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Elder Care and Differently Abled Adult Resource Guide

THE CITY OF
NORFOLK

Authorized by the Mayor's Commission on Aging and Long-Term Care



INTRODUCTION

This guide is designed to be a resource for older and differently abled adults, caregivers, and their family members. Providing this important information to those confronted with adult and elder care and matters related to accessing these community resources is a goal of the Commission on Aging\Long-Term Care Coordination, and the Norfolk City Council.

The Commission understands that our neighbors and their families can feel overwhelmed by the process of identifying specialized services that may be available from various resource streams and providers. It is our sincere hope that this guide will help. We also want to encourage individuals using this guide to contact all listed entities to ensure that the information is current and accurate as these resources may change depending on public policy, funding, and organizational changes.

ABOUT THE COMMISSION

The Commission on Aging and Long-Term Care Coordination Committee was combined as a single entity by ordinance of the city in 1996, giving us what is now known as Norfolk Commission on Aging and Long-Term Care. Today the commission acts in an advisory capacity to the Director of the Department of Human Services. The Norfolk Commission on Aging\Long-Term Care Coordination is appointed by the Norfolk City Council. They were charged with leading the call coordination, extension, and improvement of the services provided by public and private agencies, whose purposes relate to the barriers, needs and programs of the aged and differently abled adults of the city. Specifically, the commission is authorized to analyze specialized needs, promote and coordinate with other groups in the development and conduct of educational programs, determine and access resources available to meet the needs of older persons, to cooperate with other committees in the development of programs designed to address the unmet needs of older persons, to review and make recommendations on legislative matters which concern the welfare of older persons, encourage cooperation and coordination between public agencies and the private sector for the development of community based long care services and make recommendations for the impaired elderly in a cost efficient manner.

Continuum of Care: It Takes a Village!

Caring for adults has its unique set of challenges and access to available resources increases care givers' tool kit and provides a wide range of solutions for any given situation.

The Person I am Caring For	Service They Need	Where to Find Help
Wants to get out and socialize	Socialization or volunteering programs.	Senior Centers, Adult Day Services, Civic Neighborhood Leagues, City Recreation departments, faith-based orgs.
Struggles with using a computer or other tech	Technology Training	Norfolk Public Library
Is grieving over the death of a loved one	Bereavement support	*Senior Services of Southeastern Va (SSSEVA) Virginia Insurance Counseling & Assistance Program (VICAP), faith-based Communities, Senior Centers
Has Mobility Challenges or use public transportation	Transportation for older people Mobility Service Providers	* SSSEVA , private transport and mobility services, transportation for people with disabilities
Is unable to remain in his or her present housing situation	Special housing options	Norfolk Redevelopment & Housing Authority, * SSSEVA , geriatric care managers, Norfolk Dept. Social Services
Needs help with food preparation and/or housekeeping	Homemaker or companion services	Private homemaker services, personal care agencies, SSSEVA .
Needs help with personal care (bathing, dressing, grooming, toileting, etc.)	Home Health or Personal Care	Home health agencies, geriatric care managers, personal care agencies, * SSSEVA
Needs skilled nursing care or occupational, speech, and physical therapy.	Skilled nurse or therapist	Home health agencies or geriatric care managers
Needs 24-hour supervision	Private Home Care or Nursing Home Care	Personal care agencies, home health agencies, * SSSEVA , geriatric care managers
Cannot be left alone during the day	Supervision, Monitoring, and Safety	Adult day service, live-in attendant, home health agencies, geriatric care managers
Has health care costs which are overwhelming	Health Insurance Counseling	Medicare, Medicaid, * SSSEVA Virginia Insurance Counseling & Assistance Program (VICAP)
Is depressed/angry/suspicious	Talk with their primary care physician or clinical social worker	Mental health departments, geriatric care managers, emergency rooms, Community
Has a terminal illness and wants to die at home	Hospice care	Hospice organizations, American Cancer Society, faith-based organizations



Norfolk Cares Center is the City of Norfolk's single point of contact for visitors, residents, and businesses to request a city service, report a concern, or to seek information about Norfolk.

