



Services for Older Alexandrians



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This guide is provided by the Division of Aging and Adult Services (DAAS), of the Alexandria Department of Community and Human Services (Alexandria Agency on Aging). The mission of DAAS is to help older Alexandrians and adults with disabilities find the information and services they need to lead healthy and independent lives as they grow older. The goals are to foster dignity, independence and security by providing home and community-based services to these residents of the City of Alexandria.

The Division of Aging and Adult Services (DAAS) offers a variety of services to support our mission. Some of the services that residents can obtain through DAAS include:

- Adult day care
- Assistance for persons with disabilities
- Caregiver support
- Case management
- Companion aide services
- Health insurance counseling
- Information and referral
- Protection from abuse, neglect or exploitation
- Legal services
- Meals on Wheels
- Personal Safety Alert System
- Screening for Medicaid home and community-based waiver services
- Referral to senior centers with daily meals
- Transportation

and more...

We hope you find the information in this guide helpful. To contact the Division of Aging and Adult Services directly, please call 703.746.5999, option 5.

The City of Alexandria complies with the terms of the Americans with Disabilities Act (ADA). If you need this document in an alternative format, contact DAAS at 703.746.5999 (TTY 703.836.1463). Please provide advance notice of at least ten business days.

Services for Older Alexandrians

is published by the
Division of Aging & Adult Services,
Center for Adult Services,
City of Alexandria Department of Community & Human Services
2525 Mount Vernon Avenue
Alexandria, Virginia 22301
703.746.5999

Updated August, 2011

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ADULT DAY CARE SERVICES

Alexandria Adult Day Services Center

1108 Jefferson Street (rear), Alexandria, VA 22314

703.746.5676

Hours: 7:30 a.m. – 5:30 p.m., Monday-Friday

Center provides respite for caregivers and day services in a safe, supervised environment for older persons who should not be home alone. Program includes therapeutic activities, health monitoring by a Registered Nurse. Medicaid payment accepted; sliding fee scale for low-income Alexandrians. Transportation can be arranged.

Alzheimer's Family Day Center

2812 Old Lee Highway, Suite 210, Fairfax, VA 22031

703.204.4664

www.alzheimersfdc.org

The center offers a safe, uplifting and engaging environment for people with dementia and is a practical resource for caregivers.

ADULT PROTECTIVE SERVICES

Department of Community & Human Services - Adult Protective Services

2525 Mt. Vernon Ave., Alexandria, VA 22301

703.746.5778 **APS HOTLINE: 1.888.832.3858**

alexandriava.gov/Aging

Provides protective services to adults who are or may be subject to physical or mental harm due to neglect, abuse or exploitation including abuse of financial or personal assets.

ADVOCACY(SEE ALSO LEGAL SERVICES)

Alexandria Commission on Aging (COA)

Department of Community & Human Services

2525 Mt. Vernon Ave., Alexandria, VA 22301

703.746.5999

alexandriava.gov/Aging

Composed of 21 city residents appointed by City Council, COA studies, makes recommendations and coordinates existing and proposed programs to serve the aging. Advocates for aging issues. Monthly public meetings; call for times and locations.

Administration on Aging (AOA) Public Inquiries Service

One Massachusetts Avenue, NW, Washington, DC 20001

202.619.0724

www.aoa.gov

AOA is the Federal agency responsible for advancing the concerns and interests of older people and their caregivers. It works with and through the Aging Services Network to promote the development of a comprehensive and coordinated system of home and community-based long-term care responsive to the needs and preferences of older people and their family caregivers.

Long-Term Care Ombudsman (Northern Virginia)

703.324.5861

fairfaxcounty.gov/aaa/ombud

Investigates complaints concerning nursing homes, assisted living facilities and home health care providers.

CAREGIVER RESOURCES (SEE ALSO HEALTH EDUCATION RESOURCES)

Eldercare Locator

1.800.677.1116

www.eldercare.gov

Nationwide service to help families and friends find information about resources, services and programs for older adults.

Guide to Retirement Living

703.383.1111 or 1.800.394.9990

www.retirement-living.com

Magazine lists senior housing options, including independent, assisted living, nursing facilities, home care agencies, other care resources, services and information for senior residents and their family members.

Safe Return Program

703.359.4440

www.alz-nca.org/fs/saferet.php

Program of the Alzheimer's Association of the National Capital Area provides ID bracelets for persons with memory loss who wander. Small one-time fee.

SeniorNavigator.com

1.866.393.0957

www.seniornavigator.com

A non-profit, free public service and website for Virginians seeking local health and aging resources for seniors and those who care about them.

Senior Helpline (Jewish Council for the Aging of Greater Washington)

703.425.0999

www.jcagw.org

Provides information and referral on a wide range of senior services.

CONSUMER INFORMATION

Consumer Affairs/Alexandria Office of Communication & Public Information

301 King Street, City Hall, Alexandria, VA 22314

703.746.4350

TTY 703.838.5056

alexandriava.gov/Consumers#complaints

Provides information and referral to help resolve issues involving consumers and others.

Consumer Product Safety Commission Hotline (National)

1.800.638.2772

www.cpsc.gov

Provides information about the safety of specific consumer products.

Benefits Checkup

For information only: **1.800.373.4906**

Go to **www.benefitscheckup.org** to learn if you are eligible for any state and/or federal programs. This confidential and free service does not require you to give your name, address or Social Security number. You must provide your zip code to direct you to the closest location for services.

National Active and Retired Federal Employees (NARFE) Association

703.838.7760

www.narfe.org

Telephone assistance with problems of current and retired federal employees.

National Fraud Information Center

1.800.876.7060

www.fraud.org

U.S. Department of Health & Human Services Civil Rights Hotline

1.800.368.1019

www.hhs.gov/ocr

Information regarding discrimination on the basis of race, national origin, religion, disability or age, in state and federal Health and Human Services programs.

Virginia Department of Agriculture & Consumer Services Consumer Protection/Affairs Hotline

1100 Bank Street, Suite 100, Richmond, VA 23219

1.800.552.9963

TTY 1.800.828.1120

www.vdacs.virginia.gov

Provides protection to consumers against fraudulent, deceptive, and illegal practices in the marketplace. Also provides assistance with consumer complaints, advice on consumer issues, dispute resolution alternatives, plus information on how to become a smarter consumer.

COUNSELING SERVICES (SEE ALSO HEALTH CARE SERVICES - MENTAL HEALTH)

Alexandria Adult Day Services Center Caregivers' Support Group

1108 Jefferson Street, Alexandria, VA 22314

703.746.5676

alexandriava.gov/Aging

Information on various support groups also available from DCHS' Information & Referral Specialist.

Department of Community & Human Services - Center for Adult Services

Older Adult Clinical Services

720 N. Saint Asaph Street, Alexandria, VA 22314

703.746.3400

TDD 703-838-4320

www.alexandriava.gov

Emergency Services provides 24-hour emotional crisis assistance. A Geriatric Assessment Team provides elderly services and special consultation on age-related issues is available by calling 703.746.3573.

Alcoholics Anonymous (Northern VA Intergroup)

8501 Lee Highway, Fairfax, VA 22031

703.876.6616

www.aavirginia.org

Provides support and help to those with alcohol dependency through self-help/support groups.

First Step (mental health services)

703.538.2872

www.dominionhospital.com

Free, confidential mental health information, assessment and referral service.

Haven of Northern Virginia

4606 Ravensworth Road, Annandale, VA 22003

703.941.7000

www.havenofnova.org

Volunteers provide emotional support for terminally ill and bereaved. General and AIDS bereavement support groups.

