



Senior Resources Directory

Published by the
Rappahannock Area Agency on Aging, Inc.

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Home Instead
SENIOR CARE[®]
To us, it's personal.



Rappahannock Area Agency on Aging

460 Lendall Lane

Fredericksburg, VA 22405

540-371-3375

540-371-3384 fax

Find us online

www.raaa16.org



www.facebook.com/RappahannockAreaAgencyonAging

Rappahannock Area Agency on Aging, Inc. (RAAA)

Created as a not-for-profit corporation in July of 1976, RAAA 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 the Rappahannock 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, RAAA does not guarantee the accuracy of information or claim it to be free from errors, omissions, or unintentional inclusions. RAAA welcomes your comments. Please feel free to call the RAAA office at 540-371-3375, or write:

**Rappahannock Area Agency on Aging, Inc.
460 Lendall Lane
Fredericksburg, Virginia 22405**

**Visit RAAA's Web Site at
www.raaa16.org**



Equal Opportunity Employer

October 13, 2015

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Local Area Agency on Aging:

Rappahannock Area Agency on Aging (RAAA)

371-3375

460 Lendall Lane

Fredericksburg, VA 22405

The Rappahannock 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. RAAA 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:

Carenect – Personal Emergency Response System
Chronic Disease Self-Management Program - You Can! Live Well Virginia!
COMPAS/Care Transitions
Emergency Assistance
Emergency Home Repair Program
Employment/Training Programs
Fan Care (June-September)
Home Delivered Meals
Home Weatherization Program
Homemaker Services
Information & Referral Services
Legal Assistance (Referral)
Long-Term Care Ombudsman Program
Pet Food Assistance
Senior Cafes
Senior Fraud Patrol
Senior Resource Directory
Senior Voice Newsletter
Telephone Reassurance Checking
Transportation
Virginia Insurance Counseling/Advocacy
Wellness Programs

Fee-For-Service Programs:

Transportation

**For more information RAAA encourages you to call 540-371-3375 or
visit the web site at www.raaa16.org**

VIRGINIA AREA AGENCIES ON AGING

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.

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.

P.O. Box 765, Cedar Bluff, VA 24609

Phone: 276-964-4915 1-800-656-2272

Serves: Counties of Dickerson, Buchanan, Tazewell, & Russell

PSA 3

DISTRICT THREE SENIOR SERVICES

4453 Lee Highway, Marion, VA 24354

Phone: 276-783-8150 or 1-800-541-0933

Serves: Counties of Wythe, Washington, Smyth, Bland, Carroll, & Grayson & the Cities of Galax & Bristol

PSA 4

NEW RIVER VALLEY AGENCY ON AGING

141 E. Main Street, Pulaski, VA 24301

Phone: 540-980-7720

Serves: Counties of Giles, Floyd, Pulaski, & Montgomery & the City of Radford

PSA 5

LOA-AREA AGENCY ON AGING, INC.

P.O. Box 14205, Roanoke, VA 24038

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 or 1-800-868-8727

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 or 1-800-883-4122

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

3033 Wilson Boulevard, Suite 700-B, Arlington, VA 22201

Phone: 703-228-1700

Serves: County of Arlington

PSA 8C

FAIRFAX AREA AGENCY ON AGING

12011 Government Center Parkway, #708, Fairfax, VA 22035

Phone: 703-324-5411

Serves: County of Fairfax & Cities of Fairfax & Falls Church

PSA 8D

LOUDOUN COUNTY AREA AGENCY ON AGING

215 Depot Court, SE, 2nd Floor, Leesburg, VA 20175

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: 703-792-6400

Serves County of Prince William & Cities of Manassas & Manassas Park

PSA 9

RAPPAHANNOCK-RAPIDAN COMMUNITY SERVICES BOARD

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 or 1-800-478-4571

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 or 1-800-252-4464

Serves: Counties of Mecklenburg, Halifax, Brunswick & City of South Boston

PSA 14

PIEDMONT SENIOR RESOURCES AREA AGENCY ON AGING, INC.

P.O. Box 398, Burkeville, VA 23922

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 or 1-800-989-2286

Serves: Counties of Goochland, Powhatan, Henrico, Chesterfield, New Kent, Hanover, Charles City & the City of Richmond

PSA 16

RAPPAHANNOCK AREA AGENCY ON AGING, INC.

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.

