

❖ VETERANS ADMINISTRATION AND MEDICAL CENTERS (VA)

On the web: www.va.gov

VA MEDICAL CENTERS — Veterans and their families may receive financial assistance for care in the Veterans Administration Medical Centers in Hampton, Salem, Richmond and in Virginia nursing facilities under contract with the VA. For VA Medical Center Information and other benefits within Virginia, call:

☎ Toll Free: 1-800-827-1000

VA HEALTH INSURANCE

TRICARE is a program of health care insurance benefits and options managed by the Department of Defense for active duty service members, their families, retirees and their families or survivors (see CHAMPVA below). TRICARE is a blend of the military's direct care system of hospitals and clinics, a system of managed care providers and the original CHAMPUS program.

TRICARE offers the following options

- TRICARE Standard, the unchanged CHAMPUS program with all its benefits and costs
- TRICARE Extra, a network provider program with covered services the same as TRICARE Standard but having some cost benefits and
- TRICARE Prime, an HMO product offering preventive care benefits.

CHAMPVA: A VA Health Care Benefits Program for Dependents and Survivors of Veterans

- Spouse or child of veteran who has been rated by VA as having a total and permanent disability
- Surviving spouse or child of veteran who died from VA service-connected conditions
- Surviving spouse or child of veteran who at the time of his/her death was permanently and totally disabled from a VA service-connected condition
- Surviving spouse or child of persons who died honorably in the line of duty

CHAMPVA is separate from TRICARE; there are distinct differences between them. CHAMPVA is a secondary payer to Medicare. Medicare Parts A and B are required for eligibility in CHAMPVA program.

IMPORTANT: Individuals 65 or older once covered by Medicare should re-establish CHAMPVA eligibility.

For an Application for CHAMPVA Benefits (VA Form 10-10D) or CHAMPVA HANDBOOK

☎Phone: 1-800-733-8387

Monday through Friday 8:15 a.m. - 6:00 p.m EST

FOR MORE INFORMATION

NATIONAL INSTITUTE ON AGING (NIA)

On the web: www.nih.gov/nia

One of the National Institutes of Health (NIH), the NIA is the principal biomedical research agency of the United States Government. The NIA promotes healthy aging by conducting and supporting biomedical, social and behavioral research and public education.

NATIONAL INSTITUTE ON AGING

Building 31, Room 5C27

31 Center Drive, MSC 2292

Bethesda, MD 20892

Phone: 1 (301) 496-1752

V

❖ VIRGINIA, CODE OF

On the web: www.leg1.state.va.us

The Code of Virginia is a public record and statement of the statutes as passed by the Virginia General Assembly to be put into law for the Commonwealth of Virginia. Since the Code is a public record that must be accessed regularly, and with ease, it is divided into Titles. Each Title deals with a specific subject — health, insurance, etc. Within each Title there are specific subjects that record the law as passed. These subjects are treated as sub-sections or Chapters and are noted with the sign §.

In learning about long-term care and some of the surrounding issues such as patients' rights and guardianship, the Code of Virginia states

the facts most simply and clearly. In handling these subjects by directing you to the Code itself or a synopsis of its statements, you have the opportunity to read the law exactly as or summarized in a manner to help you understand how it is stated in the Code at this printing date. Also, many references presented include definitions you may find helpful in understanding some of the terms you will hear or see used when exploring long-term care options.

We urge you to use these references only as an informational guide. They are not presented as a legal tool. If your concerns or questions are of a specific legal nature — whether addressed here or not — we suggest that you seek legal counsel or contact the appropriate ombudsman who is specific to your question or problem. The Code references included here were chosen because they were not easily placed in other locations of the guide but are subjects about which people generally have expressed serious concerns — patients' rights for example. The topics are arranged alphabetically.

The Code of Virginia and the Administrative Code are available as published documents in many Virginia libraries and are also presented on the World Wide Web.

Remember:

The Code of Virginia is subject to interpretation and to change.

◆ ADULT DAY CARE CENTER DEFINED

§63.1-172C

Adult day care center means a facility which is either operated for profit or which desires licensure for four or more aged, infirm or disabled adults which is operated during a part of the day only, which provides supplementary care and protection of individuals who reside elsewhere except (i) a facility or portion of a facility licensed by the State Board of Health or the State Board of Mental Health and Mental Retardation, and (ii) the home or residence of an individual who cares for only persons related to him by blood or marriage."

◆ ASSISTED LIVING FACILITIES RIGHTS AND RESPONSIBILITIES OF RESIDENT

(READER NOTE: Minor edits have been made in the interest of space.)
§63.1-182.1

A. Any resident of an adult care residence has the rights and responsibilities enumerated in this section. The operator or administrator of an adult care residence shall establish written policies and procedures to ensure that, at the minimum, each person who becomes a resident of the adult care residence:

1. Is fully informed, prior to or at the time of admission and during the resident's stay, of rights and of all rules and expectations governing the resident's conduct, responsibilities, and the terms of the admission agreement; evidence of this shall be the resident's written acknowledgment of having been so informed, which shall be filed with records;
2. Is fully informed, prior to or at the time of admission and during the resident's stay, of services available in the residence and of any related charges; this shall be reflected by the resident's signature on current resident's agreement retained in the resident's file;
3. Unless a committee or conservator has been appointed, is free to manage personal finances and funds regardless of source; is entitled to access to personal account statements reflecting financial transactions made on his behalf by the residence; and is given at least a quarterly accounting of financial transactions made on his behalf when a written delegation of responsibility to manage his financial affairs is made to the residence for any period of time in conformance with state law;
4. Is afforded confidential treatment of personal affairs and records and may approve or refuse their release to any individual outside the residence except as otherwise provided in law and except in case of transfer to another facility;
5. Is transferred or discharged only when provided with a statement of reasons, or for nonpayment for stay, and is given reasonable advance notice; upon notice of discharge or upon giving reasonable advance notice of desire to move, shall be afforded reasonable assistance to ensure orderly transfer or discharge; actions shall be documented
6. In the event a medical condition should arise while he is residing in the residence, is afforded the opportunity to participate in the planning of his program of care and medical treatment at the residence and the right to refuse treatment;
7. Is not required to perform services for the residence except as voluntarily contracted pursuant to a voluntary agreement for services which states the terms of consideration or remuneration and is documented in writing and retained in his record;
8. Is free to select health care services from reasonable available resources;
9. Is free to refuse to participate in human subject experimentation or to be party to research in which his identity may be ascertained;
10. Is free from mental, emotional, physical, sexual, and economic abuse or exploitation; is free from forced isolation, threats or other degrading or

demeaning acts; known needs are not neglected or ignored by personnel of the residence; 11. Is treated with courtesy, respect, and consideration as a person of worth, sensitivity, and dignity; 12. Is encouraged, and informed of appropriate means as necessary, throughout the period of stay to exercise his rights as a resident and a citizen; to this end, he is free to voice grievances and recommend changes in policies and services, free of coercion, discrimination, threats or reprisal; 13. Is permitted to retain and use personal clothing and possessions as space permits unless to do so would infringe upon right of other residents; 14. Is encouraged to function at his highest mental, emotional, physical and social potential; 15. Is free of physical or mechanical restraint except in the following situations and with appropriate safeguards: a. As necessary for the residence to respond to unmanageable behavior in an emergency situation which threatens the immediate safety of the resident or others; b. As medically necessary, as authorized in writing by a physician, to provide physical support to a weakened resident; 16. Is free of prescription drugs except where medically necessary, specifically prescribed, and supervised by the attending physician; 17. Is accorded respect for ordinary privacy in every aspect of daily living, including but not limited to the following: a. In the case of his personal needs except as assistance may be needed; b. In medical examinations or health related consultations the resident may have at the residence; c. In communications, in writing or by telephone; d. During visitations with other persons; e. In the resident's room or portion thereof; residents shall be permitted to have guests or other residents in their rooms unless to do so would infringe upon the rights of other residents; staff may not enter a resident's room without making their presence known except in an emergency or in accordance with safety oversight requirements (see regulations of the State Board/Social Services); f. In visits with his spouse; if both are residents of the residence they are permitted but not required to share a room unless otherwise provided in the residents' agreements; 18. Is permitted to meet with and participate in activities of social, religious, and community groups at his discretion unless medically contraindicated as documented by his physician in his medical record. B. If the resident is unable to fully understand and exercise the rights and responsibilities contained in this section, the residence shall require that a responsible individual, of the resident's choice when possible, designated in writing in the resident's record, be made aware of each item in this section and the decisions which affect the resident or relate to specific items in this section; a resident shall be assumed capable of