Jewish Social Service Agency (JSSA)

3018 Javier Road, 2nd Floor, Fairfax, VA 22031

703.204.9100

www.jssa.org

Provides information and referral, counseling, home visit assessments, and friendly visiting for older persons. Non-sectarian.

Multicultural Clinical Center

6563 Edsall Road, Springfield, VA 22151

703.354.0000

www.mccva.com

Therapy in a wide range of languages including Farsi, Spanish, Korean, Vietnamese, Sign Language and several Middle Eastern languages. Accepts Medicaid for home-based services.

Multicultural Human Services Center

6400 Arlington Blvd., Falls Church, VA 22042

703.533.3302

www.nvfs.org

Cross-cultural counseling in Spanish, Vietnamese, Korean, Farsi and many other languages. Sliding scale fee. Private insurance accepted.

Northern Virginia Family Services (NVFS)

5249 Duke Street, Suite 308, Alexandria, VA 22304

703.370.3223

www.nvfs.org

Empowers individuals and families to improve their quality of life, and to promote community cooperation and support in responding to family needs. Counseling on a sliding scale fee.

Pastoral Counseling & Consultation Center of Alexandria

Downtown Baptist Church

212 S. Washington Street, Alexandria, VA 22314

703.903.9696

www.pastoralcounseling.com

Professional counseling for individuals, couples, adolescents, children and families.

Widowed Persons Services of Northern Virginia

703.281.9595

Support for newly widowed individuals including telephone assistance, monthly meetings, and special activities.

EDUCATIONAL OPPORTUNITIES**Adult and Community Education****T.C. Williams High School - Door #3**

3330 King Street, Alexandria, VA 22302

703.824.6845

www.acps.k12.va.us/adulted/ace/

Classes include basic education, English as a Second Language (ESL), employment training, GED and high school diplomas, business & marketing, technical skills improvement, and more. Minimal processing, lab, and book fees. Tuition may be waived for persons 60+ and not working. Call for more information on classes.

Adult Learning Center

Stonewall Jackson Building

25 South Quaker Lane, Room 28, Alexandria, VA 22314

703.461.4179

www.acps.k12.va.us/adulted/alc/

Offers GED preparation, basic computer classes, basic reading for non-readers, and English as a Second Language (ESL) classes for foreign-born persons. Call for fees.

Arlington Learning in Retirement Institute (ALRI)

2801 Clarendon Blvd., Suite 306, Arlington, VA 22201

703.228.2144

www.arlingtonlri.org

Offers high quality courses, interesting special events, enjoyable social activities, and non-degree college-level courses in Social Sciences, History, Arts and Humanities, Law, Politics, Science, Engineering, Health and Wellness, Public Affairs, and more. Open to anyone in DC Metro area, age 50 and over. Annual membership dues.

Computer Classes for Seniors**Mount Vernon Recreation Center**

2701 Commonwealth Avenue, Alexandria, VA 22301

703.746.5556

Elderhostel-National (Exploritas)

11 Avenue de Lafayette, Boston, MA 02111

1.800.454.5768

www.elderhostel.org

Elderhostel provides adventures in lifelong learning for older adults through educational travel programs. Call toll-free M – F, 9 a.m. to 9 p.m. for nearest registration point and for more program information.

Experience Works (formerly Green Thumb, Inc.)

4401 Wilson Blvd., Suite 1100, Arlington, VA 22203

703.522.7272

www.experienceworks.org

A national, non-profit organization that provides training and employment services to mature workers. Computer Training Lab offers Information Technology training for older workers. Established in 1965 as Green Thumb; renamed Experience Works in 2002.

Hogar Immigrant Services (Catholic Charities of the Diocese of Arlington)

6201 Leesburg Pike, Suite 307, Falls Church, VA 22044

703.534.9805

www.hogarimmigrantservices.org

Conducts English as a Second Language (ESL) and citizenship classes throughout Northern Virginia

Lifetime Learning /Lifelong Learning Institute

Northern Virginia Community College

8333 Little River Turnpike, Annandale, VA 22003

703.503.0600

lli.nova.org

Offers non-credit classes, discussion groups, seminars, and trip for seniors. Classes held in various locations. Annual membership fee.

Literacy Council of Northern Virginia, Inc.

2855 Annandale Road, Falls Church, VA 22042

703.237.0866

www.lcnv.org

Basic reading & writing classes for all. For non-English speakers, one-to-one tutoring for adults who want to learn to read, write and speak English. Tutor and student meet at convenient place for lessons. One time low fee plus book fees for those who can afford to pay. Call for information on LCNV's computer learning center.

Northern Virginia Community College - Community Education

3001 N. Beauregard Street, Alexandria, VA 22311

703.845.6227

www.nvcc.edu

Non-credit courses free to persons 60+ on space available basis if not part of certification program. Limit 3 classes per person. Parking not included. There is a charge for courses specifically organized for seniors.

Osher Lifelong Learning Institute (OLLI)

George Mason University

4210 Roberts Road, Fairfax, VA 22032-1028

703.503.3384

www.lli.gmu.edu

Independent, non-profit institute in the secluded part of GMU that provides intellectual and cultural experiences for residents in their retirement years. Subjects include art, music, history, economics, finance, science, government, technology & more. Program offers seminars, social activities, trips, performances and special interest discussion groups. Annual membership fee.

Saint Martin de Porres Senior Center

4650 Taney Avenue, Alexandria, VA 22304

703.751.2766

www.cdda.net/programs_elderly.php

Conducts English as a Second Language (ESL) classes and computer skills training for individuals 60 years of age and older.

EMPLOYMENT

Alexandria Department of Community & Human Services JobLink

1900 N. Beauregard Street, Suite 300, Alexandria, VA 22311

703.746.5990

alexandriava.gov/joblink

Provides a variety of employment services from basic resources to intensive one-on-one assistance. Services include a computer resource center, assisted job search and training programs.

Elder Crafters of Alexandria, Inc.

405 Cameron Street, Alexandria, VA 22314

703.683.4338

A non-profit consignment shop for the marketing of hand crafted articles made by persons 55 years old and over. Open Tuesday through Saturday. Craft classes available for persons willing to teach skills to other seniors.

Experience Works (formerly Green Thumb, Inc.)

4401 Wilson Blvd., Suite 1100, Arlington, VA 22203

703.522.7272

www.experienceworks.org

Job placements for seniors through "Experience Works" staffing service. A national non-profit organization that provides training and employment services to mature workers.

NCOA Northern Virginia Workforce Resource Center

112 S. Royal Street, Suite A, Alexandria, VA 22314

703.548.9663

Manages and operates the Senior Community Service Employment Program (SCSEP—also known as Title V) which is the nation’s oldest program to help low-income, unemployed individuals aged 55+ find work. SCSEP matches eligible older adults with part-time jobs for community service organizations. Participants build skills and self-confidence while earning a modest income. For most, SCSEP experience leads to permanent employment.

Senior Employment Resources

4201 John Marr Drive, Suite 236, Annandale, VA 22003

703.750.1936

www.seniorjobs.org

Provides part-time and full-time employment assistance for mature workers ages 50 and over. Also provides resume’ services and computer training.

Senior Services of Alexandria

700 Princess Street, Alexandria, VA 22314

703.836.4414 extension 11

www.seniorservicesalex.org

Home care placements for persons ages 55 and over.