Additionally, requests can be submitted through email at healthyneighborhoods@norfolk.gov, or dial 757-664-6510 to reach a Norfolk Cares Professional. Call hours are 8:00 a.m.-4:00 p.m.

2 · 1 · 1 Virginia

2-1-1 VIRGINIA provides access to services in your community and statewide. All referrals are confidential, and you can search for these same services on the website.

Abuse, Neglect, and/or Exploitation

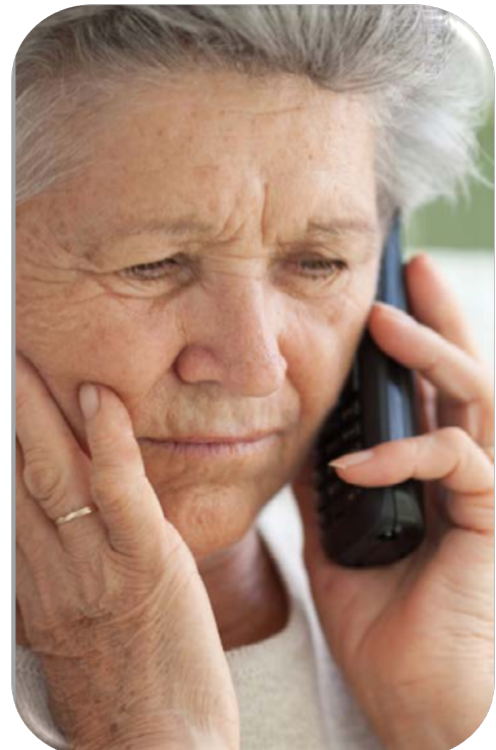
Adult Protective Services Hotline	757-664-6123
Adult Protective Services State Hotline	888-832-3858
Anger Management Classes (MHS)	757-756-5600
Department for Aging and Rehabilitative Services –Eastern Region – APS Unit	757-466-4300
Disability Law Center of Virginia	800-552-3962
National Center on Elder Abuse	855-500-3537
Virginia Sexual & DV Hotline	888-838-8238
VA Coalition for the Prev of Elder Abuse	888-832-3858

Active Seniors/Community Centers

Endeppendence Center	757-461-8007
PrimePlus Senior Centers	757-340-4388
East Ocean View Senior Center	757-441-1785
Horace C Downing Senior Center	757-441-1968
Virginia Sexual & Domestic Violence Hotline	888-838-8238
VA Coalition for the Prev of Elder Abuse	888-832-3858
Volunteer Hampton Roads	757-664-2528

Norfolk Police Department

All Emergencies	911
Non-Emergency Number	757-441-5610
Patrol Division	757-664-3277
Norfolk Crime Line	888-562-5887
1st Precinct	757-823-4479
NP Economic Crimes	757-664-7018



Nutrition Access & Healthy Living

IMPORTANCE OF GOOD NUTRITION

Older Adults and persons with disabilities are particularly vulnerable to chronic conditions such as diabetes and heart disease. Because of this, it is especially important that older adults maintain a healthy weight and diet.



Delivered Meals, Food Pantries & Public Assistance

Senior Services of Southeastern VA/ Meals on Wheels	757-461-9481
First Calvary Baptist Church	4 th Sundays @ 3:00pm
Foodbank of SEVA	757-627-6599
Salvation Army (Raby Rd)	M, T,W, F 1:00-3:00
Ghent Area Ministry	757-779-8389
Holy Trinity Catholic Church	W, F 1:00-3:00pm
Episcopal Church of the Advent	M 10a-Noon, Thurs. 6:00pm
Casa de Adoracion Familiar 1251 Kempsville Road, NFK	2nd Tuesday, 5-7p.m.
Supplemental Nutritional Assistance Program (SNAP)	757-664-6025 TDD 202-720-2600
General Services for Assistance	757-664-6035

Never Too Late to Start a Healthy Lifestyle

According to the World Health Organization (WHO), a large portion of the diseases that seniors suffer from are the result of a poor diet. Some of these issues have gone unnoticed since childhood and are worsened by the changes that naturally happen during aging. Cardiovascular disease, osteoporosis, diabetes, and certain types of cancer are all impacted by diet. Experts also urge seniors to mind their micronutrients because they play an important role in maintaining health and preventing noncommunicable diseases. Drinking the recommended intake of water will also reduce heart and lung disease.