understanding and exercising these rights unless a physician determines otherwise and documents the reasons for such determination in the resident's record. C. The residence shall make available in an easily place a copy of these rights and responsibilities and shall include in them the name and telephone number of the regional licensing supervisor of the Department of Social Services as well as the toll-free telephone number for the Virginia Long-Term Care Ombudsman Program, any sub-state ombudsman program serving the area and the toll-free number of the Department for the Rights of Virginians With Disabilities. D. The residence shall make its policies and procedures for implementing this section available and accessible to residents, relatives, agencies, and the general public. E. The provisions of this section shall not be construed to restrict or abridge any right which any resident has under law. F. Each residence shall provide appropriate staff training to implement each resident's rights included in this section. G. The State Board of Social Services shall promulgate regulations as necessary to carry out the full intent of this section. H. It shall be the responsibility of the Commissioner of Social Services to ensure that the provisions of this section are observed and implemented by adult care residences as a condition to the issuance, renewal, or continuation of the license required by this article.

➤ **CONTINUING CARE RETIREMENT COMMUNITIES FACILITY DEFINED**

Virginia's Continuing Care Provider Registration and Disclosure Act (Code of Virginia 38.2-4900 et seq.)

defines a continuing care retirement community as a place in which a person undertakes to provide continuing care to an individual by "...providing or committing to provide board, lodging and nursing services to an individual, other than an individual related by blood or marriage, (i) pursuant to an agreement effective for the life of an individual or for a period in excess of one year, including mutually terminable contracts, and (ii) in consideration of the payment of an entrance fee..." and continues to include "... (iii) where board and nursing services are made available to the resident by the provider, either directly or indirectly through affiliated persons, or through contractual arrangements, whether or not such services are specifically offered in the agreement for lodging."

➤ **CCRC ENTRANCE FEE DEFINED**

A CCRC entrance fee as defined by the Code of Virginia

“... means an initial or deferred transfer to a provider of a sum of money or other property made or promised to be made in advance or at some future time as full or partial consideration for acceptance of a specified individual as a resident in a facility.” The Code also defines the fee within the parameters that if the fee “...in the aggregate is less than the sum of the regular periodic charges for one year of residency (then the charge) shall not be considered to be an entrance fee...”

◆ **GUARDIAN OR CONSERVATOR: ON ELIGIBILITY**

§ 37.1-134.14:1

The circuit court may appoint a local or regional program authorized by the Department for the Aging pursuant to Article 2 (§2.1-373.10 et seq.) of Chapter 24 of Title 2.1 as the guardian or conservator for any resident of the Commonwealth who is found to be incapacitated if the court finds that (i) the incapacitated person’s resources are insufficient to fully compensate a private guardian and pay court costs and fees associated with the appointment proceeding and (ii) there is no other proper and suitable person willing and able to serve in such capacity. The guidelines for determining indigency set forth in §19.2-159 shall be used by the court in determining the sufficiency of the respondent’s estate. If the respondent would be eligible for the appointment of counsel pursuant to §19.2-159, he shall be eligible for the appointment of a public guardian or conservator pursuant to this section.

◆ **HOUSING FOR THE DISABLED,
INTERAGENCY COORDINATING COUNCIL**

§ 2.1-703.1

There shall be an Interagency Coordinating Council on Housing for the Disabled, ...” The Council shall provide and promote ...leadership for comprehensive planning and coordinated implementation of proposals to increase and maximize use of existing low-income housing for the disabled and to ensure development of accompanying community support services...”

◆ **MEDICATION (PRESCRIBED DRUGS)
ADMINISTRATION PERSONNEL QUALIFICATIONS**

§54-524.65

states that only people authorized by state law may administer drugs. People authorized to administer medication include • licensed physicians, • registered nurses, • licensed practical nurses, • physician’s assistants, and • other individuals who meet the requirements of the

law. In addition to these persons designated in the law, a physician may choose to designate, in writing, a person who does not meet the requirements of the law to be his/her authorized agent. This permits the person to administer medication legally to that physician's designated patients, in accordance with such a physician's instructions.

➔ **PATIENT HEALTH RECORDS, ON THE PRIVACY OF**

§ 32.1-127.1:03

A. There is hereby recognized a patient's right of privacy in the content of a patient's medical record. Patient records are the property of the provider maintaining them, and, except when permitted by this section or by another provision of state or federal law, no provider, or other person working in a health care setting, may disclose the records of a patient. Patient records shall not be removed from the premises where they are maintained without the approval of the provider, except in accordance with a court order or subpoena consistent with §8.01-413 C or with this section or in accordance with the regulations relating to change of ownership of patient records promulgated by a health regulatory board established in Title 54.1. No person to whom disclosure of patient records was made by a patient or a provider shall redisclose or otherwise reveal the records of a patient, beyond the purpose for which such disclosure was made, without first obtaining the patient's specific consent to such redisclosure. This redisclosure prohibition shall not, however, prevent (i) any provider who receives records from another provider from making subsequent disclosures as permitted under this section or (ii) any provider from furnishing records and aggregate or other data, from which patient-identifying prescription information has been removed, encoded or encrypted, to qualified researchers, including, but not limited to, pharmaceutical manufacturers and their agents or contractors, for purposes of clinical, pharmaco-epidemiological, pharmaco-economic, or other health services research.

B. As used in this section:

"Agent" means a person who has been appointed as a patient's agent under a power of attorney for health care or an advance directive under the Health Care Decisions Act (§54.1-2981 et seq.).

"Guardian" means a court-appointed guardian of the person.

"Health services" includes, but is not limited to, examination, diagnosis, evaluation, treatment, pharmaceuticals, aftercare, habilitation or rehabilitation and mental health therapy of any kind.

"Parent" means a biological, adoptive or foster parent.

“Patient” means a person who is receiving or has received health services from a provider.

“Patient-identifying prescription information” means all prescriptions, drug orders or any other prescription information that specifically identifies an individual patient.

“Provider” shall have the same meaning as set forth in the definition of “health care provider” in §8.01-581.1, except that state-operated facilities shall also be considered providers for the purposes of this section. Provider shall also include all persons who are licensed, certified, registered or permitted by any of the health regulatory boards within the Department of Health Professions, except persons regulated by the Board of Funeral Directors and Embalmers or the Board of Veterinary Medicine.

“Record” means any written, printed or electronically recorded material maintained by a provider in the course of providing health services to a patient concerning the patient and the services provided.

“Record” also includes the substance of any communication made by a patient to a provider in confidence during or in connection with the provision of health services to a patient or information otherwise acquired by the provider about a patient in confidence and in connection with the provision of health services to the patient.

C. The provisions of this section shall not apply to any of the following:

1. The status of and release of information governed by §§65.2-604 and 65.2-607 of the Virginia Workers’ Compensation Act; or 2. Except where specifically provided herein, the records of minor patients. NOTE: The following excerpt from the Code has been highlighted in red to assist the reader in identifying those instances under the law when health records may be disclosed.

