

## **WELCOME TO TRIAD**

In this packet is information regarding the **Spotsylvania/Stafford/Fredericksburg TRIAD**. We hope this information will be helpful to new members and those interested in joining to combat victimization of the elderly.

1. Brief Overview
2. Bylaws of the Spotsylvania/Stafford/Fredericksburg TRIAD
3. TRIAD Flyer
4. Senior Resources Directory (Healthy Generations Area Agency on Aging)

## **Spotsylvania/Stafford/Fredericksburg TRIAD**

TRIAD is an organization comprised of the Spotsylvania and Stafford County Sheriff's Offices, Fredericksburg Police Department, the Fredericksburg area AARP, Virginia State Police and Virginia Attorney General's Office, as well as several area businesses and community organizations. We develop, expand and implement crime prevention education programs for seniors in our community. We also provide activities centering on prevention of victimization and victim/witness assistance services. We provide services for our citizens ages 55 to 100+ years of age.

### **Officers 2020- 2023**

Chairperson - Cindi Bowen, Spring Arbor of Fredericksburg

Vice Chairperson - Michael Lawrence, Right at Home Senior Care

Secretary - Margaret Kenerly, Mary Washington Home Health & Hospice

Treasurer - Pat Holland, Healthy Generations Area Agency on Aging

**Website:** <http://www.spotsylvaniastaffordfredericksburgtriad.com>

**FaceBook:** [www.facebook.com/SpotsylvaniaStaffordTRIAD](http://www.facebook.com/SpotsylvaniaStaffordTRIAD)

### **A Sample Of The Programs In Which We Participate:**

- End of Life Series - focusing on senior citizens and their adult children with information about legal issues (probate, power of attorney, wills and trust, etc.), VA benefits, hospice services and their end of life issues.
- Operation Medicine Cabinet (Drug Take Back Day) - safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse and medications.
- Stuff the Cruiser - collection of donated items at Walmart locations for seniors in financial need.
- The Art of Aging Expo - a trade show focused on products and services related to the senior population.
- Shop with a Cop - a holiday shopping experience for seniors in financial need.

# **FREDERICKSBURG/SPOTSYLVANIA/STAFFORD TRIAD BY-LAWS**

## **MISSION STATEMENT**

The mission of the TRIAD shall be to reduce the fear of crime and the criminal victimization of our older citizens, thereby improving the quality of their lives. TRIAD will involve the communities by implementing solutions to the seniors' needs, strengthening communication between law enforcement and senior communities, and educating seniors on local and state resources available in their community.

## **ARTICLE I NAME AND LOCATION**

The name of the organization shall be the Fredericksburg/Spotsylvania/Stafford TRIAD (TRIAD), The principal meeting place shall be at the Rappahannock Area Agency on Aging (RAAA), although a meeting may be held at any location within the Commonwealth of Virginia, at the discretion of the Chairperson. See Article VII for additional meeting information.

## **ARTICLE II PURPOSE**

The primary purpose of TRIAD is to reduce the fear of crime and the criminal victimization of our older citizens primarily through crime prevention and victim assistance.

Crime Prevention activities will include;

- Accumulating information about reported crimes against senior citizens
- Developing and maintaining a website to provide relevant information to senior citizens
- Implementing programs and activities centering on improving the safety and security of the senior population and the prevention of victimization

Victim Assistance activities will include providing information and support by;

- Developing strategies to assist senior citizens in reporting crime
- Assisting victims in obtaining counseling and access to other service providers for victims
- Serving as a mentor and guide to senior citizens through criminal justice proceedings, including accompanying victims to court hearings

## **ARTICLE III MEMBERSHIP**

TRIAD shall consist of persons who have demonstrated an interest and commitment to seniors in the community.

Members may include designated representatives of each of the TRIAD organizations: Virginia Attorney General and Virginia State Police. Members shall include designated representatives of each of the following organizations: Spotsylvania County Sheriff's Office, Stafford County Sheriff's Office, Fredericksburg City Police Department, AARP and RAAA.

To be considered a member in good standing a TRIAD Member must attend at least 50% of all Council meetings throughout the fiscal year. Only members in good standing are eligible to vote.

#### **ARTICLE IV     OFFICERS, ELECTIONS & VACANCIES**

The elected officers of the TRIAD shall be a Chairperson, Vice-Chairperson, Secretary and Treasurer. The officers shall be elected from within the membership for a two (2) year period.

A three (3) member nominating committee shall be appointed at the April meeting prior to an officer's term ending and shall present a slate of candidates for the office at the May meeting, with the election at the June meeting. The term of office shall begin at the start of the fiscal year, July 1. Officers may be re-elected to the same office.

If an elected officer's position becomes vacant, the Chairperson shall appoint a member until the next election.

It is expected that TRIAD officers will attend the monthly meetings. Those unable to attend will notify the Secretary prior to the meeting time in order to continue participation on the Council.

Any officer wishing to resign from the TRIAD shall submit his/her resignation in writing to the Chairperson.

An elected officer may be removed by a two-thirds (2/3) majority vote at a regular meeting of eligible members in attendance.

#### **ARTICLE V     DUTIES OF OFFICERS & MEMBERS**

##### **Duties of Officers**

- The **Chairperson** shall preside at all meetings of the TRIAD, shall appoint committee chairpersons as needed and shall serve as an ex-officio member of all committees, except the nominating committee. The Chairperson shall determine the meeting agenda in conjunction with the other officers. The Chairperson shall preside over the enforcement and observance of the by-laws, supervise the duties of other officers, decide questions of order at a meeting, sit as judge and declare results of all elections, sign checks on the treasury and sign all other legal documents.
- The **Vice-Chairperson** shall preside in the absence of the Chairperson and shall assume such other duties as may be requested. The Vice-Chairperson may also sign checks on the treasury.
- The **Secretary** shall maintain a membership list, ensure the minutes of each meeting are kept and send timely notifications of all meetings to each member and record attendance.
- The **Treasurer** shall ensure that accurate records are kept of all monies and financial transactions under the jurisdiction of the TRIAD. The Treasurer shall provide a written Treasurer's Report at each meeting, to be included with the meeting's minutes. The Treasurer shall maintain a checking account in a regular business bank or trust company, signs checks on the treasury and prepares and submits reports, as may be required, to the IRS.