P.O. Box 610, Urbanna, VA 23175

5306 Old Virginia Street, 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

6350 Center Drive, Building 5, #101, Norfolk, VA 23502

Phone: 757-461-9481 or 1-800-766-8059

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 or 1-800-452-5977

Serves: Counties of Accomack & Northampton

VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING (V4A)

530 East Main Street, Suite 428

Richmond, VA 23219

Phone: 804-644-2804



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

LOCAL GOVERNMENT SERVICES

City of Fredericksburg:

372-1010	City Manager
372-1004	Commissioner of Revenue
372-1040	Commonwealth's Attorney
372-1066	Circuit Court
372-1001	Treasurer
372-1030	Voter Registration
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
804-633-9083	Voter Registration
804-633-5400	Non-Emergency Sheriff Number

County of King George:

775-9181	County Administrator
775-4664	Commissioner of Revenue
775-4442	Commonwealth's Attorney
775-3322	Circuit Court
775-2571	Treasurer
775-9186	Voter Registration
775-2049	Non-Emergency Sheriff Number

County of Spotsylvania:

507-7010	County Administrator
507-7052	Commissioner of Revenue
507-7650	Commonwealth's Attorney
507-7600	Circuit Court
507-7058	Treasurer
507-7380	Voter Registration
507-7200	Non-Emergency Sheriff Number

County of Stafford:

658-4541	County Administrator
658-4133	Commissioner of Revenue
658-8780	Commonwealth's Attorney
658-8750	Circuit Court
658-8700	Treasurer
658-4000	Voter Registration
658-4400	Non-Emergency Sheriff Number

If you are 65 years or older, or disabled, call your Commissioner of Revenue to obtain information about "TAX RELIEF" on your Real Estate Taxes.

ORGANIZATIONS

American Automobile Association (AAA)
2871 Plank Road, Fredericksburg, VA 22401

785-0282

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 Chapter #3396

Meets the 1st Tuesday of each month at 9:30 am usually at the Dorothy Hart Community Center
408 Canal Street, Fredericksburg, VA 22401

Check the website at aarp3396.org to confirm location

King George 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.

373-9872

Chamber of Commerce - Fredericksburg Office

373-9400

2300 Fall Hill Ave., Suite 240, Fredericksburg, VA 22401

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.

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.

Information & Referral Services, Virginia

211

Insurance Problems:

State Corporation Commission Bureau of Insurance

800-552-7945 VA Only

Box 1157, Richmond, VA 23218

For Blue Cross & Blue Shield inquiries write to:

Customer Relations, Blue Cross & Blue Shield, Box 27401, Richmond, VA 23279

Internal Revenue Service

Federal Tax Forms Only:

800-829-3676

Federal Tax Information & Assistance:

800-829-1040

Local IRS Office:

899-9450

1320 Central Park Blvd, Fredericksburg, VA 22401

Jewish Council for the Aging

703-425-0999

12320 Parklawn Drive, Rockville, MD 20852

or TDD Users Call 301-881-5263

National Association of Area Agencies on Aging (n4a)

202-872-0888

1730 Rhode Island Ave., NW. Suite 1200, Washington, D.C. 20036

n4a is a private, non-profit organization representing the interests of
Area Agencies on Aging across the country.

**n4a Eldercare Locator ----- 1-800-677-1116
or www.eldercare.gov**

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

National Association of Retired Federal Employees (NARFE)

(703) 838-7760

606 N. Washington St., Alexandria, VA 22314

LOCAL NARFE CHAPTERS:

Fredericksburg #90

Maureen Nolet 370-0036

Caroline #2112

Judith Moore 804-448-3639

Falls Run #2343

Mike Anderson 372-7725

Lake of the Woods #1885

Shirley Cornwell 972-9324

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 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 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 Council on Aging, Inc. (NCOA) 202-479-1200
1901 L Street, NW, 4th Floor · Washington, D.C. 20036
Headquarters at the Nation Center on the Aging, NCOA facilities include the Ollie A. Randall Library and the Patina Gallery, where works of older artists are exhibited. The organization's publications, programs, and services are designed to assist professionals and volunteers who work with older adults.

National Institute for Jewish Hospice 800-446-4448
732 University Street, North Woodmere, New York 11581
Counseling, referrals, education and training for healthcare professionals. Literature available.

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

Veterans Affairs
Federal - District of Columbia 202-273-5400
Commonwealth of Virginia 804-795-2031

Department of Veterans Affairs - Quantico Field Office

800-925-0640

Local Veterans Affairs Office serving the Fredericksburg area.

**Virginia Department for Aging and Rehabilitative Services
Division for the Aging**

804-662-9333

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
National Association for Hispanic Elderly**

626-564-1988

234 East Colorado Boulevard, Suite 300, Pasadena CA 91101

Japanese American Citizens League
(Aging & Retirement Concerns Committee)

202-223-1240

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.