D. Providers may disclose the records of a patient:

1. As set forth in subsection E of this section, pursuant to the written consent of the patient or in the case of a minor patient, his custodial parent, guardian or other person authorized to consent to treatment of minors pursuant to § 54.1-2969; also, in emergency cases or situations where it is impractical to obtain the patient’s written consent, pursuant to the patient’s oral consent for a provider to discuss the patient’s records with a third party specified by the patient; 2. In compliance with a subpoena issued in accord with subsection H of this section, pursuant to court order upon good cause shown or in compliance with a subpoena issued pursuant to subsection C of § 8.01-413; 3. In accord with subsection F of §8.01-399 including, but

not limited to, situations where disclosure is reasonably necessary to establish or collect a fee or to defend a provider or the provider's employees or staff against any accusation of wrongful conduct; also as required in the course of an investigation, audit, review or proceedings regarding a provider's conduct by a duly authorized law-enforcement, licensure, accreditation, or professional review entity;

4. In testimony in accordance with §§8.01-399 and 8.01-400.2;
5. In compliance with the provisions of § 8.01-413;
6. As required or authorized by any other provision of law including contagious disease, public safety, and suspected child or adult abuse reporting requirements, including, but not limited to, those contained in §§32.1-36, 32.1-36.1, 32.1-40, 32.1-41, 32.1-276.5, 32.1-283, 32.1-283.1, 37.1-98.2, 53.1-40.10, 54.1-2403.3, 54.1-2906, 54.1-2907, 54.1-2966, 54.1-2966.1, 54.1-2967, 54.1-2968, 63.1-55.3 and 63.1-248.11;
7. Where necessary in connection with the care of the patient;
8. In the normal course of business in accordance with accepted standards of practice within the health services setting; however, the maintenance, storage, and disclosure of the mass of prescription dispensing records maintained in a pharmacy registered or permitted in Virginia shall only be accomplished in compliance with §§54.1-3410, 54.1-3411 and 54.1-3412;
9. When the patient has waived his right to the privacy of the medical records;
10. When examination and evaluation of a patient are undertaken pursuant to judicial or administrative law order, but only to the extent as required by such;
11. To the guardian ad litem in the course of a guardianship proceeding of an adult patient authorized under §§37.1-128.1, 37.1-128.2 and 37.1-132;
12. To the attorney appointed by the court to represent a patient in a civil commitment proceeding under § 37.1-67.3;
13. To the attorney and/or guardian ad litem of a minor patient who represents such minor in any judicial or administrative proceeding, provided that the court or administrative hearing officer has entered an order granting the attorney or guardian ad litem this right and such attorney or guardian ad litem presents evidence to the provider of such order;
14. With regard to the Court-Appointed Special Advocate (CASA) program, a minor's records in accord with § 9-173.12;
15. To an agent appointed under a patient's power of attorney or to an agent or decision maker designated in a patient's advance directive for health care or to any other person consistent with the provisions of the Health Care Decisions Act (§54.1-2981 et seq.);
16. To third-party payors and their agents for purposes of reimburse-

ment; 17. As is necessary to support an application for receipt of health care benefits from a governmental agency or as required by an authorized governmental agency reviewing such application or reviewing benefits already provided; 18. Upon the sale of a medical practice as provided in § 54.1-2405; or upon a change of ownership or closing of a pharmacy pursuant to regulations of the Board of Pharmacy; 19. In accord with §54.1-2400.1 B, to communicate a patient's specific and immediate threat to cause serious bodily injury or death of an identified or readily identifiable person; 20. To the patient, except as provided in subsections E and F of this section and subsection B of § 8.01-413; 21. In the case of substance abuse records, when permitted by and in conformity with requirements of federal law found in 42 U.S.C. 290dd-2 and 42 C.F.R. Part 2; 22. In connection with the work of any entity established as set forth in §8.01-581.16 to evaluate the adequacy or quality of professional services or the competency and qualifications for professional staff privileges; 23. If the records are those of a deceased or mentally incapacitated patient to the personal representative or executor of the deceased patient or the legal guardian or committee of the incompetent or incapacitated patient or if there is no personal representative, executor, legal guardian or committee appointed, to the following persons in the following order of priority: a spouse, an adult son or daughter, either parent, an adult brother or sister, or any other relative of the deceased patient in order of blood relationship; and 24. For the purpose of conducting record reviews of inpatient hospital deaths to promote identification of all potential organ, eye, and tissue donors in conformance with the requirements of applicable federal law and regulations, including 42 C. F.R. § 482.45, (i) to the provider's designated organ procurement organization certified by the United States Health Care Financing Administration and (ii) to any eye bank or tissue bank in Virginia certified by the Eye Bank Association of America or the American Association of Tissue Banks.

For an Example of a Patient Records Request Letter and Form
➤ SEE PATIENT REQUEST FOR HEALTH RECORDS

➤ **PATIENT HEALTH RECORDS REQUESTS FOR COPIES OF MEDICAL RECORDS SHALL**

(i) be in writing, dated and signed by the requester; (ii) identify the nature of the information requested; and (iii) include evidence of the authority of the requester to receive such copies and identification of

the person to whom the information is to be disclosed. Within fifteen days of receipt of a request for copies of medical records, the provider shall do one of the following: (i) furnish such copies to any requester authorized to receive them; (ii) inform the requester if the information does not exist or cannot be found; (iii) if the provider does not maintain a record of the information, so inform the requester and provide the name and address, if known, of the provider who maintains the record; or (iv) deny the request (a) under subsection F, (b) on the grounds that the requester has not established his authority to receive such records or proof of his identity, or (c) as otherwise provided by law. Procedures set forth in this section shall apply only to requests for records not specifically governed by other provisions of this Code, federal law or state or federal regulation. F. Except as provided in subsection B of §8.01-413, copies of a patient's records shall not be furnished to such patient or anyone authorized to act on the patient's behalf where the patient's attending physician or the patient's clinical psychologist has made a part of the patient's record a written statement that, in his opinion, the furnishing to or review by the patient of such records would be injurious to the patient's health or well-being. If any custodian of medical records denies a request for copies of records based on such statement, the custodian shall permit examination and copying of the medical record by another such physician or clinical psychologist selected by the patient, whose licensure, training and experience relative to the patient's condition are at least equivalent to that of the physician or clinical psychologist upon whose opinion the denial is based. The person or entity denying the request shall inform the patient of the patient's right to select another reviewing physician or clinical psychologist under this subsection who shall make a judgment as to whether to make the record available to the patient. Any record copied for review by the physician or clinical psychologist selected by the patient shall be accompanied by a statement from the custodian of the record that the patient's attending physician or clinical psychologist determined that the patient's review of his record would be injurious to the patient's health or well-being.

↔ **PATIENT RESTRAINT**

§63.1-182.1

as physical/mechanical restraint applies to Adult Care Residences/Residents:

"...15. Is free of physical or mechanical restraint except in the following situations and with appropriate safeguards:

- a. As necessary for the residence to respond to unmanageable behavior in an emergency situation which threatens the immediate safety of the resident or others;
- b. As medically necessary, as authorized in writing by a physician, to provide physical support to a weakened resident;...”

❖ VIRGINIA, STATE OF

ADMINISTRATIVE DEPARTMENTS OF THE STATE OF VIRGINIA

❖ AGING, DEPARTMENT FOR THE

Virginia’s Department for the Aging is responsible for planning, coordinating, funding and evaluating programs for Virginians age 60 and over as required by the Older Americans Act and related Virginia statutes (the Code of Virginia). These programs include a full range of health, education, nutrition, in-home care, transportation and other supportive services designed to improve the quality of life for older Virginians.

HELPING YOU REMAIN INDEPENDENT

In 1965 the United States Department of Health was directed under the Older Americans Act to create the Administration on Aging (AoA). Its job was to become a focal point for programs that would ensure over the long-term every older American’s ability to remain independent. Under the act, all states were required to constitute an arm of state government to utilize and manage federal appropriations provided by the act and to join with the federal government in providing older Americans with services they need to maintain independence and health.

In response, the Virginia General Assembly created a Commission on Aging to study the facilities and services available to older Virginians and to create the Division of State Planning and Community Affairs, which was given the responsibility of developing and coordinating programs for older Virginians in accordance with the Older Americans Act. Under the study and to provide the structure for services and facilities in Virginia, the Virginia Office on Aging was created and placed within the Secretariat of Health and Human Resources.