## Duties of Members

- Each member shall be familiar with the purpose and mission of the TRIAD, should attend all regular and special meetings of the TRIAD and should serve on at least one committee or event.

## **ARTICLE VI COMMITTEES**

The permanent committees of the TRIAD are:

- Membership
- Nominating (see Article IV above)
- Audit

The Advisory Committees appointed by the Chairperson to carry out special needs may include:

- Training
- Victim Assistance
- Crime Prevention
- Resource Coordination

## **ARTICLE VII MEETINGS**

The annual meeting of this organization shall be held on the first Wednesday of June. The TRIAD shall meet on the first Wednesday of the month. Members will be advised in advance of meeting location. At least two (2) meetings each year should be held at a location providing services primarily to seniors.

A quorum shall consist of at least one (1) officer and five (5) members. At least one representative of the Spotsylvania or Stafford County Sheriff or Fredericksburg Police Department shall be present at all TRIAD meetings to insure a quorum.

Robert's Rules of Order will prevail at any meeting upon the occasion of any conflict not covered by the by-laws.

## **ARTICLE VIII VOTING**

Voting by eligible members shall be conducted as follows. All motions shall be made by voice. If a second is made a discussion will follow. The presiding Chair may close discussion after a reasonable amount of time or a member may "Call for the Question." A vote shall immediately follow. The person making the motion may amend the motion after discussion and it must be seconded. Two minutes shall be sufficient time to receive a second and the presiding Chair shall close the motion as "failed" if no second is made within the time limit. Only one motion can be made at a time. In order to make a new motion, the previous motion must either not receive a second or be voted on with a result. All voting shall be done by voice, tallied by the presiding Chair and recorded. The three options to voting are "yes", "no" and "abstain." A vote carrier is the majority of those voting "yes." A vote fails if less than a majority vote "yes" or a majority vote "no" or the vote ends in tie. Those voting may only vote once during a call for vote.

Voting by members for election of officers shall be by paper ballot.

## **ARTICLE IX     AMENDMENT TO BY-LAWS**

These by-laws may be amended under the following conditions:

- Written notice from any member to the Chairperson must be received ten (10) days prior to a scheduled meeting.
- The proposed amendment will be read and a written copy of the same will be provided to the membership at the end of the regular meeting.
- The proposed amendment will be read and open discussion will be held at the next regular meeting.
- A two-thirds (2/3) majority of those eligible voting members in attendance at the regular meeting is required to adopt the proposed amendment.

Adopted December 7, 2016

## Mission of the Spotsylvania Stafford Fredericksburg TRIAD

The mission of TRIAD shall be to strive to reduce the criminal victimization of our older or retired citizens, and to improve their quality of life. TRIAD will involve the communities by implementing solutions to the seniors' needs and concerns, and insuring the enhancement of law enforcement services to the elderly.

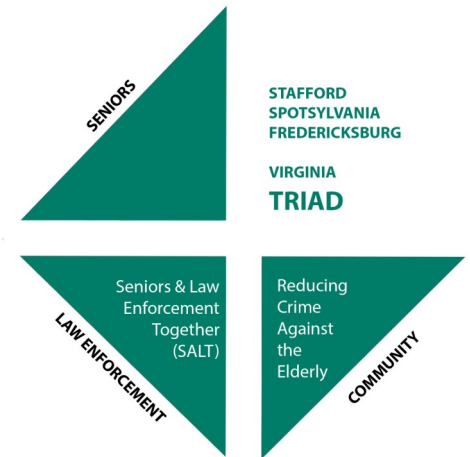
2016

TRIAD is a 501(C)(3) non-profit organization, which relies on the support and assistance of the community. Please consider making a tax deductible donation to your local TRIAD.

Spotsylvania Stafford Fredericksburg TRIAD

460 Lendall Lane Fredericksburg, VA 22405

## A New Force in Crime Prevention ...



Spotsylvania Stafford  
Fredericksburg  
TRIAD  
460 Lendall Lane  
Fredericksburg, VA  
22405

## What Is TRIAD?

TRIAD is a partnership consisting of the local sheriff and police chief, seniors, and senior service providers in a community who agree to work together to reduce criminal victimization of the elderly. Important to a TRIAD is an advisory council of law enforcement leaders and older persons, which serves as a sounding board, information channel, and catalyst for focusing on reducing crimes against the elderly.

## Why Is TRIAD Necessary?

Older Americans make up the fastest growing segment of the population. By 2025, twenty-five percent of Virginia's population will be age 60 or older. This statistic will continue to rise. Criminals prey on older Americans and TRIAD works to prevent exploitation and victimization in this segment of the population.

## How Does TRIAD Work?

- TRIAD is run by a S.A.L.T. Council:  
"Seniors And Law Enforcement Together "
- The S.A.L.T. Council develops, expands, and implements effective crime prevention and education programs for seniors. The Council also works to improve the overall quality of life for seniors in the community.

## TRIAD Programs

TRIAD Programs/Presentations Include:

Frauds and Scams

Identity Theft

Medicare Fraud

Home Safety

Holiday Safety

Internet Safety

Travel Safety

Personal Safety

End of Life Decisions

Opioids

If you have recommendations or requests for future topics, or would like to volunteer, please contact one of the numbers provided.