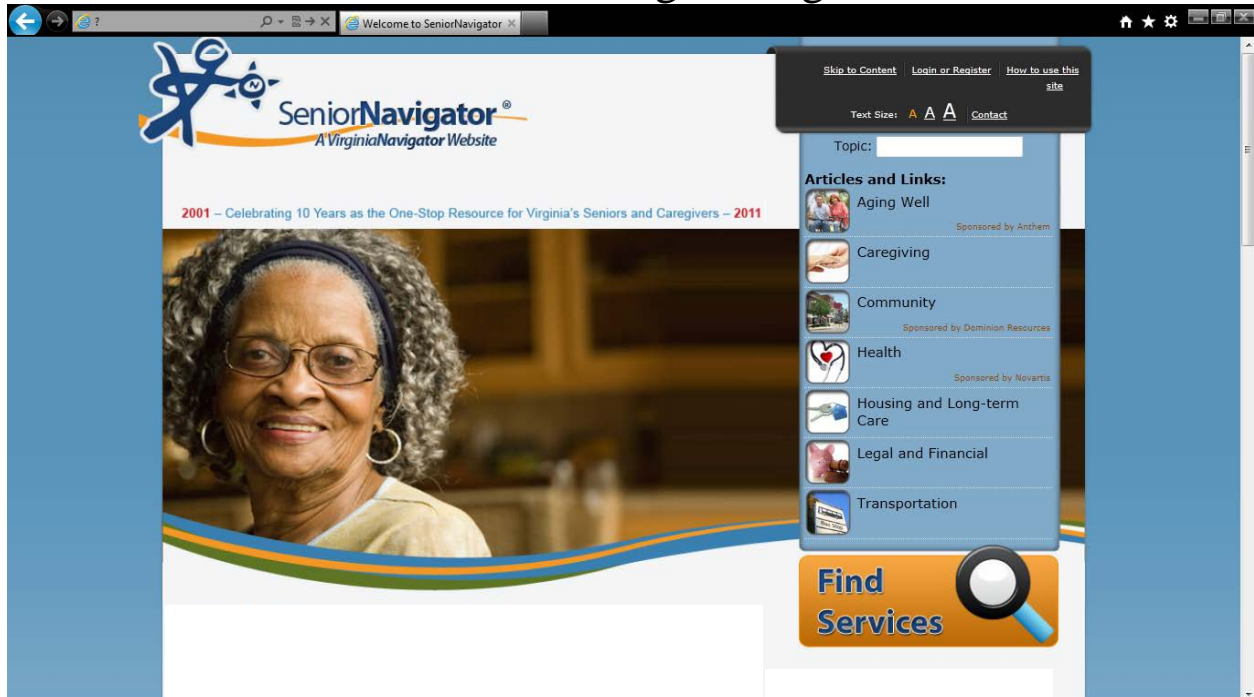


White House Greetings “Cards”

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 insure adequate time for processing, requests should be sent four (4) weeks prior to the birthday or anniversary. The hand-addressed greeting will be mailed one (1) week prior to the event. Requests should be sent to:

**The Greetings Office
The White House
Washington, DC 20500**

SeniorNavigator.org



The Rappahannock Area Agency on Aging is a SeniorNavigator Center
For a center in other areas of the state call (804) 827-1280 or 1-866-393-0957

Not Just For Emergencies!



Peace of Mind
at the
Press of a
Button!



Medical Alert Systems

Life Safety • Personal Emergency Response



- ✓ 1,000 Ft. Range
- ✓ Quick & Easy
- ✓ Plug & Play
- ✓ 24/7 Protection
- ✓ NOT just for Emergencies!

Enhanced PERS ♥ Cellular ♥ Extended Range



540.371.3375



Our Product is our Care Center!

Our Care Center Representatives are the friendliest in the business. We create a response plan designed just for you. With carenect, you'll always get the right care at the right time.

We're your personal connection - Press your button at any time....

NOT Just for Emergencies:

- Questions about your medications
- Simply not feeling well
- Feeling lonely, or want to talk to someone
- Trouble remembering your next doctor's appointment
- Need to make a new appointment

- Arrange Transportation
- Hospitalization discharge questions

Or for any questions you have!



1

Press your alert button.



2

The CST-LTL Care Center Representative provides immediate assistance.



3

We're your personal connection - Press your button at any time...



214102 Offer Code



Call RAAA for your Personal Emergency Response Needs! We're here for you! Use Offer Code 214102