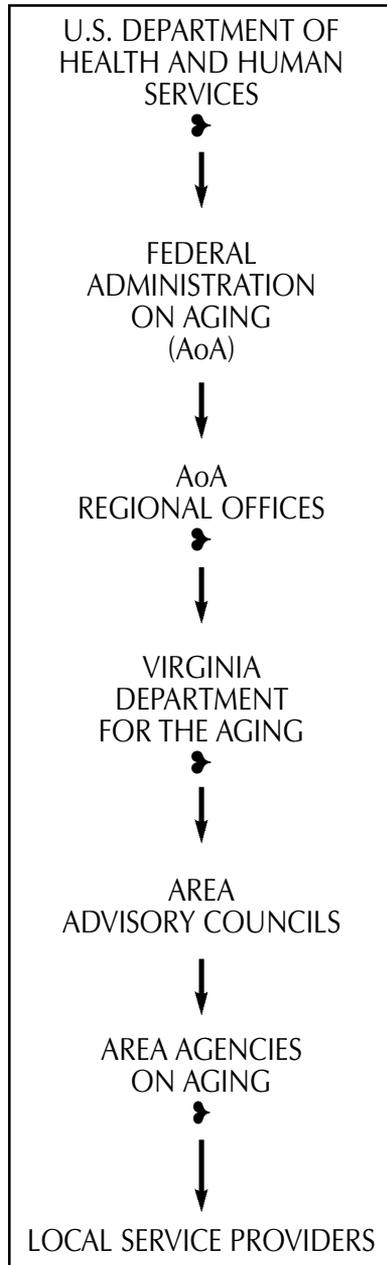
HOW AOA PROGRAMS COME TO YOUR COMMUNITY

Virginia's Area Agencies on Aging provide a wide range of services to Virginia's elderly and disabled through agency arrangements with providers, through the services of volunteers or in some cases by providing the service with internal staff. Each AAA may vary in the services offered, tailoring their program to their community's needs.

The 1982 General Assembly passed legislation that created the Virginia Department for the Aging. Area Agencies on Aging were selected to serve defined geographic areas. Each of the Area Agencies on Aging has the sanction of the jurisdiction within its service area.

Virginia has augmented the AoA-requisite agencies with its own more localized network of agencies. The Area Agencies utilize federal Older Americans Act funds, state funds, appropriations from local government and a wide variety of funds from other public and private sources.

The current local area agencies are listed under VIRGINIA'S AREA AGENCIES ON AGING AND AREAS SERVED.



TYPICAL SERVICES PROVIDED BY YOUR AAAs IN VIRGINIA

ACCESS SERVICES

- Identifying and Locating
Specific Services and Programs
- Case Management
- Escort and Transportation Services

COMMUNITY BASED SERVICES

- Senior Centers
- Congregate Meals and Nutrition Disease
Prevention and Health Promotion
Education
- Adult Day Care Programs
- Ombudsmen Program
- Elder Abuse Prevention

IN-HOME SERVICES

- Homemaker Helpers
- Personal Care Aides
- Home Delivered Meals
- Home Repair
- Home Adaptation to
Special Equipment Needs
- Rehabilitation Services

INSTITUTIONAL SERVICES

- Placement Counseling
and Assessment

CAREGIVER SERVICES

- Respite Care
- Counseling
- Education Programs

INSURANCE AND LEGAL COUNSELING SERVICES

VIRGINIA'S DEPARTMENT FOR THE AGING

seeks to educate older people and their caregivers about the benefits and services available to them.

It is the combined goal of federal, state and local agencies to ensure that older persons, through appropriate supportive services, can remain in their own homes whenever possible.

Health enhancing programs are also part of the services offered in the hope that the aging and disabled can sustain active participation in family and community activities.

FOR MORE
INFORMATION

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

ADMINISTRATION ON AGING

330 Independence Ave., SW

Washington, D.C. 20201

Phone: 1 (202) 619-0724

VIRGINIA DEPARTMENT FOR THE AGING

1610 Forest Ave., Suite 100

Richmond, VA 23229

☎Toll Free: 1-800-552-3402

FOR MORE INFORMATION

To obtain a copy of the Virginia Department for the Aging's
Checklist For Choosing A Nursing Facility

☎Toll Free: 1-800-552-3402

**❖ VIRGINIA'S AREA AGENCIES ON AGING
AND AREAS SERVED**

ALEXANDRIA OFFICE OF AGING AND ADULT SERVICES

2525 Mt. Vernon Ave., Unit 5

Alexandria, VA 22301

Phone: 1 (703) 838-0920

AREA SERVED: CITY of Alexandria

APPALACHIAN AREA AGENCY ON AGING

ALSO KNOWN AS:

APPALACHIAN AGENCY FOR SENIOR CITIZENS

216 College Ridge Road, Wordell Industrial Park

Cedar Bluff, VA 24609

☎Toll Free: 1-800-656-2272

AREAS SERVED: COUNTIES of Buchanan, Dickenson, Russell, Tazewell

ARLINGTON AGENCY ON AGING

C/O DEPT. OF HUMAN SERVICES

3033 Wilson Blvd., Suite 700B

Arlington, VA 22201

Phone: 1 (703) 228-1700

AREA SERVED: COUNTY of Arlington

BAY AGING

5306 Old Virginia Street
Urbanna, VA 23175
Phone: 1 (804) 758-2386

AREAS SERVED: COUNTIES of Essex, Gloucester, King & Queen, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Westmoreland

CENTRAL VIRGINIA AREA AGENCY ON AGING

3024 Forest Hills Circle
Lynchburg, VA 24501
Phone: 1 (434) 385-9070

AREAS SERVED: COUNTIES of Amherst, Appomattox, Bedford, Campbell CITIES of Bedford, Lynchburg

CRATER DISTRICT AREA AGENCY ON AGING, INC.

23 Seyler Dr.
Petersburg, VA 23805
Phone: 1 (804) 732-7020

AREAS SERVED: COUNTIES of Dinwiddie, Greensville, Prince George, Surry, Sussex CITIES of Colonial Heights, Emporia, Hopewell, Petersburg

DISTRICT THREE SENIOR SERVICES

4453 Lee Highway
Marion, VA 24354-4269
☎Toll Free: 1-800-541-0933

AREAS SERVED: COUNTIES of Bland, Carroll, Grayson, Smyth, Washington, Wythe CITIES of Bristol, Galax

EASTERN SHORE AGENCY ON AGING COMMUNITY/ACTION AGENCY

36282 Lankford Hwy.
Colonial Square, Ste. 13D
Belle Haven, VA 23306
☎Toll Free: 1-800-452-5977

AREAS SERVED: COUNTIES of Accomack, Northampton

FAIRFAX AREA AGENCY ON AGING

12011 Government Center Pkwy, Suite 708
Fairfax, VA 22035-1104
☎Toll Free: 1-866-503-0217

AREAS SERVED: COUNTY of Fairfax CITIES of Fairfax, Falls Church

JEFFERSON AREA BOARD ON AGING

674 Hillsdale Dr., Suite 9
Charlottesville, VA 22901
Phone: 1 (434) 817-5222

AREAS SERVED: COUNTIES of Albemarle, Fluvanna, Greene, Louisa, Nelson CITY of Charlottesville

LAKE COUNTRY AREA AGENCY ON AGING

1105 West Danville St.
South Hill, VA 23970
☎Toll Free: 1-800-252-4464

AREAS SERVED: COUNTIES of Brunswick, Halifax, Mecklenburg CITY of South Boston

LOA AREA AGENCY ON AGING

706 Campbell Ave., SW
P. O. Box 14205
Roanoke, VA 24038-4205
Phone: 1 (540) 345-0451

AREAS SERVED: COUNTIES of Alleghany, Botetourt, Craig, Roanoke CITIES of Clifton Forge, Covington, Roanoke, Salem