### Stafford Sheriff's Office

1225 Courthouse Road  
P. O. Box 189  
Stafford, VA 22555  
Non-Emergency/Information: (540) 658-4450

### Spotsylvania Sheriff's Office

9119 Dean Ridings Lane  
P.O. Box 124  
Spotsylvania Va. 22553  
Non-Emergency/Information: (540) 582-7115

### Fredericksburg Police Department

2200 Cowan Boulevard  
Fredericksburg, VA 22401  
Non-Emergency/Information: (540) 373-3122

**IN AN EMERGENCY CALL 911**

## WE WANT TO HEAR FROM YOU!

The Spotsylvania Stafford Fredericksburg TRIAD meets every month on the first Wednesday at 9:00 a.m. Call any of the numbers provided for the location of the next meeting. Citizens are welcome to attend.





# Senior Resources Directory

Published by the  
Healthy Generations Area Agency on Aging



## Healthy Generations Area Agency on Aging

460 Lendall Lane

Fredericksburg, VA 22405

540-371-3375

540-371-3384 fax

Find us online

[www.healthygenerations.org](http://www.healthygenerations.org)



[www.facebook.com/RappahannockAreaAgencyonAging](http://www.facebook.com/RappahannockAreaAgencyonAging)

## **Healthy Generations Area Agency on Aging (RAAA)**

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

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

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

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

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

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

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

**Visit Healthy Generations' Web Site at  
[www.healthygenerations.org](http://www.healthygenerations.org)**



Equal Opportunity Employer

*April 13, 2018*

## Table of Contents

<b>Page</b>	
33	Active Adult Communities
37	Adult Day Care Facilities
05-08	Area Agencies on Aging in Virginia
36	Assisted Living Facilities
15	Carenect Personal Emergency Response System
34-35	Choosing a Long-Term Care Facility
24	Dental Assistance
19	Domestic Violence & Sexual Assault Agencies
30	Durable Medical Equipment
22	Emergency Service Organizations
27	End of Life Care Resources
19	Equipment Connection
37	Health Care Facilities
31	Health Departments
16-18	Health Related Agencies & Organizations
25	Hearing Impaired Assistance
26	Home Health Care Agencies
27	Hospice Care & Palliative Care
28-29	In-Home Care Assistance and Support
41	Issues To Consider When Moving a Loved One to Virginia
09	Local Government Services
20-21	Mental Health Services
13	National Minority Resource Information
23	Neuropsychology & Complementary Medicine, Inc. (Geriatric Assessment)
35	Ombudsman Program
10-13	Organizations
27	Palliative Care & Hospice Care
32	Parks & Recreation Departments
22	Project Lifesaver
04	Healthy Generations Area Agency on Aging
33	Senior Apartment Communities
14	SeniorNavigator.org
31	Social Service Departments
32	Subsidized Housing
30	Transportation Providers
25	Vehicle Modification
14	Veterans Affairs
08	Virginia Association of Area Agencies on Aging
38-39	Virginia Consumer Protection Act
13	Virginia Department for the Aging
40	Virginia Insurance Counseling and Assistance Program
24	Visually Impaired Assistance
13	White House Greetings

**Local Area Agency on Aging:**

**Healthy Generations Area Agency on Aging (RAAA)**

540-371-3375

460 Lendall Lane

Fredericksburg, VA 22405

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

Services include, but are not limited to the following:

Carenet – Personal Emergency Response System

Chronic Disease Self-Management Program - You Can! Live Well Virginia!

COMPAS/Care Transitions

Emergency Assistance

Employment/Training Programs

Fan Care (June-September)

Home Delivered Meals

Homemaker Services

Information & Referral Services

Legal Assistance (Referral)

Long-Term Care Ombudsman Program

Options Counseling

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, Healthy Generations encourages you to call 540-371-3375 or visit the web site at [www.healthygenerations.org](http://www.healthygenerations.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 12<sup>th</sup> 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

**HEALTHY GENERATIONS AREA AGENCY ON AGING**

460 Lendall Lane, Fredericksburg, VA 22405

Phone: 540-371-3375

Serves: Counties of Caroline, King George, Spotsylvania, Stafford & City of Fredericksburg

PSA 17 & 18

**BAY AGENCY ON AGING, INC.**

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, Blg. 1000, #1006, Newport News, VA 23606

Phone: 757-873-0541

Serves: Counties of James City, York & Cities of Williamsburg, Newport News, Hampton & Poquoson

PSA 22

**EASTERN SHORE AREA AGENCY ON AGING**

5432 Bayside Road, Exmore, VA 23350

Phone: 757-442-9652 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:***

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

### ***County of Caroline:***

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

### ***County of King George:***

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

### ***County of Spotsylvania:***

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

### ***County of Stafford:***

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

**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

540-785-0282

### **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 1<sup>st</sup> 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](http://aarp3396.org) to confirm location

### **King George Chapter #3195**

Meets the 1<sup>st</sup> Monday of each month at the King George Parks and Recreation Building  
8076 Kings Highway, King George, VA 22485  
12:00 Potluck Lunch

### **American Society on Aging (ASA)**

800-537-9728

71 Stevenson Street, Suite 1450, San Francisco, CA 94105-2938

ASA is a non-profit national organization that informs the public and health professionals about issues affecting an older person's quality of life.

### **Better Business Bureau of Central Virginia, Inc.**

540-373-9872

### **Chamber of Commerce - Fredericksburg Office**

540-373-9400

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](http://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 540-370-0036

**Caroline #2112**

Judith Moore 804-448-3639

**Falls Run #2343**

Mike Anderson 540-372-7725

**Lake of the Woods #1885**

Shirley Cornwell 540-972-9324

**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 15<sup>th</sup> 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

**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 14<sup>th</sup> 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 15<sup>th</sup> 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**

# VirginiaNavigator

virginiannavigator.org



**The Healthy Generations Area Agency on Aging is a VirginiaNavigator Center**  
For a center in other areas of the state call (804) 525-7728 or Toll-Free 1-866-393-0957

## VETERANS AFFAIRS

### Virginia Department of Veterans Services

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

#### Quantico Benefits Field Office

703-630-2811

Education Ctr., 3089 Roan Street, Quantico, VA 22134

#### Fredericksburg Benefits Field Office

540-376-7298

Lee Hill Building, 10300 Spotsylvania Avenue, Suite 290  
Fredericksburg, VA 22408

### Hunter Holmes McGuire Veterans Affairs Outpatient Clinics - Fredericksburg Locations

McGuire VA Medical Center  
Fredericksburg Location  
130 Executive Center Parkway  
Fredericksburg, VA 22401  
Snowden Office Park

McGuire VA Medical Center  
Spotsylvania County Location  
10401 Spotsylvania Ave., Suite 300  
Fredericksburg, VA 22408  
Lee's Hill Medical Plaza



**24/7 Peace of Mind**



## Personal Emergency Response & Medication Management Systems

1



Press your help button.