Fortunately, quality nutrition doesn't have to be expensive. Add the below affordable options to your or your loved one's next grocery shopping list to help them eat healthily and happily.

SHOPPING LIST

- ✓ Sweet potatoes
- ✓ Brown rice
- ✓ Whole grain bread
- ✓ Garlic
- ✓ Beans and legumes
- ✓ Fish such as salmon and tuna
(canned salmon and tuna are both
affordable options that won't spoil)
- ✓ Unprocessed Deli meats
- ✓ Dairy products such as milk, Greek
yogurt, and cheese
- ✓ Calcium-fortified foods
- ✓ Eggs
- ✓ Cheese and crackers
- ✓ Spinach, Greens, Broccoli,
Tomatoes
- ✓ Green peppers
- ✓ Carrots
- ✓ Peanut Butter (No Sugar Added)
- ✓ Bananas
- ✓ Apples
- ✓ Oranges/Grapefruits
- ✓ Fruit cups
- ✓ Oatmeal/Nuts/Seeds
- ✓ Protein powders and high-
protein beverages

Additional Health Resources and Information

CapTel (Captioned Telephones)	757-646-1571
Virginia Department of Medical Assistance (DMAS/Medicaid)	804-786-7933
Urology of Virginia	757-452-3415
Beltone Hearing Aid Center, Norfolk	757-981-0026
Sentara Heart Hospital	757-388-8000
Sentara Norfolk General	757-388-3000
Norfolk General Senior Treatment Center	757-388-3000 757-395-8000
Veterans Administration Med. Ctr. (Chesapeake)	757-722-9661
Hampton Roads Behavioral Health	757-587-4744
Kempsville Center for Behavioral Health	757-461-4565
Chesapeake Integrated Behavioral Healthcare (CIBH)	757-547-9334
Virginia Transit Association	804-643-1166

Staying Active, Staying Sharp

City of Norfolk established the Norfolk Community Health Improvement Plan so that our residents could be empowered to obtain education and resources centered around four priority areas:

- Creation of Safe Communities Free of Community Violence
- Prevention of Chronic Diseases
- Prevention Sexually Transmitted Infections and Teen Pregnancy
- Community / Partnership Outreach and Engagement

Today we build on that work focusing on long-term sustainability of all citizens.

For More Information about available resources contact the Va Dept of Health @ 757-683-2756



Norfolk Parks and Recreation Centers

Norfolk's Department of Park's and Recreation offers a variety of opportunities to keep all residents active and engaged. Residents can access amenities such as fitness centers and aquatics, pickleball, and computer access through the city's membership program. The three below centers coordinate monthly activity calendars specifically for the senior community. For more information, contact each facility directly or visit their website for hours of operation.

East Ocean View Community &
Senior Center
9520 E. 20th Bay Street
Norfolk, VA 23518
(757) 441-1785

Horace C. Downing Senior
Center
555 E. Liberty Street
Norfolk, VA 23510
(757)441-1968

Norfolk Fitness & Wellness
Center
7300 Newport Ave.
Norfolk, VA 23505
(757) 823-4301

According to the National Council on Aging, regular exercise can help older adults stay independent and prevent many health problems that come with aging. You can also tune in to NorfolkTV channel 48 daily to tune into Forever Fit. Schedules can be found on <https://www.norfolk.gov/1121/NorfolkTV-48-Schedule>

Home is Where the Heart Is



IMPORTANCE OF STABLE HOUSING

Studies show that stable housing for seniors and persons with disabilities can improve physical and mental health.

Our seniors and caregivers thrive when the home environment is:

- Adequate
- In Good Condition (Exterior/Interior)
- Accessible
- Safe

Repairs & Eviction Prevention

The Department of Neighborhood Services is leading the city's efforts to prevent evictions. The Eviction Prevention Center provides financial assistance and other resources to eligible Norfolk renters who are facing evictions due to unforeseen hardships. This is not a long-term rental assistance program and assistance is only available once within a 12-month period.