LOUDOUN COUNTY AREA AGENCY ON AGING

215 Depot Court, S.E., 2nd Floor
Leesburg, VA 20175
Phone: 1 (703) 777-0257

AREA SERVED: COUNTY of Loudoun

MOUNTAIN EMPIRE OLDER CITIZENS

216 College Ridge Rd., Wardell Industrial Park
P. O. Box 888
Big Stone Gap, VA 24219
Phone: 1 (276) 523-4202

AREAS SERVED: COUNTIES of Lee, Scott, Wise CITY of Norton

NEW RIVER VALLEY AGENCY ON AGING

141 E. Main St.
Pulaski, VA 24301
Phone: 1 (540) 980-7720 or (540) 639-9677

AREAS SERVED: COUNTIES of Floyd, Giles, Montgomery, Pulaski CITY of Radford

PENINSULA AGENCY ON AGING

739 Thimble Shoals Blvd., Suite 1006
Newport News, VA 23606-3585
Phone: 1 (757) 873-0541

AREAS SERVED: COUNTIES of James City, York
CITIES of Hampton, Newport News, Poquoson, Williamsburg

PIEDMONT SENIOR RESOURCES AREA AGENCY ON AGING

P. O. Box 398
Burkeville, VA 23922-0398
Phone: 1 (434) 767-5588

AREAS SERVED: COUNTIES of Amelia, Buckingham, Charlotte,
Cumberland, Lunenburg, Nottoway, Prince Edward

PRINCE WILLIAM AREA AGENCY ON AGING

7987 Ashton Ave., Suite 231
Manassas, VA 20109
Phone: 1 (703) 792-6400

AREAS SERVED: COUNTY of Prince William CITIES of Manassas,
Manassas Park

RAPPAHANNOCK AREA AGENCY ON AGING

171 Warrenton Road
Fredericksburg, VA 22405
Phone: 1 (540) 371-3375

AREAS SERVED: COUNTIES of Caroline, King George, Spotsylvania,
Stafford CITY of Fredericksburg

RAPPAHANNOCK-RAPIDAN COMMUNITY SERVICES BOARD

15361 Bradford Road
P. O. Box 1568
Culpeper, VA 22701
Phone: 1 (540) 825-3100

AREAS SERVED: COUNTIES of Culpeper, Fauquier, Madison, Orange,
Rappahannock

SENIOR CONNECTIONS—CAPITAL AREA AGENCY ON AGING

24 E. Cary St.
Richmond, VA 23219-3796
☎Toll Free: 1-800-989-2286

AREAS SERVED: COUNTIES of Charles City, Chesterfield, Goochland,
Hanover, Henrico, New Kent, Powhatan CITY of Richmond

SHENANDOAH AREA AGENCY ON AGING

207 Mosby Lane
Front Royal, VA 22630
☎Toll Free: 1-800-883-4122

AREAS SERVED: COUNTIES of Clarke, Frederick, Page, Shenandoah, Warren CITY of Winchester

SENIOR SERVICES OF SOUTHEASTERN VA

Interstate Corporate Center, Bldg. 5
Norfolk, VA 23502
Phone: 1 (757) 461-9481

AREAS SERVED: COUNTIES of Isle of Wight, Southampton
CITIES of Chesapeake, Franklin, Norfolk, Portsmouth, Suffolk, Virginia Beach

SOUTHERN AREA AGENCY ON AGING

433 Commonwealth Blvd.
Martinsville, VA 24112
☎Toll Free: 1-800-468-4571

AREAS SERVED: COUNTIES of Franklin, Henry, Patrick, Pittsylvania
CITIES of Danville, Martinsville

VALLEY PROGRAM FOR AGING SERVICES

P. O. Box 817 325 Pine Avenue
Waynesboro, VA 22980 Waynesboro, VA 22980
☎Toll Free: 1-800-868-8727

AREAS SERVED: COUNTIES of Augusta, Bath, Highland, Rockbridge, Rockingham CITIES of Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro

**❖ DEAF AND HARD-OF-HEARING,
DEPARTMENT FOR THE**

**ALL NUMBERS VOICE-TDD ACCESSIBLE
FOR PROGRAM INFORMATION:**

Phone: 1 (804) 662-9502

❖ FAMILY SERVICES

- SEE VIRGINIA, STATE OF
SOCIAL SERVICES, DEPARTMENT OF
MEDICAL ASSISTANCE SERVICES,
DEPARTMENT OF

❖ HEALTH, DEPARTMENT OF

VIRGINIA DEPARTMENT OF HEALTH (VDH)

On the web: vdh.state.va.us

The VDH licenses hospitals and other health care facilities, conducts routine inspections for compliance and improvement measures, provides information on licensed health care facilities and services and investigates consumer complaints and grievances.

VIRGINIA DEPARTMENT OF HEALTH

Center for Quality Healthcare
Services/Consumer Protection
3600 West Broad Street, Suite 216
Richmond, VA 23230
☎Toll Free: 1-800-955-1819

❖ HEALTH PROFESSIONS, DEPARTMENT OF

Regulates Licensing, Certification and Registration of Nursing Facility Administrators, Nurses, Nurse Aides, Physicians

VIRGINIA DEPARTMENT OF HEALTH PROFESSIONS

6606 W. Broad Street, 4th Floor
Richmond, VA 23230-1717
Phone: 1 (804) 662-9900

- SEE LICENSING BOARD, STATE
PROFESSIONAL LICENSING

❖ HOUSING AND COMMUNITY DEVELOPMENT, DEPARTMENT OF

Virginia Housing Development Authority (VHDA)

On the web: www.vhda.com

For General Information:

Phone: 1 (804) 782-1986

For Section 8 Certificate and Voucher Programs:

Phone: 1 (804) 783-6731

➤ SEE APARTMENTS

❖ LICENSING BOARD, STATE PROFESSIONAL LICENSING

On the web: www.dhp.state.va.us

NURSE AIDE REGISTRY

Phone: 1 (804) 662-7310

NURSING FACILITY ADMINISTRATORS

Phone: 1 (804) 662-7457

PRACTITIONER AND FACILITY LICENSE CERTIFICATE OR REGISTRATION VERIFICATION

Phone: 1 (804) 662-7636

❖ LONG-TERM CARE OMBUDSMAN, OFFICE OF THE STATE

The OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN is a state administered and managed program. In addition to the state office located in Richmond and shown below, there are nine district agencies to serve Virginia.

NOTE: If you do not find your county or city listed with any of the area offices, then your locality is served by the Office of the State Ombudsman and you should call that location for assistance. All other area agencies are listed for your convenience as LOCAL OMBUDSMAN PROGRAMS.

**OFFICE OF THE STATE LONG-TERM CARE OMBUDSMAN
VIRGINIA ASSOCIATION OF AREA AGENCIES ON AGING (V4A)**

24 East Cary Street
Richmond, VA 23219
Local: (804) 565-1600
☎Toll-Free: 1-800-552-3402

AREAS SERVED: COUNTIES AND CITIES OF
ALL AREAS NOT SERVED BY AN AREA AGENCY

LOCAL OMBUDSMAN PROGRAMS

APPALACHIAN AGENCY FOR SENIOR CITIZENS

P.O. Box 765
Cedar Bluff, VA 24609-0765
☎Toll Free: 1-800-656-2272

PLANNING SERVICE AREA 2-AREAS SERVED: COUNTIES of
Buchanan, Dickenson, Russell, Tazewell

CENTRAL VIRGINIA AREA AGENCY ON AGING, INC.