2



The CST-LTL Care Center Representative provides immediate assistance.

3



We are your personal connection to family, friends, and/or emergency services.

**Specialty Options Available:**  
**Cellular • Mobile PERS • Fall Detection**



Critical Signal Technologies  
**your Link to Life**  
in partnership with  
Healthy Generations AAA



## 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.

### NOT Just for Emergencies:

- Feeling lonely, or want to talk to someone
- Assistance with your doctor's appointment
- Arrange transportation
- Questions about your medications

#### ✓ **Standard Landline PERS**

Provides 24/7 connection to family, friends or emergency services. Additional features may include reminder messages, activity timer and extended signal range.

#### ✓ **Cellular PERS**

No Landline? No problem! All the features of a standard PERS utilizing cellular connectivity to our 24/7 Care Center.

#### ✓ **Mobile PERS**

At home and on the go, this device is perfect for individuals with active lifestyles.

#### ✓ **Accessories & Additional Features**

Adaptive accessories available to meet your needs. Including but not limited to: Fall detector, additional pendants, wireless big button, pillow switch, sip and puff, smoke or carbon monoxide alarms, sensor mats, motion detector, door and window contacts and lockbox.

#### ✓ **Medication Management System**

Ensures proper medication dosing and prevents missed doses.

CST your Link to Life's services allow individuals to live independently in the privacy of their own homes. CST's state-of-the-art Care Center is staffed 24/7/365 with trained experienced professionals.

**Contact Healthy Generations AAA  
at 540-371-3375 to find the solution  
that is right for you.**



## HEALTH RELATED AGENCIES & ORGANIZATIONS

<b>Alcohol Abuse Hotline (Local)</b>	888-491-1165
<b>Alzheimer's Association (<i>Greater Richmond Chapter</i>)</b> 4600 Cox Rd, # 130, Glen Allen, VA 23069	804-967-2580
<b>Alzheimer's Association - Fredericksburg Chapter</b> 2217 Princess Anne St., #106-1F, Fredericksburg, VA 22401	540-370-0835
<b>Alzheimer's Disease Education &amp; Referral Center</b>	800-438-4380
<b>Alzheimer's Foundation of America</b>	866-232-8484
<b>American Cancer Society - Virginia</b>	804-527-3702
<b>American Diabetes Association</b>	800-342-2383
<b>American Heart Association</b>	877-242-4277
<b>American Kidney Fund</b>	800-638-8299 or 866-300-2900
<b>American Parkinson's Disease Association</b>	800-223-2732
<b>American Red Cross</b> 2217 Princess Anne Street, Unit B26, Fredericksburg, VA 22401	540-735-0500
<b>American Speech, Language, &amp; Hearing Association</b> Consumer Division TTY	800-638-8255 301-296-8580
<b>Arthritis Foundation, Mid-Atlantic Region</b>	303-652-4900
<b>Arthritis Caring Together</b>	859-272-6099
<b>Asthma - Lung Disease Hotline</b>	800-548-8252 or 212-315-8700
<b>Cancer Center of Virginia</b> 5040 Plank Rd, Fredericksburg, VA 22407	540-786-5666
<b>Cancer Information Service</b> The toll-free Cancer Information (CIS) can provide accurate, up-to-date information about cancer & cancer related resources.	800-4-CANCER
<b>*Caroline Family Practice</b> 102 W. Broadus Avenue, Bowling Green, VA 22427	804-632-1030
<b>*Community Health Center of the Rappahannock Region</b> 1965 Jefferson Davis Highway, Fredericksburg, VA 22401	540-735-0560

<b>*Community Pharmacy</b> 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1077
<b>disAbility Law Center of Virginia</b> 1910 Byrd Avenue, Suite 5, Richmond, VA 23230	804-225-2042
<b>disAbility Resource Center</b> 409 Progress Street, Fredericksburg, VA 22401	540-373-2559
<b>Equipment Connection</b> 1503 Princess Anne Street, Fredericksburg, VA 22401	540-373-6464
<b>*Fredericksburg Christian Health Center</b> 1129 Heatherstone Drive, Fredericksburg, VA 22407	540-785-8500
<b>HealthSouth Rehabilitation Hospital of Fredericksburg</b> 300 Park Hill Drive, Fredericksburg, VA 22401	540-368-7300
<b>Hearing Helpline</b> Provides information on hearing loss and hearing help to callers across the country.	800-527-9355
<b>Kenny's Closet</b> Receive or donate ostomy equipment	540-741-1751
<b>*Lloyd F. Moss Free Clinic</b> 1301 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1061
<b>Mary Washington Hospital</b> 1001 Sam Perry Boulevard, Fredericksburg, VA 22401	540-741-1100
<b>McGuire VA Clinic</b> 130 Executive Center Parkway, Fredericksburg, VA 22401	540-370-4468
<b>National Council on Alcoholism</b>	800-622-2255
<b>National Headache Foundation</b> Offers information about all types of headaches and treatments	888-643-5552
<b>National Kidney Foundation</b>	800- 622-9010
<b>National Library Services for the Blind &amp; Physically Handicapped</b> or TDD	202-707-5100 202-707-0744
<b>National Osteoporosis Foundation</b>	800-231-4222
<b>Pulmonary Pals</b> Support group for patients and/or families of patients with lung disease.	540-741-1441 or 540-498-4130
<b>Spotsylvania Regional Medical Center</b> 4600 Spotsylvania Parkway, Fredericksburg, VA 22408	540-498-4000

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

**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** 540-899-4161  
511 Westwood Office Park, Fredericksburg, VA 22401

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

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

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

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

If You are CARING for a Loved  
One and Need RESPITE,  
Partners in Aging Can HELP!