Seniors that may need repairs modifications to their home may qualify for grants through Home Improvements and Structural Alterations (HISA) grants. Vetting the right contractor and ensuring that both parties understand clear expectations for your projects minimizes the likelihood of substandard workmanship and loss of time and resources. Before hiring your contractor, seek multiple well- established professionals for advice. Visit www.virginiahousing.com/en/accessibility-grants to obtain more educational resources.

Who do I contact if:

"I want to stay in my home, but I need repairs and/or accessible modifications"	Call
Renovate Norfolk	757-858-1388
The Planning Council	757-823-4361
The Up Center	757-965-8636
S.T.O.P. Organization	757-858-1370
"I'm facing a housing Crisis"	Call
Regional Housing Crisis Hotline	757-587-4202
Endependence Center	757-461-8007
Catholic Charities of Eastern VA	757-456-2366
Norfolk Redevelopment and Housing	757-623-1111
"I have a dispute with my landlord"	
Legal Aid of Eastern Virginia	757-552-0026 757-627-5423

Transportation and Getting Around

The **Multimodal Transportation Planning Division** plays a fundamental role in the City's vision for the future of transportation in Norfolk. Hampton Roads Transit offers both public and paratransit services for its senior and disabled residents at a discounted rate. Applicable residents must complete a Discounted Fair Application.

Customers with disabilities will need their physician to complete the appropriate sections of the Discounted Fare application. The application must be completed by a licensed physician (MD). Applications completed by a Physician Assistant (PA), or Registered Nurse (RN) will not be accepted. Once completed, bring the completed application and a State/Government/Military ID to one of the listed processing locations.

Seniors (65 years or older) do not have to complete the application. Simply bring a State/Government/Military ID to a listed location.

Medicare card holders do not have to complete the application. Simply bring a government-issued Medicare card and a State/Government/Military ID to a listed location. Visit <https://gohrt.com/fares/discounted-fare-id/> to learn more about how to obtain an application.

Paratransit services are not included in any of the HRT's Discounted Fare programs. To apply or recertify for Hampton Roads Transit Paratransit services, call ADARIDE toll free at (877) ADA-RIDE (1-877-232-7433) and request an application by mail. Or start the process online by visiting adaride.com. ADARIDE offers telephone support on weekdays.

Downtown Norfolk Transit Center

434 St Pauls Boulevard, Norfolk

Info Booth/Ticket Sales

Monday-Friday 7:00 AM – 2:30 PM

Saturday and Sunday, Closed

ID Processing

Monday-Friday 7:00 AM – 2:30 PM

Hampton Transit Center

2 West Pembroke Avenue, Hampton

Info Booth/Ticket Sales

Monday-Friday 6:30 AM – 5:00 PM

Saturday and Sunday, Closed

ID Processing

Monday- Friday 7:00 AM – 4:30 PM

Newport News Transit Center

150 35th Street, Newport News

Info Booth/Ticket Sales

Monday-Friday 7:30 AM – 3:30 PM

Saturday and Sunday, Closed

ID Processing

Monday- Friday 8:00 AM – 3:00 PM

**Check HRT Alerts for facility availability and time changes.*

Transportation/Mobility Alternatives and Resources

Ghent Area Ministries 1301 Colonial Ave 757-622-0438	Transportation Expense Assistance
Norfolk Dept. of Human Serv. 741 Monticello Ave 757-664-6000	Transportation Expense Assistance
I-Ride Transit Senior Serv. Of Southeastern VA 2551 Eltham Ave, Q 757-461-4213	Mobility Managers, Medical Transport
Sentara PACE 5900E. Virginia Beach Blvd. 757-252-7800	Medical Transport

Senior Living in Norfolk Virginia

Below are some properties exclusive for seniors and persons living with disabilities.
(Private Properties listing is not exhaustive)