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, 23069	804-967-2580
Alzheimer's Association - Fredericksburg Chapter 2217 Princess Anne St., #106-1F, Fredericksburg, 22401	370-0835
Alzheimer's Disease Education & Referral Center	800-438-4380
American Cancer Society - Virginia	804-527-3702
American Council of the Blind (ACB)	202-467-5081
American Diabetes Association	800-342-2383
American Heart Association	877-242-4277
American Kidney Fund	800-638-8299 or 866-300-2900
American Parkinson's Disease Association	800-223-2732
American Red Cross 4836 Southpoint Parkway, Fredericksburg, VA 22407	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
Asthma - Lung Disease Hotline	800-548-8252 or 212-315-8700
Better Vision Institute	703-243-1528
Individuals can contact the Institute for information about the prevention, detection, & treatment of eye diseases.	
Cancer Center of Virginia 5040 Plank Rd, Fredericksburg, VA 22407	786-5666
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 102 W. Broaddus Avenue, Bowling Green, VA 22427	804-632-1030
*Community Health Center of the Rappahannock Region 2217 Princess Anne Street, Fredericksburg, VA 22401	735-0560
*Community Pharmacy 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	741-1077
Department for Rights of Virginians with Disabilities (DRVD) 1910 Byrd Avenue, Suite 5, Richmond, VA 23230	800-552-3962
disAbility Resource Center 409 Progress Street, Fredericksburg, VA 22401	373-2559
Equipment Connection 1503 Princess Anne Street, Fredericksburg, VA 22401	373-6464
*Fredericksburg Christian Health Center 1129 Heatherstone Drive, Fredericksburg, VA 22407	785-8500
HealthSouth Rehabilitation Hospital of Fredericksburg 300 Park Hill Drive, Fredericksburg, VA 22401	368-7300
Hearing Helpline Provides information on hearing loss and hearing help to callers across the country.	800-527-9355
Kenny's Closet Receive or donate ostomy equipment	741-1751
Lighthouse for the Visually Impaired	800-334-5497
*Lloyd F. Moss Free Clinic 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	741-1061
Mary Washington Hospital 1001 Sam Perry Boulevard, Fredericksburg, VA 22401	741-1100
McGuire VA Clinic 130 Executive Center Parkway, Fredericksburg, VA 22401	370-4468
National Council on Alcoholism	800-622-2255
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
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		202-707-5100
	or TDD	202-707-0744
National Osteoporosis Foundation		800-231-4222
Pulmonary Pals		741-1441
		or 498-4130
Support group for patients and/or families of patients with lung disease.		
Spotsylvania Regional Medical Center		498-4000
4600 Spotsylvania Parkway, Fredericksburg, VA 22408		
Stafford Hospital Center		741-9000
101 Hospital Center Blvd., Stafford VA 22555		
The Retina Group of Washington		310-0027
200 Executive Center Parkway, Suite 102, Fredericksburg, VA 22401		
Virginia Assistive Technology System	Voice/TTP	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		899-4161
511 Westwood Office Park, Fredericksburg, VA 22401		
Virginia Department for the Blind and Vision Impaired		800-622-2155
VHQC		804-289-5320
9830 Mayland Drive, Suite J, Richmond, VA 23233		
Westwood Clubhouse (Brain Injury Services, Inc.)		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.

A diplomat is a person who when asked to name his favorite color answers “Plaid”

End of Life Care Resources

- www.nhpco.org** National Hospice and Palliative Care Organization
- theconversationproject.org** The Conversation Project is dedicated to helping people talk about their wishes for end-of-life care.
- www.hospicenet.org** Information on hospices, caregiving, bereavement, and related topics.
- www.funerals.org** The Funerals Consumers Alliance is dedicated to protecting consumer rights regarding funeral planning.
- www.acl.gov/newsroom/publications/docs/Hospice_Care.pdf**
The U. S. Administration on Aging National Aging Information Center document directs you to a number of resources related to hospice care.
- getpalliativecare.org** Learn about Palliative Care.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

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

Rappahannock Area Mental Health Resources

Information provided by Mental Health America of Fredericksburg

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 monthly updates is available online at www.mhafred.org.

Support Groups – free non-therapeutic, professionally facilitated groups including Anxiety, Depression & Bipolar and Survivors of Suicide (for those who lost a loved one to suicide).

Mental Health First Aid – an 8 hour course that increases mental health literacy and helps the public identify, understand and respond to signs of mental illness so individuals get the help they need

Suicide Prevention – *More Than Sad* teen depression awareness education in local high schools

National Alliance on Mental Illness- Rappahannock

540-479-3044

Monthly Meetings – free education programs and support groups for family members and individuals with mental illness (first Wednesday of every month)

Family-to-Family – free 12-week course providing education and support for family members, lead 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/sites/namirappahannock

Recovery in Motion

540-645-6042

Recovery in Motion (RIM) is both an organization and a Support Center. Our mission is to provide resources for and by individuals with mental health challenges and/or substance use disorders in the Rappahannock Region who choose to share in their mutual recovery and growth. We offer a variety of supportive services, including support groups and one-on-one wellness coaching. No formal diagnosis is needed. Participation is free. Part-time paid staff is supported by an extensive group of Peer volunteers. Please call or check the hours that we're open and come visit.

www.recovery-in-motion.org

Virginia 2-1-1

Dial 2-1-1

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

www.211.org

Virginia Wounded Warrior Program

540-373-3223, ext. 3085

Support groups, led by Veterans, for combat Veterans of all eras as well as family members; identification of referral for Post-traumatic Stress Disorder (PTSD) and Traumatic Brain Injuries