3024 Forest Hills Circle
Lynchburg, VA 24501
Phone: 1 (434) 385-9070

PLANNING SERVICE AREA 11-AREAS SERVED: COUNTIES of Amherst,
Appomattox, Bedford, Campbell CITIES of Bedford, Lynchburg

BAY AGING, INC

5306 Old Virginia Street
P. O. Box 610
Urbanna, VA 23175
Phone: 1 (804) 758-2386

PLANNING SERVICE AREAS 17/18-AREAS SERVED: COUNTIES of
Essex, Gloucester, King & Queen, King William, Lancaster, Mathews,
Middlesex, Northumberland, Richmond, Westmoreland

CRATER DISTRICT AREA AGENCY ON AGING

23 Seyler Drive
Petersburg, VA 23805
Phone: 1 (804) 732-7020

PLANNING SERVICE AREA 19-AREAS SERVED: COUNTIES of
Dinwiddie, Greensville, Prince George, Sussex, Surry
CITIES of Emporia, Colonial Heights, Hopewell, Petersburg

DISTRICT THREE GOVERNMENTAL COOPERATIVE

4453 Lee Highway
Marion, VA 24354-4270
☎Toll Free: 1-800-541-0933

PLANNING SERVICE AREA 3-AREAS SERVED: COUNTIES of Bland, Carroll, Grayson, Smyth, Washington, Wythe CITIES of Bristol, Galax

**EASTERN SHORE AREA AGENCY ON AGING -
COMMUNITY ACTION AGENCY, INC.**

36282 Lankford Hwy.
Belle Haven, VA 23306
Phone: 1 (757) 442-9652

PLANNING SERVICE AREA 22-AREAS SERVED: COUNTIES of Accomack, Northampton

**HAMPTON ROADS LONG-TERM CARE
SENIOR SERVICES OF SOUTHEASTERN VA.**

5 Interstate Corp. Ctr.
6350 Center Drive
Building 7, Suite 100
Norfolk, VA 23502
☎Toll Free: 1-800-766-8059

PLANNING SERVICE AREAS 20/21-AREAS SERVED: COUNTIES of Isle of Wight, Southampton CITIES of Chesapeake, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, Williamsburg

JEFFERSON AREA BOARD FOR AGING

674 Hillsdale Drive, Suite 9
Charlottesville, Virginia 22901
Phone: 1 (434) 817-5222

PLANNING SERVICE AREA 10-AREAS SERVED: COUNTIES of Albemarle, Fluvanna, Greene, Louisa, Nelson CITY of Charlottesville

LAKE COUNTRY AREA AGENCY ON AGING

1105 West Danville St.
South Hill, VA 23970
☎Toll Free: 1-800-252-4464

PLANNING SERVICE AREA 13-AREAS SERVED: COUNTIES of Brunswick, Halifax, Mecklenburg CITY of South Boston

LOA AREA AGENCY ON AGING/NEW RIVER AGENCY ON AGING

P. O. Box 14205
Roanoke, VA 24038-4205
Phone: 1 (540) 345-0451

PLANNING SERVICE AREA 5-AREAS SERVED: COUNTIES of Alleghany, Botetourt, Craig, Floyd, Giles, Montgomery, Pulaski, Roanoke
CITIES of Clifton Forge, Covington, Radford, Roanoke, Salem

MOUNTAIN EMPIRE OLDER CITIZENS, INC

I-A Industrial Park Road
P. O. Box 888
Big Stone Gap, VA 24219-0888
☎Toll Free: 1-800-252-6362

PLANNING SERVICE AREA 1-AREAS SERVED: COUNTIES of Lee, Scott, Wise CITY of Norton

NORTHERN VIRGINIA LONG-TERM CARE

Government Center Parkway, Suite 708
Fairfax, Va 22035
Phone: 1 (703) 324-5411

PLANNING SERVICE AREA 8-AREAS SERVED: COUNTIES of Arlington, Fairfax, Loudoun, Price William CITIES of Alexandria, Fairfax, Falls Church, Manassas, Manassas Park

PIEDMONT SENIOR RESOURCES AREA AGENCY OF AGING, INC.

Inverness Rd. and Rt. 624
P. O. Box 398
Burkeville, VA 23922
Phone: 1 (434) 767-5588

PLANNING SERVICE AREA 14-AREAS SERVED: COUNTIES of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, Prince Edward

RAPPAHANNOCK AREA AGENCY ON AGING, INC.

171 Warrenton Rd.
Fredericksburg, VA 22408
☎Toll Free: 1-800-262-4012

PLANNING SERVICE AREA 16-AREAS SERVED: COUNTIES of Caroline, King George, Stafford, Spotsylvania CITY of Fredericksburg

RAPPAHANNOCK-RAPIDAN COMMUNITY SERVICES BOARD

15361 Bradford Road
P. O. Box 1568
Culpeper, VA 22701
Phone: 1 (540) 825-3100

PLANNING SERVICE AREA 9-AREAS SERVED: COUNTIES of Culpeper, Fauquier, Madison, Orange, Rappahannock

SENIOR CONNECTIONS—CAPITAL AREA AGENCY ON AGING

24 East Cary Street
Richmond, VA 23219-3796
☎Toll Free: 1-800-989-2286

PLANNING SERVICE AREA 15-AREAS SERVED: COUNTIES of Charles City, Chesterfield, Goochland, Hanover, Henrico, Powhatan CITY of Richmond

SHENANDOAH AREA AGENCY ON AGING, INC.

207 Mosby Lane
Front Royal, VA 22630-2611
☎Toll Free: 1-800-883-4122

PLANNING SERVICE AREA 7-AREAS SERVED: COUNTIES of Clarke, Frederick; Page, Shenandoah, Warren CITY of Winchester

SOUTHERN AREA AGENCY ON AGING

433 Commonwealth Boulevard E., Suite A
Martinsville, VA 24112
☎Toll Free: 1-800-468-4571

PLANNING SERVICE AREA 12-AREAS SERVED: COUNTIES of Franklin, Henry, Patrick, Pittsylvania CITIES of Danville, Martinsville

VALLEY PROGRAM FOR AGING SERVICES, INC.

325 Pine Avenue
P. O. Box 817
Waynesboro, VA 22980-0603
☎Toll Free: 1-800-868-8727

PLANNING SERVICE AREA 6-AREAS SERVED: COUNTIES of Augusta, Bath, Highland, Rockbridge, Rockingham CITIES of Buena Vista, Harrisonburg, Lexington, Staunton, Waynesboro

❖ **MEDICAL ASSISTANCE SERVICES, DEPARTMENT OF (DMAS)**

On the web: www.cns.state.va.us/dmas

The Department of Medical Assistance Services — DMAS — provides a system of high-quality comprehensive health services to members of Virginia's low-income population. DMAS is responsible for administering four major medical assistance programs

- the Virginia State Plan for Medical Assistance, Medicaid
- the State/Local Hospitalization Program
- the Indigent Care Trust Fund and
- Title XXI - Children's Health.

DMAS coordinates these programs with other state and federal programs that provide health care financial assistance. DMAS is responsible for payment of medical services when all other resources are exhausted and for ensuring that the services received are medically necessary and of acceptable quality.

FOR MORE INFORMATION

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Ste. 1300

Richmond, VA 23219

In Richmond: (804) 786-7933

☎ Recipients Only: (804) 786-6145

➤ TO APPLY FOR MEDICAID, SEE
VIRGINIA, STATE OF
SOCIAL SERVICES, DEPARTMENT OF

❖ **MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES, DEPARTMENT OF (DMHMRSAS)**

On the web: www.dmhmrzas.state.va.us

DMHMRSAS provides services to mentally challenged persons who may benefit from state-provided medical care. Senior persons are instructed to call their local Area Agency on Aging for more information on mental health services.

**DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION
AND SUBSTANCE ABUSE SERVICES**

P. O. Box 1797

Richmond, VA 23218-1797

Phone: 1 (804) 786-3921

❖ PSYCHOGERIATRIC FACILITIES

A psychogeriatric facility is designed to meet the special mental health needs of the geriatric population. The following facilities are operated by DMHMRSAS:

CATAWBA HOSPITAL

5525 Catawba Hospital Drive

Catawba, VA 24070

Phone: 1 (540) 375-4200

EASTERN STATE HOSPITAL

HANCOCK GERIATRIC TREATMENT CENTER

P. O. Box 8791

Williamsburg, VA 23187-8791

Phone: 1 (757) 253-5161

or 4601 Ironbound Road

Williamsburg, VA 23187

PIEDMONT GERIATRIC HOSPITAL

5001 E. Patrick Henry Highway

Burkeville, VA 23922

Phone: 1 (804) 767-4401

SOUTHWESTERN VIRGINIA MENTAL HEALTH INSTITUTE

340 Bagley Circle

Marion, VA 24354

Phone: 1 (276) 783-1200

WESTERN STATE HOSPITAL

P. O. Box 2500

Staunton, VA 24402-2500

Phone: 1 (540) 332-8000

❖ REHABILITATIVE SERVICES, DEPARTMENT OF (DRS)

On the web: www.vdrs.org

In partnership with people with disabilities, the Virginia Department of Rehabilitative Services (DRS) provides and advocates for the highest quality services that empower individuals with disabilities to maximize their employment, independence and full inclusion into society. DRS offers assistance to persons with physical or mental disabilities through the following programs and services.