Privately-Owned	NRHA Properties
Acclaim at East Beach 4801 Pretty Lake Ave 757-330-0221	Cottage Bridge 7408 Tidewater Drive 757-314-2660
Braywood Manor 7000 Auburn Ave 757-857-4496	Eulalie Bobbitt Apartments 5920 Poplar Hall Drive 757-624-8616
Commonwealth Senior Living (Ballentine) 7211 Granby Street 757-440-7400	Franklin Arms 2500 E Princess Anne Rd 757-314-1520
Cromwell House 114 Cromwell Parkway 757-480-4444	Hunter Square Apartments 825 Goff Street 757-624-8619
COGIC Highrise 2412 E Virginia Beach Blvd. 757-622-2513	Robert Partrea Apartments 701 Easy Street 757-624-8618
Stonebridge Manor 5432 Tidewater Drive 757-857-1351	Sykes Apartments 555 Liberty Street 757-624-8617
Karolwood Gardens 6403 Granby Street 757-451-2400	Skilled Nursing Facilities
Lakewood Plaza 5631 Tidewater Dr 757-857-5445	Consulate Heath Care 3900 Llewellyn Ave 757-625-5363
Tucker House 7700 Armfield Ave 757-489-7770	Autumn Care of Norfolk 1401 Halstead Ave 757-857-0481
Reunion Senior Living at Kindred 501 Wood Street 757-906-3495	Signature Health Care of Norfolk 1005 Hampton Blvd 757-623-5602
John Knox Towers 1210 Colonial Ave. 757-622-5443	Lake Taylor Transition Care (NFK) 1309 Kempsville Rd 757-461-5001
The Talbot on Granby 6311 Granby Street 757-451-5100	Norfolk Health & Rehab Center 901 E Princess Anne Rd 757-626-1642
Harbor's Edge One Colley Ave 757-910-0229	Thornton Hall Nursing & Rehab 827 Norview Ave 757-853-6281
Other Properties and Resources	
Supportive Services for Veteran Families, VB 2400 Potters Road 757-500-2754	Sullivan House (VB) 2033 General Booth Blvd 757-563-9955
Atlantic Shores Retirement, VB 1200 Atlantic Shores Drive 757-716-2000	First Colonial Inn (VB) 845 First Colonial Rd 757-276-8261
Sentara PACE, Norfolk 5900 E. Virginia Beach Blvd. Suite 260 757-252-7800	St Mary's Home 6171 Kempsville Cir 757-622-2208

Consumer Protection/Fraud Protection

All citizens must take action to protect themselves from scams and fraud. Senior citizens are often vulnerable.

*The Federal Administration on Aging defines elder abuse to include “illegal taking, misuse, or concealment of funds, property, or assets of a senior for someone else’s benefit.”

Consumer fraud affecting older individuals is typically perpetrated by strangers, but seniors are also vulnerable to fraud, exploitation, and abuse by caregivers or family members.

- **Don’t** give your credit card number to anyone you do not know or trust, including family members!
- **Work** with your bank to establish protocols to secure your bank account. Follow their protocols and instructions.
- **Deceptive telephone, mail, and internet solicitation often tailor messaging that is urgent. Get a second opinion!! If it doesn’t feel right, don’t do it!**
- Caregivers, **check references!** Do background checks if necessary. Ask around, check online!

Types of scams that target seniors:

- **Government** impersonator scams, such as someone posing as a Medicare representative asking for account information.
- **Fake prize, sweepstakes, and lottery scams**, in which you are asked to pay money or provide account information to claim winnings.
- **Computer tech support scams**, in which a scammer tells you that your computer has a problem and wants you to pay for support services to fix it.
- **The grandparent scam**, in which a caller pretends to be a grandchild or other relative in distress.
- **Romance scams**: Often ask for financial help early on, too good to be true.