www.wearevirginiaveterans.org

www.nwvawoundedwarrior.org

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

540-498-4563

Suicide Lifeline

800-273-TALK

Rappahannock Area Mental Health Resources

Information provided by Mental Health America of Fredericksburg

Service Providers

Community Health Center of the Rappahannock Region Caroline Family Practice Staff includes MD and clinical psychologist; dental, health & counseling services	540-735-0560 804-632-1030 www.cvhsinc.org
Compass Counseling Services Intensive In-home, Therapeutic Day Treatment, Mental Health support services, autism behavioral support, outpatient services, psychological testing, play therapy	540-339-3640 www.compassnova.com
Dominion Day Services Mental Health support services	540-371-8750 www.dominionyouthservices.com
Family Counseling Center for Recovery Services for individuals with chemical dependency & their families: assessment & intervention; Intensive outpatient programs; ambulatory detoxification; alternative therapies; family intervention	540-735-9350 www.fccr-va.com
Family Preservation Services Intensive In-home, Therapeutic Day Treatment, Mental Health support services	540-710-5810 www.fpscorg.com
Family Solutions Crisis intervention, Mental Health support services, Intensive family services	877-582-6363 www.familysolution.net
Fredericksburg Counseling Services Free Mental Health Clinic provides counseling for uninsured, low-income individuals and families INFO – online listing of community support groups	540-373-2320 www.fcsagency.org
Intercept Mental Health support services, Intensive in-home counseling, Therapeutic day treatment	804-612-3330 www.interceptyouth.com
Lloyd F. Moss Free Clinic Psychiatric evaluation with medication management and therapy support for persons eligible for services at the Moss Free Clinic.	540-741-1061 www.mossfreeclinic.org
National Counseling Group 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	540-446-0007 www.nationalcounselinggroup.com/fredericksburg
Rappahannock Area Community Services Board Mental health, intellectual disability, substance abuse, prevention, & early intervention services. Outpatient services: psychiatric care, medication management, individual & group therapy, case management (all ages); Emergency Services; Crisis Stabilization; Specialized services for women; Day support; Residential	540-373-3223 www.racsb.state.va.us
Rappahannock Council Against Sexual Assault Sexual abuse and rape crisis services- 24 hour crisis support; free support groups for children, teens, women and men; free case management and legal advocacy; trauma-informed counseling; art therapy; longer term counseling available	540-371-5502 / 540-371-1666 www.rcasa.org
Snowden at Fredericksburg Free assessments & referrals; Intensive Outpatient Treatment for adults with substance abuse; Mental Health Day Treatment for adolescents and adults; and Inpatient Services A department of Mary Washington Hospital	540-741-3900 / 800-362-5005 www.snowdenmentalhealth.com
Spotsylvania Regional Medical Center Behavioral Health Services Free assessments & referrals; Inpatient services; Partial Hospitalization Program	540-498-4563 www.spotsrmc.com

You are not alone! Help is available.

EMERGENCY SERVICE ORGANIZATIONS

American Red Cross	735-0500
Central Virginia Housing Coalition	604-9943
Fredericksburg Area Food Bank	371-7666
Quin Rivers Agency for Community Action	
Personal Finance Services	479-4363
Homeless Intervention Program	368-3117
Rappahannock Legal Services, Inc.	866-534-5243
Intake provided by Legal Services of Northern Virginia	
Rappahannock United Way, Volunteer & Information Services	373-0041
St. Vincent de Paul Society	898-9066
St. William of York (Stafford Only)	659-1102
Salvation Army	373-3431
SERVE	288-9603
Spotsylvania Emergency Concerns Association (SECA)	582-2465
Thurman Brisben Homeless Shelter	899-9853

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	373-3122
Project Lifesaver King George – King George Sheriff's Office	775-2049
Project Lifesaver Stafford County - Stafford Sheriff's Office	658-4450
Project Lifesaver Spotsylvania County - Spotsylvania Sheriff's Office	582-7200 x284



Neuropsychology & Complementary Medicine, Inc.

Neuropsychology & Complementary Medicine, Inc. (NaCMED) is dedicated to the assessment and rehabilitation of cognitive and health disorders for patients of all ages (toddlers through seniors).

phone (540) 999.6221
www.nacmed.com

CLEARPOINT is a nonprofit credit counseling agency that can:



- Act as a mediator between clients and their creditors
- Educate clients on what options they have available to improve their debt situation
- Offer a Debt Management Plan, which helps clients pay their creditors in a timely manner
- Create action plans and budgets with clients

(540) 373-3192

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.

disAbility Resource Center (dRC)

409 Progress Street, Fredericksburg, VA 22401

Main Office 373-2559

Video Phone 800- 645-5419

Deaf & Hard of Hearing 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

7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814

301-657-2248

TTY 301-657-2249

Hearing Loss Association of America – Rappahannock Chapter

For more information contact Arva Priola

373-2559

CAPTEL/TTY 373-5890

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

VEHICLE MODIFICATION

Access Mobility Equipment is now a Registered Vehicle Modifier for the National Highway Transportation Safety Authority. Access Mobility Equipment now provides services such as:

- Adaptive hand-controls for vehicles (allows gas & brake pedals to be operated by hands in seated position)
- Left Foot Accelerators (allows an amputee to access the gas pedal from the left side of the brake pedal for ease and safety)
- Turning automotive seating (a powered turning, raising and lowering seating device allowing transfers in/out of vehicle)

Access Mobility Equipment even has the ability to coordinate and work with you through a visit with a Virginia Department of Motor Vehicles approved Occupational Therapist that specializes as an Adaptive Driving Rehabilitation Specialist.