Vocational Rehabilitation Services — Vocational Rehabilitation counselors help consumers reach and maintain their employment goals. These services may include, but are not limited to vocational evaluation/career exploration, equipment/assistive technology, situational assessment/job development/job coaching, training and job placement.

Specialized Programs and Services — Recognizing that individuals come to the agency with varying needs, DRS also offers expertise in deaf and hard of hearing, brain injury, substance abuse, school-to-work transition and long-term mental illness services.

Partnerships in the Community — DRS works in partnership with many other businesses and organizations in an effort to assist individuals with disabilities to achieve employment and/or independence. DRS partners in the community include employment services organizations, centers for independent living, disability services boards and Virginia's Career Connect. DRS also works in partnership with members of the community through its advisory councils: Board of Rehabilitative Services; State Rehabilitation Council; State Independent Living Council.

Community Based Programs — Individuals who do not have an immediate goal of employment may be eligible for services through the following special programs: Long-Term Rehabilitation Case Management Program; Cognitive Rehabilitation Program; Personal Assistance Services Program; Nursing Home Outreach Program; Consumer Services Fund.

Assistive Technology — DRS assists persons with disabilities to reach their full potential with the use of adaptive equipment, accommodations and other assistive technology resources. The agency provides the following technology services and programs: Virginia Assistive Technology Systems; Assistive Technology Loan Fund; Rehabilitation Engineering; computer accommodations.

Woodrow Wilson Rehabilitation Center — WWRC, located in Fishersville, Virginia, takes a creative and innovative approach to providing proper assessment and vocational training in a campus-style facility. Students at the WWRC have access to the services on a residential or outpatient basis.

☎Toll Free: 1-800-345-9972

Disability Determination Services — DDS processes disability claims for benefits under the Social Security Disability Insurance and Supplemental Security Income Disability Programs. Following federal regulations, DDS commits to making accurate and prompt decisions on disability based on medical criteria, medical and psychological evidence, vocational criteria, consultative evaluation and continuing disability review.

DEPARTMENT OF REHABILITATIVE SERVICES

Mailing Address:

P. O. Box K-300

Richmond, VA 23288-0300

Phone: 1 (804) 662-7000

☎Toll Free: 1-800-552-5019

TTY: 1-800-464-9950

Location:

8004 Franklin Farms Drive

❖ RIGHTS OF VIRGINIANS WITH DISABILITIES, DEPARTMENT OF

1910 Byrd Avenue, Suite 5

Richmond, VA 23230

Phone: 1 (804) 225-2042

☎Toll Free: 1-800-552-3962

❖ SOCIAL SERVICES, DEPARTMENT OF (DSS)

On the web: www.dss.state.va.us

Adult Services Program This program of services provides family-related preventive and protective services to persons 60 years of age and over and persons with disabilities who are 18 years of age and over. Services for seniors and disabled adults include:

- home based services for the maintenance of independence in the home
- adult foster/family care placement services
- nursing home placement services
- nursing home pre-admission screenings and
- assessment for adult care residence placement.

DEPARTMENT OF SOCIAL SERVICES

Division of Family Services/Adult Services Program

7 N. Eighth Street

Richmond, VA 23219

Phone: 1 (804) 726-7000

The Adult Protective Services (APS) program receives and investigates reports of suspected abuse, neglect or exploitation of adults who are 60 years of age and older and adults with disabilities without regard to their age. Reports of suspected adult abuse, neglect or exploitation may be reported to local departments of social services or to the 24-hour Hotline. Investigations into reports of suspected abuse, neglect or exploitation are conducted to determine whether the person needs protective services and what services are needed to assure safety. A wide variety of health, housing, social and legal services may be provided to stop the abuse and prevent future mistreatment.

☎ 24-HOUR ADULT PROTECTIVE SERVICES HOTLINE:
1-888-83-ADULT

Auxiliary Grants - Financial payments that supplement other income are available through Social Services' Auxiliary Grant program. They are available to persons who:

- receive Supplemental Security Income (SSI) payments
- qualify and are aged, blind or otherwise disabled and

- live in a licensed Assisted Living Facility or an Adult Family Care Home.

Eligibility is determined by the local department of social services.

General Relief - This program is optional. If a locality chooses to provide general relief, it is centered in a local jurisdiction with the purpose of meeting identified needs in that particular area. If funded, General Relief can be awarded for maintenance or emergency needs that cannot be met through other means. It can also include medical or dental care and burial expense.

REGIONAL OFFICES/LICENSING PROGRAMS
DEPARTMENT OF SOCIAL SERVICES

Division of Licensing
Richmond, VA 23219-1849
Phone: 1 (804) 692-1776

ABINGDON REGIONAL LICENSING OFFICE

190 Patton Street
Abingdon, VA 24210
Phone: 1 (276) 676-5490

AREAS SERVED: COUNTIES of Bland, Buchanan, Carroll, Dickenson, Floyd, Grayson, Lee, Patrick, Russel, Scott, Smyth, Tazewell, Washington, Wise & Wythe CITIES of Bristol, Galax & Norton

CENTRAL REGIONAL OFFICE

1604 Santa Rosa Road
Wythe Building, Suite 130
Richmond, VA 23229-5008
Phone: 1 (804) 662-9743

AREAS SERVED: COUNTIES of Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Cumberland, Dinwiddie, Essex, Fluvanna, Goochland, Halifax, Hanover, Henrico, King & Queen, King William, Lancaster, Louisa, Lunenburg, Mecklenburg, New Kent, Northcumberland, Nottaway, Powhatan, Prince Edward, Prince George, Richmond & Westmoreland CITIES of Colonial Heights, Hopewell, Petersburg, Richmond & South Boston

EASTERN REGIONAL LICENSING OFFICE

Pembroke Office Park, Pembroke IV, Suite 300
Virginia Beach, VA 23462
Phone: 1 (757) 491-3990

AREAS SERVED: COUNTIES of Accomack, Northampton & Southampton CITIES of Chesapeake, Emporia, Franklin, Norfolk, Portsmouth, Suffolk & Virginia Beach

FAIRFAX REGIONAL LICENSING OFFICE

11320 Random Hills Rd., Suite 200
Fairfax, VA 22030
Phone: 1 (703) 934-1505

AREAS SERVED: COUNTIES of Arlington, Loudoun & Fairfax
CITIES of Alexandria, Fairfax & Falls Church

NORTHERN REGIONAL OFFICE

170 West Shirley Avenue, Suite 200
Warrenton, VA 20186
Phone: 1 (540) 347-6345

AREAS SERVED: COUNTIES of Caroline, Culpeper, Fauquier, King George, Prince William, Rappahannock, Spotsylvania & Stafford
CITIES of Fredericksburg, Manassas, & Manassas Park

PENINSULA REGIONAL OFFICE

729 Thimble Shale Blvd, Suite 6B
Newport News, VA 23606
Phone: 1 (757) 594-7594

AREAS SERVED: COUNTIES of Gloucester, Isle of Wight, James City, Mathews, Middlesex, Surry, Sussex & York
CITIES of Hampton, Newport News, Poquoson & Williamsburg

PIEDMONT REGIONAL OFFICE

210 Church Avenue, S.W., Suite 100
Roanoke, VA 24011-1524
Phone: 1 (540) 857-7920

AREAS SERVED: COUNTIES OF Alleghany, Amherst, Appomattox, Bath, Bedford, Botetourt, Campbell, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Nelson, Pittsylvania, Pulaski, Roanoke & Rockbrigde CITIES OF Bedford, Buena Vista, Clifton-Forge, Danville, Lexington, Lynchburg, Martinsville, Radford, Raonoke & Salem