BETTY BAZEMORE  
MEMORIAL RESPITE GRANT  
FOR FAMILY CAREGIVERS

This grant is given by Partners in Aging to qualified families who are above poverty level, to help off-set or pay the cost of adult day care, in-home aides, overnight stays or other respite services for their loved ones with dementia. The grant will be given one-time for respite purposes for either an 8-hour or two 4-hour care sessions.



**Contact:**

[www.partnersinaging.org](http://www.partnersinaging.org)

For more information,  
guidelines and an  
application.



## DOMESTIC VIOLENCE & SEXUAL ASSAULT

**Empowerhouse**  
**Empowerhouse – Crisis Hotline**

540-373-9372  
540-373-9373

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

540-371-6771  
540-371-1666



**540-373-6464**

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

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

You end up as you deserve.  
In old age you must put up with the face, the friends, the  
health, and the children you have earned.  
-Judith Viorst

# 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](http://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](http://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](http://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](http://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](http://www.wearevirginiaveterans.org)

[www.nwvawoundedwarrior.org](http://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](http://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](http://www.compassnova.com)

### **Dominion Day Services**

Mental Health support services

**540-371-8750**

[www.dominionyouthservices.com](http://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](http://www.fccr-va.com)

### **Family Preservation Services**

Intensive In-home, Therapeutic Day Treatment, Mental Health support services

**540-710-5810**

[www.fpscorp.com](http://www.fpscorp.com)

### **Family Solutions**

Crisis intervention, Mental Health support services, Intensive family services

**877-582-6363**

[www.familysolution.net](http://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](http://www.fcsagency.org)

### **Intercept**

Mental Health support services, Intensive in-home counseling, Therapeutic day treatment

**804-612-3330**

[www.interceptyouth.com](http://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](http://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](http://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](http://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](http://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](http://www.snowdenmentalhealth.com)

### **Spotsylvania Regional Medical Center Behavioral Health Services**

Free assessments & referrals; Inpatient services; Partial Hospitalization Program

**540-498-4563**

[www.spotsrmc.com](http://www.spotsrmc.com)

***You are not alone! Help is available.***

## **EMERGENCY SERVICE ORGANIZATIONS**

<b>American Red Cross</b>	540-735-0500
<b>Central Virginia Housing Coalition</b>	540-604-9943
<b>Fredericksburg Area Food Bank</b>	540-371-7666
<b>Legal Aid Works (formerly Rappahannock Legal Services, Inc.)</b> Intake provided by Legal Services of Northern Virginia	866-534-5243
<b>Micah Ecumenical Ministries</b>	(540) 479-4116
<b>Quin Rivers Agency for Community Action</b>	540-368-2700
<b>Rappahannock United Way</b>	540-373-0041
<b>St. Vincent de Paul Society</b>	540-898-9066
<b>St. William of York (Stafford Only)</b>	540-659-1102
<b>Salvation Army</b>	540-373-3431
<b>SERVE</b>	540-288-9603
<b>Spotsylvania Emergency Concerns Association (SECA)</b>	540-582-2465
<b>Thurman Brisben Homeless Shelter</b>	540-899-9853

## **PROJECT LIFESAVER**

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

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



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](http://www.nacmed.com)



**Anthem** HealthKeepers Plus  
Offered by HealthKeepers, Inc.

**Medicaid**

**CCC Plus**



## **FOR THE VISUALLY IMPAIRED**

<b>American Council of the Blind (ACB)</b>	202-467-5081
<b>Better Vision Institute</b> Individuals can contact the Institute for information about the prevention, detection, & treatment of eye diseases.	703-243-1528
<b>disAbility Resource Center (dRC)</b>	540-373-2559
<b>Lighthouse for the Visually Impaired</b>	800-334-5497
<b>National Library Services for the Blind &amp; Physically Handicapped</b> or TDD	202-707-5100 202-707-0744
<b>Senior Eye Care Program</b> 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
<b>The Retina Group of Washington</b> 200 Executive Center Parkway, Suite 102, Fredericksburg, VA 22401	540-654-5333
<b>Virginia Assistive Technology System</b> 4900 Fitzhugh Avenue, Richmond, VA 23230	Voice/TTP 800-435-8490
<b>Virginia Department for the Blind and Vision Impaired</b>	800-622-2155
<b>Virginia Department of Rehabilitative Services</b> 511 Westwood Office Park, Fredericksburg, VA 22401	540-899-4161

## **DENTAL ASSISTANCE**

<b>Affordable Dentures &amp; Implants</b> Many locations throughout the United States	1-800-336-8873
<b>Germanna Community College Dental Hygiene Program</b> <a href="http://www.germanna.edu/dental/dental-hygiene/clinic-information">www.germanna.edu/dental/dental-hygiene/clinic-information</a> The Dental Hygiene Clinic of Germanna Community College offers supervised student-provided oral hygiene care to those qualifying for services at the Lloyd F. Moss Free Clinic.	540-741-1061
<b>Virginia Commonwealth University Dental Care</b> <a href="http://www.vcudentalcare.com">www.vcudentalcare.com</a>	804-828-9190

