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.

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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

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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.
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.olli.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.ccda.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


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

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.ccda.net
(loan 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.org

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.
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 Heath 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.aarplsnbyge.org
Free and reduced cost legal services for AARP members. As a member you can get a free 30-minute consulta-
tion 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.vsmb.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, Suite100, 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.ccda.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.ccda.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.ccda.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 multilingual 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  
804.497.1700  
dmv.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 thought 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

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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
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Courthouse Information (Alexandria) ..................... 703.746.4141
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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