Local and State Consumer Protection Resources

Norfolk Consumer Relations Office
757-756-5600

Office of the Attorney General

Main Line	804-786-2071
Hotline	804-786-2042
Victim Notification Program	800-370-0459
Office of Civil Rights	804-225-2292

Reporting Fraud

Medicaid Fraud	866-486-1971
Medicare Fraud	800-447-8477

Nursing Home Compliance	800-955-1819
	804-367-4691

Federal Consumer Protection Resources

Do Not Call Registry

You can register your emails and telephone numbers online at <https://donotcall.gov> or call 1-888-382-1222

Federal Trade Commission

<https://ReportFraud.ftc.gov> 1-877-382-4357

*Source: [Justa.com/Consumer-protection-law/elder-consumer-rights/](https://justa.com/consumer-protection-law/elder-consumer-rights/)

BEWARE OF SCAMS!

When hiring a business for home repairs and maintenance, the following tips will help you gauge if you have a reputable contractor or not:

- **Door-to-door salesmen:** Don't hire anyone who shows up on the doorstep offering deep discounts because they are "working in the area." This is one of the most common scams targeting older adults.
- **Check reviews on the internet** or ask colleagues that have used reputable contractors.
- **Get written quotes, references, and ask for proof of insurance.** Whenever possible, have a second person available when the senior meets with each potential contractor. Having a second set of eyes and ears is invaluable. Ask each contractor to provide a written quote, copy of their contract, and proof of insurance. Also ask for a list of references.
- **Never pay upfront.** Many contractors require a deposit, but you should never pay the full amount up front. That's a red flag that the contractor may not be legitimate. If possible, pay by credit card. Doing so gives you some leverage if the project isn't done correctly or if the contractor disappears. Most credit card companies will work with clients who file a dispute.
- **Hold on to final payment:** Finally, don't agree to pay the final amount until everyone (you, the contractor, and family/friends) are satisfied with the work. It may be your only recourse for getting the contractor to fix anything you are unhappy with before they move on to a new project.
- **Memorialize EVERYTHING in writing.** Problems are preventable when all the terms are in writing. If the job needs to be completed by a certain time, include it in the contract along with "time is of the essence". Be as specific as possible.
- **Licensed contractors should apply for and obtain all building permits, not the consumer.** The permit holder becomes the general contractor and assumes responsibility for the overall job—which may include taxes, workers' compensation, and other legal liabilities.

Contractor Lookup and Resources

Virginia Department of Professional and Occupational Regulation:

Phone: 804-367-8500

Email: contractors@dpor.virginia.gov

License Lookup: <https://www.dpor.virginia.gov/LicenseLookup>

Financial Empowerment & Estate Planning

Do I Need a Power of Attorney (POA)

It may be good a time to consider a power of attorney when:

- You are not remembering to pay your bills or struggling to manage financial responsibilities such as paying taxes.
- You are dealing with a serious medical condition.
- When a loved one is mentally incapacitated.

When choosing a power of attorney consider the following:

- **Choose someone who is responsible.** Your agent will be responsible for making important decisions on your behalf, so it's important to choose someone who is level-headed and capable of handling this type of responsibility.
- **Choose someone who is honest.** Because your agent will have access to your finances, it's important to choose someone who is honest and trustworthy. You should feel confident that your agent will act in your best interests and not take advantage of the situation.
- **Choose someone who is organized.** Your agent will need to keep track of your financial affairs and handle a variety of paperwork. Choose someone who is organized and detail-oriented to help ensure everything is taken care of.
- **Choose someone who is available.** Your agent may need to make decisions on your behalf at a moment's notice. Choose someone who is generally available and able to respond quickly to requests for information or assistance.
- **Choose someone who is knowledgeable.** Ideally, your agent should have some knowledge about financial and legal matters. This will help them make informed decisions on your behalf. If you don't have anyone in mind who fits this criterion, you may want to consider hiring a professional fiduciary.
- **Choose someone who is compatible.** It's important to choose an agent with whom you have a good relationship. This person will be making decisions on your behalf, so it's important that you feel comfortable communicating with them and that you trust their judgment.
- **Choose someone who is willing.** Not everyone is interested in serving as an agent, so be sure to ask your potential agent if they're willing and able to take on this responsibility before you appoint them.

Beware of someone who wants to help you out by handling your finances and be your new “best friend.” If an offer of help seems too good to be true, it probably is.