## 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 540-373-2559

Video Phone 800- 645-5419

Deaf & Hard of Hearing 540-373-5890

### **Hearing Aid Helpline**

800-521-5247

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

### **Hearing Loss Association of America**

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

540-373-2559

CAPTEL/TTY 540-373-5890

### **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](http://www.accessmobilityequipment.com)

## HOME HEALTH CARE AGENCIES

<b>Amedisys Home Health Care</b> 200 Executive Center Parkway, Suite 100, Fredericksburg, VA 22401	540-371-7422
<b>American Care Partners</b> 1965 Jefferson Davis Hwy., Suite 200, Fredericksburg, VA 22401	540-479-6422
<b>AT Home Care</b> 1931 Plank Road, Fredericksburg, VA 22401	540-370-1588
<b>BrightStar Care of Fredericksburg</b> 10401 Courthouse Rd, Suite D, Spotsylvania, VA 22553	540-376-3131
<b>Caring Hands Healthcare Solutions, LLC</b> 225 Industrial Court, Suite 100, Fredericksburg, VA	540-656-2468
<b>CC Home Health &amp; Hospice of VA</b> 4547 Empire Court, Fredericksburg, VA 22408	540-898-2999
<b>Encompass Home Health</b> 10300 Spotsylvania Ave, Suite 230, Fredericksburg, VA 22408	540-656-2660
<b>Family Horizons Home Health Care Agency, Inc.</b> 24 Onville Road, #101-D, Stafford, VA 22556	540-318-8035
<b>Home &amp; Heart Health, Inc.</b> 211 Park Hill Drive Suite B, Fredericksburg, VA 22401	540-899-3666
<b>Human Touch Home Health</b> 1701 Fall Hill Ave., Suite 101, Fredericksburg, VA 22401	540-310-0042
<b>Interim Home Health Care</b> 3920 Plank Road, Suite 210, Fredericksburg, VA 22407	540-785-1577
<b>Mary Washington Home Health and Hospice</b> 5214 South Pointe Blvd, Fredericksburg, VA 22408	540-741-1667 or 800-257-1667
<b>Medi Home Health and Hospice</b> 125 Olde Greenwich Dr, Suite 150, Fredericksburg VA 22408	540-361-7696 or 866-603-2491
<b>Mid-Atlantic Home Health</b> 607B Jefferson Davis Hwy., Fredericksburg, VA 22401	540-371-0344 or 800-545-1785
<b>N &amp; R Quality Care</b> 10826 Courthouse Rd. Suite C, Fredericksburg, VA 22408	540-642-4269
<b>Pro-Healthcare Servicing LLC</b> 1320 Central Park Blvd, Suite 110 Fredericksburg, VA 22401	540-786-1839
<b>Virginia Healthcare Services</b> 150 Riverside Parkway, Suite 209, Fredericksburg, VA 22406	540-479-8333

## **PALLIATIVE CARE & HOSPICE AGENCIES**

<b>Capital Caring</b> 111 Olde Greenwich Dr., Fredericksburg, VA 22408	(540) 891-1200
<b>CC Home Health &amp; Hospice of VA</b> 4547 Empire Court, Fredericksburg, VA 22408	540-898-2999
<b>Mary Washington Home Health and Hospice</b> 5214 South Pointe Blvd., Fredericksburg, VA 22408	540-741-1667 or 800-257-1667
<b>Medi Home Health and Hospice</b> 125 Olde Greenwich Dr., Suite 150, Fredericksburg VA 22408	540-361-7696 or 866-603-2491
<b>New Century Hospice</b> 1440 Central Park Blvd., Suite 100C, Fredericksburg VA 22401	540-786-4823

## **End of Life Care Resources**

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

## IN-HOME CARE ASSISTANCE AND SUPPORT

### Healthy Generations Area Agency on Aging

540-371-3375

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

### Meals on Wheels

540-371-3375

Contact: Healthy Generations 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