Virginia Employment Commission Job Service

5520 Cherokee Avenue, Suite 100, Alexandria, VA 22312

703.813.1300 or 1399

www.vec.virginia.gov

Referral, placement and screening services for work-ready applicants; unemployment benefits, counseling and related vocational and aptitude testing.

FINANCIAL ASSISTANCE

Alexandria Department of Community & Human Services - Public Benefits

2525 Mount Vernon Avenue, Alexandria, VA 22301

703.736.5700

alexandriava.gov/dchs

Eligibility services for Virginia public benefits, including Medicaid, SNAP (was Food Stamps) and General Relief.

Consumer Credit Counseling and Educational Services of Greater Washington, Inc.

801 North Pitt Street, Suite 117, Alexandria, VA 22314

1.866.889.9347 or 703.836.8772

www.cccswdc.org or www.moneymanagement.org

Counsels families and individuals with financial problems. Provides assistance in renegotiating on time and delinquent home mortgages and other credit payments. Also assists those needing reverse mortgages and first-time home buyers. May charge small fee.

Direct Deposit for Social Security Checks

6295 Edsall Road, Suite 190, Alexandria, VA 22312

703.274.0029

www.ssa.gov

Senior citizens are encouraged to use Direct Deposit to checking or savings accounts to prevent delay or theft. Any federal benefit payment may be received by Direct Deposit. Inquire at any bank. Call local Social Security Administration at number above.

Pension Rights Center

1140–19th Street, NW, Suite 602, Washington, DC 20036

202.296.3776

www.pensionrights.org

Non-profit organization helps with pension questions and problems.

Social Security Administration

6295 Edsall Road, Suite 190, Alexandria, VA 22312

703.274.0029

1.800.772.1213

TTY 1.800.325.0778

www.ssa.gov

Administers Social Security Retirement Benefits and Survivors Insurance, Disability Insurance and Supplemental Security Income (SSI). Assists applicants to file for benefits/answers inquiries.

FOOD AND NUTRITION

Alexandria Department of Community & Human Services

2525 Mt. Vernon Avenue

Alexandria, VA 22301

Division of Aging and Adult Services - Liquid Supplement Program

703.746.5999

Once a month delivery of nutritional liquid food supplement (3 flavors available) for low-income persons aged 60+ who are unable to prepare meals and have a doctor's prescription for the supplement.

Supplemental Nutrition Assistance Program (SNAP-was Food Stamps)

703.746.5801

www.dss.virginia.gov/benefit/foodstamp.cgi

Eligibility services for Virginia public benefits, including Medicaid, Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps)

Alexandria Cooperative Extension Office - Nutrition Education

1108 Jefferson Street, Alexandria, VA 22314

703.746.5544

www.ext.vt.edu

Free nutrition education for individuals and groups.

Meals On Wheels

Senior Services of Alexandria

700 Princess Street, Alexandria, VA 22314

703.836.4414, extension 12

www.seniorservicesalex.org

City contracted service is for persons age 60+ who are homebound. Provides two nutritious meals, one hot and one cold, delivered at mid-day Monday through Friday. Charge can be adjusted for those unable to meet cost. Call Aging and Adult Services at 703-746-5999 if subsidy needed.

SHARE (Self-Help and Resource Exchange)

301.864.3115/1.800.217.4273

www.sharedc.org

A cooperative food program which enables registered participants to get food once a month at a bargain rate. For \$16 in cash and two hours of community volunteer time, participants receive a package of healthy food valued at \$35-\$40. No Income limit.

NOTE: Senior Centers offer congregate meals. Please see pages 31-32

HEALTH CARE PROFESSIONAL REFERRAL SERVICES/COMPLAINTS

Medical Society of Northern Virginia

703.934.8818

www.msnva.org

INOVA Hospital Doctor Referral

703.750.8800

Virginia Department of Health Professions (Virginia Board of Medicine)

1.800.533.1560

dhp.virginia.gov

HEALTH CARE SERVICES

Clinics - General Medical

Alexandria Health Department

4480 King Street, Alexandria, VA 22302

703.746.4996

www.alexhealth.org

Services include Medicaid pre-admission screening, blood pressure screening, blood sugar testing, chest clinic, speech therapy, home visits for counseling and supervision of health conditions.

Arlandria Health Center

2 East Glebe Road, Alexandria, VA 22305

703.535.5568

www.anhsi.org

Federally qualified low-cost health center for all ages, genders, all insurances accepted; no City residency requirement.

Casey Clinic (Flora Krause Casey Health Center)

1200 N. Howard Street, Alexandria, VA 22304

703.746.4886

General medical and specialty care to Alexandria residents who meet State income guidelines. Services include clinics for medical, surgery follow-up, urology, ear, nose & throat, allergies, oncology, nutrition counseling, audiology screenings, and pharmacy.

Queen Street Clinic

1000 Queen Street, Alexandria, VA 22314

703.299.9701

www.queenstreetclinic.com

Clinic for the medically uninsured. Office visit is \$45. Full check-ups and diagnoses, any illness or concern, all ages, male or female, walk-ins or appointments. Open Monday through Saturday.

Clinics - Kidney Dialysis**Alexandria Kidney Center (Dialysis Service)**

4141 Duke Street, Alexandria, VA 22304

703.370.8250

Provides kidney dialysis, CAPD home dialysis and support services.

Dialysis Continental Center

5999 Stephenson Ave., Suite 100, Alexandria, VA 22304

703.751.6115

Dialysis DaVita Center

5150 Duke Street, Alexandria, VA 22304

703.823.7940

Dental Care**Alexandria Dental Clinic**

Alexandria Health Department

4480 King Street, 1st Floor, Alexandria, VA 22302

703.746.4969

www.alexhealth.org

Extractions and emergency dental care for low-income clients, 60+, by appointment only.

Howard Univ. College of Dentistry Dental Clinic

600 W Street, NW, Washington, D.C. 20059

202.806.0007

www.dentistry.howard.edu/huwp.aspx?wp=patientcare

Comprehensive dentistry. Call for rates.

Northern Virginia Community College Dental Hygiene Clinic

6699 Springfield Center Drive, Springfield, VA 22150

703.323.3349

www.nvcc.edu

Free routine preventive services such as examination, cleaning, polishing and oral cancer screening, performed by students under supervision.

Northern Virginia Dental Clinic of the No. VA Dental Society (Referrals)

5827 Columbia Pike, Suite 405, Falls Church, VA 22041

703.820.7170

www.nvds.org/northern-virginia-dental-clinic.aspx

Preventive dental exams, regular dental care, and dentures. Sliding scale fees. Referral needed from Department of Community & Human Services 703.746.5901; Casey Health Center 703.746.4886. Dental referrals include Medicaid; denture assistance for Medicaid recipients aged 60+.

Receives complaints about medical professionals.

Eye and Vision Care

EyeCare America

1.800.222.3937

www.eyecareamerica.org

Referral for eye care for needy persons aged 65 and older.

Prevention of Blindness Society of Metro Washington

1775 Church Street, NW, Washington, DC 20036

202.234.1010

www.youreyes.org

Offers eyeglasses to the financially needy. Client must not be able to receive glasses from a public program, and be unable to afford the full fee of glasses. Request client pay part of the cost, if possible. Appointment required. No residency required.

Alexandria Department of Community & Human Services - Community Action Agency

2525 Mount Vernon Avenue, Alexandria, VA 22301

703.746.5700

www.alexandriava.gov

Coordinates with the Lions' Club to provide eyeglasses to the financially needy. DCHS may also be able to assist with the cost of an eye exam. Exams must be less than one year old.