VERONA REGIONAL LICENSING OFFICE

68 Dick Huff Lane

Verona, VA 24482

Phone: 1 (540) 332-2330

AREAS SERVED: COUNTIES OF Albemarle, Augusta, Clarke, Frederick, Greene, Highland, Madison, Orange, Page, Rockingham, Shenandoah, & Warren CITIES OF Charlottesville, Harrisonburg, Staunton, Waynesboro & Winchester

❖ STATE CORPORATION COMMISSION (SCC)

On the web: www.state.va.us/scc

SCC Bureau of Insurance, Life and Health Division

Consumer Services Section

P.O. Box 1157

Richmond, VA 23218

☎Toll Free: 1-800-552-7945

❖ TAXATION, DEPARTMENT OF

TAX RELIEF FOR THE ELDERLY AND DISABLED

Virginia Income Tax Age Exemption

The state of Virginia reduces the Virginia Income Tax for all Virginians age 65 and over by allowing, in addition to the standard personal exemption for all taxpayers, an additional exemption. If blind (under federal IRS rules) you may also qualify for an additional personal exemption on your Virginia tax return.

Age Deductions

For individuals 62 to 64 and for those 65 and older, Virginia grants an age deduction each year. The amounts step up each year under the law. Contact the Department of Taxation for the amount allowed in the upcoming year for your age.

IMPORTANT:

If you were unaware of the state age exemption or deduction for a prior year and believe you were qualified to receive relief, you may ask for assistance from the Department of Taxation or seek the advice of your tax advisor.

Local Tax Relief

Many cities and counties of Virginia offer personal property tax relief programs to those age 65 years old or older and the disabled regardless of age.

Property Taxes

If you

- own your own home, including manufactured housing,
- have a combined gross household income of not more than \$30,000
- with a combined net worth of not more than \$75,000 (not counting the value of the dwelling and one acre of land) you may qualify for local property tax relief.

In some localities these limits are lower and in some the limits are higher. Limits do vary by locality. Property tax relief may be granted in the form of

- a tax exemption (annual qualifying reduction)
- a tax deferral (postponed annual reduction)
- or a combination of both.

YOU MUST APPLY

All localities require that you apply for relief. And all localities have an annual deadline date for filing. Many of the deadlines are in the months of March or April; however, months vary.

Important:

Contact the Commissioner of the Revenue in your locality for your deadline date and to verify the program's current financial requirements.

FOR MORE INFORMATION

VIRGINIA DEPARTMENT OF TAXATION FOR GENERAL INFORMATION

Phone: 1 (804) 367-8031

**COUNTIES, CITIES AND TOWNS THAT OFFER TAX RELIEF
(AS OF PUBLICATION DATE)**

COUNTIES

Accomack	Lee
Albemarle	Loudoun
Alleghany	Louisa
Amherst	Mathews
Appomattox	Middlesex
Arlington	Montgomery
Augusta	Nelson
Bath	Northampton
Bland	Orange
Botetourt	Page
Buchanan	Pittsylvania
Campbell	Powhatan
Caroline	Prince George
Carroll	Prince William
Charles City	Pulaski
Chesterfield	Rappahannock
Clarke	Roanoke
Culpeper	Rockbridge
Dickenson	Rockingham
Dinwiddie	Russell
Fairfax	Scott
Fauquier	Shenandoah
Floyd	Symth
Fluvanna	Southampton
Franklin	Spotsylvania
Frederick	Stafford
Giles	Surry
Gloucester	Tazewell
Goochland	Warren
Grayson	Washington
Greene	Wise
Hanover	Wythe
Henrico	York
Henry	
Isle of Wight	
James City	
King George	

TOWNS

Abingdon
 Ashland
 Berryville
 Big Stone Gap
 Blacksburg
 Bluefield
 Broadway
 Brookneal
 Coburn
 Colonial Beach
 Crewe
 Dublin
 Dumfries
 Front Royal
 Glasgow
 Gordonsville
 Herndon
 Hillsville
 Hurt
 Independence
 Lebanon
 Leesburg
 Luray
 Marion
 Middlesburg
 Mt. Jackson
 Occoquan
 Stephens City
 Strasburg
 The Plains
 Vienna
 Vinton
 Warrenton
 Wise
 Wytheville

See next page for
CITIES

**COUNTIES, CITIES
AND TOWNS THAT
OFFER TAX RELIEF**

CONTINUED...

CITIES

Alexandria	Roanoke
Bedford	Salem
Bristol	Staunton
Buena Vista	Suffolk
Charlottesville	Stephens City
Chesapeake	Strasburg
Clifton Forge	The Plains
Colonial Heights	Vienna
Covington	Vinton
Danville	Virginia Beach
Fairfax City	Warrenton
Falls Church	Waynesboro
Franklin	Williamsburg
Fredericksburg	Winchester
Galax	Wise
Hampton	Wytheville
Harrisonburg	
Hopewell	
Lexington	
Luray	
Lynchburg	
Manassas	
Manassas Park	
Marion	
Martinsville	
Middleburg	
Mt. Jackson	
Newport News	
Norfolk	
Norton	
Occoquan	
Petersburg	
Poquoson	
Portsmouth	
Radford	
Richmond	

❖ **TRANSPORTATION, DEPARTMENT OF RAIL AND PUBLIC**

The Department of Rail and Public Transportation serves all populations and areas in Virginia. Check your telephone book for public transportation numbers to determine if public transportation is available in your area.

Contact your local Area Agency on Aging 🗑 or one of the following state departments for more specialized services such as medically equipped vans.

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

Phone: 1 (804) 786-7933

Recipients Only: 1-804-786-6145

DEPARTMENT OF SOCIAL SERVICES

Phone: 1 (804) 692-1299

DEPARTMENT OF REHABILITATIVE SERVICES

☎Toll Free: 1-800-552-5019

❖ **VETERANS' AFFAIRS, DEPARTMENT OF**

🗑 SEE UNITED STATES

Veterans Administration Benefits

❖ **VIRGINIA INSURANCE COUNSELING AND ASSISTANCE PROGRAM**

The Health Care Financing Administration (HCFA) provides funding to the Virginia Department for the Aging (VDA) for the insurance counseling and assistance program, VICAP. The Virginia Insurance Counseling and Assistance Program (VICAP) is a joint effort between VDA and the state Bureau of Insurance to assist persons 60 and older with insurance issues. VICAP counselors are volunteers who receive special training on Medicare, Medicaid, Long-term care Insurance and Social Security. VICAP counseling is free and is provided through the Area Agencies on Aging.

To reach the VICAP counselor in your area, contact the Department for the Aging toll-free at 1-800-552-3402.

❖ **BLIND AND VISION IMPAIRED, DEPARTMENT FOR THE**

On the web: www.cns.state.va.us/dvh

The Department for the Visually Handicapped (DVH) provides services designed to maximize independence to visually disabled Virginians of all ages. Such services include vocational rehabilitation, education, rehabilitation teaching (RT)/independent living (IL), low vision and deaf-blind orientation and mobility, the Azalea Avenue library and resource center and intake and referral. DVH also provides services through the Virginia Rehabilitation Center for the Blind and the Virginia Industries for the Blind-HUD properties. Contact the DVH headquarters office for information about a regional office in your area.

DEPARTMENT FOR BLIND AND VISION IMPAIRED HEADQUARTERS OFFICE

397 Azalea Ave.
Richmond, VA 23227
In Richmond: (804) 371-3140
☎Toll Free: 1-800-622-2155

LIBRARY AND RESOURCE CENTER

395 Azalea Ave.
Richmond, VA 23227
☎Toll Free: 1-800-552-7015
TDY (877) 222-2234

VIRGINIA INDUSTRIES FOR THE BLIND

1102 Monticello Road
Charlottesville, VA 22902
Phone: 1 (434) 295-5168

and
1535 High Street
Richmond, VA 23220
Phone: 1 (804) 786-2057