540-741-1404

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

A service of Mary Washington Health Care

### ElderCare Connections

540-419-4387

Post Office Box 7283, Fredericksburg, VA 22404

Geriatric Case Management

### Senior Visitor Program

540-371-2704

Provides weekly friendly visits

### A Nurse's Touch Home Health Agency, LLC

540-709-1326

159 Marchant Dr., Fredericksburg, VA 22401

Licensed personal care services and non-medical assistance

### At Home Care Staffing

540-735-0944

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

Licensed personal care services and non-medical assistance

### At Home Comfort

540-625-2015

10081-B Kings Highway, King George VA 22485

Licensed personal care services and non-medical assistance

### BrightStar Care of Fredericksburg

540-551-7760

112 Juliad Court, Fredericksburg, VA 22406

Licensed personal care services and non-medical assistance

### Care Advantage Fredericksburg

703-436-4767

10653 Spotsylvania Ave., Fredericksburg, VA 22408

Licensed personal care services and non-medical assistance

### Caring Hands Healthcare Solutions, LLC

540-656-2468

225 Industrial Court, Suite 100, Fredericksburg, VA 22408

Licensed personal care services and non-medical assistance

### Comfort Keepers

540-370-0008

419 Chatham Square Office Park, Fredericksburg, VA 22405

Licensed personal care services and non-medical assistance

<b>Healing Life Healthcare Services, LLC</b> 26 Perchwood Drive, Fredericksburg, VA 22405 Licensed personal care services and non-medical assistance	540-429-2379
<b>Home Helpers</b> 2124 Jefferson Davis Hwy., Suite 303B, Stafford, VA 22554 Licensed personal care services and non-medical assistance	540-602-7023
<b>Home Instead Senior Care</b> 107 Olde Greenwich Drive, Suite 101, Fredericksburg, VA 22408 Licensed personal care services and non-medical assistance	540-899-1422
<b>Innovatus Care</b> 4020 Plank Road, Fredericksburg, Virginia 22407 Licensed personal care services and non-medical assistance	855-411-2110
<b>One on One Care</b> 300 Garrisonville Road, Suite 302, Stafford, VA 22554 or Licensed personal care services and non-medical assistance	540-288-1300 877-303-9553
<b>Right at Home</b> 2124 Jefferson Davis Highway, Suite #101, Stafford, VA 22554 Licensed personal care services and non-medical assistance	540-720-0734
<b>Sweet Home Serenity Care</b> 11163 Pine Hill Road, King George, VA 22485 Licensed personal care services and non-medical assistance	540-384-2273
<b>Virginia Home Care Partners</b> 1135 Heatherstone Dr, Fredericksburg, VA 22407 Licensed personal care services and non-medical assistance	540-419-1615
<b>Visiting Angels Living Assistance Services</b> 1952 William Street, Fredericksburg, VA 22401 Licensed personal care services and non-medical assistance	540-373-6906
<b>Bridges Senior Care Solutions, Inc.</b> P. O. Box 1310, Fredericksburg, VA 22402 Guardianship	540-899-3404
<b>Gofer Girls</b> Errand assistance and transportation.	540-775-5514
<b>Helping Hands of Fredericksburg</b> Errand assistance and transportation.	540-850-9871
<b>A Better Move</b> Provides support and physical assistance to seniors making changes in living arrangements.	540-661-7636
<b>Smooth Transitions Fredericksburg</b> Provides support and physical assistance to seniors making changes in living arrangements.	540-847-2131

## DURABLE MEDICAL EQUIPMENT

<b>Access Mobility Equipment, LLC</b> 8509 Indian Hills Court, Suite 101, Fredericksburg, Virginia 22407 www.accessmobilityequipment.com	540-288-4905
<b>All American Mobility</b> 1273 Central Park Blvd., Fredericksburg, VA 22401 www.allamericanmobility.com	540-361-1679
<b>Comfort Medical Supply</b> 1273 Central Park Blvd, Fredericksburg, Virginia 22401 www.comfortmedicalstore.com	540-785-3202
<b>Equipment Connection</b> 1503 Princess Anne Street, Fredericksburg, VA 22401 www.cildrc.org/equipment-connection	540-373-6464
<b>Homecare America</b> 2017 Plank Road, Fredericksburg, VA 22401 www.homecareamericausa.com	540-741-3538
<b>Lincare</b> 305 Hanson Ave Suite 100, Fredericksburg, VA 22401 www.lincare.com	540-899-5521
<b>Med-Air Homecare - Fredericksburg</b> 390 Kings Highway, Suite 103, Fredericksburg, VA 22405 www.medairhomecare.com	540-899-1996
<b>Medi Home Care</b> 125 Olde Greenwich Drive, Suite 150, Fredericksburg, Virginia 22408 www.msa-corp.com	804 333-4646
<b>Roberts Home Medical, Inc.</b> 211 Park Hill Dr, Fredericksburg, VA 22401 www.robertshomemedical.com	540-373-7400

To find a supplier of durable medical equipment or to ask questions regarding equipment, you may contact Medicare at 800-633-4227 or [www.medicare.gov](http://www.medicare.gov).

## TRANSPORTATION PROVIDERS

For the most up-to-date listing of area transportation providers, please follow the link to the [Planning District 16 Senior Transportation Resources Guide](#) or call Mobility Options at 540-656-2985.

## **SOCIAL SERVICE DEPARTMENTS**

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

## **HEALTH DEPARTMENTS**

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



## **PARKS & RECREATION DEPARTMENTS**

<b>Caroline County</b>	804-633-7277
<b>City of Fredericksburg</b>	540-372-1086
<b>King George County</b>	540-775-4386
<b>Spotsylvania County</b>	540-507-7529
<b>Stafford County</b>	540-658-4871

## **SUBSIDIZED HOUSING**

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

<b>Angelwood Apartments – Project Faith, Inc. / Project FAITH in Action</b> 10073 Kings Highway, King George, Virginia 22485	540-775-3492
<b>Asbury Manor</b> 10235 Brittany Commons, Spotsylvania, VA 22553	540-710-1905
<b>Caroline Manor, Courthouse Lane and Lee Townhouses</b> 150 Courthouse Lane, Bowling Green, VA 22427	804-633-9900
<b>Forest Village</b> 1400 Forest Village Drive, Fredericksburg, VA 22401	540-371-2200
<b>Garrison Woods</b> 207 Garrison Woods Drive, Stafford, VA 22554	540-659-6078
<b>Hazel Hill</b> 100 Princess Anne Street, Fredericksburg, VA 22401	540-373-1422
<b>Heritage Park</b> 1003 Frederick Place, Fredericksburg, VA 22401	540-371-9362
<b>McKendree Manor</b> 101 McKendree Court, Fredericksburg, VA 22406	540-373-1419
<b>Mill Park Terrace</b> 2216 Caroline Street, Fredericksburg, VA 22401	540-371-4430
<b>The Pines</b> 8835 Crismond Lane, Spotsylvania, VA 22551	540-582-2415

## SENIOR APARTMENT COMMUNITIES

<b>Alexander Heights</b> 2704 Salem Church Rd., Fredericksburg, VA 22407	540-548-0010
<b>Chancellor's Village of Fredericksburg</b> 12100 Chancellor's Village Lane, Fredericksburg, VA 22407	540-786-5000
<b>Enoch George Manor</b> 10231 Brittany Commons Blvd., Spotsylvania, VA 22553	540-710-9989
<b>Madonna House at Belmont</b> 2600 Cowan Blvd, Fredericksburg, VA 22401	540-371-8212
<b>The Crossings at Falls Run</b> 60 Brimley Drive, Fredericksburg, VA 22406	540-479-3788
<b>The Gardens of Stafford</b> 2195 Mountain View Road, Stafford, VA 22556	540-657-1002
<b>The Meadows at Salem Run</b> 5711 Castlebridge Road, Fredericksburg, VA 22407	540-786-1733
<b>Kings Crest</b> 11500 Kings Crest Ct., Fredericksburg, VA 22407	540-891-9278
<b>English Oaks</b> 11 Darlington Way, Fredericksburg, VA 22406	540-372-7797
<b>The Evergreens at Smith Run</b> 2700 Cowan Blvd, Fredericksburg, VA 22401	540-374-1544