General Health Screening

INOVA Alexandria Hospital

703.504.3000

www.inova.org

Geriatric Evaluations

Alexandria Department of Community & Human Services - Older Adult Clinical Services

720 N. Saint Asaph Street, Alexandria, VA 22314

703.746.3400

TDD 703.838.4320

www.alexandriava.gov

Geriatric evaluation team provides a professional assessment of mental health and substance abuse problems and makes referrals to appropriate services.

Dominion Hospital

2960 Sleepy Hollow Road, Falls Church, VA 22044

703.538.2872

www.dominionhospital.com

Assessments conducted at the hospital. Third party payments accepted.

George Washington University Hospital - Geriatric Center

2150 Pennsylvania Avenue, NW, Room 5-425, Washington, D.C. 20037

202.741.2222

www.gwhospital.com

Medical and psychiatric evaluations of the elderly. Call for appointment.

Mental Health - Alcohol & Drug Abuse Services

Alexandria Department of Community & Human Services - Substance Abuse Services

2355A Mill Road, Alexandria, VA 22314

703.746.3600 or 703.746.3636

www.alexandriava.gov/MHIDSA

If you need detox services, call 703.746.3636 anytime and ask to speak to a counselor about entering the detox program. If you are actively using drugs or alcohol and are seeking treatment, you may have to detoxify before beginning treatment.

INOVA Comprehensive Addiction Treatment Services (CATS)

3300 Gallows Road, Falls Church, VA 22042

703.776.7777

Inpatient Program: admission by scheduled appointment, 24 hours per day, 7 days per week.

www.inova.org

CATS offers a series of structured programs for patients and their concerned others, tailoring services according to individual needs. Treatment and counseling are provided by a professional staff of addiction specialists, including physicians, psychiatrists, nurses, certified addiction counselors and licensed professional counselors.

Mental Health - Day Treatment & Inpatient Programs

Dominion Hospital

2960 Sleepy Hollow Road, Falls Church, Virginia 22044

703.538.2872

www.dominionhospital.com

Offers senior adult inpatient and partial hospitalization programs, free mental health information and referral, geriatric evaluations, and home visits by psychiatric nurses.

INOVA Fairfax Behavioral Health Services

6910 Richmond Hwy, Suite 110, Alexandria, VA 22306

703.660.8100

www.inova.org

Psychiatric day hospital for adults, weekdays.

HEALTH EDUCATION RESOURCES

Alzheimer's Association (National Capital Area)

3701 Pender Dr., Suite 400, Fairfax, VA 22030

703.359.4440

1.800.272.3900 24 hour/7 day helpline

www.alz-nca.org

Patient care information and support groups for families of Alzheimer's patients in all stages of dementia.

Alzheimer's Disease Education & Referral Center

P.O. Box 8250, Silver Spring, MD 20907-8250

1.800.438.4380

Alzheimer's Support Group Helpline 703.359.4440

www.alzheimers.org/clintrials

Information on diagnosis, treatment, and research of Alzheimer's Disease. Services for patients and families.

American Cancer Society

124 Park Street, SE, Vienna, VA 22180

703.938.5550

www.cancer.org

Services to cancer patients and their families including education, patient services and rehabilitation. For transportation to treatments call: 1.888.227.6333, then press 2.

American Diabetes Association

1701 N. Beauregard Street, Alexandria, VA 22311

703.549.1500 or 1.800.342.2383

www.diabetes.org

Provides information and advice to people with diabetes and their families, including books, booklets, brochures, reprints, magazine articles, nutrition information and recipes.

American Heart Association (Greater Washington Region)

4301 N. Fairfax Drive, Suite 530, Arlington, VA 22203

703.941.8500

www.americanheart.org

Information on heart disease and stroke, blood pressure screenings, CPR and nutrition classes.

Arthritis Foundation (Metro Washington Chapter)

2011 Pennsylvania Avenue, 6th Floor, Washington, DC 20006

202.537.6800

www.arthritis.org

Information and education on arthritis, related diseases, self-help courses and support groups.

Breast Cancer Network of Strength

441C Carlisle Drive, Herndon, VA 20170

1.800.221.2141 (24/7 Hotline) or 703.437.9595

www.networkofstrength.org/mid-atlantic

Breast cancer information and support.

INOVA Healthsource Senior Services

703.750.8800

www.inova.org

Information on health education classes and the Senior Health Access Resources & Education, (SHARE) health promotion membership. Includes health and service discounts, health screenings, newsletters, emergency ID cards, and educational presentations. Moderate one-time fee.

**HEALTH EQUIPMENT - DURABLE MEDICAL & REHABILITATION EQUIPMENT
SALES/RENTALS/LOANERS**

American Red Cross - Arlington Chapter

4333 Arlington Blvd. , Arlington, VA 22203

703.527.3010 extension 738

www.arlingtonredcross.org

Loans wheelchairs, walkers, crutches, bedside toilets and other medical equipment. (loans equipment outside County)

Catholic Charities of Arlington Diocese

3838 Cathedral Lane, Arlington, VA 22203

703.841.2531

www.cdda.net

(loans equipment outside Arlington County)

Washington Area Wheelchair Society

301.495.0277

Collects, refurbishes, and distributes used durable medical equipment to the medically and financially needy in Virginia, Maryland, and Washington, DC. Information and Referral services to assist those with medical insurance and/or Medicare or Medicaid to access medical equipment.

HEALTH INSURANCE

Counseling

State Corporation Commission Bureau of Insurance

P.O. Box 1157, Richmond, VA 23209

1.800.552.7945 or 804.371.9741 extension 2

scc.virginia.gov

Processes inquiries or complaints about insurances. Provides information about insurance companies and continuing care retirement communities licensed by the state.

Virginia Insurance Counseling and Assistance Program (VICAP)

703.228.1700

Free Medicare A, B, or D/Managed Care Education and counseling regarding health insurance options and assistance with medical insurance forms. Educational workshops offered to public on insurance issues.

Medicaid

Alexandria Department of Community & Human Services - Medicaid Program

2525 Mt. Vernon Avenue, Alexandria, VA 22301

703.746.5700

Comprehensive program of medical and health care for needy persons.

Medicaid Helpline

1.800.552.8627 or 1.804.786.6145

dmas.virginia.gov

Medicare

Centers for Medicare and Medicaid Services

1.800.MEDICARE

medicare.gov or www.cms.gov

Social Security Administration - Medicare

6295 Edsall Road, Suite 220, Alexandria, VA 22304

703.274.0029 or 1.800.772.1213

www.ssa.gov

Federal health insurance program for persons 65+ and persons of any age with certain certifiable disabilities.

Medicare HMO Appeals Hotline

1.888.466.9050

www.medicarerights.org/maincontentaskmrc.html

The Medicare Rights Center operates a national Medicare HMO hotline to assist Medicare HMO members who are appealing HMO denials of care or coverage.

HOME CARE & COMPANION SERVICES

Department of Community & Human Services - Division of Aging & Adult Services

2525 Mt. Vernon Avenue, Alexandria, VA 22301

703.746.5999

alexandriava.gov/Aging

Companion Services

Companion aides provide free assistance with cooking, housekeeping and shopping for income eligible persons.

Home Care/Companion Services Registry

Call for consumer general information packet on home care services and registry.

Senior Services of Alexandria

700 Princess Street, Alexandria, VA 22314

703.836.4414

www.seniorservicesalex.org

A non-profit that arranges companion and home care services for private pay clients.