Types of POAs

What are the requirements to get a POA in Virginia?
For a power of attorney to be valid in Virginia, the following requirements must be met:

- 1. The principal (person requesting the POA) must have mental capacity. This means they can understand the agreement being made and willingly agree to it without being coerced. According to Virginia law, all adults are assumed to have mental capacity unless determined otherwise.
- 2. Proper signatures and notarization are required. The principal must sign the POA document or be present if someone signs for them. Virginia also requires that a notary public or someone authorized to “take acknowledgments” be present.
- 3. Your agent must be a mentally competent adult. This should also be someone you trust completely and who is willing and able to make difficult medical or financial decisions if needed.

Durable	Medical	General	Limited	Spring/Conditional
A durable POA remains valid if you become incapacitated and unable to make your own decisions. In Virginia, all powers of attorney are durable unless they clearly state otherwise	Known in Virginia as an advance medical directive, this POA allows someone to make medical decisions on your behalf, including treatments, choosing health care facilities and surgery.	This document gives the agent all the rights and powers of the principal and allows the agent to perform a broad range of duties on the principal's behalf. It is durable by default but can be nondurable if specifically stated to be so.	This document allows the agent to perform specific functions for the principal, often for a limited time. For example, a limited power of attorney might allow someone to pay your bills or care for your minor child while you're hospitalized or traveling on business. In Virginia, you can have a limited POA for real estate, taxes or even for your vehicle to represent you at the DMV	This POA doesn't take effect until a specified time or circumstance (such as the principal becoming incapacitated) takes place.

Retirement and Wills

According to Gallup, later retirement ages are coming at a time when U.S. workers are not eligible for full Social Security retirement benefits until past the age of 65. This along with other factors such as inflation and family dynamics may impact income of retirees. No matter how the income levels, everyone should plan to ensure that your family is fully aware of your plans. Though it may not eliminate conflict, it will minimize it.



Estate Strategy

Avoidance will not bring peace to those you leave behind, nor does it solve the problem and is less effective. Below are some resources to assist you with your estate planning. Don't put it off!

- ✓ Inventory your property
- ✓ Make a Will/Establish a Living Trust
- ✓ Consider a Trust
- ✓ Make Health Care Directives
- ✓ Make a POA (Financial)
- ✓ Protect your children's property
- ✓ File Beneficiary Forms
- ✓ Consider Life Insurance
- ✓ Understand Estate Taxes
- ✓ Cover Funeral Expenses
- ✓ Make Final Arrangements
- ✓ Protect Your Business
- ✓ Store Your Documents



IMPORTANT NUMBERS

2-1-1 Virginia Provides access to services in your community and statewide. All referrals are confidential	2-1-1
Adult Protective Services Hotline	757-664-6123 888.832.3858
AARP (Norfolk)	757-625-7001
ADEAR (Alzheimer's & related Dementias Education and Referral Center)	800-438-4380
Alzheimer's Association of Southeastern VA	757-459-2405
Family Caregiver's Alliance	800-445-8106
PrimePlus Senior Centers	757-625-5857
National Center on Elder Abuse	855-500-3537
National Institutes of Health National Institute on Aging	800-222-2225
Norfolk Cares Center	757-664-6510
Norfolk Department of Human Services (Medicaid Info.)	757-664-6000
Norfolk Family Justice Center	757-330-0376
LGBT Life Center	757-640-0929
Legal Aid Society of VA	757-627-5423
Senior Services of Southeastern Virginia Area Agency on Aging (SSSEVA)	757-461-9481
Social Security Administration, Norfolk Branch Call Hours: 8:00 a.m.-7:00 p.m.	800-772-1213
VA Dept Aging and Rehab Services (Medicare Info.)	757-466-4300
VA Caregiver Support Line	855-260-3274
United Way of South Hampton Roads	757-853-8500
US Veterans Affairs (myVA411)	800-698-2411
WHRO (Services for the Blind)	757-889-9400
YWCA Crisis Hotline	757-251-0144

Elder Care and Adult Resource Guide