## 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 Barley Woods  
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

<b>Bickford of Spotsylvania</b> 5000 Spotsylvania Parkway, Fredericksburg, VA 22407	540-898-1205
<b>Brookdale Fredericksburg</b> 3500 Meekins Drive, Fredericksburg, VA 22407	540-785-3600
<b>Cardinal Village</b> 4621 Spotsylvania Parkway, Fredericksburg, VA 22408	540-898-1900
<b>Chancellor's Village of Fredericksburg</b> 12100 Chancellor's Village Lane, Fredericksburg, VA 22407	540-786-5000
<b>Fredericksburg Assisted Living</b> 3902 Plank Road, Fredericksburg, VA 22407	540-786-5589
<b>Greenfield Assisted Living</b> 1001 Northside Drive, Fredericksburg, VA 22405	540-374-8200
<b>Greenfield Assisted Living of Spotsylvania</b> 9300 Onyx Court, Fredericksburg, VA 22407	540-891-5540
<b>Greenfield Assisted Living of Stafford</b> 30 Kings Crest Drive, Stafford, VA 22554	540-288-9353
<b>HeartFields Assisted Living at Fredericksburg</b> 20 HeartFields Lane, Fredericksburg, VA 22405	540-373-8800
<b>Hughes Home</b> 100 Caroline Street, Fredericksburg, VA 22401	540-373-4100
<b>Marian Manor</b> 177 Old Potomac Church Road, Stafford, VA 22555	540-659-6375
<b>Parkers Adult Care Home</b> 231 Shelton Shop Road, Stafford, VA 22554	540-659-9586
<b>Poet's Walk of Fredericksburg</b> 3020 Gordon W. Shelton Boulevard, Fredericksburg, VA 22401	540-370-8000
<b>Spring Arbor Living of Fredericksburg</b> 5308 River Road, Fredericksburg, VA 22407	540-369-3849
<b>The Crossings at Falls Run</b> 60 Brimley Drive, Fredericksburg, VA 22406	540-479-3788

## HEALTH CARE FACILITIES

<b>Bowling Green Health Care Center</b> 120 Anderson Avenue, Bowling Green, VA 22427	804-633-4839
<b>Carriage Hill Nursing Home &amp; Residential Care Center</b> 6104 Health Center Lane, Fredericksburg, VA 22407	540-785-1120
<b>Falls Run Nursing and Rehabilitation Center</b> 140 Brimley Drive, Fredericksburg, VA 22406	540-752-0111
<b>Fredericksburg Health and Rehab</b> 3900 Plank Road, Fredericksburg, VA 22407	540-786-8351
<b>Heritage Hall Health Care</b> 10051 Foxes Way, King George, VA 22485	540-775-4000
<b>Woodmont Health Care Center</b> 11 Dairy Lane, Fredericksburg, VA 22405	540-371-9414
<b>Westmoreland Rehabilitation &amp; Healthcare Center</b> 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.*

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**

## ADULT DAY CARE FACILITIES

<b>Enhancing Life Senior Day Center</b> 10721 Tidewater Trail, Fredericksburg, VA 22408	540-710-3397
<b>Fox Towne Adult Care Center</b> 10212 Kings Highway, King George, VA 22485	540-775-5502
<b>Hughes Adult Day Care</b> 100 Caroline Street, Fredericksburg, VA 22401	540-373-4100

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.

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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](http://www.vdacs.state.va.us)



# **KNOW YOUR VICAP**

**A Part of SHIP (State Health Insurance Assistance Program)**

**The Healthy Generations Area Agency on Aging**  
has trained VICAP Counselors  
(**Virginia Insurance Counseling and Assistance Program**)  
to help you year round. Counselors provide:

- Assistance during Medicare annual open enrollment period**
- Information for those who are new to Medicare, or who have moved to a new address**
- Information on insurance coverage options such as Medigap and Long-Term Care**
- Completion of Medicaid applications**
- Submission of healthcare appeals**
- Assistance finding financial help for Medicare premiums, deductibles, and co-payments**
- Assistance with complex medical bills**
- Understanding potential Medicare fraud and abuse**

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

**Se habla español**

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

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

There comes a time when the difficult conversation of moving our parents and loved ones to be closer to us must start. This decision may be due to a want to have our parents closer to our families, to have the ability to more closely monitor Mom and Dad's everyday living skills, or the need to provide adequate care for our elderly loved ones. One out of every four people is a caregiver for a family member or friend. In the absence of a spouse who is able to provide care, a daughter or daughter in law is most likely to assume the role of caregiver. Whatever the instance, there are numerous factors to be discussed in making this decision. Moves can be traumatic for anyone.

This list of issues is by no means all-inclusive. Every situation will be different and therefore; must be looked at on a personal level. Take into consideration all the current services a person is receiving or could be receiving if needed. Now compare them to what is available in the area you are interested in moving your loved one to. Comparing costs is an important thing to do, but should not be the only factor that effects the decision. Emotional well-being is an important aspect of keeping us healthy. Take into effect the toll a move will have on ALL parties affected. Please do not hesitate to contact your local Agency on Aging for information.

Information in ITALIC taken from the Administration on Aging website

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

## NOTES



## In-home care for a better quality of life.

Right at Home offers caregiving services for almost any family and practically any situation.

In-home care is the perfect choice for those who want to remain independent but are challenged by activities of daily living.

## Services We Provide

- Safety Supervision
- Family Respite Care
- Daily Health Reminders
- Meal Preparation
- Fall Prevention
- Bathing and Dressing
- Light Exercise
- Transportation
- Shopping & Errands
- Light Housekeeping

**540-720-0734**

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**In Home Care & Assistance**