HOSPICE PROGRAMS/SERVICES

Programs meet the needs of terminally ill patients and their caregivers, including nursing care, pain and symptoms management, family support, and bereavement counseling.

National Hospice and Palliative Care Organization

1731 King Street, Suite 100, Alexandria, VA 22314

703.837.1500

www.nhpco.prg

HOSPITALS

INOVA Alexandria Hospital

4320 Seminary Road, Alexandria, VA 22304

703.504.3000 Emergency Room call 703.504.3066

www.inova.org

Also offers home healthcare through the INOVA Visiting Nurses Ass'n of Northern Virginia.

HOUSING

Adult Care Residences/Assisted Living

Birmingham Green Assisted Living Facility

8605 Centreville Road, Manassas, VA 20110

703.257.0935

www.birminghamgreen.org

107 Auxiliary Grant beds and 64 beds for low-moderate private pay. Admission through Division of Aging and Adult Services. Call 703.746.5999

Sunrise Assisted Living of Alexandria

3520 Duke Street, Alexandria, VA 22304

703.666.9179

www.sunriseseniorliving.com

LaBier Assisted Living - small, private pay Assisted Living Homes

703.370.7555

Dawes House, 5708 Dawes Ave., Alexandria, VA 22311

David Lane House, 4009 David Ln., Alexandria, VA 22311

Continuing Care Retirement Communities**Goodwin House**

4800 Fillmore Avenue, Alexandria, VA 22311

703.578.1000

www.goodwinhouse.com

The Hermitage in Northern Virginia

50000 Fairbanks Avenue, Alexandria, VA 22311

703.797.3800

www.thehermitage.com

The Fountains at Washington House

5100 Fillmore Avenue, Alexandria, VA 22311

703.291.0188

www.watermarkcommunities.com/washingtonhouse/

EMERGENCY SHELTERS & HOMELESSNESS PREVENTION SERVICES

Most shelter and emergency housing programs require a referral. Call Alexandria Department of Community & Human Services (DCHS) at 703.746.5901 for assistance.

Alexandria Community Shelter

2355B Mill Road, Alexandria, VA 22314

Call 703.746.5901 for a referral.

65-bed shelter for single men, single women and families. Referral needed from DCHS 703.746.5701.

ALIVE! House

703.684.1430

www.alive-inc.org

Shelter for single or married women, with or without children, men with children. DCHS referral needed. Call 703.746.5901 for a referral.

Carpenter's Shelter

930 North Henry Street, Alexandria, VA 22314

703.548.7500

www.carpentersshelter.org

Shelter for single men, single women, families; winter overnight hypothermia unit. Call DCHS for a referral at 703.746.5901.

Christ House (Catholic Charities of Arlington Diocese)

131 S. West Street, Alexandria. VA 22314

703.549.8644

www.cdda.net

Soup kitchen offers meals at 5 p.m. daily, including weekends.

Eviction Assistance and Homeless Intervention Program (HIP)

Department of Community & Human Services, Community Action Agency

2525 Mount Vernon Avenue, Alexandria, VA 22301

703.746.5901

www.alexandriava.gov

Provides emergency rental payment assistance, mortgage, and security deposit assistance, and emergency shelter for qualified Alexandria residents facing or experiencing eviction. Provides assistance with furniture storage in eviction cases.

NURSING HOMES/ FACILITIES/SERVICES

Nursing home care is for those persons who require less than the acute care provided by a hospital, but for whom adequate nursing services are not available at home, in the community. Call 703.746.5999 for information on area nursing homes.

Birmingham Green Assisted Living Facility

8605 Centreville Road, Manassas, VA 20110

703.257.0935

Skilled, intermediate care and a specialized dementia unit. Call the Division of Aging and Adult Services, 703.746.5999

Envoy of Alexandria

900 Virginia Avenue, Alexandria, VA 22302

703.684.9100

Woodbine Rehabilitation and Health Care Center

2729 King Street, Alexandria, VA 22302

703.836.8838

www.woodbinerehab.com

SUBSIDIZED HOUSING (INDEPENDENT LIVING)

In subsidized, or government assisted HUD housing, tenants pay about 30% of their income for rent. Residents must be 62+ or be disabled and be income eligible. Call the following for specific rental costs and waiting list information.

** Indicates that clients can apply directly for residency.*

Alexandria Redevelopment & Housing Authority (ARHA)

18 Roth Street, Alexandria, VA 22314

703.549.7115

Section 8 Certificates and Housing Vouchers Rental assistance with subsidized or public housing for low-income persons.

***Annie B. Rose House** - 399 Pendleton Street

703.548.4946

*Claridge House II- 301 N. Ripley Street
703.823.5444

*Foxchase of Alexandria - 320 N. Jordan Street
703.823.5150

*Old Towne West - 500 S. Alfred Street
703.549.4343

OTHER HOUSING RESOURCES/PROGRAMS

Apartment Locator Services(FREE) Southern Management
1.888.612.7868
(FREE) Relocation Central 703.370.3733

Home Ownership Assistance Program
703.746.3099 / 3097

Office of Housing offers affordable homeownership opportunities for low-income homebuyers.

Home Rehabilitation/Repair Loans (Interest Free)
703.746.3091

Offers interest free home rehabilitation loans and grants to qualified low-income persons or persons with disabilities to make home or accessibility improvements. Loan payable in 99 years or when home is sold. Also offers Home Ownership Assistance Program for all eligible residents.

Landlord/Tenant Relations (City Housing Office)
City Hall, 310 King Street, Room 1100, Alexandria, VA 22314
703.746.4990

Receives, investigates and mediates disputes between landlords/tenants involving rental housing.

Real Estate Tax/Property Tax Relief/Deferral
703.746.3909/3902

Homeowners' real estate and property taxes (cars, etc.) can be forgiven or deferred for qualified persons 65+ or those who are totally or permanently disabled. Call the City's Revenue Office for information or for assistance.

Rental Accessible Modification Program (RAMP)
703.746.4990

Office of Housing program that assists low and moderate income tenants with physical disabilities in completing accessibility modifications to their residences.

Rent Relief Program
703.746.5901

Grants available for qualified renters 65 years and older or those who are permanently disabled. Call the Community Action Agency for help or for information on application deadlines.

Rebuilding Together Alexandria

700 Princess St., Mezzanine Suite 2, Alexandria, VA 22314

703.836.1021

www.rebuildingtogetheralex.org

Volunteers make repairs free of charge to the homes of low-income elderly and disabled persons year-round.

INFORMATION AND REFERRAL (SEE ALSO CAREGIVER INFORMATION , CONSUMER RESOURCES

REGIONAL RESOURCES DIAL 211

Alexandria Department of Community & Human Services Information and Referral

703.746.5901

LEGAL SERVICES (SEE ALSO ADULT PROTECTIVE SERVICES, ADVOCACY)

Alexandria Human Rights Office

421 King Street, Suite 400, Alexandria, VA 22314

703.746.3140

alexandriava.gov/HumanRights

Enforces the non-discrimination provisions of the City's Human Rights Ordinance, including discrimination based on age.

Alexandria Bar Association Lawyer Referral

520 King Street, Suite 202, Alexandria, VA 22314

703.548.1106

www.alexandriabarassoc.com

Referral to members of the private bar. Consultations at a nominal fee.

American Association of Retired Persons (AARP)

AARP Legal Services Network

1.866.330.0753

www.aarplsnyge.org

Free and reduced cost legal services for AARP members. As a member you can get a free 30-minute consultation with a lawyer in your neighborhood.

