARTMENTS

Caroline County Social Services Mailing: P.O. Box 430, Bowling Green, VA 22427 Physical: 17202 Richmond Turnpike Milford, VA 22514	804-633-5071
Fredericksburg Social Services Mailing: P.O. Box 510, Fredericksburg, VA 22404 Physical: 608 Jackson Street, Fredericksburg, VA 22401	540-372-1032
King George County Social Services Mailing: P.O. Box 130, King George, VA 22485 Physical: 10069 Kings Highway, King George, VA 22485	540-775-7181
Spotsylvania County Social Services Mailing: P.O. Box 249, Spotsylvania, VA 22553 Physical: 9019 Old Battlefield Blvd., Spotsylvania, VA 22553	540-507-7898
Stafford County Social Services Mailing: P.O. Box 7, Stafford, VA 22555 Physical: 1300 Courthouse Road, Stafford, VA 22554	540-658-8720

HEALTH DEPARTMENTS

Caroline County Mailing: P.O. Box 6, Bowling Green, VA 22427 Physical: 17202 Richmond Turnpike Milford, VA 22514	804-633-5465
City of Fredericksburg Mailing & Physical: 608 Jackson Street, Fredericksburg, VA 22401	540-899-4142
King George County Mailing: P.O. Box 130, King George, VA 22485 Physical: 10079 Kings Highway, King George, VA 22485	540-775-3111
Spotsylvania County Mailing: P.O. Box 126, Spotsylvania, VA 22553 Physical: 9104 Courthouse Road, Spotsylvania, VA 22553	540-582-7155
Stafford County Mailing: P.O. Box 27, Stafford, VA 22555 Physical: 1300 Courthouse Road, Stafford, VA 22554	540-659-3101

PARKS & RECREATION DEPARTMENTS

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

ACTIVE ADULT COMMUNITIES

Active Adult Communities are communities that may have age related deed restrictions or may have developed into communities for seniors by nature of the development and housing type. There are many in our service area.
Contact a real estate agent for more information.

If you are 65 years or older, or disabled, call your Commissioner of Revenue to obtain information about Real Estate Tax Relief

Caroline	804-633-4531
Fredericksburg	540-372-1004
King George	540-775-4664
Spotsylvania	540-507-7052
Stafford	540-658-4133

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 10073 Kings Highway, King George, Virginia 22485	540-775-3492
Asbury Manor 10235 Brittany Commons, Spotsylvania, VA 22553	540-710-1905
Caroline Manor, Courthouse Lane and Lee Townhouses 150 Courthouse Lane, Bowling Green, VA 22427	804-633-9900
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

540-373-1419

101 McKendree Court, Fredericksburg, VA 22406

Mill Park Terrace

540-371-4430

2216 Caroline Street, Fredericksburg, VA 22401

The Pines

540-582-2415

8835 Crismond Lane, Spotsylvania, VA 22551

SENIOR APARTMENT COMMUNITIES

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

Enoch George Manor

540-710-9989

10231 Brittany Commons Blvd., Spotsylvania, VA 22553

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

Madonna House at Belmont

540-371-8212

2600 Cowan Blvd., Fredericksburg, VA 22401

Harmony at Falls Run

540-479-3788

60 Brimley Drive, Fredericksburg, VA 22406

The Gardens of Stafford

540-657-1002

2195 Mountain View Road, Stafford, VA 22556

The Heights at Jackson Village 4811 Wildroot Lane, Fredericksburg, VA 22407	540-372-4400
The Meadows at Salem Run 5711 Castlebridge Road, Fredericksburg, VA 22407	540-786-1733
Kings Crest 11500 Kings Crest Court, Fredericksburg, VA 22407	540-891-9278
English Oaks 11 Darlington Way, Fredericksburg, VA 22406	540-372-7797
The Evergreens at Smith Run 2700 Cowan Blvd., Fredericksburg, VA 22401	540-374-1544

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**

ASSISTED LIVING FACILITIES

Bickford of Spotsylvania 5000 Spotsylvania Parkway, Fredericksburg, VA 22407	540-898-1205
Cambridge Gardens Assisted Living 9300 Onyx Court, Fredericksburg, VA 22407	540-891-5540
Camellia Colony of Chancellor's Village 12100 Chancellor's Village Lane, Fredericksburg, VA 22407	540-786-5000
Cardinal Village 4621 Spotsylvania Parkway, Fredericksburg, VA 22408	540-898-1900
Charter Senior Living of Fredericksburg 20 HeartFields Lane, Fredericksburg, VA 22405	540-373-8800
Commonwealth Senior Living at Fredericksburg 1001 Northside Drive, Fredericksburg, VA 22405	540-374-8200
Commonwealth Senior Living at Stafford 30 Kings Crest Drive, Stafford, VA 22554	540-288-9353
Desired Living Home Care, LLC 603 Montrose Drive, Fredericksburg, VA 22407	571-225-9860
Fredericksburg Assisted Living 3902 Plank Road, Fredericksburg, VA 22407	540-786-5589
Harmony at Falls Run 60 Brimley Drive, Fredericksburg, VA 22406	540-479-3788
Hughes Home 100 Caroline Street, Fredericksburg, VA 22401	540-373-4100
Marian Manor 177 Old Potomac Church Road, Stafford, VA 22555	540-659-6375
Paramount Senior Living at Fredericksburg 3500 Meekins Drive, Fredericksburg, VA 22407	540-785-3600
Poet's Walk of Fredericksburg 3020 Gordon W. Shelton Boulevard, Fredericksburg, VA 22401	540-370-8000

Continued on next page

Spring Arbor Cottage of Fredericksburg 540-870-7797
1804 Bragg Road, Fredericksburg, VA 22407

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

HEALTH CARE FACILITIES

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

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.

ADULT DAY CARE FACILITIES

Hughes Adult Day Care 540-373-4100
100 Caroline Street, Fredericksburg, VA 22401

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.

Information in ITALIC taken from the Administration on Aging website

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: <i>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.</i> 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.



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