Access Mobility Equipment, LLC
(866)717-0808 Office (540)288-4905 Office
www.accessmobilityequipment.com

HOME HEALTH CARE AGENCIES

Amedisys Home Health Care 200 Executive Center Parkway, Suite 100, Fredericksburg, VA 22401	371-7422
American Care Partners 1965 Jefferson Davis Hwy., Suite 200, Fredericksburg, VA 22401	479-6422
At Home Care 1003 Mahone Dr., Fredericksburg, VA 22401	370-1588
BrightStar Care of Fredericksburg 10401 Courthouse Rd, Suite D, Spotsylvania, VA 22553	376-3131
Caring Hands Healthcare Solutions, LLC 225 Industrial Court, Suite 100, Fredericksburg, VA	656-2468
CC Home Care of VA 4815 Carr Drive, Fredericksburg, VA 22408	898-2999
Family Horizons Home Health Care Agency, Inc. 24 Onville Road, #101-D, Stafford, VA 22556	318-8035
Home & Heart Health, Inc. 211 Park Hill Drive Suite B, Fredericksburg, VA 22401	899-3666
Interim Home Health Care 3920 Plank Road, Suite 210, Fredericksburg, VA 22407	785-1577
Mary Washington Home Health and Hospice 5214 South Pointe Blvd, Fredericksburg, VA 22408	741-1667 or 800-257-1667
Medi Home Health and Hospice 125 Olde Greenwich Dr, Suite 150, Fredericksburg VA 22408	361-7696 or 866-603-2491
Mid-Atlantic Home Health 607B Jefferson Davis Hwy., Fredericksburg, VA 22401	371-0344 or 800-545-1785
N & R Quality Care 17428 Center Drive, Ruther Glen, VA 22546	804-448-5001
NOVA House Call Physicians A service of American Care Partners	703-532-4357
Virginia Healthcare Services 150 Riverside Parkway, Suite 209, Fredericksburg, VA 22406	479-8333

IN-HOME CARE ASSISTANCE AND SUPPORT

Rappahannock Area Agency on Aging

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

371-3375

Contact: Rappahannock Area Agency on Aging

Meals are delivered within a four-mile radius of Mary Washington Hospital
Monday – Friday Mid-Day and Dinner Meal: Weekly Fee

Health Link

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

419-4387

Post Office Box 7283, Fredericksburg, VA 22404
Geriatric Case Management

Senior Visitor Program

371-2704

Provides weekly friendly visits

At Home Care Staffing

735-0944

1003 Mahone Dr., Fredericksburg, VA 22401
Licensed personal care services and non-medical assistance

BrightStar Care of Fredericksburg

376-3131

10401 Courthouse Rd, Suite D, Spotsylvania, VA 22553
Licensed personal care services and non-medical assistance

Caring Hands Healthcare Solutions, LLC

656-2468

225 Industrial Court, Suite 100, Fredericksburg, VA
Licensed personal care services and non-medical assistance

Comfort Keepers

370-0008

419 Chatham Square Office Park, Fredericksburg, VA 22405
Licensed personal care services and non-medical assistance

Home Helpers	602-7023
2124 Jefferson Davis Hwy., Suite 303B, Stafford, VA 22554	
Licensed personal care services and non-medical assistance	
Also a provider of a Personal Emergency Response System	
Home Instead Senior Care	899-1422
111 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	288-1300
300 Garrisonville Road, Suite 302, Stafford, VA 22554	or 877-303-9553
Licensed personal care services and non-medical assistance	
Virginia Home Care Partners	419-1615
1135 Heatherstone Dr, Fredericksburg, VA 22407	
Licensed personal care services and non-medical assistance	
Visiting Angels Living Assistance Services	373-6906
1952 William Street, Fredericksburg, VA 22401	
Licensed personal care services and non-medical assistance	
New Era Senior Care Services	571- 243-9673
96 Algrace Blvd. Stafford, VA 22556	
<u>Non-medical</u> assistance.	
Bridges Senior Care Solutions, Inc.	899-3404
P. O. Box 1310, Fredericksburg, VA 22402	
Guardianship	
Gofer Girls	775-5514
Errand assistance and transportation.	
Helping Hands of Fredericksburg	850-9871
Errand assistance and transportation.	
Caring Transitions	855-592-5093
Provides support and physical assistance to seniors making changes in living arrangements.	
Smooth Transitions Fredericksburg	847-2131
Provides support and physical assistance to seniors making changes in living arrangements.	

TRANSPORTATION PROVIDERS

Angelrides, Inc.	455-9453
Comfort Keepers	370-0008
Driving Miss Daisy, Too	842-2058
Elite Care Transportation, LLC	571-383-1449
Family Horizons Home Health Care Agency	318-8035
Faith Transportation	571-277-5259
Gofer Girls	775-5514
Golden Years Transportation	288-8446 or 446-7723
Helping Hands of Fredericksburg	850-9871
Home Instead Senior Care	899-1422
JDS Transportation	273-0444
LifeCare Medical Transport, Inc.	752-5883
Logistic Care - For Medicaid Recipients only	866-386-8331
Mini Safe and Secure - For Medicaid Recipients with Virginia Premier	888-433-2883
Mobility Options - A service of the Rappahannock Area Agency on Aging	800-627-2892
MVP Transports, LLC.	710-6435
Unlimited Transport Services, LLC	621-7478
Virginia Home Care Partners	419-1615
Wisdom Ride, Inc.	804-633-6157