Commonwealth's Attorney

Courthouse, 520 King St., Suite 301, Alexandria, VA 22314

703.746.4100

alexandriava.gov/Commattorney

Programs within the office include civic association liaisons, a multi-jurisdictional drug prosecution program, which assigns an experienced assistant to prosecute higher level drug cases in federal court, and the Victim-Witness Assistance Program, which provides information, referral, and support services to crime victims and witnesses throughout the criminal justice process.

Legal Services of Northern Virginia

603 King Street, 4th Floor, Alexandria, VA 22314

703.684.5566

www.lsnv.org

Non-profit public interest law firm that provides free legal assistance to low-income residents of Northern Virginia. Assists with wills, public benefits, insurance and more. Advice to persons age 60+ regardless of income.

National Academy of Elder Law Attorneys (NAELA)

1.520.881.4005

www.naela.org

A non-profit association that provides information, education, networking and referrals to those with specialized issues involving the elderly or persons with special needs (Tucson, AZ).

Nationwide Lawyer Referral Service

1.800.552.7977

www.vsb.org

Department of Community & Human Services - Women's Initiatives

421 King Street, Suite 400, Alexandria, VA 22314

703.746.5030

Domestic Violence Program 24-Hour Hotline **703.838.4911**

Sexual Assault Response & Awareness 24-Hour Hotline **703.683.7273**

alexandriava.gov/Women

Dedicated to empowering Alexandria residents by working for equality, safety, and access to opportunities and services through advocacy and education.

Virginia Department for the Aging (VDA)

1610 Forrest Avenue, Suite 100, Richmond, VA 23229

1.800.552.3402 Toll Free Information Line

www.vda.virginia.gov

VDA works with 25 local Area Agencies on Aging (AAAs) as well as other public and private organizations as a central point of contact to help older Virginians, their families and loved ones find the services and information they need.

Virginia State Bar Lawyer Referral Service

1.804.775.0808

www.vsb.org

LIBRARIES

www.alexandria.lib.va.us

Charles E. Beatley, Jr. Central Library

5005 Duke Street, Alexandria, VA 22304

703.746.1702

Kate Waller Barrett Branch and Special Collections (Local History)

717 Queen Street, Alexandria, VA 22314

703.746.1703 or **Special Collections 703.746.1706**

Ellen Coolidge Burke Branch

4701 Seminary Road, Alexandria, VA 22304

703.746.1704

James M. Duncan Branch

2501 Commonwealth Avenue, Alexandria, VA 22301

703.746.1705

MULTICULTURAL SERVICES & SPECIAL POPULATIONS

Christ House (Catholic Charities of Arlington Diocese)

131 S. West Street, Alexandria, VA 22314

703.548.4227

www.cdda.net

Emergency assistance, counseling, immigration service, advocacy, legal help, information and referral. Spanish interpreters. Financial assistance available.

Ethiopian Community Development Council, Inc. (ECDC)

901 South Highland Street, Arlington, VA 22204

703.685.0510

www.ecdcinternational.org

Responds to the healthcare concerns and needs of the African newcomer community. ECDC designed an approach that combines direct social services and culturally sensitive health education and promotion. ECDC has over 19 years of providing a variety of health related services.

Hispanic Committee of Virginia (Comité Hispano de Virginia)

5827 Columbia Pike, Suite 200, Falls Church, VA 22041

703.671.5666

www.hispaniccommitteeofvirginia.org

Information and referral, English as a Second Language and citizenship classes, immigration services, employment, education, social services, home buying, and entrepreneurial projects. Volunteers needed.

Hogar Immigrant Services (Catholic Charities of Arlington Diocese)

6201 Leesburg Pike, Suite 307, Falls Church, VA 22044

703.534.9805

www.cdda.net

Adoption, counseling, elderly services, crisis pregnancy counseling, food pantry, immigration, legal, services for the disabled, English as a Second Language classes, and prison ministry.

Jewish Community Center of No. Virginia (JCCNV)

8900 Little River Turnpike, Fairfax, VA 22031

703.323.0880

www.jccnv.org

Educational, social and recreational activities for senior adults, and information and referral.

Jewish Council for the Aging of Greater Washington

11820 Parklawn Drive, Suite 200, Rockville, MD 20852

703.425.0999 or **301.881.8782**

*TDD 301-881-5263

www.jcagw.org

Provides transportation, home care, respite care services, volunteer opportunities, information & referrals in Northern Virginia. Services are non-sectarian. Call for more information.

Jewish Social Service Agency (JSSA)

3018 Javier Road, 2nd Floor, Fairfax, VA 22031

703.204.9100

www.jssa.org

Provides information and referral, employment, counseling, home visit assessments, friendly visiting, volunteer opportunities, hospice, bereavement, disability, services, home care and more.

Korean Services (Salvation Army)

6005 Tower Court, Alexandria, VA 22304

703.370.9544

Social services 703.548.0579

Shelter referral 703.329.2080

Transitional housing 703.836.2427

www.salvationarmysouth.org

Korean information and referral service.

Multicultural Human Services Center

701 W. Broad, Suite 305, Falls Church, VA 22046

703.533.3302

www.cmhs.org

Multilingual/multicultural information and referral line is extension 303. Staff speak over 20 languages. Domestic violence programs. Programs for survivors of torture and severe trauma, multicultural mental health treatment and services.

National Caucus and Center on Black Aged, Inc

1220 L Street, NW, Suite 800, Washington, D.C. 20005

202.637.8400

www.ncba-aged.org

Goal is to improve the quality of life for elderly African Americans and low income minorities.

Older Women's League (OWL) Field Services Office

1.800.825.3695

www.owl-national.org

National association that works to improve the status and quality of life for midlife and older women.

Veterans' Affairs Department-Regional Office

1722 I (Eye) Street, NW, Washington, D.C. 20421

202.530.9000

www.va.gov

Veterans benefits, services, and programs. Office serves all DC Metropolitan area veterans.

Veterans' Assistance–American Red Cross

123 North Alfred Street, Alexandria, VA 22314

703.549.8300

www.alexandriaredcross.org

Provides information and referrals for all veterans and their family members.

Veterans' Community Based Outreach Center

8796 Sacramento Drive, Suites D and E 3, Alexandria, VA 22309

703.360.1442

www.va.gov

Veteran's clinic and community based outreach center. Veteran's center and counseling services. Information provided and connection to resources, programs, and services.

Veteran's Health Care Benefits

1.877.222.8387

www.va.gov

RECREATION**Recreation Centers**

Recreation centers have activities geared toward persons of all ages including trips, special events, classes, and special interest clubs. Fitness and exercise programs are available at many locations. For more information, see alexandriava.gov/RecreationCenters. For information, to register for any of the City Recreation Center-based activities listed below, or to be placed on a mailing list, call the Senior Program Office 703,746.5575. alexandriava.gov/Recreation

Charles Barrett Recreation Center

1115 Martha Custis Drive, Alexandria, VA 22302

703.746.5551

TTY 703.706.3963

Charles Houston Recreation Center

901 Wythe Street, Alexandria, VA 22314

703.746.5552

Chinquapin Recreation Center

3210 King Street, Alexandria, VA 22302

703.746.5553

TTY 703.519..2167

Fort Ward Nordic Walking & Exercise Club

Fort Ward Park, 4301 W. Braddock Road, Alexandria, VA 22302

703.746.5575

Patrick Henry Recreation Center

4643 Taney Avenue, Alexandria, VA 22304

703.746.5557

Cora Kelly Recreation Center

25 W. Reed Avenue , Alexandria, VA 22302

703.746.5554

Nannie J. Lee Memorial Recreation Center

1108 Jefferson Street , Alexandria, VA 22314

703.746.5550

TTY 703.706.3994

Mount Vernon Recreation Center

2701 Commonwealth Avenue, Alexandria, VA 22301

703.746.5556

TTY 703.706.3954

William Ramsay Recreation Center

5650 Sanger Avenue, Alexandria, VA 22311

703.746.5558

SENIOR CENTERS**Charles Houston Senior Center**

901 Wythe Street, Alexandria, VA 22314

703.746.5552

The center serves seniors aged 60+. It offers wellness classes such as yoga and nutrition education, blood pressure screenings, support groups; intergenerational activities; recreational and social activities including table games, cards, dominoes, Bingo, bowling, field trips and parties. Breakfast and lunch served daily. Door-to-door bus transportation service to the Center is available. Center operated by Alexandria Redevelopment and Housing Authority (ARHA), under contract with the Division of Aging and Adult Services.