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	372-1032
King George County Social Services Mailing: P.O. Box 130, King George, VA 22485 Physical: 10069 Kings Highway, King George, VA 22485	775-7181
Spotsylvania County Social Services Mailing: P.O. Box 249, Spotsylvania, VA 22553 Physical: 9019 Old Battlefield Blvd., Spotsylvania, VA 22553	507-7898
Stafford County Social Services Mailing: P.O. Box 7, Stafford, VA 22555 Physical: 1300 Courthouse Road, Stafford, VA 22554	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	899-4142
King George County Mailing: P.O. Box 130, King George, VA 22485 Physical: 10079 Kings Highway, King George, VA 22485	775-3111
Spotsylvania County Mailing: P.O. Box 126, Spotsylvania, VA 22553 Physical: 9104 Courthouse Road, Spotsylvania, VA 22553	582-7155
Stafford County Mailing: P.O. Box 27, Stafford, VA 22555 Physical: 1300 Courthouse Road, Stafford, VA 22554	659-3101

PARKS & RECREATION DEPARTMENTS

Caroline County	804-633-7277
City of Fredericksburg	372-1086
King George County	775-4386
Spotsylvania County	507-7529
Stafford County	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 10073 Kings Highway, King George, Virginia 22485	775-3492
Asbury Manor 10235 Brittany Commons, Spotsylvania, VA 22553	710-1905
Caroline Manor, Courthouse Lane and Lee Townhouses 150 Courthouse Lane, Bowling Green, VA 22427	804-633-9900
Forest Village 1400 Forest Village Drive, Fredericksburg, VA 22401	371-2200
Garrison Woods 207 Garrison Woods Drive, Stafford, VA 22554	659-6078
Hazel Hill 100 Princess Anne Street, Fredericksburg, VA 22401	373-1422
Heritage Park 1003 Frederick Place, Fredericksburg, VA 22401	371-9362
McKendree Manor 101 McKendree Court, Fredericksburg, VA 22406	373-1419
Mill Park Terrace 2216 Caroline Street, Fredericksburg, VA 22401	371-4430
The Pines 8835 Crismond Lane, Spotsylvania 22551	582-2415

SENIOR APARTMENT COMMUNITIES

Alexander Heights 2704 Salem Church Rd., Fredericksburg, VA 22407	548-0010
Chancellor's Village of Fredericksburg 12100 Chancellor's Village Lane, Fredericksburg, VA 22407	786-5000
Enoch George Manor 10231 Brittany Commons Blvd., Spotsylvania, VA 22553	710-9989
Madonna House at Belmont 2600 Cowan Blvd, Fredericksburg, VA 22401	371-8212
The Crossings at Falls Run 60 Brimley Drive, Fredericksburg, VA 22406	479-3788
The Gardens of Stafford 2195 Mountain View Road, Stafford, VA 22556	657-1002
The Meadows at Salem Run 5711 Castlebridge Road, Fredericksburg, VA 22407	786-1733
Kings Crest 11500 Kings Crest Ct., Fredericksburg, VA 22407	891-9278
English Oaks 11 Darlington Way, Fredericksburg, VA 22406	372-7797
The Evergreens at Smith Run 2700 Cowan Blvd, Fredericksburg, VA 22401	374-1544

ACTIVE ADULT COMMUNITIES

These communities may have deed restrictions (55 years of age +) or may have developed into communities for seniors by nature of the development and housing type. Contact a real estate agent for more information.

SPOTSYLVANIA COUNTY

Legacy Woods
Summer Lake
Mansfield Club
Mill Creek
Regency at Chancellorsville
River Crossing at Spring Arbor
Turnberry East Villas at Lee's Hill
Villas at Salem Fields
Virginia Heritage at Lee's Parke

STAFFORD COUNTY

Falls Run by Del Webb
Celebrate by Del Webb
Leeland Station

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 the majority 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.

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.

ASSISTED LIVING FACILITIES

Brookdale Fredericksburg (formerly Emeritus at Wilburn Gardens) 3500 Meekins Drive, Fredericksburg, VA 22407	785-3600
Chancellor's Village of Fredericksburg 12100 Chancellor's Village Lane, Fredericksburg, VA 22407	786-5000
Golden Living Community 3902 Plank Road, Fredericksburg, VA 22407	786-5589
Greenfield Assisted Living 1001 Northside Drive, Fredericksburg, VA 22405	374-8200
Greenfield Assisted Living of Spotsylvania 9300 Onyx Court, Fredericksburg, VA 22407	891-5540
Greenfield Assisted Living of Stafford 30 Kings Crest Drive, Stafford, VA 22554	288-9353
HeartFields Assisted Living at Fredericksburg 20 HeartFields Lane, Fredericksburg, VA 22405	373-8800
Hughes Home 100 Caroline Street, Fredericksburg, VA 22401	373-4100
Marian Manor 177 Old Potomac Church Road, Stafford, VA 22555	659-6375
Parkers Adult Care Home 231 Shelton Shop Road, Stafford, VA 22554	659-9586
Poet's Walk Memory Care of Fredericksburg 4621 Spotsylvania Parkway, Fredericksburg, VA 22408	898-1900
Spring Arbor Living of Fredericksburg 5308 River Road, Fredericksburg, VA 22407	369-3849
The Crossings at Falls Run 60 Brimley Drive, Fredericksburg, VA 22406	479-3788