Saint Martin de Porres Senior Center

4650 Taney Avenue, Alexandria, VA 22304

703.751.2766

www.cdda.net/programs_elderly.php

Non-denominational senior center operated by Catholic Charities under contract with the Division of Aging and Adult Services serving persons aged 60+. Offers wellness classes such as Tai Chi, exercise, English as a Second Language (ESL) classes, blood pressure screenings; education; support groups; social services, intergenerational programs; Bingo; parties and field trips. A nutritious lunch is served daily. Door-to-door bus transportation is available.

OTHER SENIOR ACTIVITIES**Elder Crafters of Alexandria, Inc.**

405 Cameron Street, Alexandria, VA 22314

703.683.4338

Craft classes for persons willing to teach skills to other seniors. Sells hand-made crafts in consignment shop.

YMCA

420 East Monroe Avenue, Alexandria, VA 22301

703.838.8085

Helps clients remain fit using indoor pool, ladies health center, and the men's athletic club. Discount memberships for seniors.

Northern Virginia Senior Olympics

703.746.5575

novaseniorolympics.com

Cosponsored by the No. VA Senior Olympic Committee and No. VA Recreation and Parks Departments, the No. VA Senior Olympic Program is held annually in Northern Virginia and open to all senior residents ages 50+. The Committee's goal is to promote health, fitness and psychological well-being of senior adults by offering the opportunity for participation, fellowship and achievement through various athletic, recreational and social events., and to raise public awareness of the capabilities existing in our senior population. Alexandria is a sponsoring jurisdiction of the No. VA Senior Olympics. Registration required.

SERVICES FOR SPEECH, LANGUAGE & HEARING IMPAIRED PERSONS**American Speech-Language Hearing Association (ASHA)**

10801 Rockville Pike, Rockville, MD 20852

1.800.638.8255

www.asha.org

Brochures, booklets, lists of centers for assistive devices, practical tips, referrals.

Association of Late Deafened Adults (ALDA Potomac Chapter)

2755 Hill Road, Vienna, VA 22181

Voice/TTY 703.255.1244

www.alda.org

Provides volunteer opportunities, information, brochures, quarterly newsletters and other publications as well as meeting others with hearing loss via e-mail. Also recruits writers.

Hearing Aid Help Line

1.800.521.5247

www.ihsinfo.org

Sponsored by International Hearing Society. Provides consumer information on hearing aids, hearing loss and a list of specialists in hearing problems.

Home Care Hearing Aid Service

5251 Duke Street, Alexandria, VA 22304

703.823.4838

Northern Virginia Registry of Interpreters for the Deaf

TTY 703.476.8495

Northern Virginia Resource Center for Deaf and Hard of Hearing Persons

3951 Pender Drive, Suite 130, Fairfax, VA 22030

703.352.9055

TTY 703.352.9056

www.nvrc.org

Information and referral, advocacy with public agencies, and community education.

Self Help for Hard of Hearing People

7910 Woodmont Avenue, Suite 1200, Bethesda, MD 20814

301.657.2248

*TDD 301.657.2249

www.hearingloss.org or www.shhh.org

Education, support and self-help motivation to hard of hearing people.

Sonus Hearing Center/Alexandria

Alexandria Hospital Professional Center

4660 Kenmore Avenue, Suite 4098, Alexandria, VA 22304

Voice/TTY 703.823.3336

www.thesoundchoice.com

Audiology services and hearing aids. Lions Club hearing aid bank. Fees charged.

Virginia Department for the Deaf and Hard of Hearing

1602 Rolling Hills Dr., Suite 203, Richmond, Virginia 23229-5012

Voice/TTY 1.800.552.7917 or 1.804.662.9502

www.vddhh.org

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) works to reduce the communication barriers between persons who are deaf or hard of hearing and those who are hearing, including family members, service providers, and the general public.

Virginia Relay Center

1.800.828.1140

TTY 1.800.828.1120

www.mwc.edu/voice/dialing/vrc.htm

Center relays messages between hearing or speech impaired persons and persons without these impairments. Operated by AT&T.

TRANSPORTATION SERVICES

Special Transportation Unit

703.746.5999

The Aging & Adult Services bus is available for various trips: grocery shopping, to/from senior centers, and some of their outings. Service is for persons aged 60+ on specially scheduled routes. Fare: Donation requested, but not required. Charter service available for a fee.

Charter Services- Three buses and two vans operated by transportation staff of the Division of Aging and Adult Services (DAAS) may be reserved for a fee. Call the transportation supervisor at **703.746.3275** or call the DAAS at the main number above to leave a message for the supervisor.

DASH Bus/Alexandria Transit Company

703.746.3274/703.746.DASH

www.dashbus.com

City of Alexandria bus system, including after rush hour service to and from Metro Stations.

METROBUS/METRORAIL

Washington Metropolitan Area Transit Authority (WMATA)

202.637.7000

TTY 202.638.3780

www.wmata.com

Call for information on bus and rail schedules. Reduced fares available with senior citizen I.D. or disability cards. Bus cards/applications can be obtained at public libraries or at Senior Services of Alexandria 703.836.4414. Lift bus service, elevators at Metro stations, and other accommodations available via Metro Access disability service. Call 301.588.8182 or TTY 301.588.8186 for additional information. Call 202.637.1328 or 202.637.7000 for multi-lingual translation of Metrorail and Metrobus Service.

Metro Bus and Rail:

Customer Assistance 202.637.1328

Customer Information 202.637.7000

General information 202.962.1234

ID Card for Riders with Disabilities 202.962.1245

Service/Elevator Outages 202.962.1212 24-hour recording on detours , service changes

Metro Senior Citizen Reduced Fares (Bus & Rail) Programs.

Complete an application for reduced fare programs. Get applications at the City’s public libraries during regular library hours or call the Division of Aging at 703.746.5999 to request a reduced fare application.

Old Town Transit Shop

1775C Duke Street, Alexandria, VA 22314

703.229.6227

alexandriava.gov/Localmotion

Reduced fare tickets for Metro -Age 65+ Connection for passes, tokens, Smartrip cards, schedules and transit information for bus, rail, and train service around Washington Metro area.

Senior Taxi Service

Senior Services of Alexandria

700 Princess Street, Alexandria, VA 22314

703-836-4414 extension 15

www.seniorservicesalex.org

Available for residents age 60 and over for grocery shopping and for trips to medical appointments within Alexandria City limits or a 5-mile radius outside Alexandria. Small fee required.

SPECIAL TRANSPORTATION SERVICES

*Denotes vehicles with wheelchair lift van equipment to transport persons with disabilities. Fees based on location and type of service provided.

***Accessible Transportation of America (lift van rentals only)**

1.800.998.9013

American Cancer Society**703.836.5925**www.cancer.org

Transportation services for patients undergoing Cancer treatments.

Diamond Transportation Services** (24-hour notice for lift vans)**703.912.7606/7607**Diamond/Yellow Taxi Cab** (24-hour notice for lift vans)**703.549.2500/6200/6500*****D.O.T -Transportation for People with Disabilities****703.746.4079**alexandriava.gov/Transit

City of Alexandria taxi cab or wheelchair accessible van service for persons unable to use public transportation. Must have doctor's certification of disability. DOT provides service throughout Alexandria, Falls Church, Fairfax City and Arlington and Fairfax Counties seven days a week. Call for an application or information.

***Medicaid Transportation Service** (Logisticare)**1.866.386.8331**

Free transportation to medical appointments for people who have Medicaid or for children who have FAMIS. Call 48 hours in advance of appointment day. Call 1.866.836.1570 for dialysis transportation services. Provide card number.

MetroAccess (Paratransit curb-to-curb services for People with Disabilities)**301.588.8186**

TTY 301.588.7535 or call 301.562.4640

www.wmata.com/accessibility/metroaccess_service/

MetroAccess is a shared ride transit service for people with disabilities who are unable to use fixed-route public transportation. The service provides daily trips throughout the entire Metropolitan region, including the District of Columbia, suburban Maryland and suburban Virginia. MetroAccess will accept Metrorail fare cards as a form of payment. To qualify, you must complete an application and participate in a functional assessment to determine which services best meet your needs. Call the above number to apply or for more information.

Vehicle Registration and Handicapped Plates and Permits**Commonwealth of Virginia Department of Motor Vehicles/Alexandria**

2681 Mill Road, Alexandria, VA 22314-4680

804.497.1700dmv.virginia.gov

Driver's license, vehicle registration, driving records, disability programs and voter registration available.

UTILITIES AND UTILITY ASSISTANCE

Dominion Virginia Power (electric company)

1.888.667.3000

TTY 1.800.552.4015

www.dom.com

Call for information on the Gatekeeper Program, large print bills, third party notice, and priority service for life support devices.

Energy Assistance

703.746.5901

Financial help to qualified individuals to pay their gas, electric and other utility bills. Ongoing and emergency assistance circumstances evaluated by DCHS Community Action Agency staff.

Fan Care Program

703.746.5918

Department of Community & Human Services' Division of Aging and Adult Services program provides fans, air conditioners, or air conditioner repairs for low-income persons 60+ with health problems. Sponsored by Virginia Power and the Virginia Department for the Aging. Ask for energy assistance.

Verizon Telephone Company

703.954.6611

TTY 1.800.564.0999

www.verizon.com

For information on special rates for Medicaid, SNAP/ food stamp & TANF clients, call 703.876.7000

Virginia-American Water Company

703.549.7080

www.vawc.com

Washington Area Fuel Fund (WAFF)

703.548.0579

Funds available January through May for winter heating bills for qualified persons. Program administered by the Salvation Army **703.836.2427**.

Washington Gas Company (natural gas)

703.750.1000

TTY 703.750.7975

Gas Leaks 703.750.1400

www.washgas.com

Weatherization Program (FREE)

1.540.662.8960

TTY 1.800.545.1833 extension 274

Free program that helps to make the homes of low-income homeowners more energy efficient. Lowers electric, gas, and possibly other utility bills.

VITAL RECORDS

Alexandria Marriage Certificates and Divorce Records

City of Alexandria County Clerk

520 King Street, Alexandria, VA 22314

703-746.4044, Option 1

Death Certificates

Virginia Department of Health

Office of Vital Records

P. O. Box 1000, Richmond, VA 23218-1000

804.662.6200

Vital Records - Any State

www.vitalrec.com

VOLUNTEERING

Department of Community & Human Services - Division of Aging and Adult Services

2525 Mt. Vernon Avenue, Alexandria, Virginia 22301

703.746.5999

www.alexandriava.gov/Aging

Opportunities to work with older persons in Senior Centers or the Adult Day Services Center, or as clerical assistants. Please call the Agency on Aging for more information.

American Red Cross - Alexandria Chapter

123 North Alfred Street, Alexandria, Virginia 22314

703.549.8300

www.alexandriaredcross.org

Volunteer Alexandria

123 N. Alfred Street, 3rd Floor, Alexandria, VA 22314

703.836.2176

www.alexandriavolunteers.com or www.volunteeralexandria.org

Opportunities to volunteer with any of over 200 local service agencies.

VOTER INFORMATION

Alexandria Registrar of Voters

132 N. Royal Street, Room 100, Alexandria, VA 22314

703.746.4050

www.alexandriavoter.org

Voter registration and applications for absentee ballots.

Virginia Department of Motor Vehicles (DMV)

2681 Mill Road, Alexandria, VA 22314-4680

804.497.1700

dmv.virginia.gov

Driver's license, vehicle registration, driving records, disability programs and voter registration.

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ALEXANDRIA CITY SERVICES

www.alexandriava.gov

Abandoned Vehicles	703.838.4444
Adopting Pets	703.746.4774
Animal Bites and Control	703.746.4774
Bedbugs.....	703.746.4910
Cable Television Complaints	703.746.4350
Car Decal, Tax, and Registration	703.746.3901
Cat and Dog Licensing	703.746.4774
City Manager's Office	703.746.4300
Complaints about City Services	703.746.4800
Courthouse Information (Alexandria) ...	703.746.4141
Crime Concerns (Non-Emergency) ...	703.838.4636
Deeds.....	703.746.4044
Delinquent Taxes	703.746.3909
Disposal of a Vehicle.....	703.746.3901
Emergency Medical Services (Non-Emergency Contact)	703.746.5200
Farmers' Markets	703.746.3200
Graffiti.....	703.838.4444
Grass and Weed Problems.....	703.746.4200
Hazardous Waste Disposal	703.746.4410
Landlord-Tenant Issues	703.746.4990
Leaf Collection Program	703.746.LEAF (5323)
Mayor, Vice-Mayor and Council Members	703.746.4500
Mulch Program.....	703.746.4410
Noise Complaints	703.746.4065
Notaries Public	703.746.4044
Parking Tickets.....	703.746.3902
Paving.....	703.746.4488
Personal Property (Vehicle) Tax.....	703.746.3901
Police Reports	703.838.4444
Potholes	703.746.4488
Rabies	703.746.4774
Recycling	703.746.4410
Residential Parking Permits	703.746.3902
Rodent Control.....	703.746.4200
Sidewalks.....	703.746.4488
Smoke Detector Request.....	703.746.5260
Snow	703.746.4488
Solid Waste	703.746.4410
Street Lights	888.667.3000
Streets.....	703.746.4488
Towed Vehicles	703.746.4200
Trash.....	703.746.4410
Vehicle Decals, Taxes, Registration ...	703.746.3901
.....	703.746.5030
Wills and Probate.....	703.746.4044

Emergency Numbers

Fire/Police 911

**American Red Cross
703.549.8300**

**Adult Protective Services
703.746.5778**

**Domestic Violence
703.746.4911**

**Child Abuse/Neglect
703.746.5800**

Crisis Link 211

**Poison Control Center
1.800.222.1222**

**Sexual Assault Hotline
703.683.7273**

**Suicide Hotlines
1.800.784.2433
Spanish 1.877.784.2432**