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

**Office of the Local Long-Term Care Ombudsman
at (540) 371-3375**

HEALTH CARE FACILITIES

Bowling Green Health Care Center 120 Anderson Avenue, Bowling Green, VA 22427	804-633-4839
Carriage Hill Nursing Home & Residential Care Center 6104 Health Center Lane, Fredericksburg, VA 22407	785-1120
Falls Run Nursing and Rehabilitation Center 140 Brimley Drive, Fredericksburg, VA 22406	752-0111
Golden Living Center of Fredericksburg 3900 Plank Road, Fredericksburg, VA 22407	786-8351
Heritage Hall Health Care 10051 Foxes Way, King George, VA 22485	775-4000
Woodmont Health Care Center 11 Dairy Lane, Fredericksburg, VA 22405	371-9414
Westmoreland Rehabilitation & Healthcare Center 2400 McKinney Blvd, Colonial Beach, VA 22443	804-224-2222

*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

Fox Towne Adult Care Center 10212 Kings Highway, King George, VA 22485	775-5502
Hughes Adult Day Care 100 Caroline Street, Fredericksburg, VA 22401	373-4100

There is a law in Virginia.....

Virginia Consumer Protection Act

Virginia Code Section 59.1-196 et seq.

Purpose of the Law

- * The purpose of Virginia's Consumer Protection Act is to promote fair and ethical standards of dealings between businesses and consumers.
- * The law applies only to the sale or lease of goods or services used primarily for personal, family or household purposes.
- * Misrepresentation, deceit and fraudulent acts or practices by businesses are prohibited.

Prohibited Practices

- * Misrepresenting goods or services as those of another.
- * Misrepresenting the source, sponsorship, approval or certification of goods or services.
- * Misrepresenting the affiliation, connection or association of the supplier, or of the goods or services, with another.
- * Misrepresenting the geographic origin of goods or services.
- * Misrepresenting the quantities, characteristics, or uses of goods or services.
- * Misrepresenting that goods or services are of a particular standard, quality, grade, style or model.
- * Advertising or offering for sale goods which are used, secondhand, or otherwise defective without so labeling them.
- * Advertising goods or services without the intent to sell them as advertised or without the intent to sell at the advertised price.
- * Making false or misleading statements concerning amounts of, or reasons for, price reductions or false or misleading price comparisons with the supplier's competitors.
- * Misrepresenting that repairs, services, or alterations have been performed or parts installed.
- * Misrepresentation by use of written materials which appear to be an invoice or bill for merchandise or services previously ordered.
- * Using the words "wholesale," "factory," or "manufacturer" for the supplier's name unless

the supplier is primarily engaged in such a business.

- * Using a liquidated damage clause, penalty clause, waiver of defense, or attempting to collect liquidated damages, when such clause is void or unenforceable under Virginia or Federal law or regulations.
- * Using any other deception, fraud, false pretense or promise in connection with consumer transactions. Committing violations pertaining to the sale of certain animals by pet dealers as described in Section 3.1-796.78, 3.1-796.79 or 3.1-796.82 of the Code of Virginia.
- * Failing to disclose all conditions, charges, or fees relating to layaways and to return of goods for refund, exchange, or credit.
- * Also, failing to provide written notice of an existing open-end credit balance in excess of \$5 on an account maintained by the supplier and resulting from the consumer's overpayment on such account.

Further Violations

- * Any violation of the following acts: the Virginia Health Spa Act; the Virginia Home Solicitation Sales Act; the automobile Repair Facilities Act; the Virginia Lease-Purchase Agreement Act; the Virginia Public Telephone Information Act; the Credit Services Businesses Act; the Prizes Act and Gifts Act; the Collision Damage Waiver Act; Section 54-1-1505 of the Code of Virginia relating to hearing aids; the Refund Policy; the Motor Vehicle Manufacturers' Warranty Adjustment Act; the Pay-Per-Call Services Act; the Extended Service Contract Act; the Virginia Membership Camping Act; the Comparison Price Advertising Act; the Virginia Travel Club Act; and Sections 46.2-1231 and 46.2-12331 of the Code of Virginia, relating to towing.

For more information on this or any other consumer topic,
please write to us, or visit our Website.

Virginia Department of Agriculture and Consumer Services
Office of Consumer Affairs
1100 Bank Street, Suite 100, Richmond, VA 23219

(800) 552-9963 or (804) 786-2042
www.vdacs.state.va.us

KNOW YOUR VICAP

A Part of SHIP (State Health Insurance Assistance Program)

The Rappahannock 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.

Se habla español

Call 540-371-3375 to schedule your appointment

Local family owned and operated because.....
to us, it's personal®



Client Benefits:

- We offer housekeeping/laundry, meal preparation, errands, medication assistance, and more...
- Personal Care—bathing, grooming, eating, mobility, and incontinence care
- Individualized Alzheimer's care
- Hospital to rehab or hospital to home transitional care
- Same rate days, nights, weekends
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